

ISLE OF ANGLESEY COUNTY COUNCIL

Committee:	Partnership & Regeneration Scrutiny Committee
Date:	11 March 2021
Subject:	North Wales Safeguarding Board Annual Report 2019/20
Purpose of Report:	The report meets the statutory requirement that the North Wales Safeguarding Board publishes its Annual Report. It provides an overview of the work of both the North Wales Children and the North Wales Adult Safeguarding Boards from April 2019 to March 2020 and the progress made in delivering key objectives across the region to safeguard people. It outlines next steps and longer term plans for the Regional Safeguarding Board.
Scrutiny Chair:	Councillor Gwilym O Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fon Roberts, Director Social Services
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Local Members:	Not relevant

1 - Recommendation/s

For Elected Members to consider and note the information contained within the North Wales Safeguarding Board Annual Report 2019 -20.

2 – Link to Council Plan / Other Corporate Priorities

The Council believes that every child and adult has the right to be safe from harm. One of the responsibilities of the North Wales Safeguarding Board is to ensure that each North Wales local authority safeguards the people that live in their respective county.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

- a) To what extent has the Safeguarding Board implemented its most recent Annual Plan?
- b) How effective is the partnership in working together and holding each other to account?
- c) To what extent has the Board been able to provide assurance that quality safeguarding levels have been provided during the last challenging year as a result of Covid 19?
- d) What work has the Board undertaken in relation to developing and supporting compliance with Wales Safeguarding Procedures 2019?
- e) The Board undertakes exercise reviews in specific cases- how are the learning from these shared in order to learn lessons and support continuous improvement?

5 – Background / Context

Legal Framework

- i. The Social Services and Wellbeing (Wales) Act 2014 provides the statutory framework for Social Care in Wales. The Safeguarding Boards (General) (Wales) Regulations 2015 relate to setting up and the function of the Safeguarding Boards. Regulations 5 and 6 relate to the making of annual plans and annual reports by Safeguarding Boards. The North Wales Safeguarding Annual Report 2019/20 was approved by all members of the respective Children and Adult Boards.
- ii. Welsh Government Working Together to Safeguard People Guidance, states that the objectives of a Safeguarding Children Board are:
 - To protect children within its area who are experiencing, or are at risk of abuse, neglect or other kinds of harm, and
 - To prevent children within its area from becoming at risk of abuse, neglect or

other kinds of harm.

and the objectives of a Safeguarding Adults' Board are to protect adults within its area who -

- Have needs for care and support (whether or not a local authority is meeting any of those needs), and
- Are experiencing, or are at risk of, abuse or neglect
- To prevent those adults within its area becoming at risk of abuse or neglect.

- iii. Both boards set the strategic direction of safeguarding, including policy direction, and monitoring the effectiveness of safeguarding within agencies across the region. Boards commission practice reviews and disseminate learning to practitioners which ensures that local learning is widely known and that safeguarding is high on the agenda at all levels of the workforce.
- iv. There is consistent membership by the Local Authority on the Board and various regional and sub-regional groups by Social Services and the Learning Service. The collaboration between these two services also characterizes our corporate safeguarding arrangements.

Priorities 2019/20

- v. For 2019/20 two strategic shared priorities were identified, with one individual priority each for the Children's and Adults Boards: Exploitation [Shared Priority]: Domestic Abuse [Shared Priority]: Improved awareness and compliance in the Adult at Risk Process [Adults' Board Priority] and Safeguarding in Education [Children's Board Priority]

Priorities 2020/21

- vi. From the Board's Business development day and also to reflect the National Agenda in Wales, the priority areas were identified for the Children's and Adults Board was to promote awareness and compliance around the New All Wales Adult Safeguarding Procedures (NWSAB) and the New All Wales Children Safeguarding Procedures (NWSCB). The rationale for the choice of these two priority areas is that there is a need to further promote awareness of the New All Wales Safeguarding procedures but also as a region to demonstrate over the next twelve months that we have embedded the procedures into practice.
- vii. In addition two improvement areas were identified
- Strong Leadership & Evidenced Compliance: To provide strategic leadership in relation to safeguarding & to ensure that the North Wales Safeguarding Boards are able to demonstrate effectiveness in delivering against their statutory functions
 - Increased Knowledge & Continuous Learning: To be assured that agencies know the children, young people and adults who are most at risk in our region and effectively safeguard them. To continually develop and improve the way agencies work so that outcomes improve.

Key Messages from the Annual Report

- viii. Safeguarding requires effective partnership working and the Annual Report 2019/20 acknowledges good practice across the region, as well as areas for development. These areas for development are reflected in the North Wales Safeguarding Board business plan for 2020/21.
- ix. The Boards continued to mature in the last year to one where they demonstrate effective co-operation and challenge are part of everyday business.
- x. The Boards can demonstrate how they have influenced the national agenda on the National Procedures and the All Wales Practice Guides.
- xi. The Annual Reports evidences that the Boards have embraced a more cross cutting agenda which focusses on safeguarding with a 'people' perspective.

Key Achievements of the Safeguarding Boards during 2019/20

- xii. Wales Safeguarding Procedures Training to support the implementation of the Wales Safeguarding Procedures. In the period January 2020 – March 2020 there were 10 Child at Risk Module sessions held and 10 Adult at Risk module sessions held. Each session was attended by 50 – 60 staff. Further sessions were scheduled but had to be put on hold due to Covid19. The Board are making available videos and podcasts on separate sections of the procedures to enable staff to refresh their understanding of the changes, this is particularly important in relation to the substantial changes within Adult Protection. This will also allow the Board to update the information if and when updates to the procedures are made, to keep them current and help create a regional safeguarding approach. It is also anticipated that further training and updates will be provided via Webinars and video conferencing to enable interaction with attendees and the trainer.
- xiii. Quality of multi-agency practice: The Annual Reports evidence that work has been carried out to evaluate the quality of multi-agency practice and to inform learning and continua development.
- xiv. Partnership Review: The Partnership review was completed and established the Vulnerability & Exploitation Board. This provides an opportunity for collaboration and alignment of priorities and to avoid duplication of work programmes, together with raised awareness and understanding of the issues around vulnerability and exploitation across North Wales. As part of this work package and in accordance with the North Wales Safeguarding Partnership Review, the Vulnerability and Exploitation panel has been developed to provide leadership, governance and strategic direction to meet nationally and regionally driven priorities relating to vulnerability and exploitation and to ensure the effective delivery of national, regional and local priorities for protecting and preventing vulnerability and exploitation.
- xv. Role of the Lead Practitioner/Section 126 Enquiries: The NWSAB undertook an

extensive work programme around the role and S.126 enquires, with multi-agency workshops being undertaken across the region.

- kvi. Basic Safeguarding Training for Commissioned Services: Developed a model of learning development to support agencies to deliver their training in-house. The manager or a senior member of their care staff, will be trained to deliver the safeguarding module themselves and will be using the Social Care Wales safeguarding module once it has been updated to reflect the changes in procedures.
- vii. Development of Procedures/Protocols/Guidance to Support Practitioners: A number of protocols were developed during the year to support agencies, some as a result of learning from CPR/APR's and others in response to requests for guidance from agencies and practitioners:

6 – Equality Impact Assessment [including impacts on the Welsh Language]

The Annual Report 20210/20 is a summary of work undertaken throughout the year across the North Wales footprint. Individual proposals / decisions will have been considered.

7 – Financial Implications

The North Wales Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. IOACC contribution is in line with this formula. Budgets are to be agreed by Safeguarding Board partners to ensure sustainability in taking forward programmes of work and to be rolled forward until modified to ensure stability and security of funding over more than one financial year.

8 – Appendices:

North Wales Safeguarding Board Annual Report 2019/20

<https://www.northwalessafeguardingboard.wales/wp-content/uploads/2020/10/FinalAnnual-Report-2019-20.pdf>

9 - Background papers (please contact the author of the Report for any further information):

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NORTH WALES SAFEGUARDING BOARD

ANNUAL REPORT

2019 – 2020

JULY 2020

Introduction:



Jenny Williams (Chair of the North Wales Safeguarding Children Board):

This Annual Report outlines the progress we have made against the outcomes set by the North Wales Safeguarding Children Board in March 2019 as part of our Annual Strategic Plan. The Board has continued to mature in the last year to one where we demonstrate effective co-operation and challenge are part of everyday business.

North Wales Children Safeguarding Board can demonstrate how we have influenced the national agenda on the National Procedures and the All Wales Practice Guides. We have responded to recommendations from both the National Independent Safeguarding Board and the Children's Commissioner.

Joint working with NWSAB has been positive and we now have an agenda that is richer with the different areas of practice in adult and children's services now starting to enrich each other with practitioners seeing the benefit of an all age approach to protecting children and adults at risk.

There will always be challenges in delivering such complex services across such a large regional area such as North Wales but this annual report clearly demonstrates good progress in demonstrating how NWSB is impacting on outcomes for children and young people.

I am privileged as Chair of the NWSCB to continue to serve the residents and diverse communities of North Wales region in leading and fulfilling the Board objectives as stated in Part 7 of the Social Services and Well-being Act (Wales) 2014 to protect and prevent children in the region from experiencing abuse and neglect and other kinds of harm.

I would also like to recognise a dear colleague, David Beard who sadly passed away. David was someone who had been influential, with solid input into board, words of wisdom, and support in lots of complex reviews/ issues the board and colleagues have had over the years.

Neil Ayling (Chair of the North Wales Safeguarding Adults Board):

The annual report outlines in detail the progress we have made against the outcomes that were set by the North Wales Safeguarding Adult's Board as part of our Annual Strategic Plan published on 31st March 2019.

The Board has great commitment from its members which clearly supports the improvement journey. The Board is emerging into a more robust, open, constructively challenging, and continually developing body that has a clear focus on safeguarding adults at risk at its core.



It has become increasingly clear that the Board is enhanced by a more cross cutting agenda which focusses on safeguarding with a 'people' perspective. The annual report references the work we have done. We continue to promote the safeguarding Adults at Risk agenda within North Wales and have developed further links across the sector. The work we are doing with developing a Framework for Safeguarding with HMP Berwyn is an example of this.

Finally, I would like to thank all members of the NWSAB and the sub-groups for the work undertaken during the year and I look forward to working with the Board next year in promoting and improving practice around safeguarding Adults at Risk.

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Objective of the Safeguarding Boards:

Serving the citizens and diverse communities of the North Wales region which encompasses six Local Authority areas does not come without significant challenges. The board and its members however continue to be proud of the strong ethos of collaboration and partnership working that has been established at a senior executive board and sub group level. We look forward to the year ahead and continuing to build upon the strong foundations established in the preceding four years to deliver against our objectives and our aspiration to achieve excellence in Safeguarding work, professional practice and the services we provide to our communities.

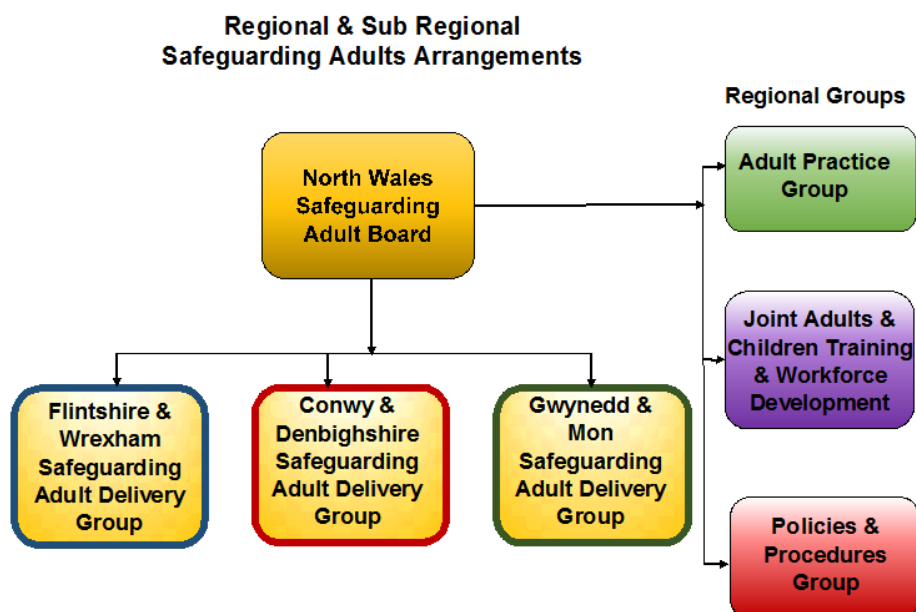
Protecting and preventing children and adults at risk from experiencing harm and promoting the wellbeing of the people of North Wales enabling them to achieve better outcomes remains central to the Board's work.

Areas have been identified for continuing improvement and will enable the Board and its members to fulfil their statutory responsibilities as outlined in Part 7 of the Social Services and Well-being Act (Wales) 2014 to protect and prevent children and adults at risk in the region from experiencing abuse and neglect and other kinds of harm.

1. About the North Wales Safeguarding Boards:

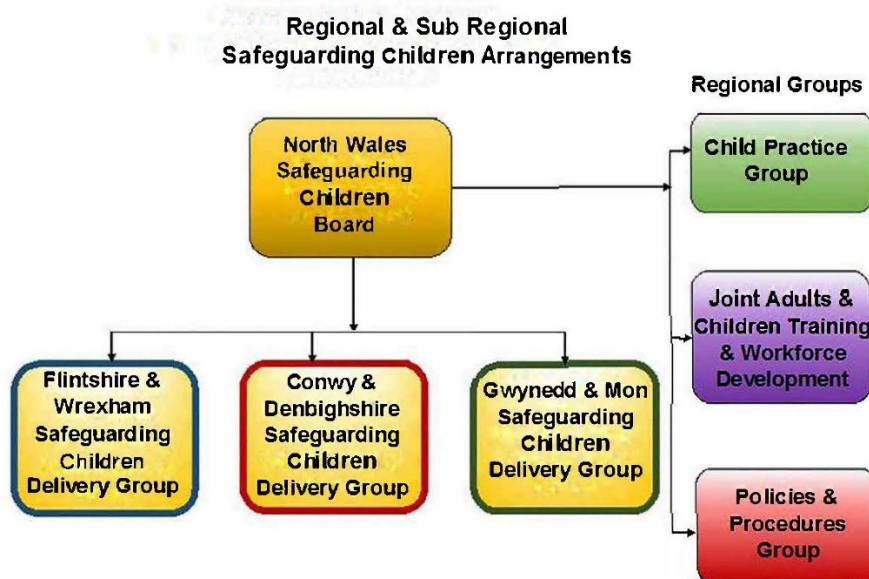
Structure:

The North Wales Safeguarding Boards currently meet four times per year and jointly twice a year, in addition there is also a joint Business Development Day held annually to set the priorities for the coming year and self-assess the progress of the Boards.



NWSAB Sub Groups:

Flintshire & Wrexham Delivery Group:	Chair: Jane Davies, Flintshire County Council
Conwy & Denbighshire Delivery Group:	Chair: Claire Lister, Conwy County Borough Council
Gwynedd & Mon Delivery Group:	Chair: Alwyn Jones, Anglesey Council
Policy & Procedures Group:	Chair: Alaw Pierce, Denbighshire County Council
Adult Practice Review Group:	Chair: Tim Griffiths, Welsh Ambulance Service Trust
Joint Training & Workforce Development Group:	Chair: Mark Foster-Rowley, Conwy County Borough Council.



NWSCB Sub Groups:

Flintshire & Wrexham Delivery Group:	Chair: Meinir Williams Jones, Barnardo's
Conwy & Denbighshire Delivery Group:	Chair: Chris Weaver, BCUHB
Gwynedd & Mon Delivery Group:	Chair: Fon Roberts, Ynys Mon LA
Child Practice Review Group:	Chair: David Beard, Barnardo's
Policy & Procedures Group:	Chair: Cindy Thompson, Denbighshire County Council

The Board's Practice Delivery Groups and the Policies and Procedures Group currently meet on a quarterly basis. The Practice Review Groups and the Joint Workforce and Training Group also meets bi-monthly.

Board Membership:

North Wales Safeguarding Adults Board:

Chair: Neil Ayling Chief Officer – Social Services Flintshire County Council

Vice Chair: Michelle Denwood -Associate Director Safeguarding – Betsi Cadwaladr University Health Board

Anglesey CC - Director of Social Services. Head of Adults Services

Conwy CBC - Strategic Director of Social Care & Education. Head of Service for Children, Family and Safeguarding

Denbighshire CC - Corporate Director Communities. Head of Community Support Services

Flintshire CC – Chief Officer Social Services. Senior Manager Safeguarding & Commissioning

Gwynedd CC – Corporate Director. Head of Adult Health and Wellbeing Services

Wrexham CBC - Head of Adult Social Care

BCUHB Director of Nursing Mental Health & Learning Disabilities

BCUHB - Assistant Director of Nursing MHLD

National Probation Service – Designated Officer

North Wales Police - Detective Superintendent/PVPU

Public Health Wales – Designated Nurse National Safeguarding Team

Care Forum Wales – Senior Policy Advisor

Welsh Ambulance Service Trust – Head of Safeguarding

North Wales Fire & Rescue Service - Business Education & Arson Reduction Team Manager

HMP Berwyn – Head of Safety and Equality

North Wales Safeguarding Children Board:

Chair: Jenny Williams - Director of Social Care and Education - Conwy County Borough Council

Vice Chair: Judith Magaw
Head of Reducing Re Offending – National Probation Service Wales

Director of Social Services, Head of Children & Family Services – Anglesey Council

Head of Children, Family & Safeguarding Services – Conwy County Borough Council

Corporate Director Communities & Head of Education & Children’s Services – Denbighshire County Council

Chief Officer Social Services. Head of Children’s Services- Flintshire County Council.

Head of Children & Support Families and Corporate Director - Gwynedd Council.

Service Manager Prevention & Support Youth Justice Service

Head of Service - Wrexham Youth Justice Service

Head of Corporate Safeguarding, Assistant Director Children’s Services - Barnardo’s

Detective Superintendent PVPU - North Wales Police

Associate Director Safeguarding & Named Doctor Children’s safeguarding - Betsi Cadwaladr University Health Board

Head of Children’s Services – Wrexham County Borough Council

Head of Local Delivery Unit – National Probation Service

Designated Nurse National Safeguarding Team – Public Health Wales

Service Manager for North Wales (Children services) - NSPCC

Safeguarding Specialist Quality, Safety & Patient Experience Directorate - Welsh Ambulance Service Trust

2. Action the Safeguarding Boards have taken to achieve particular outcomes.

COVID19:

At the time of writing, the pandemic is spreading and we are under a 'lock-down' instruction with the majority of staff, who are able, working from home. The current challenges faced by the NHS and their staff are immense, and the Board will be looking at how it can help support them and all other partners during this emergency.

Emergency Board meetings are taking place via conference calls, to establish the current regional position with regards to managing the safeguarding process, both within Children and Adults Services. By sharing what partners are doing it will ensure that the Board has some oversight and allow ideas and innovations in dealing with various situations. The Boards Business Unit will be undertaking some interim virtual meetings with the Chairs of the Adults and Children's protection conference meetings so Board has oversight. Virtual Board meetings will be taking place to insure that Board is meeting its statutory duties as well as it can under the circumstances.

Wales Safeguarding Procedures Training:

The Board's Workforce Development and Training Group together with the Business Unit started planning training sessions for Staff and Providers from July 2019 once it was established that the procedures would be launched later in the year. By asking the regional training officers to identify who would need to attend the first tranche of training, those who are on the front line and have the immediate need to understand the changes identified within the Wales Safeguarding Procedures attended a full days training session. This was implemented for both the Children and Adults Safeguarding Procedures.

Since January 2020 – there have been:

- Child at Risk Module sessions: 10 sessions held.
- Adult at Risk module sessions: 10 sessions held – 3 on hold.

Each session was attended by 50 – 60 staff. Further sessions specifically for education staff were scheduled but are currently on hold due to Covid19.

The Board are now looking to further embed the procedures in practice by making available videos and podcasts on separate sections of the procedures to enable staff to refresh their understanding of the changes, this is particularly important in relation to the substantial changes within Adult Protection. This will also allow the Board to update the information if and when updates to the procedures are made, to keep them current and help create a regional safeguarding approach.

It is also anticipated that further training and updates will be provided via Webinars and video conferencing to enable interaction with attendees and the trainer.

Adult Safeguarding Reports:

As part of the strategic plan for 2020/21, the Board has undertaken to look at the quality of safeguarding reports in particular Adult Safeguarding Reports. It is evident from the performance data being supplied via the Local Practice Delivery Groups that the number of inappropriate reports continues to rise due to them either being of poor quality or they are reporting issues more around quality of care rather than safeguarding concerns. It is unfortunate that not all LA's have been able to provide this information due to cross over from one information system to the other and in some cases staff illness, though efforts are being made to ensure this data is captured and supplied as a matter of course in the future at each LPDG meeting.

The data for the first three quarters of the year is as follows:

Number of Reports Received: 1787
Number that did not meet the threshold: 968

Other partner agencies such as Police have also identified that the quality of information that they are receiving, in particular with regards to incidents by and between adults at risk in care settings is not always adequate. More time is being spent on getting enough information to be able to then take appropriate action and this is impacting on resources.

The data collected also shows the source of safeguarding reports and the category of abuse from across the region. This is shown below:

Provider Agency	SSD Care Coordinator	Health	Relative	North Wales Police	Others including CIW	Self Reported
670	197	528	68	77	257	10

Neglect including Self	Physical including DA	Sexual	Psychological including Verbal	Finance	Multiple	Unknown
550	619	90	416	337	127	22

Following an increase in Adult at Risk reports, BCUHB Corporate Safeguarding have supported 3 desktop reviews across different OPMH wards and units, which focused upon safeguarding practices to gain assurance on patient, staff and organisational safety.

The Board has also looked at how information on outcomes is collected and reported on in such a way that the safeguarding adults board and partners can evidence the difference they are making for people and use this to improve safeguarding support. Evidence of good practice is collected and shared regularly across the region and examples are included within this annual report.

NWSAB - Self-Neglect Audits:

A self-neglect case audit was undertaken by the Practice Delivery Groups in order to assess how agencies were dealing with cases of self-neglect and how effective the self-neglect protocol has been in assisting with this

The auditors were asked to look at how the work considered the Adult at Risk/ Individual. All reported that there was strong evidence of multi-agency involvement, there was evidence of multi-agency discussions and case work carried out. The individual was involved throughout the process and safety was paramount. Consideration was given as to how much the individual could do independently and which needs required assistance from health and social services.

Other areas of **good practice** that were identified included:

- Consistent evidence of different methods of communicating with the individual being made.
- Clear evidence of multi-agency involvement in keeping the individual safe.
- There is evidence that mental capacity is considered and reviewed regularly and that advocacy is offered.
- There is also evidence to show that although the individuals may refuse to engage with agencies, there is strong evidence that agencies and individuals have worked hard to provide support and assistance.

The following was identified as **requiring improvement**:

- The Care and Support Protection Plan could be one working document. Also, the narrative of the individual should be a key component of future working.
- There is not always evidence that a formal risk assessment has been completed.
- It was felt, in some cases, that the social care assessment could have been progressed earlier.

NWSAB Case Audits:

Audits have also been carried by the Adult Practice Delivery Groups in order to identify areas that require improvement in practice and to inform the future priorities of the Board and look at what further areas of training may be required

Strategy Meetings/Case Conference:

Areas of **good practice**:

- Clear action plans to be completed – dated & by whom
- Clear TOR for an investigation were agreed
- The Adult at Risk / Advocates involved within the strategy meeting
- Risk Management arrangements in place

Areas **for improvement**:

- Minutes were not comprehensive
- Review of safeguarding measures or risk management strategies should have been followed up by the DLM/Chair.

Duty to enquire:

Areas of **good practice**:

- Majority of cases were completed within the 7- day time scale.
- There was evidence of immediate action taken to safeguard the individual.
- Most cases evidenced that there was a clear rationale for the decision making-process.

Areas **requiring improvement**:

- There is a lack of consistency in the quality of the initial referrals.
- Mental Capacity Assessment not always evidenced.
- Evidence around consent to the safeguarding referral.
- Consent to any safeguarding activity is crucial and local authorities do receive referrals where this aspect of the work has not been fully considered by the referrer, even though it is a specific question on the referral form.
- It was also shown that the samples audited across the six local authorities, reflected the complexities and challenges of the safeguarding referrals currently being received.
- Whilst the outcomes for all the referred individuals appear to have been positive and well managed, the evidence to support the journey could not always be readily identified.
- The outcome of Adult at Risk reports need to be shared with report authors/agency by the Local Authority.

NWSCB Domestic Abuse Audit:

As part of the ongoing work package identified in the NWSCB Local Delivery Group Forward Work Plan, it was agreed an audit would be undertaken in respect of work completed by Local Authorities, Health & Police around children at risk from Domestic Abuse.

The audit was undertaken to assess the quality of support to children and young people at risk from domestic abuse in order to drive developments in this area and to review how the work considered the child.

A separate audit form for each child was completed from the different agencies perspective, gathered from the details held on file. The last 6 months of the agencies involvement was reviewed. The audit tool focused on the following practice:

- Quality of the referral, assessment and case recording.
- Quality of Management oversight .
- Agencies working together effectively.
- Agencies work overall as a partnership.

The audit also requested each agency to make an **overall judgement** about the quality of their work for each section:

- ✓ **Outstanding** – practice that is significantly above the standards for their own and multi-agency working.
- ✓ **Good** – practice that consistently meets the standards for their own and multi-agency working.
- ✓ **Requires improvement** – practice that is inconsistent in meeting the standards for their own and multi-agency working
- ✓ **Inadequate** – practice that fails to meet the standards for their own and multi-agency working.
- ✓

Findings:

Quality of the referral

Overall the quality of referrals **requires improvement**. Risks were identified but it was not specified as to what actions, if any were taken. Whilst referrals highlighted concerns they did not provide any useful information about the child(ren), family, previous engagement or historical concerns/ information.

Quality of assessments

Generally, the quality of the assessments was **good**, which was evidenced by the following; health assessments were of a high standard, holistic assessments were detailed, assessments were completed early in the planning process; further assessments were undertaken through the court process.

However, there could be some improvement; the analysis could be more detailed particularly in relation to father's involvement and some assessments lacked risk management.

Quality of the plan

Overall the quality of the plan **requires improvement**; the plan needs to be more outcome focused concentrating on the need of the children.

There needs some work to be carried out as to how work could be undertaken with father/perpetrator and capture their engagement.

Fathers separated from their children (who did not live in the household) were not sufficiently included in an assessment or the plan to safeguard their children.

Although there were comments the plan had been developed to keep the child safe and has been escalated appropriately, with clearly documented issues.

Management Oversight of Cases

Overall the management oversight of cases, within this audit **requires improvement**. Supervision provides some management oversight and explores challenges when engaging the family.

It was suggested when new referrals are received on an open case the management oversight appears limited and could be more robust with clearer actions and timescales.

In regards to formal supervision notes some required improvement to evidence management oversight and accountability.

Health noted supervision was accessed and provided in line with the BCUHB Supervision Policy.

In one case there was evidence of clear management oversight within the following: case discussions with legal advice, CP Conference reviews, Complex Assessment QA.

In another case there were conflicting views from two teams, it was suggested a short period of intervention from management would have been beneficial to provide an oversight.

Quality of the Work Overall as a Partnership

Overall the quality of the work as a partnership was **good**, there was effective partnership working and good communication evidenced throughout, across the agencies.

There was evidence of agencies working together throughout the process to share information and act appropriately and in the best interests for the child.

Good Practice identified

- Evidence of Social Worker attempting to engage the children's father
- Good multi agency communication and working
- Good quality of case conference reports from all agencies
- Referrals to specialised services and support to engage
- Regular core groups
- Engagement with MARAC

Adults/Child Practice Reviews:

No Adult Practice Reviews were commissioned during 2019/2020 though it was agreed that a MAPF would be undertaken with regards to one referral received.

With regards to Child Practice Reviews, 2 were commissioned during 2019/20 alongside a MAPF.

3. The extent to which the Safeguarding Board has implemented its most recent Annual Plan.

The following is an update on the progress achieved:

1. Strategic Shared Priority 1: Exploitation

1a. To develop a North Wales Regional Exploitation Strategy:

A partnership review workshop was held in November. As part of the workshop, the Business Manager put together a proposal around using the Joint Board meeting as the forum to discuss exploitation rather than create a separate exploitation and vulnerability panel.

A further meeting took place in the New Year to further consider this proposal and a draft Regional Exploitation Strategy was developed by the Business Manager as part of the work taking place in the Safeguarding Partnership review across North Wales.

CSE

Together with the NSPCC, the NWSCB hosted numerous Exploitation Community of Practice Events throughout North Wales. In February 2020 the NWSCB hosted the Centre of Expertise on child sexual abuse at a regional event. The focus of this event was to consider the All Wales Practice Guide Safeguarding Children from CSE and the implications of this new practice guide. Overview of the event:

- Research around risk assessment tools and the use of such tools in practice.
- Recognising CSA and raising awareness amongst key professionals to identify and respond to CSA.
- Findings from the recent research around LA records in Wales: uncovering the scale of child sexual abuse in social care records.
- The role of the CSA Centre in supporting the delivery of the Wales National CSA Action Plan

National CSE Action Plan

Going forward responsibility for monitoring and ensuring the actions are carried out from the National CSE Action Plan sits with the NWSCB Local Delivery Groups. The Local delivery group will report back to the North Wales Safeguarding Children's Board on a quarterly basis.

The North Wales Safeguarding Board have raised awareness of the CSA action plan via presentations to each of these Local Delivery Groups in North Wales.

It is the NWSCB intention for the Local Delivery Groups to focus primarily on the National CSE Action Plan in June 2020 with support from the Centre of Expertise on child sexual abuse.

Example: Over the last 12 months, Wrexham have provided a wide range of training to staff on exploitation facilitated by Barnardo's. The training was open to staff of both Children and Adult Services as well as multi agency partners.

Adult Services are currently taking part in joint working with Children's Services in the development of a MET (Missing, Exploited Trafficked) Strategy for WCBC. The first stages of this review have begun and working groups identified to take forward identifying a screening tool for exploitation, policy and procedure development, training and communications. The review is a multi-agency approach with partners fully engaged in coordinating the improvements.

In Conwy, County Lines concerns are being recognised earlier by Social Workers and other professionals, with Social Workers piloting a Child Criminal Exploitation Tool, which provides a Risk Assessment Framework. Further work will be completed in the following twelve months to monitor the effectiveness of the new assessment tool, monitor the data and monitor the interventions and planning for professionals to operate in a contextual safeguarding manner.

1b. Intelligence Gathering & Sharing - Preventing people from engaging in Adult/ Child exploitation:

North Wales County Lines Needs assessment has made a number of recommendations around intelligence gathering/ information sharing. These recommendations will need to be considered at the Board although we are in favour of a regional Information Sharing Protocol for exploitation.

Work is starting around a pilot with TRAC in DCC around engagement with children and young people around safeguarding issues. The pilot will be considered across North Wales. Sessions held at Rhyl High School with a group of vulnerable young people via TRAC. The purpose of the sessions was to ascertain what is important to the young people in terms of safeguarding and how the board could provide support.

There were various issues the group picked up on such as substance & alcohol misuse, mental health issues, peer pressure, fear of losing friends/ family. The group thought it would be useful if the board were to develop an app; the app would have information on the subjects important to them and signpost to appropriate help/ further information.

The young people in these sessions stated they did not use twitter, Facebook or websites, apps were their preferred way of sourcing information. The Business Coordinator has spoken with the Board's website developer around creating an app. A request has also been made to advocacy groups around engaging with Adult at Risk views around safeguarding practice.

The Business Manager had highlighted to Welsh Government the work that had taken place in England around non-statutory guidance around information sharing. The Welsh Government issued guidance around information sharing for Children but we have requested separate information sharing guidance to be issued around information sharing for adults.

Although separate WASPI's have been created, we still have not created one overarching document for the region.

As an example of ongoing work in the area of awareness raising – Flintshire County Council identified that taxi drivers in particular will meet children and vulnerable adults in their daily work. During October 2019, 412 taxi drivers, operators and desk operators attended safeguarding training, arranged by the Licensing Team and delivered by the NSPCC. This is now a mandatory condition of their licence, with training being rolled out further to bus drivers and school escorts.

1c. Developing Victim Service Provision - Strengthening safeguards against adult /child exploitation by protecting victims from further victimisation and protecting those who may be susceptible to exploitation:

Work has taken place with the VAWDASV team and with support of the Local Delivery Groups around the mapping of support services that are available across the region.

In Denbighshire in order to review those high risk cases they hold a monthly Exploitation Panel which is a Multi-Agency Forum where those most vulnerable children and young people are considered. The meeting is well attended across a number of agencies and professionals share good practice local intelligence and monitor high risk children and young people. Following on from the Panel Denbighshire Therapeutic Service have been developing group work for parents of those children and young people to empower them and enable them to share their experiences.

1d. Tackling Perpetrators – Prosecuting and disrupting individuals and groups responsible for adult/child exploitation:

North Wales County Lines Needs assessment has made a number of recommendations around tackling perpetrators and is also an example of the work around regional profiling.

Example: North Wales Police, working in partnership with Barnardo's, obtained the first Slavery and Trafficking Risk Order in Wales relating to the safeguarding of a child.

1e. Training & Awareness Raising - Reducing the harm by exploitation through improved victim identification and enhanced support:

The regional workforce and training sub group have developed a proposal around a regional exploitation workshop. This will have to be agreed as part of the wider safeguarding partnership review.

Flintshire & Wrexham previously established an operational MET Panel as well as a quarterly strategic MET Panel. Both Panels have partner agency representation. The strategic MET is a joint meeting with Wrexham and is currently being reviewed. The operational MET has a specific Flintshire focus. This approach supports a strategic and operational focus in building accurate intelligence about local trends and networks with a focus on victim, offender and location (including internet safety as well as places).

Through the MET information has been appropriately shared about local children at risk of, and experiencing, exploitation with support and prevention work deployed through coordinated responses across agencies. The Panel meets twice a month to ensure there is appropriate sharing of information to protect children and young

people and that risk management plans and specified outcomes are agreed for each case.

2. Strategic Shared Priority 2: Domestic Abuse

2a. Improve joint working between the NWSB and the Safer Communities Partnership to promote compliance with the requirements of the VAWDASV:

The partnership review has made a number of recommendations around the links. All agencies will be responding to the new National indicators.

Challenges still remain around the Ask and Act training, the training has not referenced the Wales Safeguarding Procedures 2019. It is also essential that the trainers that have been trained around Train the Trainer do have the relevant safeguarding experience.

Pilot of weekly virtual MARAC meetings: The pilot commenced in the east of the region on the 11th February 2020 and completed on the 31st March 2020. This pilot was agreed as the numbers of high-risk victims of domestic abuse being discussed in a monthly MARAC, had increased to an unmanageable level, and agencies were committing all day resources to meet the demand.

The aim of the pilot was to screen the referrals received as a multidisciplinary team, a decision is then made as to which cases need to be reviewed as part of the monthly MARAC meeting and the development of an action plan to safeguard those individuals who have been referred in a timely manner. High-risk victims of domestic abuse are discussed weekly instead of monthly, which can only enhance the safeguarding of victims.

On evaluating the pilot, the outcome was that high risk victims of domestic abuse were discussed by a multi-agency team in a timely manner with completed actions leading to cases being closed at this stage. This has seen a reduction in numbers being discussed in the monthly MARAC. Due to the success of the Flintshire pilot, North Wales Police would like to implement this across North Wales. Wrexham MARAC have adopted this process from the 1st April 2020 and Conwy are in the process of implementing it in June 2020.

2b. Increased awareness and challenge attitudes of VAWDASV across North Wales:

The Board will need to consider the annual VAWDAV report looking at performance in North Wales once it is available.

Operation Encompass is a safeguarding initiative led by the police, to support children and young people who are subject to or witness police attended domestic abuse incidents. This was launched in Flintshire in 2019, and involves the police contacting the relevant school when there has been a domestic abuse incident in a child/young person's home to ensure the school provides appropriate support and safeguards the child /young person against the impact of domestic abuse. 54

incidents have been reported to the relevant schools since the initiative was launched and there are close links to Adult Safeguarding when adult victims of domestic abuse need to be supported.

2c. Increase awareness of children, young people and Adults of safe, equal and healthy relationships:

The NWSAB received presentations in respect of a completed DHR to enable learning from that to be disseminated through the partner agencies.

The new Safeguarding Adults and Children's procedures include the Duty to Report. The impact in particular around the Adult at Risk is being considered by the NWSAB.

The Welsh Government are considering developing a one practice review approach for adults and children rather than have separate approaches. First initial meeting took place in Jan 2020 with the Welsh Government Project Manager.

Example: In Wrexham the Cat's Paw company have continued to deliver their production on healthy relationships to all Year 9 pupils in Wrexham. This is a very successful campaign and young people always respond well to this approach.

2d. Review effectiveness of systems data and monitoring requirement for safeguarding approaches as they relate to VAWDASV:

Colleagues across North Wales are currently assisting in the development of the reporting templates for WCCIS to assist with this particular practice area. The VAWDASV performance indicators provide the reporting framework for agencies.

Example: Wrexham have restarted the Wrexham/Flintshire MARAC & VAWDASV Steering Group, which brings agency partners together with statutory services to take forward and support the VAWDASV Action Plan as well as identify trends, patterns and solutions resulting from MARAC. The VAWDASV Action Plan has been reviewed and our Regional Annual Report shared with Welsh Government and posted on the WCBC external web site for members of the public.

3. Strategic Priority 3: Improve awareness and compliance around the Adult at Risk process (North Wales Safeguarding Adults Board)

3a. Improved understanding of the Adult at Risk Process as set out in Working Together Guidance:

Workshops were held throughout North Wales on the enquiries stage of the Adult Safeguarding process. Although we have promoted greater awareness we have still to do further work to ensure all agencies are aware of their responsibilities.

The Local Delivery Groups monitor performance around safeguarding work.

The Wales Safeguarding Procedures training workshops will be held throughout January – March 2020.

Examples: Anglesey implemented the policy and procedure to support the Handling of Individual Cases of Adults at Risk: ensuring that the person is at the centre of their safeguarding experience. This was supported by advanced best practice in safeguarding enquiries provided over two days to 29 practitioners and managers by Bond Solon:

There have been 112 face-to-face safeguarding training sessions delivered across BCUHB, resulting in 4,895 staff receiving training during 2019-20. Safeguarding Ambassador Training sessions have also been completed. Ambassadors are recruited to promote the safeguarding agenda across their own specialist area.

North Wales Police - An Adult at Risk Investigators course has been designed with assistance from partners and will be one of a few police investigator courses nationally.

3b. The person's wishes and feeling evident throughout the Safeguarding Process:

The Board has started work with Advocacy services to receive feedback from the Adult at Risk around the safeguarding process. All agencies are aware of the importance of ensuring there is a person-centered approach.

Examples:

Gwynedd - increased use of Advocacy Services over the last 12 months.

Anglesey - Families / Advocacy are advised and views sought. Families / Advocacy invited to case conferences.

Denbighshire - -Adults at risk and / or family members have been attending adult case conferences, and have been able to contribute via discussion with commissioners and/or Providers.

Conwy - Safeguarding audit undertaken to establish that the wishes and feelings of the adult at risk had been considered and were empowered to make their own decisions.

Flintshire: A review of internal processes was undertaken and relevant documents were amended to ensure there was a clear record of contact being made with the adults at risk, families and carers. Also have researched good practice in this area across the UK and CIW have provided us with examples of authorities where there is good practice in this area.

Wrexham: Safeguarding ensure that where enquiries are undertaken, a What Matters questionnaire is undertaken with the vulnerable person or advocate.

BCUHB - Corporate Safeguarding engage and liaise directly with advocacy services across North Wales to ensure the patients individual rights are upheld.

3c. Increase awareness and understanding around “The Enquiries stage of the Adult at Risk” Process:

Six workshops around Section 126 enquires and the role of the designated safeguarding lead have been completed. BCUHB have proposals in place to develop the designated safeguarding lead within the Mental Health / Learning Disability service.

The NWSB are contributing to the WCCIS System Safeguarding Templates – consultation underway – includes the enquiries stage and other documentation.

Example: Workshops were held to explain the role of the Lead Professional in the Adult Safeguarding process and how the Adult Safeguarding Team practice supports the policy.

The Adult Safeguarding Team in Wrexham have monthly Action Learning Sets to discuss, review and consult on any proposed changes to practice or new Safeguarding developments which aids continuous improvement.

4. Strategic Priority 4: Safeguarding in Education (North Wales Safeguarding Children’s Board)

4a. Increase the profile of the North Wales Safeguarding Children’s Board across all education providers in the region:

The NWSCB hosted two workshops inviting Local Authority Education Practitioners / Designated Safeguarding Leads/ Independent Schools / School Governors/ Safeguarding Leads in Colleges to consider the requirements sets out in the draft keeping learners safe guidance. In addition, all six Local Authority Heads of Education are now Board members.

4b. All school age children are educated in an environment in which they are able to flourish and are kept safe:

Local Practice Delivery Groups will be asked to update data around Home education.

Good Practice around Home Education to be shared via LDG across the region.

The pilot project with TRAC is an example of engagement with children who do not access mainstream schools.

The North Wales Safeguarding Board are working with the Gwella Project to develop a national guidance document around HSB for schools.

Example: Within Denbighshire safeguarding in school has included a review of the New Policy and procedures and ensuring that Safeguarding Leads in all schools are confident in their role. This has included a comprehensive training package across the schools for head teachers and Designated Safeguarding Leads facilitated by Barnardo’s Safeguarding Trainers.

4c. Reduce the number of incidences of school children/ young people displaying harmful sexual behaviour:

The North Wales Safeguarding Board are working with the Gwella Project to develop a national guidance document around HSB for schools. In addition, work undertaken in Gwynedd/ Mon is underway around developing response to HSB.

The NWSCB needs analysis document identified gaps around early intervention however good practice models in Gwynedd and Ynys Mon were identified.

Example: Flintshire – YGS continue to work with education providers to attempt to reduce incidents of and the impact of harmful sexual behaviour in education settings and have recently trained a cohort of YJS practitioners and managers on AIM 3 and Technology Assisted AIM assessment tools.

In Gwynedd, during the course of 2019-2020 they have successfully established Team Emrallt, a new multi-agency Problematic/harmful sexual behaviour team based at the YJS offices in Felinheli. In addition to this Gwynedd have commissioned a leader in the field to support the development of a Gwynedd P/HSB strategic action and workforce delivery plan.

4d. To safeguard children and young people in Education from harm and making the wrong choices in relation to Knife Crime:

This work package has been supported via the work being undertaken and commissioned by the Police Crime Commissioner.

Example: There continues to be developments in creating an effective working mechanism between the Education Department and Social Services in relaunching the forum between home educators and Social Services to ensure that should there be safeguarding concerns for a child due to being home educated, these are brought to the attention sooner to aid preventative intervention and avoid crisis.

NWSB IMPROVEMENT PLAN

Risks: Risk register was reviewed in Sept 2019. An additional risk has been identified in relation to DBS checks for partner agencies. The Board provided awareness raising events via the Adults LDG's. In respect of the All Wales Safeguarding Procedures, a training program is underway.

Establish clear lines of accountability and reporting mechanisms: Between the Safeguarding Boards (Children & Adults): Public Service Boards, Area Planning Boards, Safer Communities, VAWDASV Group etc. Documents developed around joint guidance between the safeguarding Board and the Community Safety Partnerships and the Area Planning Board.

To Respond to and implement action plans from the learning of APR's/CPR's and other reviews: Self-Neglect audit is an example of the work that the NWSAB has done to monitor implementation of learning from action plans. Local, APR's/ CPR's action plans are being signed off. We have developed the Use of 7 Minute Briefings for disseminating learning.

Audit of the quality of safeguarding related health pre-birth assessments has been conducted by Health in regards to monitoring implementation from a CPR Action Plan.

BCUHB have developed a Trauma Risk Management (TRiM) process across the Health Board. This was in response to a recommendation in the Flintshire CPR. This is peer led support to monitor trauma exposed individuals, and, where necessary, assist them to access professional support. This has proved useful to support health staff involved in the PRUDiC process.

NWSB has also developed multi-agency guidance for the support of employees affected by critical incidents as a result of learning from this CPR.

4. How have the Safeguarding Boards collaborated with other persons or bodies engaged in activities relating to the board's objectives;

Both the North Wales Safeguarding Adults and Children's Boards have been engaging with the other [regional boards](#) in North Wales in relation to [the partnership review](#) which has been undertaken. Agreement as to how these boards will come together in the future has been discussed at a high level and way forward will not be sent to Chief Executives meeting for ratification.

The Board also worked with [Welsh Government](#) in assisting with regards to the National Safeguarding Adults Conference which was well received in North Wales. Board members and the Business Unit are feeding into the proposals around the development of a 'one review' framework, actively looking at how that will work.

In addition, practitioners from across the region are currently working with the [WCCIS Programme Group](#) in developing the safeguarding templates for the system, it is hoped that this will mean that all regions across Wales will be working with the same documentation.

North Wales has and still is consistently contributing to the [Wales Safeguarding Procedures](#). As one of the first Boards to initiate its training programme, the Board has been in a strong position to be able to highlight any problems with the procedures and feedback this to the Project Board. As part of the training sessions, the trainers have instigated a questions session to enable practitioners to raise any issues that they have identified. At the present time the procedures were to be implemented 6th April 2020 but it is thought that due to the Covid19 pandemic there will be a significant delay.

The Board links with the [VAWDA SV Board](#) and their training group, [the Regional Modern Slavery Group](#), [Safer Communities Board](#), and other [Regional Partnerships](#), with Board members feeding into these groups and reporting back to the NWSB. There is also collaboration with the [Area Planning Board Business Managers](#) in relation to APR/CPR and DHR reviews and how we can share learning.

[The Older Peoples Commissioner for Wales's](#) Office features regularly at North Wales Events and training workshops. In particular items relating to Advocacy, this is a

presentation that is given often in order to continue to raise awareness. Publications from the OPC are also shared via the online documents library on the North Wales Safeguarding Boards website together with any news bulletins that are issued. The OPC office has also had the opportunity to facilitate awareness sessions in North Wales in relation to Domestic Abuse of Older People.

Meetings take place with the [North Wales Coroners](#) and also with the [Police Crime Commissioner](#) on a regular basis and also the Chairs meet with [Care Inspectorate Wales](#) and have ongoing dialogue with them.

The Chair of the Children's Board and the Business Unit continue to meet with their counterparts from [Cheshire West Safeguarding Partnership](#) and there are plans for the Business Unit to make contact and meet with other Safeguarding Partnerships across England and Wales, to enable the sharing of good practice and knowledge.

The North Wales Safeguarding Boards have throughout the year also engaged with the following:

[All Wales Strategic Sport Safeguarding Partnership](#) - Ann Craft Trust: Presented at Board following which awareness raising sessions were organised in North Wales.

[Office of the Public Guardian](#): After attending the North Wales Safeguarding Board, to discuss the work of the OPG and to receive feedback from members, the information and presentations were disseminated and discussed within the Local Practice Delivery Groups in order to reach other organisations and agencies.

[Shared Lives](#): The NWSAB Policy and Procedures Group agreed to meet and discuss the top tips that have been jointly produced by [Shared Lives Plus](#) and ADASS and are intended for local authorities to ensure that best practice can be followed when a person using Shared Lives is believed to be at risk of harm and a safeguarding concern is raised. The group are awaiting the new documentation to review.

[Disclosure & Baring Service](#): Engagement with the Local Practice Delivery Groups has been undertaken to facilitate greater awareness around when and how to make referrals to the service.

[North Wales Police County Lines Needs Analysis](#): The business unit has been actively linking into this with other Board members has been discussed at the Boards and is ongoing. The analysts that are undertaking this work were also invited to a [Contextual Safeguarding](#) session that was delivered by Dr Carlene Firmin and, which has resulted in the team discussing whether to look at the issues in a different way.

Collaboration is also taking place with regards to [Mental Health and Sexual Safety](#) on hospital wards. A multi-agency steering group is meeting regularly to take this piece of work forward.

The Business Manager continues to meet with other managers from [Business Units across Wales and Welsh Government](#) to discuss both national and local issues. The Business Unit has also been [attending universities and colleges](#) speaking with Health and Social Care students, student Social Workers etc. to highlight the Wales Safeguarding Procedures and what the changes mean for them. The Business Unit has been inundated with requests to present on this for agencies such as the [Rape Crisis](#)

Centre, a group of Solicitors, Advocacy Services, CAFCAS and many others, the aim is to be able to meet all of those requests.

5. Any requests the Safeguarding Board has made to qualifying persons under section 137(1) of the Act for specified information, and whether the requests were complied with.

None. However, the Board have been successful in obtaining information without having to resort to this measure by way of clear communication with the respective agencies, in particular those that do not meet the criteria of 'qualifying persons' under the Act.

6. Achievements of the Safeguarding Boards during the year:

Partnership Review:

The Partnership review has been completed and discussions are underway in respect of aligning the agenda to cover the priorities of the various groups that will come under the umbrella of the Vulnerability & Exploitation Board, this will include VAWDA SV, Modern Slavery. It is anticipated that several joint meetings of these groups per year will enable alignment of priorities and avoid duplication of work programmes, together with raised awareness and understanding of the issues around vulnerability and exploitation across North Wales.

As part of this work package and in accordance with the North Wales Safeguarding Partnership Review, the Vulnerability and Exploitation panel has been developed.

The purpose of the Vulnerability and Exploitation Panel in North Wales is to:

- Provide leadership, governance and strategic direction to meet nationally and regionally driven priorities relating to vulnerability and exploitation.
- Ensure the effective delivery of national, regional and local priorities for protecting and preventing vulnerability and exploitation.

Working together in partnership to support the progress of vulnerability and exploitation priorities including:

- Developing a strategic overview of exploitation, supporting a proactive partnership where those at risk are identified and safeguarded and offenders are disrupted and prosecuted.
- Enabling an efficient and effective response to domestic abuse, sexual violence and serious harm caused by violence against women.

Wales Safeguarding Procedures:

The Board planned well ahead of the launch of the procedures to undertake training around the new procedures. However, the first tranche of training had to be delayed due to a delay in the supply of the 'Train the Trainer' materials.

The majority of the training took place, with the last few sessions for Adult Safeguarding Practitioners in the West and for Education Staff having to be put on hold due to the pandemic. Training will now be delivered using videos and guides by the Regional Training Officers.

Role of the Lead Practitioner/Section 126 Enquiries:

The NWSAB has undertaken an extensive work programme around the role and S.126 enquires, with multi-agency workshops being undertaken across the region. Practitioners attending these included Registered Managers and RI's from the care sector, front line health staff and social care practitioners.

Documentation to accompany this role has also been developed and is currently also being used as a basis for discussion with the WCCIS Project Team with regards to the production of common safeguarding templates for the system.

Further Practice Guides are being developed to accompany the procedures by the region and it is hoped that these will be available for use shortly.

Basic Safeguarding Training for Commissioned Services:

The Workforce Development and Training Group have been focusing on the Training Needs Analysis covering all sectors and agencies and some initial findings around the TNA highlighted a difference in access to training for commissioned services, residential and domiciliary care.

A pilot project currently being run in Wrexham, a model of learning development to support agencies to deliver their training in-house. From April each LA is being asked to take part in a pilot by nominating 3 commissioned services in their area to take part. The manager or a senior member of their care staff, will be trained to deliver the safeguarding module themselves and will be using the Social Care Wales safeguarding module once it has been updated to reflect the changes in procedures.

Disclosure & Barring Service Referrals:

The Disclosure & Barring Service have been presenting to the regional practice delivery groups around the lack of referrals to the service from Wales. Their aim was to raise awareness of the service and to highlight the duty to refer and when that should take place. Awareness raising is continuing, in particular in relation to responsibilities under Section 5 of the Wales Safeguarding Procedures.

Development of Procedures/Protocols/Guidance to Support Practitioners:

The following protocols were developed during the year to support agencies, some as a result of learning from CPR/APR's and others in response to requests for guidance from agencies and practitioners:

- Protocol for the Management of Multiple Reports of Incidents between Adults at Risk: The North Wales Adult Safeguarding Board commissioned this piece of work as a consequence of the Board's response to the HASCAS document 'Independent Investigation into the Care and Treatment Provided on Tawel Fan Ward: 'Lessons for Learning Report'. The action was for the NWSAB to develop multiagency guidance for handling multiple reports of cases of incidents between Adults at Risk, to ensure a consistent approach across agencies.
- Multi Agency Guidance for the Support of Employees Affected by Critical Incidents: This multi-agency guidance represents a commitment to the provision of multi- agency Critical Incident Stress Management in North Wales. It specifically addresses the provision of Critical Incident Debriefing for personnel working across services to support children and adults at risk in the North Wales Region.
- Dealing with a Different Point of View: This guidance is intended for professionals working in Health and Social Care who come into contact with families who have a different point of view whilst working with Adults at Risk.
- Out of Area Safeguarding Arrangements: This document aims to complement existing statutory guidance and local policy and procedures by providing additional guidance in responding to safeguarding concerns which involve cross-boundary considerations.
- What's Different Guides Children/Adults: The key changes in respect of the Wales Safeguarding Procedures are highlighted in these 'Quick Guides' have been identified by a task group of safeguarding practitioners.

7. The extent to which each member of the Safeguarding Board contributed to the Board's effectiveness:



Isle of Anglesey County Council:

Director of Social Services attends NWSB Boards and is Chair of the Gwynedd & Mon Safeguarding Adults Practice Delivery Group. Deputy Director

of Social Services & Head of Service Children and Families Service attends NWSB.

Service Manager/, Adult Safeguarding Manager. Ynys Mon contribute to the work of the Board – in relation to undertaking MAPFs - chairing and providing reviewer for CPRs.



Betsi Cadwaldr University Health Board

Associate Director Safeguarding (Vice Chair) of North Wales Safeguarding Adults Board.

Head of Safeguarding Adults (MHLD) Division was Chair of T & F Group developing protocol in relation to dealing with the management of multiple reports of incidents of adult at risk and is also currently one of the reviewers for APR - NWSAB2/2017.

Head of Safeguarding Children is Chair. Of Conwy & Denbighshire Children's Practice Delivery Group and undertook role of Reviewer in relation to a CPR.



Conwy County Borough Council:

The following arrangements are in place:

Strategic Director of Social Care & Education is Chair NWSCB.

Head of Service Integrated Adult and Community Services is Chair of Conwy & Denbighshire Adult Practice Delivery Group.

Learning and Workforce Development Manager is Chair of Joint Workforce Development and Training Group.

Conwy also provide the Legal Advisors for both Boards.



Denbighshire County Council

Head of Community Support Services, currently Chair of Adult Practice Review Panel for NWSAB2/2017.

Head of Service for Children is Reviewing Officer for a Child Practice Review.

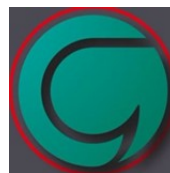
Service Manager is Chair of Adults Policy & Procedures Group.



Flintshire County Council

Chief Officer Social Services is Chair of the North Wales Safeguarding Adults Board.

Senior Manager Safeguarding & Commissioning is Chair of Flintshire & Wrexham Safeguarding Adults Delivery Group.



Gwynedd Council

Senior Safeguarding and Quality Assurance Manager is currently a reviewer for APR (NWSAB

2/2017/Conwy).

Head of Service (Children) has contributed to several reviews as a reviewer and chair. Also has represented the Board in relation to the National Project Group developing the Wales Safeguarding Procedures.



North Wales Police

North Wales Police continue to be an integral partner in the Safeguarding Board and its activities across the region. Due to competing demands attendance at the sub-groups in certain areas has been mixed. Success in securing two extra Detective Inspector posts and two extra Detective Sergeant posts in the 2019/20 budgeting rounds will alleviate this.

Attendance and contribution to all NWASAB sub Groups.



National Probation Service and KSS CRC

The National Probation Service considers the Board attendance as a strategic priority and this is reflected in the level and frequency of attendance at the North Wales Boards.

Attendance at North Wales Safeguarding Adults and Children's Board.

KSS CRC – from 1st December 2019, management transferred to the National Probation Service, Head of Local Unit for KSS CRC was Vice Chair of NWSCB.



Wrexham County Borough Council

Head of Service, Safeguarding & Mental Health and Practice Development Manager.

NWSAB Adult Practice Review Group: Head of Service, Safeguarding & Mental Health has been instrumental in providing guidance and materials in relation to the Role of the Lead Practitioner, S126 enquiries and represented the NWSAB in respect of the Wales Procedures via the National Project Group.



Gwasanaeth Tân ac Achub
Fire and Rescue Service

North Wales Fire & Rescue Service

Representative from this service attends North Wales Safeguarding Adults Board.

NWFRS are represented on all NWSAB Adult Practice Delivery Groups, the Adult Practice Review Group and attends and contributes to the NWSAB Policy & Procedures Groups.



Welsh Ambulance Service Trust

Senior Safeguarding Professional is Chair of the Adult Practice Review Group.

Attendance at both NWSAB and NWSCB, representation on all Safeguarding Adults Delivery Groups, Representative also attends NWSAB Policy and Procedures Group.



Care Forum Wales

Chief policy Officer attends North Wales Safeguarding Adults Board and contributes to NWSAB Policy & Procedures Group.

CFW representatives are active members of the NWSAB Safeguarding Adults Delivery Groups across the region.



Iechyd Cyhoeddus
Cymru
Public Health
Wales

Public Health Wales

Has representation on both NWSB's. The National Safeguarding Team works closely with Welsh Government, Health Boards and NHS Trusts to improve safeguarding across NHS Wales and other partnership agencies.

The Network is fundamental to this collaboration. Launched in 2012 the Network has successfully linked local and national policy in support of NHS Wales Health Boards and Trusts discharging their responsibilities for safeguarding.



Barnardo's & NSPCC

Both organisations have provided invaluable support to the NWSCB. Barnardo's Board member is also Chair of the Child Practice Review Group. The work around Exploitation and Harmful Sexual Behaviour has continued and the input from both NSPCC and Barnardo's has been invaluable in improving practice across the region.

NSPCC also assisted in providing training in respect of the Wales Safeguarding Procedures highlighting the changes in practice regarding Safeguarding Children.

8. An assessment of how the Safeguarding Boards used its resources in exercising its functions or achieving its outcomes

Financial Contributions:

Annual financial contributions from statutory partner agencies for the financial year of 2019/20 were suspended due to the then current economic climate.

As the North Wales Safeguarding Boards had previously pooled existing resources that had been put into place to sustain the LSB's prior to the regional board's becoming statutory, there was a reserve budget that allowed this to happen without impacting significantly on the business of the Boards or the Business Unit.

It is to be noted that contributions as per the statutory funding formula will be claimed from organisations for the year 2020/21 as these resources have now been exhausted.

The funding is based on the formula set out by Welsh Government and the monetary value is set out below:

Income 2019/20

Agency	Contribution
Conwy	£ 21,964.82
Denbighshire	£ 17,873.46
Flintshire	£ 29,072.24
Gwynedd	£ 23,236.81
Wrexham	£ 25,702.12
Ynys Mon	£ 13,296.91
Betsi Cadwaldr University Health Board	£ 54,638.85
North Wales Police	£ 21,855.54
National Probation Service	£ 10,927.78
Total Income:	£218,568.53

Expenditure:

Staff Costs	£155,570.00
Day to day running costs	£ 53,620.00
Other costs:	
CPR Reviews (Costs met from reserves)	£ 20,430.00
Total expenditure	£209,193.40

Wales Safeguarding Procedures Training:



Gweithdrefnau Diogelu Cymru
Wales Safeguarding Procedures

In addition to the training grant received from WG, the North Wales Safeguarding Boards have ensured that additional training workshops and resources have been undertaken and developed, and is ongoing. Since January 2020 the Board has commissioned 10

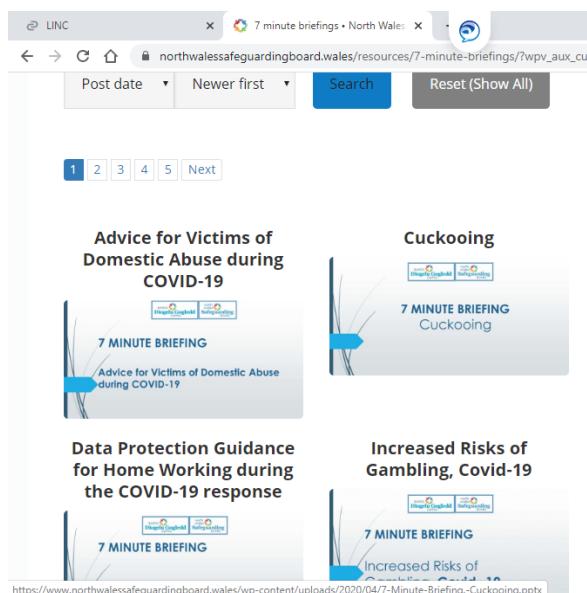
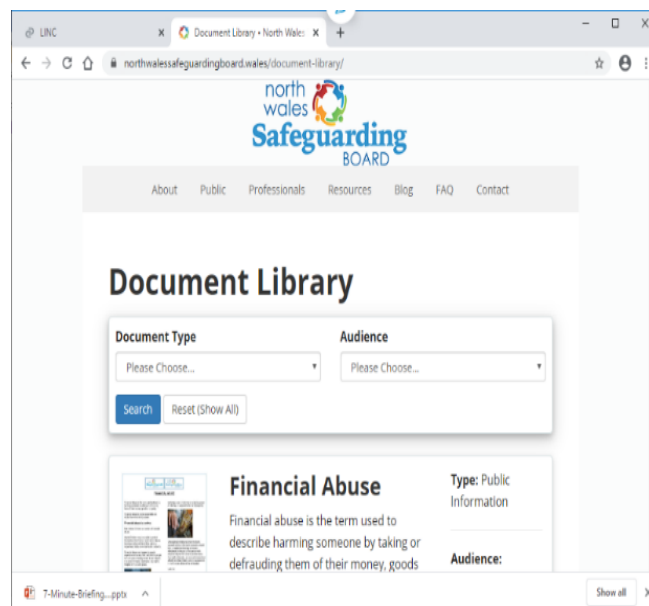
sessions for the Child at Risk Modules. 10 Sessions for the Adult at Risk Modules with 3 currently on hold.

Each session was attended by 50 – 60 staff. Further sessions specifically for education staff were scheduled but are currently on hold due to Covid19. The NWSB is looking to schedule continued training virtually with videos and webinars being made available.

North Wales Safeguarding Board Website:

Extensive work has taken place with regards to the Boards' website. A new documents library has been created enabling both practitioners and the general public to find information quickly.

By adding both regional and national information the library is proving to be a great resource for bringing together everything in one place and in effect creating an 'archive' for documents. The library has search features that allows for information from a variety of sources, about particular issues to be displayed all together.



The library is also acting as a repository for practice reviews within the region, to enable practitioners to go back and review learning detailed within those. It is anticipated that we may be able to add reviews or links to reviews from other regions.

The website has also been a primary source for learning from 7 minute briefings, the resource now contains 98 such briefings, that are used not just throughout North Wales but nationally.

Positive comments are regularly received from agencies and organisations across Wales regarding the website content.

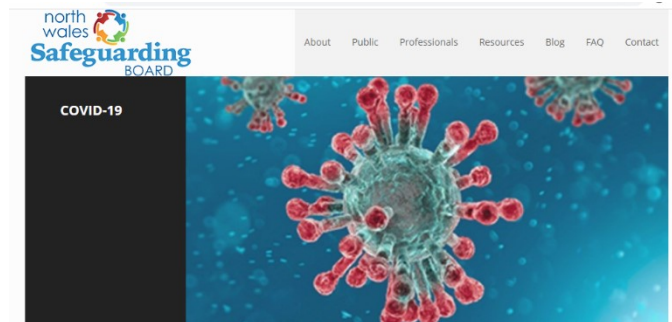
Comments:

“Amazing to see all these wonderful support resources and services available in one place. This will certainly help anybody suffering abuse, looking to report, refer or advise individuals in an abusive situation, gain access to the right services that can support their individual needs quickly.”

“A great collection of support networks and how to make contact, easy to navigate and understand. Essential during these stressful times and of course beyond.”

“Really interesting information and guidance for the present situation we all find ourselves in! Excellent to have this available to pass on to people in domestic abuse situations, etc. I work for the Alzheimer’s Society and people are being put under so much more pressure.”

During the Covid-19 pandemic the website is providing a raft of information for the general public, including ‘easy read’ documents and child specific fact sheets. Links were included to various ‘stay at home’ resources, activities for children as well as where to go to help, providing helpline numbers and website addresses.



[North Wales Safeguarding Board Annual Conference:](#)

The Annual Conference was held during National Safeguarding Week. The theme of conference was ‘Think the Unthinkable’. A drama group (AFTA Thought) re-enacted case scenarios from CPR’s and APR’s including Operation Jasmine. There was also a presentation from Marilyn Jenkins (Operation Jasmine Family Justice Group) and Andy & Matt Smith (Smashed Lives) talked about their experiences in Foster Care.

[National Safeguarding Week:](#)

Just as they have done so in previous years, all agencies undertook awareness raising activities, workshops and conferences during National Safeguarding Week. The Boards Business Unit supplied promotional materials, information leaflets and assisted with promoting all activities.

The programme of events arranged by Local Authorities, BCUHB, North Wales Fire & Rescue Service and others included awareness/ training sessions in relation to the following:

- Court of Protection
- Supervision with Midwives
- Advocacy
- Self-Neglect Workshop
- Awareness raising events on Exploitation
- Awareness raising events on Fire Safety
- Mon FM Interview on Modern Slavery - Tony Jones,
- Safeguarding Training for School Transport Operators including launch – Safeguarding Advice for School Transport
- The Effective Child Protection project – Multi-agency session for professionals
- Pilot Wellbeing Ambassador Project

- Safe Practice in Safeguarding



ADSS Conference:

The North Wales Safeguarding Boards were again represented at the ADSS Annual Conference, sharing information, Annual Reports and Business Plans with visitors from across Wales. Of particular interest to delegates was the work that the NWSB has done around Self-Neglect.

9. Any underlying themes in the way the Safeguarding Boards exercised its functions as shown by an analysis of cases it has dealt with, and any changes it has put into practice as a result:

Learning from reviews:

As a result of the independent reports into Tawel Fan, the task and finish group set up by the Board to respond to this, identified a number of actions, one of which was that the NWSAB Policy and Procedures Group would develop a protocol for how agencies dealt with multiple reports of abuse by Adults at Risk on Adults at Risk. The guidance has been developed is currently awaiting ratification at Board. The Protocol to manage multiple reports of incidents between Adults at Risk will be made available on the Boards website and dissemination via all agencies through representatives of the Board is expected. A simple flow chart has been included in the protocol for ease of use.

A number of Adult Practice Reviews identified that Acquired Pressured Ulcers was a recurring theme, as a result of this, a review by Denbighshire and BCUHB safeguarding was undertaken and action from the ward areas was implemented:

Actions taken was as follows:

- Introduction of pressure injury passport.
- Implementation of dynamic action plan for pressure injury reporting, surveillance and practice in ED.
- Monthly Audit of intentional rounding documentation.
- BCUHB have also assigned TVN link nurse in the department, engaged in education as one common theme in pressure injuries is scoring of the severity of a wound.
- Ongoing analysis of adult at risk data across all BCUHB inpatient setting.

- Good communication between BCUHB corporate safeguarding and Denbighshire adult at risk team.

It is anticipated that this is being rolled out across the whole of the North Wales area.

In demonstrating that a review does not need to be finished before actions are taken to improve policy or guidance, BCUHB have already identified areas for improvement such as the hospital discharge into nursing homes policy and they are undertaking a review of this prior to the review process being completed. Currently the policy is out for consultation.

Audit Information:

Audits have been carried out throughout the region by the Local Adult Practice Delivery Groups, the evidence of those audits has shown areas for improvement, such as the quality of safeguarding reports. It has also given assurance to Board members of the continuing efforts of agencies to ensure compliance with the Social Services and Well-being (Wales) Act 2014.

Where there has been an obvious area that shows that improvement is needed, i.e. referral to Advocacy Services, the Board has been able to hold workshops/awareness raising sessions etc. in order to reinforce the message. In regards to referrals to Advocacy, the Board has seen an increase in referrals across the region.

Good Practice Examples:

Examples of good practice are regularly shared within the Practice Delivery Groups, evidencing that learning from reviews, suggested improvements from CIW inspections etc., are acted upon.

10. The number of adult protection and support orders which were applied for in the Safeguarding Board area:

There were no applications for APSO's within the North Wales Safeguarding Board area during the year.

11. When and how children or adults exercised an opportunity to participate in the Safeguarding Board's work:

Whilst the Board is still looking at how we can engage more with Adults – the Children's Board have been working with a virtual children's group and this will be further developed.

Involvement in the safeguarding process:

The Boards are always consciously promoting 'person centred practice', the use of advocacy in ensuring the wishes and feelings of the person are heard and acted upon.

Work is underway with regards to involving the client more in the safeguarding process, the new safeguarding procedures will help with that but in the interim the Board are linking in with Advocacy Services to try and gain client experience of the process. The Business Unit regularly links in with the North Wales Regional Advocacy Group and attend some of their meetings, the Advocates have also accepted an invitation from the Board for Business Unit to go and present to them on the changes in the Safeguarding Procedures and the impact for Advocacy Services, it is anticipated that this will take place in September 2020.

The Practice Delivery Groups are also tasked with looking at how to better engage with children and adults. Individual agencies have detailed their experiences to date, which will enable to Board to look further into how to develop improved engagement.

Each organisation is working to improve engagement as detailed below. This has also been identified as a priority for NWSAB and has been incorporated into the Business Plan for 2020/21:

Isle of Anglesey County Council:

Adults - Efforts continue to seek citizen feedback from victims of abuse who have been through the safeguarding process. This remains a challenge as many of the victims are unable to engage due to inability or willingness.

Where the person lacks capacity in relation to the specific safeguarding event, Families / Advocacy are advised and views sought. Families / Advocacy invited to case conferences.

Children and young people - The development to date has mainly focused on the participation of care experienced children and young people.

Parents, carers and children are encouraged to attend child protection conferences. Participation of parents and carers within conferences is good, but children and young people overall choose not to attend. Reports to case conference should reflect the wishes and feeling of the child and the chair focuses on this within the conference. We ensure that the child/young person understand his/her right to advocacy and monitor that the active offer of advocacy has been made.

Conwy County Borough Council:

Adults - Safeguarding was a feature within the Annual Customer Survey in which citizens were asked whether they were safe from any kind of abuse, physical harm or from falling both inside and outside your home.

Social Care actively engage with people, and use their views and experiences to inform plans and improve outcomes for both individuals and services. Conwy have introduced participation work across all our social care service areas and our workforce has the skills and knowledge needed to ensure that the views of adults at risk and their families are heard and make a difference.

Children & Young People - Conwy have continued to have parents and young people's advisory groups which have both been working alongside them to develop the Family Support approach. They have also held several consultations with parents, children and young people about their family's needs, particularly in the East and Central areas. Conwy have undertaken qualitative interviews with families and young people to develop our understanding of their lived experiences. The Participation Team is currently undertaking an evaluation of the service through questionnaires and interviews with families.

Denbighshire County Council:

Adults: Adults at risk and / or family members have been attending adult case conferences, and have been able to contribute via discussion with commissioners and/or Providers using shared experiences to inform the need for changes in either practice or procedure.

Children & Young People - Children in Care Group are a group of care experienced children and young people who meet during school holidays and have contributed towards the improvement strategy including process for engagement and also in recruitment.

Denbighshire have also developed a number of Feedback Forms/Survey- including Child protection Conferences and Looked After Reviews as well as a suite of tools for engagement and communication with children and young people. Feedback Form from Conference have enabled Denbighshire to share the experience of parents in this process to enable greater participation.

Has recently commissioned a digital app called Mind of My Own which is a fully accessible digital app to enable children and young people to share their views, wishes and feelings using a safe digital tool. Mind of My Own apps are designed and conscientiously co-produced with young people for young people.

Flintshire County Council:

Adults: A review of internal processes was undertaken last year and relevant documents were amended to ensure there was a clear record of contact being made with the adults at risk, families and carers.

Flintshire have researched good practice in this area across the UK and CIW have provided examples of authorities where there is good practice in this area. Flintshire are now seeking information to help support their work.

Flintshire employs an Adult Safeguarding Social Worker whose role is to enquire and investigate referrals as required and to work closely with families and individuals to keep them informed of the process, the actions being undertaken and the outcomes. As a result of this work it has been noticed that very few individual or families ask to be involved with Case Conferences as they have already been a part of the process and fully engaged. The increase in staff for the Adult Safeguarding Unit will also allow FCC to ensure that all families and adults at risk are informed at each stage of the process. The numbers within Flintshire County Council for adult safeguarding conferences remain low.

Flintshire are continuing to promoting the use of advocates to allow those with no voice to be engaged in the process. The role of advocates is integral to a number of areas of work within safeguarding. Advocacy Services are used as Relevant Person's Representatives (RPRs) when undertaking DOLS assessments. When Adult Safeguarding reports are received, consideration is always given to the subject of the referral and whether they require independent advocacy services to ensure their needs are met and their voice is heard.

Children & Young People - Flintshire operate the conference buddy scheme as an active and vital part of the child protection case conference. It is utilised quite considerably with children and young people who are over a certain age. The starting point is 10 and up but consideration given to younger children if they are siblings of children who meet the criteria or are of a certain cognitive competency. The buddy either meets separately with the young people and uses a standard form to get their views and then attends conference to offer their views and then feedback to them post conference. The same buddy meets with the young person ahead of each review to maintain consistency and build a relationship. The buddy will also accompany the young person to the conference should they indicate a wish to attend. The conference buddy booklets evidence the positive impact of the child protection intervention through the eyes of the child.

The same service is used to gather the views of children where their parents/carers are going through the Public Law Outline (PLO) process.

In non-statutory cases worked through TAF/Teulu Cyfan, an evaluation tool called Wemwebs is used to evidence what is working well, what is not working well and what families feel about the service offered. Referrals to these services come through the HUB.

Gwynedd Council:

Adults: There is a clear commitment to consult with service users. The Adults Safeguarding Coordinator is committed to randomly investigate 9 adults safeguarding cases per quarter. This may be a challenge at times as not many of the individuals have the mental capability to participate, however, efforts are made to try and seek the views of family members or advocacy. In order to address the challenge with recording, the Coordinator will also investigate the records of the 9 cases and will report to the Senior Managers and the NWSAB via the Practice Delivery Group.

The audit cases will give us information about how the individuals are included in the process and the level of satisfaction with the process and the outcome. The audit cases

are chosen randomly and this can be difficult at times as a number of cases without capacity have taken part in an audit. We will also contact families and advocacy for feedback when this is appropriate.

Children & Young People - During this year, children's services and the education department completed a joint Vanguard review of services in order to identify how the experiences of families who are in receipt of services could be improved. As part of this work, all Senior Manager, Heads of Service, Statutory Director and cabinet leads spent time with children, young people and families listening to their experiences with the purpose of learning from those experiences. Unfortunately, due to COVID, the final analysis and decision making and implementing any changes has not been possible, but it remains a priority.

Wrexham County Borough Council:

Adults: Feedback questionnaires for all safeguarding referrals have been developed and are being embedded to practice. Feedback received from any citizen or advocate involved in the Adult Safeguarding process will be used to assist in the development of the service and outcomes shared with multi agency partners in Adult Safeguarding Practice Learning Sets which are scheduled monthly, throughout the year. With template content agreed, the feedback questionnaires will be available to members of the public either through return post or submission of an online form through the WCBC external web page.

Children & Young People - Two Care Leavers successfully completed Interview Techniques training on 30th October. Two young people have enrolled as young inspectors and will be attending a residential course to complete accreditation in February 2020. Young inspectors will be visiting Local Authorities across Wales that apply to be Kite marked against the National Participation Standards.

UNCRC 30 year celebrations - The Vice Chair of the Children & Young People Council attended an event to celebrate 30 years of the UNCRC in Wales. The event on November 20th signified 30 years since the UN Convention on the Rights of the Child was created. This event recognised the journey that the UNCRC has been on in Wales to date, as well as looking what needs to be achieved in the future.

Two young people worked on developing a foster carer training session which they entitled 'If You Were Me'. The hour and a half training was delivered for the first time in November 2019 and one young person has been involved in interviewing for positions in children's social care.

On 18th February 2020, eight young people attended the signing of The Pledge at the Guildhall. The pledge is Wrexham County Borough Council's commitment to being a good parent for the children and young people who are looked after or care leavers of the local authority.

Betsi Cadwaladr University Health Board:

Adults: The MHLD Division in partnership with Corporate Safeguarding have co-produced a service user led policy that offers guidance to staff and patients when an individual is admitted onto a Mental Health ward in relation to sexual safety. Consultation sessions took place across North Wales between BCUHB staff, partner agencies, third sector agencies and service users. This has now been submitted for final approval.

HASCAS Stakeholder engagement with Corporate Safeguarding has continued successfully through 2019/2020 to ensure transparency and true partnership working; this has included stakeholder attendance at Safeguarding training during 2019.

Throughout 2019/2020 Corporate Safeguarding have continued to promote the need to ensure that Adults at Risk, their families and/or advocates are fully engaged within the safeguarding process across BCUHB and are consulted upon all appropriate activity.

As a service Corporate Safeguarding engage in meaningful discussions around service user engagement within the organisation and specific to safeguarding activity but recognise this as a developmental area.

Children & Young People - Sharing Stories/Rhannu Straeon Project The aim of the project in collaboration with SARC was to inform children and young people about the Criminal Justice System (CJS) process support the recovery of young survivors by giving them a positive platform and an opportunity to reframe their trauma, increase their resilience and reduce isolation.

The project has been developed from work undertaken in Amethyst SARC's young women's group coordinated by the Children and Young Peoples Sexual Violence Advisor (CYPSVA). The group have developed a booklet based on their experiences and journeys, a film and podcast. The project was nominated for the National Crime Beat Awards and was the winner of the Young Peoples Award.

Wig and Gown - A CYPSVA was successful in achieving funding through PACT (Police and Community Team) to purchase a Wig and Gown as worn by barristers and judges in court. The aim of this is to familiarise children and young people with this clothing, explaining procedures and why this is worn. The child can then try it on, or a member of the family or CYPSVA can try it on and this has helped in making the experience less frightening for the child during the court case, and helping to reduce the general anxiety around the whole court experience.

North Wales Police:

Adults: North Wales Police runs a number of different surveys with victims of crime in order to understand our service delivery. Conducting these with vulnerable victims is however both difficult and sensitive. We do have a team who conduct surveys with victims of Domestic Abuse, some of whom will be Adults at Risk. We are also seeking to establish a survivors group for victims of Domestic Abuse to help inform practice, training and policy.

NWP do not at this stage routinely engage with carers and families. We do however have a well-established complaints and dissatisfaction process the purpose of which is to learn from investigations which have not satisfied the requirements of victims and their families.

[Children & Young People](#) - The OPCC for North Wales has launched a Youth Commission which is consulted for the views of young people regarding the PCCs priorities.

Through posing a question to our colleagues working out of the Sexual Assault Referral Centre (SARC) a group was set up with young survivors of sexual abuse to seek their views on how the police has dealt with their case. This led to some invaluable insights and developed through the CYPsVA into the booklet Sharing Stories Sharing Strength.

[HM Prison & Probation Service:](#)

[Adults, Children & Young People](#) - The NPS Service User Survey run annually seeks feedback to capture the view of both offenders and victims and involvement change deriving from such feedback. Undertake analysis of Offender Survey 2019 results to understand the needs of those in our care and look for innovative opportunities to add value for service users.

12. Any information or learning the Safeguarding Board has disseminated, or training it has recommended or provided;

The following information was disseminated via workshops, conferences and through the website:

[All Wales Basic Safeguarding Training – July 2019](#)

Conwy CSVc - Specifically targeted at voluntary and community groups to raise awareness of what everybody needs to know about safeguarding.

[Safeguarding Adults - S126 Enquires Workshops - July 2019](#)

6 Sessions held across the region, highlighting S126 enquires - Social Services and Wellbeing Act outlines a shift of culture in terms of the functions of the S 126 safeguarding enquiry, less focus on the LA having an investigatory role –responsibilities focus on making the person safe, shaping our response in line with the wishes of the adult at risk, co-ordinating and making and/or delegating enquiries, and ensuring necessary actions to protect and support the adult are being taken.

[NWSCB & NSPCC Community of Practice Event – Keeping Safe Project – Sept 2019](#)

The 'Keeping Safe?' project is a three-year study funded by the Welsh Government through Health and Care Research Wales conducted by a team of researchers from the School of Social Sciences led by Dr Sophie Hallett. The aim of this study was to conduct an original investigation into the outcomes for children and young people assessed as being 'at risk' of sexual exploitation.

[Keep Learners Safe - Sept/Oct 2019](#)

The North Wales Safeguarding Children's Board invited Local Authority Education Practitioners / Designated Safeguarding Leads/ Independent Schools / School Governors/Safeguarding Leads in Colleges to this workshop to consider the requirements sets out in the draft keeping learners safe guidance.

[Safeguarding Adults at Risk Training for Sport NGBs in Wales - Oct 2019](#)

Ann Craft Trust - Two free training events for Sport National Governing Bodies (NGB's). This training is for the Lead Safeguarding Officers, Board and Senior Staff members of sport NGBs in Wales.

[Launch of the Wales Safeguarding Procedures – Nov 2019](#)



Launching the procedures in North Wales were Julie Morgan - Deputy Minister for Health and Social Services and Lance Carver – Chair of the Project Group with presentations by Alys Jones, Natasha James, Jan Howarth, Dr Witcombe-Hayes (NSPCC) and Steve Barlley representing the Older People's Commissioner for Wales.

[Adult at Risk Learning Event - Dec 2019](#)

Multi-agency/3rd sector event attended by more than 50 people was held highlighting Adult at Risk and safeguarding responsibilities and processes. The use of Advocates was a key focus of this event – Steve Batley from the OPC's Office attended to give a presentation. The workshop also covered the quality of safeguarding reports, S.126 of the safeguarding procedures and agencies roles within the enquiries stage.

Multi-Agency Safeguarding Learning Framework 2020

Further development within the training arena are ongoing, such as developing a multi-agency safeguarding learning framework, (it is hoped that this can be done on a national basis).

Wales Safeguarding Procedures Training Sessions - Jan – March 2020



The purpose of these Learning and Awareness Workshops was to: Understand the legal framework in relation to the Procedures. How the key concepts from the Social Services and Well-being Act are underpinning the New Safeguarding Procedures. Overview of each section within the (explaining the journey protection process). Highlighting the key practice changes.

Substantial financial resources have been utilised to extend the training sessions available in relation to the new Wales Protection Procedures, in order to open up sessions to 3rd and Private Sector, Education Staff and CIW Inspectors, more resources will be used to provide further training videos and webinars and additional on-line material in the next 12 months.

Training around Achieving Best Evidence for 2020:

Building on the success of the regional programme we will continue to deliver this learning in 2020 along with a regional JIT refresher session. The Safeguarding Subgroup will be undertaking a regional audit to measure how frequently those who are ABE trained undertake ABE interviews.

Joint Investigation Training (JIT):

We are reviewing the current regional JIT learning programme in line with the publication of the new safeguarding procedures. In 2020 we will be developing and delivering an adult JIT learning programme.

Contextual Safeguarding:

Dr Carlene Firmin attended as the founder of Contextual Safeguarding and outlined to over 50 practitioners in attendance, three things.

- One: how contexts beyond families are associated with abuse.
- Two: how traditional child protection systems fail to engage with these contextual dynamics.
- Three: the components of the Contextual Safeguarding system that would redefine what child protection means.

[Gwella Project \(Barnardo's\) Training Events - Jan/Feb 2020](#)

Gwella – working with children who have experienced developmental trauma (1-day free training course).

[Working Together to Safeguard Adults Conference - Feb 2020](#)

National Conference open to safeguarding partners, organisations and practitioners working with adults at risk in Wales.

[Learning Workshops for Adult Care - Feb 2020](#)

Learning Workshops for Adult Care/ Nursing Home Managers / Responsible Individuals and Domiciliary Care Managers on the New All Wales Adult Safeguarding Procedures.

[NWSCB & NSPCC Community of Practice Event - Feb 2020](#)

Research around risk assessment tools and the use of such tools in practice.

Recognising CSA and raising awareness amongst key professionals to identify and respond to CSA. Information will be provided about the LEADS programme and the feasibility of delivering this in Wales as a regional programme.

Findings from the recent research around LA records in Wales with regards to capturing CSA data: Uncovering the scale of child sexual abuse in social care records.

The role of the CSA Centre in supporting the delivery of the Wales National CSA Action Plan.

[Wales Safeguarding Procedures:](#)

New Pathways have been contracted by Social Care Wales to develop blended learning materials in order to deliver a train the trainer workshop. This is primarily for trainers contracted to deliver the first tranche of training across North Wales. The Safeguarding Subgroup members have been in attendance at the only meeting that has taken place in order to assess the quality of the learning materials. Currently this has been on hold due to the Covid-19 pandemic.

[Learning from Practice Reviews:](#)

Learning from APR/CPR/DHR, and other reviews from across the UK are regularly shared and highlighted throughout the region via the Practice Review and Safeguarding Delivery Groups and workshops. Work is ongoing with the Workforce



Development and Training Group to provide mechanisms for sharing and embedding the learning from these.

13. How the Safeguarding Board has implemented any guidance or advice given by the Welsh Ministers or by the National Board;

[POVA Procedures –clarity from Welsh Government:](#)

Context – ‘The POVA procedures have now been superseded by the Social Services and Well-being (Wales) Act 2014 (the '2014 Act') and as a result the legal framework and terminology has changed and they have become outdated. They will be replaced by Wales Safeguarding Procedures, which are currently being developed by Cardiff and the Vale Safeguarding Board, on behalf of all Safeguarding Boards in Wales’

Relevant partners were reminded about the duties imposed by the 2014 Act and that they must have regard to the accompanying statutory guidance under part 7 of the 2014 Act, particularly Working Together to Safeguard People: Volume 6 - Handling Individual Cases to Protect Adults at Risk.

Wales Safeguarding Procedures training has been carried out which reinforces the messages around Volume 6 – Handling Individual Cases to Protect Adults at Risk, and all relevant documentation has been updated to reflect with any reference to POVA being removed.

[National Independent Safeguarding Board – Annual Report](#)

Feed-back from the NISB as detailed in their last Annual Report, in relation to information contained in Safeguarding Board’s Annual Reports has been noted and is hopefully reflected in this report.

14. Other matters relevant to the work of the Safeguarding Boards:

The following themes/issues were identified from the Annual Partner Agency Reports submitted to the Board for 2019/20:

[WCCIS System:](#)

The phased introduction of the WCCIS system has posed problems across the region with regards to the collection of data since this system was introduced, this has been inconsistent and problematic.

Multiple representatives from all agencies are currently engaging with the project group to develop the adult safeguarding templates for the system to assist in ensuring there is

consistency across Wales. It is hoped that once the templates are all in place that the data will be able to be collated in a uniform manner which will allow for better analysis.

However, there is no clarity currently as to when all agencies, including Health, will be migrating onto the system, and this poses some issues with regards to the future undertaking quality assurance and data collection.

Single Unified Safeguarding Review:

Work has started with regards to proposals around SUSR. The aim is to align the process of DHR/APR/CPR and other reviews, to have one process similar to that used for APR/CPR. Research has shown that in the case of DHR's, there has been instances of more than 5 simultaneous reviews being carried out on the same case – thereby creating duplication.

The North Wales Safeguarding Board has been sighted on and is contributing to the work being undertaken to align this process and how, in future, completed reviews and learning can be made available to all.

Strategic Partnership Review:

The North Wales Safeguarding Boards have been actively engaged with the partnership review, which aims to bring all the strategic priorities relating to safeguarding under one umbrella, therefore ensuring that duplication of work is avoided and pools the specialisms and knowledge from all agencies. It is hoped that this will assist in the effective delivery of the combined priorities.

It is anticipated that the creation of a North Wales Safeguarding Partnership Group will provide the oversight and governance for fewer boards to work effectively and in partnership with each other to ensure the safeguarding of citizens in North Wales remains the priority.

Deprivation of Liberty Safeguards

All agencies identified DoLS as an area of concern for their organisations, and highlighted that the implementation of the new Wales Safeguarding Procedures may also have a major impact.

Under the Mental Capacity (Amendment) Act 2019, Deprivation of Liberty Safeguards will be replaced by Liberty Protection Safeguards. LPS will not be coming into force on 1 October 2020, but instead in April 2022. The Government will undertake a public consultation on the draft regulations and Code of Practice for LPS and that will run for 12 weeks.

Mental Capacity Assessment: Within BCUHB, the Corporate Safeguarding DoLS Team have been working with members of the Consent and Capacity Strategy Group to develop a new mental capacity assessment that is considered 'gold standard'.

15. Good Practice Examples aligned to NWSB Priorities:

Shared Strategic Priority: 1c. Developing Victim Service Provision - Strengthening safeguards against adult /child exploitation by protecting victims from further victimisation and protecting those who may be susceptible to exploitation:

M was a 71-year old Kenyan woman who had been trafficked to the UK and subjected to financial and possibly sexual exploitation. She had been living in a virtually derelict property, and had not been known to services previously. The landlord of the property had called the police and said that M needed to be removed from the property as she has been trespassing in a house where the roof was unsafe. Police removed her and took her to the local housing office.

An initial screening by housing indicated that she did not meet the criteria for housing support because of her immigration status and lack of clarity around her status. Housing referred to social services who accepted responsibility under the SSWBA. M was assessed as having care and support needs and allocated to the Adults at Risk team.

Accommodation was arranged for M in local accommodation over the Christmas period, funded jointly by social care and the housing department. M was supported to get a walking stick and to attend church on Christmas day, and she was given food parcels and taken food shopping by the Adults at Risk support worker. Contact was made over Christmas by Housing.

In early January, M was taken for an assessment at BAWSO where she met a worker who was able to communicate in Swahili. BAWSO arranged for M to move into a refuge, which she did two weeks later. M was delighted to be able to talk in her own language, and was especially pleased to be offered a Kenyan meal. M was supported to clarify her legal status and to obtain the correct paperwork. During her assessment M disclosed sexual abuse and sexual exploitation and her case was referred to a police specialist team for support and further investigation.

M continues to be supported and her case was held up as an example of excellent inter-agency practice at the Regional Modern Slavery and Human Trafficking MARAC.

Shared Strategic Shared Priority 2: Domestic Abuse

Background: The young person is 14 years old and had been subject to two previous episodes of registration due to her parents' alcohol use and domestic violence in the home.

Local Authority had concerns in relation to Child A being sexually exploited as it was reported that she was associating with older males who were of concern. Child A displayed low mood with her exhibiting self-harm as well as using alcohol and drugs which were provided to her by these undesirable males.

At the point of the Initial Child Protection Conference in June 2019 Child A was assessed as being exploited and suffering neglect due to a number of factors:

- Frequent missing from home occurrences

- Lack of reporting from parents
- Being located in neighbouring authorities with undesirable males
- Stealing from shops
- Use of drugs and alcohol
- Lack of school attendance
- Low self-worth
- Parents separated yet remained residing together, which was confusing for the child.
- Concerns of social and communication difficulties

Intervention: the care and support protection plan identified the need that the parents of Child A needed to engage with the Lucy Faithful programme in order to inform and assist in the effective implementation of the safety plan. Child A engaged with her Social Worker as well as attending the Armour project which provided her with safe routines. Multi agency intervention included education who provided a bespoke education provision, Onyx team as well as CAMHS providing support to manage her emotional understanding and social and communication difficulties.

Initially the care and support protection plan saw a dramatic reduction in Child A being subject to missing from home reports; however, it later transpired that the parents were not reporting these concerns nor were they compliant with the safety plan. Thereby resulting in Child A being at increased risk of exploitation both sexually and criminally. Child A's mother began to understand the level of risks associated with her daughter and became more vigilant to her daughter's whereabouts and engaged with the Family Intervention Team.

The relationship between Child A and her parents was poor initially, as there was limited and ineffective communication between them. The Family Intervention Worker continued to provide direct intervention, with the Social Worker also building a trusting relationship with Child A. Child A was later diagnosed with Asperger's Syndrome, CAMHS re-focused their work and advice was provided about methods of communication. The mother's and daughter's relationship began to improve with them spending quality time together. Child A's mother and professionals were able to motivate Child A to develop new interests that were safe, along with enabling her to recognise what a safe and unsafe relationship was.

Outcome: After eight months of the right intervention under a care and support protection plan there was evidence that the identified risks of being exploited had reduced. Child A was able to communicate her feelings better to all involved, she returned to full time education and there have been no further reports of missing from home episodes.

Child A has formed two safe friendships and the relationship between Child A and her mother has significantly improved. The Local Authority remain involved however this is under a care and support plan.

NWSB Joint Priority 2: Increased awareness and challenge attitudes of VAWDASV across North Wales:

Background: The Adult Safeguarding Team received contact from the AMPH team regarding an individual for which they had safeguarding concerns. This female was quite poorly and access to the home and to the person was being prevented by her male partner. In order to protect, the Safeguarding Team were able to request and serve an APSO, gaining access to the individual and she was admitted to hospital under Section 2 of the Mental Health Act.

Intervention: Partnership working between the Community Mental Health Team and Adult Safeguarding Team, with clear guidance underpinned by the SSWBA, resulted in this vulnerable woman receiving the support and hospitalisation she required.

Outcome: As the Safeguarding Processes ended, the team were aware that this vulnerable adult was no longer party to this abusive relationship.

Serving the APSO also helped improve the confidence of the Adult Safeguarding Team, as they feel supported in the knowledge that the APSO process can successfully be used to provide better outcomes for citizens.

Shared Strategic Priority: 2c. Increase awareness of children, young people and Adults of safe, equal and healthy relationships:

It is very rare for any Adult to refer themselves under the Safeguarding Procedures but this was a recent case. A report was received from a man who claimed he was being treated oppressively by his sister who lived in the town. He was a very capable man with full capacity to make every decision with regard to his lease and financial affairs but his sister insisted on making every decision big and small on his behalf in every aspect of his life.

He referred himself to the Safeguarding Unit and following the completion of the initial inquiries - which proved that the report was appropriate and that the man needed protection from the emotional and psychological abuse from his sister - the case was referred to a social worker within the area where he lived. Sensitive and careful action had to be taken, in order to work in secret because he did not want his sister to become aware of the involvement of Safeguarding Team. Although the brother and sister did not live together, one of the brother's wishes was to move to another nearby town. He felt that putting some distance between them would make it a little more difficult for his sister to "manage" him to such an extent.

There was a positive outcome in this case as a suitable apartment was found for the gentleman. He is now living independently and is able to live a fuller, happier life and participate again in society.

Despite the problems caused by the sister becoming aware of her brother's wishes, it is understood that reconciliation has taken place and that a different, healthier "relationship" now exists between the two.

[NWSAB Strategic Priority 3: Improved awareness and compliance around the Adult at Risk process \(North Wales Safeguarding Adults Board\)](#)

Background: A professional residential care provider highlighted internal concerns regarding a staff member towards an Adult at Risk in residential care. Internal reporting mechanisms and use of internal CCTV resulted in the recovery of footage suggesting assault and ill treatment of the resident by a staff member.

Intervention: The care organisation moved promptly to suspend the staff member, capture any evidence and work with authorities.

Further examination of CCTV identified other alleged incidents and revealed a second staff member behaving in an allegedly abusive manner towards the same resident with a number of other staff members taking no action.

A further report was received relating to allegations of ill treatment of the same Adult at Risk in public outside a shop by two carers. Good partnership work and engagement with Local Policing Services resulted in further CCTV recovery.

Outcome: A joint investigation involving the police, adult Social Services, BCUHB, CIW, an independent advocate and a behavioural specialist has resulted in five dismissals, two final written warnings and two formal management interventions.

Two staff members have also been charged with ill treatment/wilful neglect and face criminal trial.

The resident is now showing significant improvements in terms of wellbeing.

[NWSAB Strategic Priority 3b: The person's wishes and feeling evident throughout the Safeguarding Process:](#)

Background: A 32-year-old citizen living in the community, concerns raised by substance misuse team around an allegation sexual abuse by a friend or an unknown male. These were also historical allegation of abuse relating to an ex-partner of sexual, physical and emotional abuse. The adult did not want to report these incidents to the police, she was deemed to have capacity at the time of this disclosure. However, there was acknowledgement by the professionals that the adult's capacity would fluctuate at times due to the level of intoxication.

There were additional risk factors relating to others i.e. family members and others who could be deemed as 'adults at risk'. Safeguarding measures were implemented for both the alleged victim, other family members and the wider safeguarding concerns. The individual had not been consulted regarding reporting this allegation, therefore consent to the safeguarding report and the section 126 enquiries had not been explored by the Reporter. Further discussions were undertaken by the Reporter with the individual to consider what action she would want, there was agreement by the individual that additional support around the safeguarding concern from an independent advocate would enable her to have voice throughout this process.

Interventions: Safeguarding process proceeded with Section 126 enquiries in relation to determining if the citizen was an adult at risk, was experiencing or at risk of abuse and as

result unable to protect herself against abuse. Lead Practitioner established the individual's capacity, to support gaining her wishes and views into the action she wanted. The individual was able to express what action she wanted i.e. personal outcomes.

These enquires involved a number of agencies i.e. Police, BCUHB, CMH teams, Children Services, Advocacy (CADMAS). The enquiries concluded that there was reasonable cause to suspect that this individual was an adult at risk. The professionals agreed that the information supported that the individual was at further risk of harm, the individual had consented to the safeguarding process being implemented to review safeguarding strategies and therefore reduce further risk of harm.

There were further attempts by Police to support the adult in making a complaint to allow for a criminal investigation to be instigated, but the individual refused to make a complaint. A number of child protection referrals were submitted to ensure any wider safeguarding concerns were fully explored by the appropriate agency. The advocate supported the individual throughout and enabled her views and wishes to be at the center of this safeguarding process.

Outcome: The approach taken was person-centred, there was clear understanding of the personal outcomes that the adult wished to achieve. Her outcomes were at the center of the system to support the right solution could be found. Unfortunately, the individual disengaged with the process and the development of adult protection plan was not achieved, the individual advised that she was able to keep herself safe and did not require the support from the professionals.

NWSCB Strategic Priority: 4b. All school age children are educated in an environment in which they are able to flourish and are kept safe:

Background: B is a 13-year-old boy diagnosed with ADHD, learning disability and speech and language difficulties. He was cared for by his maternal family since he was 3 years old (under a special guardianship order). His birth parents were unable to care for him due to the impact of their drug and alcohol misuse.

B's cognitive functioning, ADHD presentation and significant communication difficulties impacted on his ability to develop positive peer relationships. He experienced bullying throughout his childhood and sought acceptance and approval from his peers. During this period there was increased concern about B absconding and being missing from home periods. B started smoking and experimenting with substances, and was considered to be at risk of criminal exploitation via county lines. Despite their efforts the family were not able to safeguard B from harm. Child Protection Procedures were initiated.

Intervention: Support was initially provided from Team around the Family. In 2019 the young person was referred to the Specialist Children Service. Recognising his additional needs, it was decided that they were best placed to assess his care and support needs.

The Child Protection Case Conference decision was that the young person was at risk of significant harm and required a multi-agency child protection plan. The child protection

plan saw a joined up approach by agencies working closely with the young person and his family:

- Psychological intervention to support the young person around identity, bullying and safe peer relationships.
- An appropriate educational setting where his educational outcomes could be realised was found,
- Access to 'Be di'r Sgor' (drug preventative sessions) secured.
- Support Workers were appointed to work with B to develop his social and leisure activities.
- Provision of an on-call out of hours' service so that he could be returned home from police stations during periods of absconding.
- CAMHS provided the family with parenting support and ongoing assessment of the young person's needs.

Outcome: The family moved to another area and a robust transfer was completed with services overlapping to ensure a smooth transition for the young person. The Safety Plan kept him safe. He was listened to and supported to understand that bullying was wrong. He was helped to make sense of his past Missing periods were reduced. A reward chart with pictures had been implemented and was successful in reducing the missing periods.

GLOSSARY:

AMH	Adult Mental Health	LDU	Local Delivery Unit
APR	Adult Practice Review	LSCB	Local Safeguarding Children's Board
AWCPP	All Wales Child Protection Procedures	MAPF	Multi-Agency Professional Forum
BCUHB	Betsi Cadwaladr University Health Board	MARAC	Multi-Agency Risk Assessment Conference
CAMH	Children Adolescent Mental Health	MHLD	Mental Health Learning Disabilities
CCBC	Conwy County Borough Council	NISB	National Independent Safeguarding Board
CHC	Continuing Health Care	NPS	National Probation Service
CPR	Child Practice Review	NSPCC	National Society for the Prevention of Cruelty to Children
CRC	Community Rehabilitation Company	NWP	North Wales Police
CSE	Child Sexual Exploitation	NWSB	North Wales Safeguarding Boards
DCC	Denbighshire County Council	NWSAB	North Wales Safeguarding Adults Board
DoLS	Deprivation of Liberty Safeguards	NWSCB	North Wales Safeguarding Children's Board
LDG	Local Delivery Group	POVA	Protection of Vulnerable Adults
DHR	Domestic Homicide Review	P & P	Policy & Procedure
EAPR	Extended Adult Practice Review	PCC	Police Complaints Commissioner
ECPR	Extended Child Practice Review	PHW	Public Health Wales
FCC	Flintshire County Council	PRUDIC	Procedural Response to Unexpected Death in Childhood
GC	Gwynedd Council	PVPU	Protecting Vulnerable Persons Unit
HASCAS	Health and Social Care Advisory Service	SCWDP	Social Care Workforce Development Partnership
HSB	Harmful Sexual Behavior	SERAF	Sexual Exploitation Risk Assessment Framework
IOAC	Isle of Anglesey Council	WAST	Welsh Ambulance Service Trust
KPI	Key Performance Indicator	WCBC	Wrexham County Borough Council
LA	Local Authority	WG	Welsh Government
SMART	Specific, Measurable, Achievable, Realistic, Timely	YN	Ynys Mo

