

<b>Committee</b>	<b>Dated:</b>
Safeguarding Sub Committee	07/06/2017
<b>Subject:</b> Making Safeguarding Personal	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
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### Summary

This report provides members with information on Making Safeguarding Personal (MSP). This is an approach adopted within Adult Social Care at a national level, aimed at seeking qualitative outcomes when working with adults at risk during the safeguarding process. The aim is to have a more qualitative measure when recording and reporting statistical analysis of safeguarding adult data. The approach was originally developed by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) in 2012, with full implementation of the programme in 2014/15. MSP offers an outcomes focus to adult safeguarding work and a range of responses to support people to improve or resolve their circumstances. The overall aspiration was to move the safeguarding process away from something that is "done to" a person to a person-focused approach that "works with" and "alongside" the person: in other words, "No decision about me without me."

### Recommendation(s)

Members are asked to:

- Note the report.

### Main Report

#### Background

1. Making Safeguarding Personal (MSP) was originally motivated by the need to understand what works well in supporting adults at risk of, or who have experienced, abuse or neglect. It was a programme initially led by the Local Government Association (LGA) safeguarding adults programme and by the Association of Directors of Adult Social Services (ADASS) in 2012.
2. In 2012, the Safeguarding Adults Leads for both City and Hackney undertook one of the first MSP pieces of qualitative research as part of a test bed pilot to

seek to understand how safeguarding could become more personalised and service user focused (see Appendices).

3. The Care Act 2014 put adult safeguarding on a statutory footing for the first time, and embraced the principle that the “person knows best” rather than the professional. It laid the foundation for change in the way that care and support are provided to adults. It also consolidated the MSP programme, giving it even more credibility as a tool to practitioners that encourages greater service user self-determination, so that adults at risk maintain their independence and have real choice. There is now an emphasis on working with adults at risk of abuse and neglect to have greater control in their lives to prevent abuse or neglect from happening, and a right to have a say in what happens.
4. In 2016, ADASS commissioned an MSP “temperature check” to ascertain the progress of the MSP journey, which involved in-depth consultation with Safeguarding Adults Leads. Across the board, the results revealed a positive picture of dedication and innovation. The vast majority of those interviewed had built MSP into their mainstream services and were achieving better outcomes for people needing care and support who had experienced abuse or neglect. The check itself was very wide ranging, achieving coverage of 76% of English local authorities through in-depth interviews with their Safeguarding Adults Leads.

## **Current Position**

5. The City of London Service Manager for Adult Social Care and Safeguarding Adults Lead was consulted and undertook an in-depth telephone interview to discuss the way in which the service had embedded its Making Safeguarding Personal work into its practice. City of London was able to report favourably that Adult Social Care was achieving MSP outcomes for people needing care and support who had experienced abuse or neglect (see Appendices).
6. The City of London has worked alongside Hackney as partners of the Safeguarding Adults Board (SAB), and as members of the Quality Assurance sub-group, to develop an IT process through which reporting can be achieved on the MSP outcomes (see Appendices).
7. In the SAB Annual Report (2016/17), Adult Social Care reported that each of the adult safeguarding cases this year has recorded evidence that the person at the centre of the safeguarding concern has been consulted as to their own desired outcomes, which are noted at the beginning and at the conclusion of the safeguarding episode.
8. This data can now be reported upon as part of the City and Hackney SAB performance dashboard, a suite of data that both City and Hackney produce in a uniform manner via their respective electronic social care recording systems (FWI for City of London, Mosaic for Hackney).
9. City of London cases will also be part of a multi-agency case file audit event to be held as part of a City and Hackney SAB event in June, which will seek to

examine cases of self-neglect, and how the MSP principles have been adopted in practice.

10. As part of the City of London's Safeguarding Adults self-assessment, one of the three key priorities was to raise awareness and assist understanding of MSP via a communications strategy delivered to City of London residents and key partners. An initial briefing has been delivered to the Adults Advisory Group on 24 April, (see Appendices) and it is anticipated that a residents event will be held to ensure that public understanding and awareness are raised.

## **Corporate & Strategic Implications**

11. MSP represents the City of London's core departmental values, Listening and Leading Together, giving everyone a voice and action.
12. Cooperation and collaboration involve working cooperatively with service users, collaborating with each other to design services and meet local needs and aspirations.

## **Conclusion**

13. This report has set out the theoretical background of the MSP approach to show how the City of London Adult Social Care team has fully adopted these principles and applied them in practice. The outcomes data is now reportable, with the City of London being fully compliant with the statutory expectations of the City and Hackney SAB.

## **Appendices**

- Appendix 1 - 2012 MSP City and Hackney pilot research
- Appendix 2 - FWI safeguarding adults workflow
- Appendix 3 - MSP briefing for Adults Advisory Group

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