

Bolton Safeguarding Adults Board

Strategic Plan
2024 — 2027



“We are committed to continuous improvement, learning from experience, and enabling adults at risk of neglect and abuse to have a voice”

Message from the Independent Chair



I am pleased to present Bolton Safeguarding Adults Board's Strategic Plan for the next three years.

As the Independent Chair of the safeguarding board, I want to recognise the hard work, contribution and achievements our partners make daily in responding to our adults who are at risk of harm, and in need of care and support to prevent neglect and abuse from occurring or continuing.

I have seen how strong partnership working at the earliest opportunity ensures the right people are all involved at the right point, using expertise to support prevention, achieve the best outcome, reduce duplication and making the best use of limited resources through strong and effective collaboration.

I am confident that our partners will continue to work together, and provide the leadership needed to deliver our strategic objectives and fulfil the safeguarding board's vision.

I will ensure that my role as Independent Chair and Scrutineer drives continuous improvement providing assurance that Bolton's safeguarding arrangements are working effectively for all adults needing support, their families and our practitioners.

We will make safeguarding personal, remembering there is a person at the centre of everything we do.

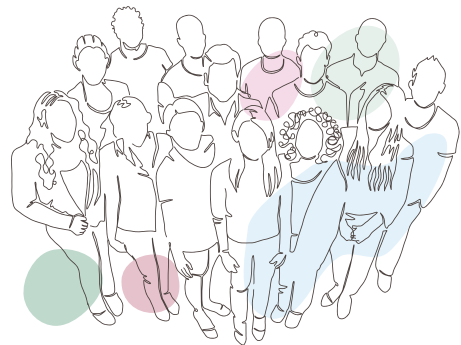
Neil Smith
Independent Chair for Bolton Safeguarding Adults Board

The Bolton Safeguarding Adults Board

The Bolton Safeguarding Adults Board (BSAB) is established under Section 43 of the Care Act 2014. It coordinates partner agencies to protect adults at risk, prevent neglect and abuse, and promote wellbeing.

The Care Act 2014 outlines that all areas have an Adults Safeguarding Board to protect individuals aged 18 or over who:

- Have care and support needs (regardless of whether these needs are met by the local authority)
- Are experiencing or at risk of abuse or neglect
- Are unable to protect themselves due to their care and support needs



Our core functions

The BSAB has the following core functions under the Care Act:

- **To develop and publish a strategic plan.** Within this plan, we set out our safeguarding adults' objectives, showing what we need to do to achieve these, and how we plan to do it. Our objectives are informed by continuous monitoring of local, regional and national themes and issues; we have a new system in place to identify particular local risks as they develop. We also use data from our partners and have been improving our quality, effectiveness, assurance and monitoring processes in recent years to support best safeguarding adults' practice.
- **To carry out and publish Safeguarding Adults Reviews (SARs).** These consider how agencies have worked together when a person has died or been at risk of or seriously injured. A review produces recommendations and key learning for the agencies involved to try to prevent these events from happening again.
- **To publish an annual report.** This public report shows how we have all worked together to deliver the objectives within this strategic plan over each year, using evidence from our business delivery plan, local data, and contributions from a range of partners.

What do we do?

We will work together to safeguard any adult that is at risk of harm or exposed to harm through abuse, exploitation, violence/threat, or neglect as defined in legislation and guidance to prevent and reduce the harms, whilst supporting individuals to take and maintain control over their lives.

How do we do it?

We do this by developing prevention strategies that are delivered through the BSAB Strategic Plan and by embedding our vision, mission and the six principles of safeguarding. At the heart of our work is actively listening to and understanding the lived experiences of adults at risk and their carers. We strive to deliver positive outcomes, so that the people of Bolton can live free from abuse and neglect, and to promote widely the message that, in Bolton, safeguarding is everybody's responsibility.

This strategy supports and compliments the ambitions set out within our Bolton Locality Plan (2024/2029), ensuring we strengthen the quality and effectiveness of safeguarding across our communities, making best use of our resources and empowering our communities to contribute to improving safeguarding processes and practice across Bolton.

Vision of the BSAB



To achieve this vision, the Bolton Safeguarding Adults Board will:

Ensure the voice of the adult and their carers are at the centre of all we do, creating a culture where safeguarding is everybody's business, and good safeguarding practice is a priority.

In doing so, the six safeguarding principles will be actively promoted through the partnership work.

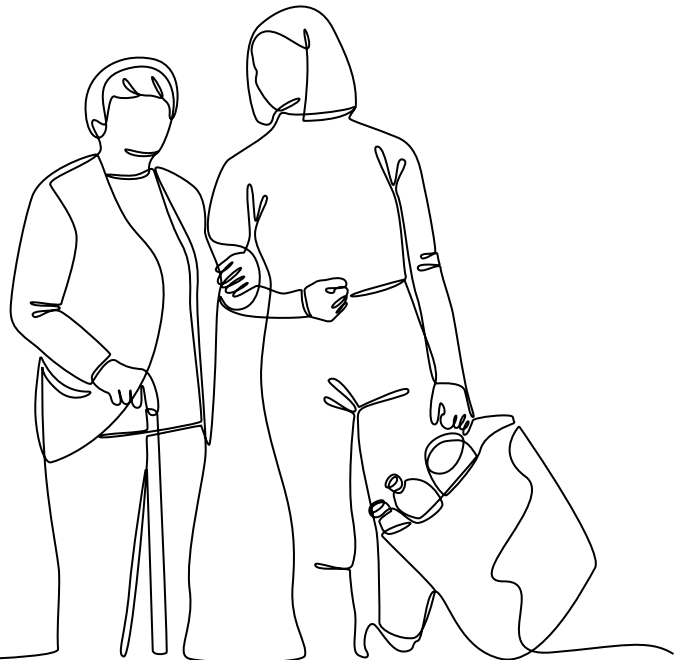
The six safeguarding principles

- 1. Empowerment:** Supporting and encouraging people to make their own decisions with informed consent.
- 2. Prevention:** It is better to take action before harm occurs, working together on any new or emerging safeguarding issues, themes, and trends.
- 3. Proportionality:** The least intrusive response appropriate to the risk presented.
- 4. Protection:** Supporting and providing representation for those in the greatest need.
- 5. Partnership:** Working with all agencies and the Bolton community in recognition that safeguarding is everyone's business. Communities have a part to play in preventing, detecting, and reporting safeguarding issues.
- 6. Accountability:** Accountability and transparency by ensuring the effectiveness of safeguarding practice across all single agency members of the BSAB and wider organisations working with adults at risk, and their carers, and as a Board seeking assurance in how we are currently performing in meeting our statutory duties, with a sharp focus on real time learning and embedding a learning and improvement culture.

Making Safeguarding Personal

In addition to these principles, it is also important that safeguarding partners take an approach to safeguarding that focuses on the person, not the process.

It means that safeguarding should be person-led and outcome-focused. Engaging the person to respond to their safeguarding situation in a way that enhances involvement, choice and control, as well as improving quality of life, wellbeing, and safety in a conversation about how best to respond to their safeguarding situation in a way that enhances their involvement.



The Safeguarding landscape

What we know about our community

Bolton has a population of 302,383 which has been steadily increasing over recent decades. By 2030, Bolton is projected to experience an increase of over 5,000 to its older adult population. The World Health Organization also anticipates a global rise in the elderly population, which is expected to lead to an increase in elder abuse.

In Bolton, 10,444 adults are receiving care and support from the local authority with 4,331 adults receiving long-term support. We also know that one in four adults will experience at least one mental health problem and 56% of our population live in an area that is among the 30% most deprived nationally.

Prevalence of concerns Within the last year, 2022-2023, there has been a continued steady increase in concerns raised with 3,543 reported. Of these concerns 1,119 progressed to a Section 42 safeguarding enquiry which is a conversation rate of 30%. This has been consistent over the previous three years.

We have seen a significant rise in two **types of abuse** from the previous year with psychological abuse accounting for 33.3% of concerns. Domestic abuse was 32% of referrals and continues to remain high. This trend is also reflected in Greater Manchester Police data at the local level.

The World Health Organization indicates that the **location of abuse** is notably high in institutions like nursing homes and long-term care facilities. In Bolton, the most common location of abuse is the individual's home.

Our most vulnerable adults depend on care and additional support to live safely within their communities. The Bolton Safeguarding Adults Board partnership aims to make safeguarding personal by working closely with individuals and their significant others to protect their rights to live safely. We respond to concerns and act swiftly when issues arise. We will achieve this through embedding the Board's three key priorities.

Our three key priority areas...

The Board have identified three key priority areas that underpin the work of the partnership in delivering the vision for Bolton people:



Proactive and preventative

The first key area is around being Proactive and Preventative. Prevention is critical to stop or reduce abuse from happening in the first place. Often local communities and organisations within the Voluntary (VCSE) and Faith sectors are able to identify the need for early help and adults who may be at risk of harm.

By taking a proactive approach, the BSAB's work feeds into prevention by supporting early intervention and the commissioning of services by agencies. We will take an evidence and intelligence led approach to recognising themes, and trends to proactively shape the work of the partnership in responding proactively and to inform preventative strategies.

Ensuring information is shared where appropriate to help prevent abuse occurring or continuing, while also respecting individual confidentiality where appropriate, to keep the person at the centre of everything we do.

Communities and members of the public need to be able to find information easily and for it to be accessible to them. We will further consider how we empower citizens to recognise different types of abuse, how to stay safe and how to raise a concern about the safety or wellbeing of an adult at risk.

What will we do?

1. Collaborate with Bolton residents and strategic partners to develop prevention strategies, focusing on key issues like domestic abuse and suicide prevention.
2. Enhance engagement and representation of the VCSE and Faith sectors to ensure they understand and can contribute to the Safeguarding Adults Board's role in safeguarding adults.
3. Identify and develop key awareness campaigns with accessible information and guidance, ensuring effective learning and development opportunities are shared across the sector.

How will we measure it?

- Develop ways to gather and collate feedback from people providing and using services to measure their confidence / understand their experience of safeguarding.
- Use partnership data and intelligence to monitor and review the number of safeguarding concerns and enquiries in relation to volume, types, key themes and consistency.
- Through targeted scrutiny activity.



Managing and responding – Safeguarding effectiveness

As a Board, we strive to create a shared vision of what good safeguarding practice looks like in Bolton and to set standards for safeguarding against which all services can assure their quality and effectiveness of practice and that we have a skilled workforce to recognise and respond to safeguarding effectively.

At the heart of any good safeguarding system is the ability to question, challenge and provide assurance of the effectiveness of the systems, policy, and practice. We will continue to develop an intelligence and evidence led approach, and further assurance activities, to continuously measure the impact of safeguarding practice.

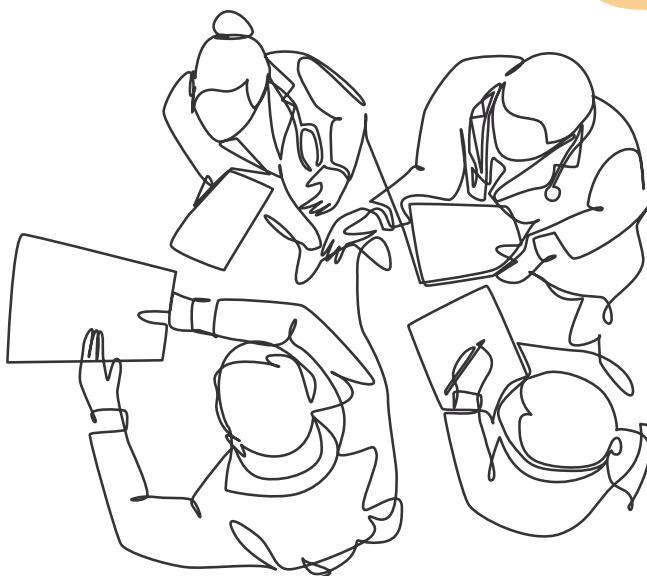
We will create a culture where partners can safely and respectfully challenge and hold each other to account, ensuring we receive assurance that safeguarding arrangements across the partnership are robust and effective. We will use an intelligence and evidence led approach, bring a sharp focus on issues that are emerging in real time, themes and trends and tailor our work accordingly to safeguard adults at risk of abuse or neglect.

What will we do?

1. Collaborate to create effective safeguarding policies, procedures, guidance, and training, adapting to legislative changes, national policy, best practices, and local intelligence.
2. Implement a Quality and Effectiveness Framework with a fully functional Safeguarding Effectiveness Subgroup reporting to the Adults Safeguarding Board.
3. Enhance the multi-agency data dashboard to analyse safeguarding data, understand demand, identify risks, and assess data and referral quality.

How will we measure it?

- Develop multi-agency audit processes to identify both qualitative and quantitative data to monitor the reporting of safeguarding concerns and Making Safeguarding Personal.
- Develop a process of feedback from service users that examines whether feedback is timely, useful and appropriate.
- Use qualitative data to understand the lived experience of those supported by the safeguarding process.



Voice and learning lessons: shaping future practice

The Board values the voice of Bolton people and will seek to ensure that the partnership hears and responds to the lived experiences of adults at risk and their carers in shaping our practice, policies and strategies in achieving our vision.

We are committed to continuous improvement, learning from experience, and will ensure that we develop a culture that will support preventative action, promote effective learning and improvement to prevent future deaths and serious harm for people. We will ensure that agencies have completed key actions and check back that lessons learned and improvement actions taken are embedded as time passes.

Our staff are critical to recognising safeguarding, taking appropriate actions and delivering good quality safeguarding interventions. We will seek opportunities to improve our multi agency partnership approach and ensure that we have a confident and skilled workforce.

What will we do?

1. Create a co-production framework to enhance engagement with Bolton citizens, communities, and those with lived experience, shaping strategies, policies, and practices.
2. Translate learning from Safeguarding Adults Reviews (SARs), local reviews, and national insights into effective training for organisations and staff, utilising learning circles.
3. Develop a workforce skilled in safeguarding prevention, identification, and intervention.

How will we measure it?

- By asking partners to demonstrate how they have implemented actions and learning.
- By developing a way to evidence the impact of learning from SARs, other system reviews and organisation inspection findings.



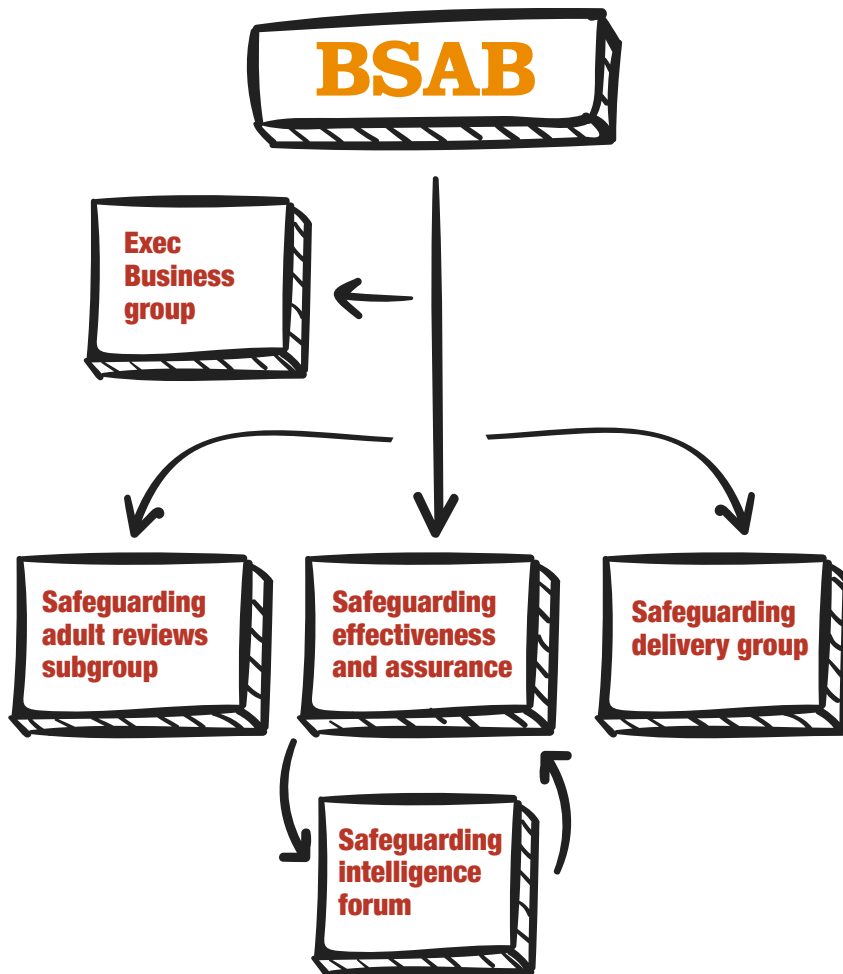
Delivery and governance of the plan

The three-year strategic plan has an annual business delivery plan that will evidence progress made against the strategic priorities, actions and identifies how the impact will be evidenced and measured.

The delivery plan will be managed through the BSAB Business Group process and regular updates will be reported to the Board to monitor its progress.

As we roll the plan forward annually, we continue to engage and consult with our local Healthwatch and the local community. This may include advocacy groups, disability groups and relevant voluntary organisations.

We will also continue to engage with other local strategic partnerships (Children’s Safeguarding Assurance Partnership, Community Safety Partnership and the Health and Wellbeing Board).



We would love to hear your views about this plan

Bolton Safeguarding Adults Board (BSAB) Strategic Plan for 2024 -2027 is about keeping people safe from harm.

Bolton Safeguarding Adults Board is made up of different organisations like Adult Social Care, the NHS, and the Police. Please share your thoughts and support us in shaping the plan, by contacting: **BoltonSafeguardingAdultsBoard@bolton.gov.uk**

For more information about the Bolton Safeguarding Adults Board, please go to our website: **Bolton Safeguarding Adults Board – Bolton Council**. Please note, this is not a service for reporting a safeguarding issue.

Reporting safeguarding concerns

If you feel you or anyone you know is at risk, **report it**.

Call the Adult Safeguarding Team on

01204 337000

or email us at **Safeguardingadults@bolton.gov.uk**

If you need to make an urgent referral of a concern about an adult or child outside office hours, please call the Emergency Duty Worker on

01204 337777, operating times are 6pm to 9am, seven evenings a week.

Further information can be found on the council website **Emergency Social Worker – Bolton Council**

If you believe an adult or child is in immediate risk, please **contact the police on 999**.



For further information about the arrangements, to share your experiences of Safeguarding in Bolton get in touch via our website:



www.bolton.gov.uk



or call

01204 337000

