



BWRDD DIOGELU CANOLBARTH A GORLLEWIN CYMRU

CYSUR & CWMPAS

THE MID & WEST WALES SAFEGUARDING BOARD

CYNLLUN BLYNYDDOL | ANNUAL PLAN

2020-21



INTRODUCTION

CYSUR: The Mid & West Wales Safeguarding Children Board and CWMPAS: The Mid & West Wales Safeguarding Adults Board is pleased to publish and present its fourth annual joint strategic plan for 2020-21. An all-age safeguarding people approach to children and adults at risk in Mid and West Wales is now firmly embedded into Board structures and part of everyday business across the region.

The areas identified for continuing improvement form the basis of an ambitious plan and programme of work for the coming year, which seeks to consolidate and strengthen the progress the CYSUR and CWMPAS Boards have made in recent years. The Board's principal and overarching aims are to support agencies to collectively fulfil their statutory responsibilities as outlined in Part 7 of the Social Services and Well-being Act (Wales) 2014, and to protect and prevent children and adults at risk in the region from experiencing abuse and neglect and other kinds of harm.

As we proceed to publication, we as a Regional Safeguarding Board and the agencies we represent find ourselves in the midst of a public health and national emergency within the context of the COVID-19 pandemic. Agencies across the strategic partnership are presently working collaboratively to manage the situation to ensure those most at risk and in need continue to receive the services they need. Whilst we remain absolutely committed to deliver against our identified objectives, it is likely in the coming year, priorities will need to be reviewed and prioritised at regular intervals. This may in turn impact upon our ability to deliver against all of our agreed priorities and objectives.

As always, serving the citizens and communities of the Mid and West Wales region and ensuring those most in need and at risk are protected will be our priority and paramount moving forward in the coming year. We have no doubt the strong ethos of collaboration and partnership working in our region will assist us and be a strength in managing the challenges ahead together.



Jake Morgan (CYSUR Chair)
Director of Community Services
Carmarthenshire County Council



Jonathan Griffiths (CWMPAS Chair)
Director of Social Services & Housing
Pembrokeshire County Council



OUR VISION

The vision of the Mid & West Wales Safeguarding Board is that all people in the region live their lives free from violence, abuse, neglect and exploitation and their rights are protected. All safeguarding work is sensitive to and firmly rooted in respect for differences in race, ethnicity, culture, ability, faith and sexual orientation. Engaging with and being responsive to the needs of all stakeholders, including children, young people, adults at risk, their families, carers, service providers and the wider community, is essential to promote the Board's vision.

Mid & West Wales Safeguarding Executive Board Membership

 CWMPAS (Safeguarding Adults Executive Board)	 CYSUR (Safeguarding Children Executive Board)
Jonathan Griffiths (Chair) Director of Social Services & Housing, Pembrokeshire County Council	Jake Morgan (Chair) Director of Community Services, Carmarthenshire County Council
Anthony Griffiths (Vice-Chair) Det Superintendent, Dyfed Powys Police	Sian Passey (Vice-Chair) Assistant Director Nursing Assurance and Safeguarding Corporate Nursing, Hywel Dda University Health Board
Jake Morgan Director of Community Services, Carmarthenshire County Council	Jonathan Griffiths Director of Social Services & Housing, Pembrokeshire County Council
Donna Pritchard Interim Director of Social Services and Corporate Lead Officer Porth Ceredigion, Ceredigion County Council	Donna Pritchard Interim Director of Social Services and Corporate Lead Officer Porth Ceredigion, Ceredigion County Council
Alison Bulman Director of Social Services, Powys County Council	Alison Bulman Director of Social Services, Powys County Council
Sian Passey Assistant Director Nursing Assurance and Safeguarding Corporate Nursing, Hywel Dda University Health Board	Anthony Griffiths Det Superintendent, Dyfed Powys Police
Avril Bracey Head of Mental Health, Learning Disabilities & Adult Safeguarding, Carmarthenshire County Council	Stefan Smith Head of Children's Services, Carmarthenshire County Council
Jason Bennett Head of Adult Services, Pembrokeshire County Council	Darren Mutter Head of Children's Services, Pembrokeshire County Council
Michael Gray Head of Adult Services, Powys County Council	Jan Coles Head of Children's Services, Powys County Council
Sian Howys Interim Corporate Lead Officer for Porth Cynnal and Children's Services, Ceredigion County Council	Sian Howys Interim Corporate Lead Officer for Porth Cynnal and Children's Services, Ceredigion County Council
Christine Harley Assistant Chief Executive, National Probation Service	Christine Harley Assistant Chief Executive, National Probation Service
Mandy Rayani Director of Nursing, Quality & Patient Experience, Hywel Dda University Health Board	Mandy Rayani Director of Nursing, Quality & Patient Experience, Hywel Dda University Health Board

Mandy Nichols-Davies Head of Safeguarding Adults & Children (Named Nurse), Hywel Dda University Health Board	Mandy Nichols-Davies Head of Safeguarding Adults & Children (Named Nurse), Hywel Dda University Health Board
Jayne Wheeler-Sexton Assistant Director of Safeguarding (Named Nurse), Powys Teaching Health Board	Jayne Wheeler-Sexton Assistant Director of Safeguarding (Named Nurse), Powys Teaching Health Board
Alison Davies Director of Nursing and Midwifery, Powys Teaching Health Board	Alison Davies Director of Nursing and Midwifery, Powys Teaching Health Board
Karen Toohey Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales	Karen Toohey Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales
Daphne Rose Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales	Daphne Rose Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales
Nikki Harvey Head of Safeguarding, Welsh Ambulance Services NHS Trust	Nikki Harvey Head of Safeguarding, Welsh Ambulance Services NHS Trust
Hazel Lloyd-Lubran Regional Third Sector representative, Ceredigion Association of Voluntary Organisations (CAVO)	Hazel Lloyd-Lubran Regional Third Sector representative, Ceredigion Association of Voluntary Organisations (CAVO)
Chris Harrison Regional representative for Heads of Commissioning	Steve Davis Regional representative of Youth Justice Managers
	Regional Directors of Education Rotating membership from Pembrokeshire, Carmarthenshire, Ceredigion and Powys
	Dr Ingrid Prosser Named Doctor, Child Protection, Powys Teaching Health Board
	Dr Damitha Ratnasinghe Named Doctor, Child Protection, Hywel Dda University Health Board
Mid and West Wales Safeguarding Boards Business Unit	
Julie Breckon Regional Safeguarding Board Manager	
Rebecca Reynolds Business Development Officer	
Stuart Hicks Business Co-ordinator	

IDENTIFIED STRATEGIC PRIORITY OUTCOMES FOR 2020-21

1. **Effective engagement and communication:** To improve engagement and consultation with children, adults at risk, vulnerable groups, professionals and partnerships.
2. **Thematic learning and developing best practice:** To ensure a thematic approach to learning and evaluate the continued impact of Board work over time, allowing key themes identified to inform strategic priorities. To continue to develop and share best practice.
3. **Strengthening the workforce and managing risk:** To develop and implement strategic initiatives which will enable greater retention of and recruitment into the social care workforce, and to identify and respond to other significant risks in the safeguarding arena.
4. **Leadership, visibility and challenge:** To continue to provide visible leadership and influence the national agenda in relation to Mid & West Wales safeguarding priorities, and to enable constructive challenge and active engagement from all agencies in our partnership.

How we intend to achieve these outcomes and the summary of improvements we propose to make to enable us to fulfil our objectives is listed in our Business Plan below.

Mid & West Wales Safeguarding Board Business Plan 2020-21

1 Effective Engagement and Communication: To Improve Engagement and Consultation with Children, Adults at Risk, Vulnerable Groups, Professionals and Partnerships.

Priority Area	What do we want to achieve?	What are the outcome indicators?
1.1 Engagement with Adults at Risk.	Effective communication and engagement with adults at risk which enables their voice to directly influence our strategic priorities and work plans.	The Board's work will be directly influenced by the voice of adults at risk.
	Specifically target the voice of older people and hard to reach groups.	
	Identify key forums already in existence and develop strong links to facilitate regular consultation with vulnerable groups.	A Regional Communication and Engagement Strategy for Adults at Risk will be developed.
1.2 CADW Junior Group and local Safeguarding Children's Junior Boards.	Continue to consolidate and strengthen lines of communication which enable CADW to escalate issues to the Executive Board.	The work of the Executive Board will continue to be informed by children and young people and the voice of the Junior Safeguarding Board.
	Improve and strengthen CADW and the Board's links with local Junior LSCBs and Children's Partnerships.	Local Junior Boards will actively engage and contribute to the wider CADW agenda.
	Support CADW to develop a clear work-plan which is influenced by Board priorities.	Work plans and strategies implemented by CADW will be informed by the voice of the Local Junior Boards.
1.3 Communication with Other Regional Strategic Partnerships	Consolidate and strengthen links with the Regional Partnership Boards.	A detailed and specific work-plan will be informed by themes and issues identified at the Executive Board.
	Establish links with the Regional Public Service Boards.	CADW will be tasked with specific pieces of work which contribute to the wider Safeguarding agenda and relate to the Board's strategic priorities.
	Strengthen links with Regional Contextual Safeguarding Forums including Contest Board and Channel Panels.	Links with other regional forums will be strengthened.
		Shared priorities and opportunities for any joint working will be established.
		The Board's line of sight on high-risk contextual safeguarding cases will be strengthened.
		Assurance will be provided to the Board that contextual safeguarding issues are adequately managed within local partnerships and public protection forums.

1.4 Communication with Practitioners	<p>Raise awareness of the Regional Safeguarding Board and its work. This will be communicated through:</p> <ul style="list-style-type: none"> • A newsletter celebrating Board work and outlining current areas of focus; • Improved social media and website content pertinent to the protection of adults at risk and children; • Specifically targeting teachers and educational professionals. 	Practitioners will be aware of current priorities and pieces of work within the Board.
		Practitioners will have an increased understanding of the role of the Regional Safeguarding Board and how this influences professional practice.
		Practitioners will feel more informed in relation to key developments and their impact on the frontline services.
		An online resource hub with appropriate tools and guidance will be developed to assist them in their work.
		A guidance and information document for Education staff will be developed.
1.5 Communication with the General Public	<p>Increased public awareness of the role of the Regional Safeguarding Board, its work and achievements.</p>	Members of the public and community groups will be better informed of the Board and its work and functions, and in turn, the Board will be able to communicate with the public to gain feedback where beneficial.
		Establish effective awareness-raising campaigns on key safeguarding issues linked to the Board's priorities.
	Members of the public will have an increased understanding of safeguarding issues, which results in increased reporting of concerns for children and adults at risk.	
	<p>National Safeguarding Week will be used as a platform to disseminate key safeguarding messages.</p> <p>A Resource Hub that provides guidance to parents and carers on keeping children and adults safe will be developed.</p>	

2 Thematic Learning and Developing Best Practice: To Ensure a Thematic Approach to Learning and Evaluate the Continued Impact of Board Work over Time, Allowing Key Themes Identified to Inform Strategic Priorities. To Continue to Develop and Share Best Practice.

Priority Area	What do we want to achieve?	What are the outcome indicators?
2.1 Child and Adult Practice Reviews	Review and improve the formation of Action Plans from Practice Reviews.	Actions will be measurable, achievable, timely and outcome-focussed. Timescales for delivery and closure of action plans will improve.
	Review and adapt the current structure of the regional CPR and APR Regional Sub Group.	The Practice Review Sub-Group will reflect the structure of the Board and its all age approach to Safeguarding.
	Contribute to the National Review of the Domestic Homicide Review Framework.	Learning from Domestic Homicide Reviews and other forums will be captured systematically by the Regional Safeguarding Board, and key lessons shared with practitioners.
	Capture and incorporate relevant learning from other agency forums and learning mechanisms into the regional Board and its sub-groups.	Common cross-cutting and overarching multi-agency themes will be easily identified, and practitioner learning will be broadened and enriched.
2.2 Multi-Agency Professional Forums	Continue to develop the Regional MAPF Forum and increase the number of MAPFs taking place regionally.	Children and adults at risk will be safer via improved professional knowledge and improved safeguarding practice.
	Support and develop cross-border and agency support and collaborative working in the delivery and facilitation of reviews and learning events.	Opportunities for practitioners to participate in reflective learning events will increase. Professional development will be supported via shared knowledge and skills.
2.3 Share learning and Thematic lessons learned	Share themes and lessons from Practice Reviews, MAPFs and DHRs via regional multi-agency dissemination events.	Agencies and practitioners will be better informed on best practice on an ongoing basis, and will be able to share learning and embed this across the Board area.
	Use the approved format of 7 minute briefings to disseminate lessons from Practice Reviews, MAPFs, Audits and research to frontline practitioners.	
2.4 Quality Assurance and Performance Framework	Review and develop the regional quality assurance and performance framework.	The Board will scrutinise regional disparity, share good practice and facilitate self-review within agencies.
	Ensure the framework aligns with new national outcome indicators.	

	Map long-term trends and outcomes based on improvement data analysis.	Changes to professional practice and performance over time will be measured and evidenced.
2.5 Regional Thematic Audits	Undertake thematic regional Audits to include Use of Sec 46 (1989 Children Act) Powers and Mental Capacity.	Audits will be completed which relate to identified learning.
	Identify audit themes based on learning from Practice Reviews and MAPFs.	
2.6 Multi-Agency Training	Continue to implement the Board's multi-agency regional training strategy.	Selected and commissioned multi-agency training will be evidence led and based on training needs.
	Commissioning multi-agency training linked to regional identified themes.	
	Review and refocus regional training group membership.	
	Evaluate the impact of multi-agency training.	Training evaluation will support and evidences change and improvements to professional practice.
2.7 Domestic Abuse Referrals	Identify more efficient and creative ways to manage Domestic Abuse Referrals, utilising the Dyfed Powys Police Vulnerability Hub and resources.	Professional response and referral pathways for victims of Domestic Abuse will improve.
	Continue to implement a pilot project to review the current MARAC process for victims of Domestic Abuse.	

3 Strengthening the Workforce and Managing Risk: To Develop and Implement Strategic Initiatives which will Enable Greater Retention of and Recruitment into the Social Care Workforce, and to Identify and Respond to Other Significant Risks in the Safeguarding Arena.

Priority Area	What do we want to achieve?	What are the outcome indicators?
3.1 Workforce Development, Recruitment and Retention.	Devise and implement strategies across agencies which increase retention of the workforce.	Staff turnover will decrease in the safeguarding workforce.
	Ensure effective recruitment strategies and Career Pathways are in place to secure skilled safeguarding staff.	Vacancy levels in hard to recruit areas will decrease.
	Ensure entry pathways for safeguarding roles enable the recruitment of skilled staff, with particular focus on “grow-your-own” initiatives and staff sponsorship schemes.	Greater opportunities will be provided to upskill and train staff, resulting in greater retention and fewer vacancies in safeguarding roles.
	Strengthen links and communication with Universities for Careers in Social Care.	
	Support stability across all agencies at Board level which can withstand periods of instability.	Practice across the region will remain robust during periods of change.
	Continue to maintain strong links with regional Partnership Boards on recruitment and retention strategies.	Collaborative partnership work on areas of mutual interest will continue.
3.2 Nursing Homes, Care Homes and Domiciliary Care Provision.	Ensure timely identification of risk in relation to staffing levels at a local and regional level.	Mechanisms will be in place to enable the identification of risk, which can be escalated appropriately through the Board structure.
	Devise contingency plans that enable key services to be transferred in-house promptly in the event of provider failure or liquidation.	The Board will be aware of current and future potential risks and take steps to mitigate and manage this.
	Devise a regional dashboard tool to monitor services and support identification and escalation of risk in a timely manner.	

3.3 Practitioner Support and Professional Development	Practitioners are supported to undertake their roles via clear policy guidance and professional development opportunities. <ul style="list-style-type: none"> • Arrange a regional event to analyse child protection Sec 47 practice. • Prioritise Policy Development in respect of <ul style="list-style-type: none"> - Self-Neglect. - Injuries to Babies and non-mobile infants - Transition from Children to Adults Services 	Strategies will be devised and implemented which support early intervention and prevention.
		Children and adults at risk will be safeguarded at earlier stages.
3.4 Information Sharing	Support improved and timely information sharing amongst professionals via staff training and promotion of the Board's Information Sharing Protocol.	Practitioner understanding of legislation will improve.
		Proportionate and prompt information sharing across agency boundaries will improve.
3.5 Recognition for Excellent Practice	Develop an annual multi-agency staff award ceremony that identifies and acknowledges excellent Safeguarding practice and achievement.	Recognition and reward for high standards and achievement will improve staff morale.

4 Leadership, Visibility and Challenge: To Continue to Provide Visible Leadership and Influence the National Agenda in relation to Mid & West Wales Safeguarding Priorities, and to Enable Constructive Challenge and Active Engagement from all Agencies in our Partnership.

Priority Area	What do we want to achieve?	What are the outcome indicators?
4.1 Member and Agency Engagement at Board	Induct new members into the Board and provide information in relation to their role via a new members induction pack.	New members will feel better equipped in their roles at Board. Contributions from Executive Board members to Board business will be strengthened.
	Support agencies to make a direct contribution to Board communications and contribute to updates and bulletins.	The quality of Board communications will be improved.
4.2 Better Use of Digital Technology and Solutions	Review and improve the format and use of social media forums to disseminate key messages.	Methods of communication with the public and practitioners will be strengthened.
	Identify new digital methods and technology to share messages and reach practitioners and members of the public.	
	Continue to develop the Board's website with Safeguarding information and resources.	Key safeguarding messages and information will reach more practitioners and members of the public.
4.3 Local Operational Groups	Develop a regional risk register to escalate high-level multi-agency risk to the Executive Board.	The Board's line of sight on high level safeguarding multi-agency risk will improve.
4.4 Influencing the National Agenda	Continue to work and collaborate with Welsh Government, the National Independent Safeguarding Board and other forums on issues of national importance.	The Executive Board will continue to drive and directly influence the national agenda.
	Continue to escalate issues at a national level where an all-Wales response is required, with a focus on <ul style="list-style-type: none"> • Elective Home Education • Staff DBS checks • Transition Services from child to adulthood • Scarcity of Secure Accommodation Beds for high-risk young people 	The Executive Board will demonstrate leadership in responding to concerns which sit at national level. The Board will directly contribute to the development of legislation, statutory guidance and policy at a national level.

4.5 Visibility of Board	The Executive Board and Local Operational Groups are partially opened up to permit observation by relevant agencies and/or teams.	Transparency of the Board, its business structure and functions will be increased.
		Practitioner understanding and awareness of the Board and its functions will be improved.
		Organisational barriers will be removed, enabling and supporting broader practitioner participation and understanding of Board business.
		Awareness amongst the general public and community groups of the Board role and its functions will be improved.
4.6 Wales Safeguarding Procedures	Implement the new Procedures in a way which ensures regional consistency and compliance.	The region will successfully implement the new Procedures at all levels in a consistent manner.

PROPOSED BOARD EXPENDITURE TO ACHIEVE OUR OBJECTIVES

Local Authorities: <ul style="list-style-type: none"> Ceredigion 15% Powys 25% Carmarthenshire 35% Pembrokeshire 25% 	60%	Health: <ul style="list-style-type: none"> Hywel Dda UHB 75% Powys Teaching HB 25% 	25%	Total: 100%
Police <ul style="list-style-type: none"> Dyfed Powys Police 	10%	Probation: <ul style="list-style-type: none"> NPS 2.5% CRC 2.5% 	5%	

Proposed Budget 2020-21		Proposed Agency Contributions 2020-21	
Staff Costs and Salaries	130,690	Ceredigion County Council	13,380
		Powys County Council	22,235
IT equipment & software	1,000	Carmarthenshire County Council	31,050
Office, admin & recruitment costs	7,730	Pembrokeshire County Council	22,235
Travel, venues & communication	5,120	Dyfed Powys Police	14,810
Publicity, promotion & translations	1,500	Wales Probation Service	3,715
Commissioning of research, independently commissioned projects and external delivery of bespoke regional training	10,090	Community Rehabilitation Service	3,715
		Hywel Dda Health Board	27,735
		Powys Teaching Health Board	9,245
		Contribution from reserves	8,010
TOTAL	156,130	TOTAL	156,130

HOW WE PROPOSE TO COLLABORATE WITH OTHER PERSONS OR BODIES

The Mid & West Wales Safeguarding Board will continue to work collaboratively and in partnership with all other Safeguarding Boards in Wales via attendance at regular Business Manager and Business Coordinator meetings facilitated by Welsh Government. This includes regular sharing of information and good practice regarding practice reviews, coordination of National Safeguarding Week themes and communication, and other ad-hoc/bespoke events that are arranged externally.

The Board looks forward to continue to work with the National Independent Safeguarding Board (NISB) and is committed to continuing to work collaboratively with them on issues of mutual importance.

We will continue to liaise and work with the Welsh Government on any issues of national importance. Last year, the Board highlighted important national multi-agency issues to Welsh Government, including the need for more robust DBS checks for staff in key positions as well as the lack of appropriate resources for Sexual Abuse and Referral Centres (SARCs) in Wales.

An analysis undertaken of themes from referrals and recommendations from practice reviews this year has identified a number of priorities which the Board will focus on and highlight nationally in the

coming year as outlined in our priorities. We continue to strive to strengthen links with existing regional forums and partnerships and form links with others including Public Service Boards.

HOW WE GIVE PEOPLE WHO ARE AFFECTED BY THE BOARD'S WORK THE OPPORTUNITY TO PARTICIPATE

Meaningful engagement with adults at risk remains a top priority in the coming year. Progress continues to be made in this area, however further work is needed to embed this into the Board's everyday business. We intend to focus on identifying existing forums in the coming year and exploring the use of digital technology to communicate with adults at risk and hard to reach groups. Discussions are ongoing with other forums and partnerships in the region to undertake collaborative work.

The CYSUR Board continues to commission TGP Independent Advocacy Service to facilitate its CADW Regional Junior Safeguarding Board (RJSB). Members of the group regularly attend the Executive Board to discuss their work with members. The group meets four times a year, which includes an annual residential event. The group will continue to provide advice and information to the Executive Board in the coming year on a variety of safeguarding issues that are important and relevant to young people.

As well as the regional CADW Board, each of the four local counties, Pembrokeshire, Carmarthenshire, Ceredigion and Powys, has their own Local Junior Safeguarding Groups and partnerships. These are closely aligned to three out of four of the Local Operational Groups (LOGs) where junior members attend and provide information to LOG meetings on local safeguarding issues for young people. This will continue in the coming year.

For more information on the Mid & West Wales Safeguarding Board, please go to our website: www.cysur.wales

HOW TO REPORT A CONCERN

If you suspect a child, young person or adult is at **immediate risk of harm call 999** and speak with the **Police**.

If you would like to report a **non-urgent** incident or have a problem or general query, you can call the Police 24hr non-emergency number on **101**.

If you are concerned about the safety or wellbeing of a child, you have a duty to report it immediately – contact:

CARMARTHENSHIRE:

During Office Hours:

Central Referral Team – Tel: 01554 742322

Email: CRTChildren@carmarthenshire.gov.uk

Outside of Office Hours: Tel: 0300 333 2222

CEREDIGION:

During Office Hours: Contact Centre – Tel: 01545 574000, Fax: 01545 574002

E mail: contact-socservs@ceredigion.gov.uk

Outside of Office Hours: Emergency Duty Team – Tel: 0300 456 3554

PEMBROKESHIRE:

During Office Hours: Assessment Team – Tel: 01437 776444

Email: ccat@pembrokeshire.gov.uk

Outside of Office Hours: Emergency Duty Team – Tel: 0300 333 2222

POWYS:

Powys People Direct:

Tel: 01597 827666

E mail: people.direct.children@powys.gov.uk

If you are concerned about the safety or wellbeing of an adult, you have a duty to report it immediately – contact:

CARMARTHENSHIRE:

IAA service on 0300 333 2222 or make a referral through our website

www.carmarthenshire.gov.uk

Email: iaa@deltawellbeing.org.uk

CEREDIGION:

During Office Hours: Contact Centre – Tel: 01545 574000, Fax: 01545 574002

E mail: contact-socservs@ceredigion.gov.uk

Outside of Office Hours: Emergency Duty Team – Tel: 0300 456 3554

PEMBROKESHIRE:

During Office Hours: Duty Team – Tel: 01437 776056

Email: adult.protection.team@pembrokeshire.gov.uk

Outside of Office Hours: Emergency Duty Team – Tel: 0300 333 2222

POWYS:

Powys People Direct:

Tel: 01597 827666

Email: people.direct.adult@powys.gov.uk