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Introduction

In December 2022, the Safeguarding Effectiveness Group ('SEG'), a subgroup of the Salford Safeguarding Adults Board, held their first Multi-Agency Audit to develop understanding of how effectively agencies work together to protect adults in Salford.

Using a format tested by several other UK SABs, ten Salford adults with recent safeguarding enquiries raised involving multiple partner agencies were independently selected.

Agencies involved completed self-assessment forms relating to their involvement, pen pictures were written for each adult selected and adults/their representatives were asked to provide feedback on their safeguarding experience.

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Self-Assessment Forms

These questioned agencies involved with safeguarding each adult, asking them to respond to questions by grading the effectiveness of their involvement as Red, Amber or Green, adding a justification / explanation as to how these grades were achieved.

Most agencies involved responded within the deadline set, however there were some agencies which either far exceeded the deadline, which strained the process, or did not return their assessments at all.

GPs found it difficult to complete the self-assessments as they were often not included in the safeguarding process and / or were not updated with outcomes. This is a learning point and the design of the assessments will be updated as appropriate following consultation with the GP Safeguarding Lead.

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Pen Pictures

Relevant Adult Social Care or GMMH Team Managers were sent a short questionnaire via email, relating to the background of each adult. Responses were collated into Pen Pictures which were sent to attendees of the multi-agency group in advance of the session and were also read out and presented on-screen in the multi-agency audit session. Stock photos of adults of a similar demographic were also included to help 'Make Safeguarding Personal'.

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Adult Feedback

Each adult (or their advocate or representative) was contacted to ask for their feedback about their safeguarding experience.

Seven out of ten of the adults (or their representatives) selected for the audit agreed to be interviewed by our Engagement Officer. Their feedback offered valuable insight into how those receiving safeguarding perceived its effectiveness.

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Key Initial Considerations

- Assurance of PiPoT, DBS updates and other risks in supported accommodation
- Assurance of Domestic Violence awareness and identification for males
- Assurance of MCA and substance misuse awareness
- An automated process for Adult Social Care ('ASC') to notify relevant agencies when a safeguarding enquiry opens, closes or updates
- An automated process for GMP to update ASC/GPs on safeguarded adult-related investigations
- MCA Checklist / Tool for Housing to improve approach consistency
- Care Home advocacy awareness
- Feedback to original referrer
- Consistency in requesting adult feedback re safeguarding process

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Key Themes

- Supported accommodation risks – lone workers, PiPoT and assurance of DBS updates
- Male Domestic Violence awareness and potential delays in identification of such
- Mental capacity and substance misuse training gaps including observing behaviours, 'wet brain' awareness, advocacy, considering times of day to speak
- Inconsistent communication and connectivity between agencies, particularly relating to notification of safeguarding, delays, updates and outcomes, feedback to original referrers, safety aspects, requesting adult feedback
- Inconsistency in record keeping and MCA awareness between Housing agencies

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The Audit Session

Pen pictures, feedback and self-assessments for all ten adults were collated into a presentation. The session ran for three hours, with four adults being audited in this time. Attendees were shown assessment responses and asked if and how, in each instance, safeguarding could have been improved to provide excellence in safeguarding practice.

Engagement from all parties present was welcomed, and experienced safeguarding professionals offered many positive suggestions to further improve the protection of Salford adults.

