



NORTH WALES SAFEGUARDING CHILDREN AND ADULTS BOARDS

Annual Report 2016-2017

**An overview of the objectives and achievements of the North Wales
Safeguarding Boards April 2016 – March 2017.**

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1.0 About the North Wales Safeguarding Boards

The Safeguarding Boards follow the Collaborative Footprint for Public Services in Wales, built upon the Local Health Boards and Police Authorities area, therefore the North Wales area.

The North Wales Safeguarding Children's Board is a statutory partnership of six local authorities, Betsi Cadwaldr University Health Board, North Wales Police, the National Probation Service, Community Rehabilitation Company, Public Health Wales, Barnardos, Welsh Ambulance Service Trust, North Wales Fire & Rescue Services, Youth Justice Service, Education and Third Sector and Voluntary Organisations.

The North Wales Safeguarding Adults Board is a statutory partnership of six local authorities, the Betsi Cadwaladr University Health Board, North Wales Police, the National Probation Service, the Community Rehabilitation Company, Public Health Wales, the Welsh Ambulance Service Trust, North Wales Fire & Rescue, Care Forum Wales, and Third Sector/Voluntary Organisations.

Since its establishment Conwy County Borough Council has been lead authority and the Boards were chaired by Jenny Williams, CCBC Strategic Director of Social Services and Education until April 2016 when Neil Ayling, Chief Officer Social Services, Flintshire County Council, was duly nominated and commenced as Chair of the Adults Board from April 2016 for a period of three years, Jenny remains the Chair of the Children's Board. From April 2017, Denbighshire County Council will become the lead authority and the Business Unit will join the Regional Collaboration Team which is hosted by Denbighshire.

The Terms of Reference developed for the NWSCB and NWSAB promote the requirement for accountability and are clear in their definitions of holding to account. These will be reviewed during 2017/18 to ensure that they remain fit for purpose following the implementation of the Social Services and Wellbeing (Wales) Act 2014.

The Boards sit six times per year, and minutes are prepared promptly following each Board Meeting and are reviewed by the Chair within a short timescale. Minutes are sent out to the Board Members and 'key messages' are published on the NWSB website: <http://www.northwalessafeguardingboard.wales/about/>

The Board's business is managed through a dedicated Business Unit which is financed through a joint NWSCB/NWSAB budget. The Business Unit was established in March 2015 and currently consists of one Business Manager, 2 Business Coordinators (one for each Board) and an Administrative Assistant.

Progress on the work of the safeguarding boards has previously been reported through each board member’s respective agency internal governance processes, previously in the form of an annual report on or around the end of the financial year. However the reporting period has changed to July of every year following the implementation of the Social Services and Wellbeing (Wales) Act 2014 in April 2016. The report will be submitted to the National Safeguarding Board in addition to the Welsh Government.

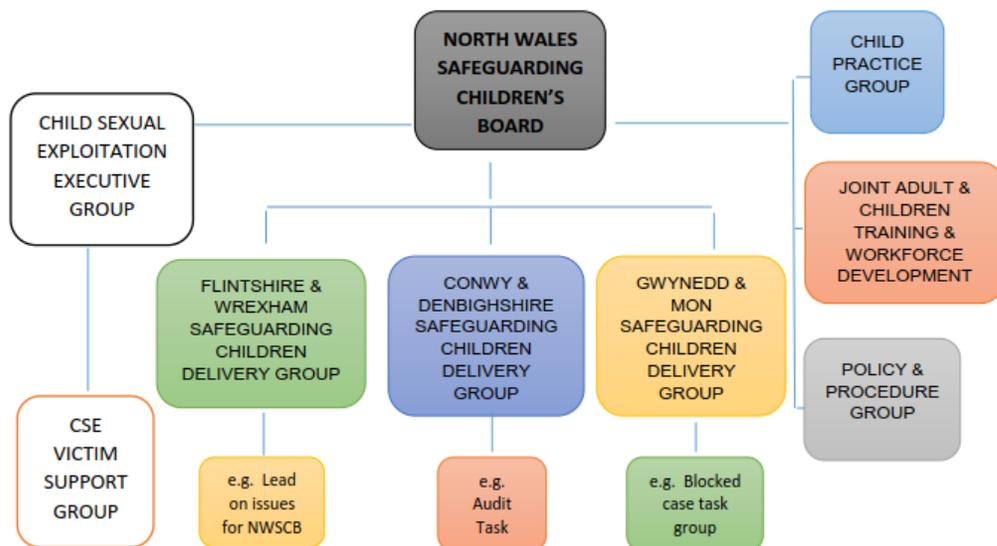
Following this there will be a period of consideration by Welsh Government and a final response will be provided which will be shared with each board member’s organisation.

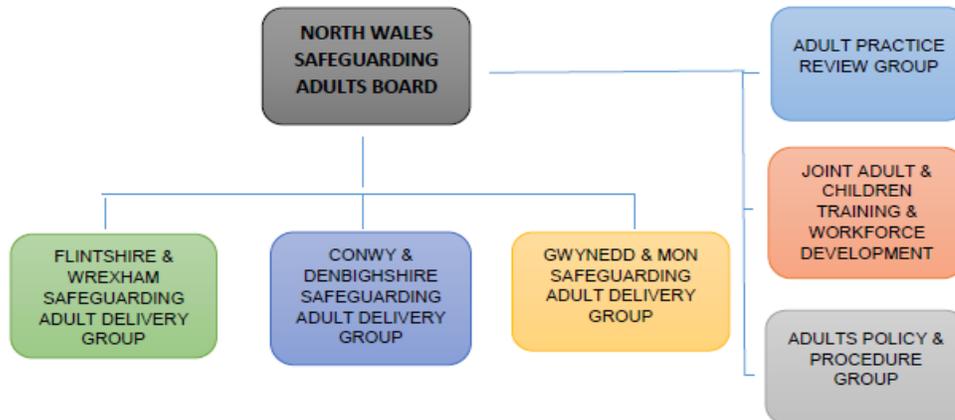
1.1 Structure

There are three local delivery groups, currently chaired by respective Heads of Service across the six local authorities, supported by the Business Unit. There are also respective Child and Adult Practice Review Groups which support the Board by making recommendations on whether an incident meets the criteria for conducting a Practice Review. The Group acts as a point of contact for advice and guidance to agencies involved in conducting Practice Reviews and analyses and interprets thematic learning for the Board, agencies and practitioners and supports them in implementing recommendations.

The Children and Adult Policy and Procedure Subgroups support the Boards in developing policy and procedures as recommended from Adult/Child Practice Reviews and Multi-Agency Professionals Forums in order to improve practice. The Workforce and Training subgroup is a joint one and a joint Children and Adults Communications sub group will be reformed in 2017.

The structure of the North Wales Safeguarding Boards are shown below:





1.2 North Wales Safeguarding Children's Board

North Wales' agencies agreed to pilot the regional board in advance of the legislation making them a requirement in 2016. The first NWSCB sat in early 2013 and superseded the three existing LSCB's.

The Social Services and Wellbeing (Wales) Act 2014 provides the statutory framework for social care in Wales including a new structure for the safeguarding boards in Wales with six regional safeguarding boards and the establishment of the National Independent Safeguarding Board in April 2016.

The North Wales Safeguarding Children's Board has adopted the 4-P approach within its business planning, Prevent, Protect, Prepare and Pursue, which is reflected in the Board's three mission statements.

1. North Wales Safeguarding Children's Board will PREVENT children within its area from being at risk of abuse, neglect or other kind of harm.
2. North Wales Safeguarding Children's Board will PROTECT children within its area who are experiencing or are at risk of abuse, neglect or other kinds of harm.
3. North Wales Safeguarding Children's Board will be PREPARED to have the overall responsibility for challenging agencies to ensure effective measures are in place to PROTECT & PREVENT.
4. In relation to CSE a 4th P has been identified – PURSUE

The following three areas have been identified as the strategic priorities for the Board:

1. CSE and missing from care
2. Children who display harmful sexual behaviour
3. Domestic Abuse

Membership of the NWSCB:

Barnardos Cymru
Betsi Cadwaladr University Health Board x 2
Community Rehabilitation Company
Conwy County Borough Council x 2
Denbighshire County Council x 2
Flintshire County Council x 2
Gwynedd Council x 2
Isle of Anglesey County Council x 2
National Probation Service
NSPCC
North Wales Police
Public Health Wales
Representative from National Independent Safeguarding Board x 2
Representative from Youth Justice Service
Welsh Ambulance Service Trust
Wrexham County Borough Council x 2

1.3 North Wales Safeguarding Adults Board

The North Wales Safeguarding Adults Board was established in November 2014, in a similar vein to children's in advance of the statutory responsibility coming into force from April 2016 and superseded POVA committees.

The NWSAB's focus is the protection of adults who are in need of care and support from abuse, neglect or other kinds of harm and the prevention of adults from becoming at risk of abuse, neglect or other kinds of harm, thus informing the priorities and associated work programmes of the NWSAB. The Board has an overall responsibility for providing challenge to member agencies so that there are effective measures in place to protect adults who are experiencing harm or who may be at risk and to ensure that there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

The NWSAB's strategic priorities for 2016/17:

1. Outcomes for adults who are the subject of adult protection plans are improved as a result of all agencies across North Wales consistently delivering high quality adult protection services according to agreed best practice.
2. The NWSAB is assured of the quality of safeguarding services across north Wales

3. The risk that vulnerable adults suffer or become subject to abuse or neglect is reduced because staff and the public are fully aware of the need to safeguard and protect, and know what to do if there is a safeguarding issue.
4. The NWSAB operates effectively and meets its statutory responsibilities
5. Outcomes for vulnerable adults are improved because the workforce is safe, skilled, proactive and family focused.

Membership of the NWSAB:

Betsi Cadwaladr University Health Board x 2
Community Rehabilitation Company
Community Voluntary Services Council
Conwy County Borough Council Social Services x 2
Denbighshire County Council Social Services x 2
Flintshire County Council Social Services x 2
Gwynedd Council Social Services x 2
HMP Berwyn
Isle of Anglesey Council Social Services x 2
National Probation Service
North Wales Fire and Rescue Service
North Wales Police
Public Health Wales
Representative Care Forum Wales
Representatives National Independent Safeguarding Board x 2
Wales Ambulance Services Trust
Wrexham County Borough Council Social Services x 2

2.0 [Action the Safeguarding Boards have taken to achieve particular outcomes.](#)

Both Boards have reviewed structures, membership and terms of reference and role profiles have been developed for Board Members which will be reviewed on a regular basis. An induction pack and process for new members is being developed to include an introductory meeting with the Chair of the Board and Business Unit Manager and includes mandatory safeguarding awareness training

The terms of reference for the Subgroups (Adult/Child Practice Review, Policies and Procedures and Workforce and Training) have been reviewed as have those for the Safeguarding Delivery Groups. Membership for the Safeguarding Delivery Groups is scheduled for review every 12 months. This has assisted in ensuring compliance with statutory duties and is helping to drive forward the work programme by ensuring that membership, participation and mandate is at the appropriate level.

Business development sessions have been held to allow Board members to evaluate progress of their individual Board and sub-groups in the implementation of the Annual Plan and identified priorities, and to monitor compliance with the requirements of the Social Services and Well-being (Wales) Act 2014. The findings in respect of what worked well and where improvements were needed will inform and be reflected in the Annual Business Plan for 2017/18.

The sessions also considered if there should be any new priorities for the Boards in 2017/18, taking into account emerging information from the Population Needs Assessment and themes from APR's/CPR's and other reviews. It was agreed that Self Neglect should be a new strategic priority for 2017/18 for the Safeguarding Adults Board.

Learning from APR's/CPR's, EAPR's/ECPR's and MAPF's are tabled into action plans with specific agency/lead responsibilities, these are monitored and reviewed by the Safeguarding Delivery Groups.

Safeguarding Delivery Groups are undertaking a rolling programme of audits such as Strategy Meetings and Referrals and continue to monitor practice, also sharing examples of best practice across agencies to ensure consistency and compliance with the Social Services and Well-being (Wales) Act 2014.

Participation in National Safeguarding Week (14th – 17th November 2016), many activities were held across North Wales to raise awareness of safeguarding and the need to safeguard vulnerable people.

North Wales Safeguarding Children Board

There has been increased collaboration across country borders in respect of mutual interests in individual cases which has resulted in the establishment of forums for discussion and in the ongoing development of cross border protocols.

The NWSCB's Annual Conference, 'Seeing and Hearing the Child' was held in October and included several aspects of the 'child's voice' informing practice and contributing to safeguarding. The day involved guest speakers, Andrew Wallsgrove, from the Children's Commissioner's Office; Professor Jane Williams of Swansea University and Arwyn Roberts, 'Lleisiau Bach. Laura Tranter, Barnardo's and Lee Robinson Wrexham CBC addressed the impact of parental imprisonment on children; Rachel Shaw PHW and of NISB presented findings from the Adverse Childhood Experiences report and Melvin Jones and Paula Evans, Conwy CCBC covered the challenges of capturing the voice of vulnerable children and young people. A televised interview between Jenny Williams, Chair of the Board and Gladys Rhodes White, CPR Author CYSUR 2 /2015 was shown.

Of the 154 attendees 90% of evaluations rated the conference as either good or very good.



Stands were also at the conference for information and raising awareness and an opportunity for networking



Gladys Rhodes White attended the CPR Group Roadshow in December 2016 as the guest speaker / facilitator. This provided an invaluable opportunity to apply the learning from the CPR CYSUR 2/2015 with its focus on elective home education and the interplay between children and adult services and consider themes that had arisen in reviews undertaken by NWSCB. This event also provided the forum to launch the Multi-Agency Pre Birth Pathway which had been developed in response to an identified recurrent theme. Guidance for Chair and Minute Takers of Part IV Meetings (AWCPP 2008) and associated training has been developed and has been launched via the NWSB Website. Its development had been informed by a peer review exercise conducted.

The Board has utilised member agencies to conduct a Peer Review in relation to learning from a particular case and to provide evaluation of the Board's response.

Once the Final Report and Action Plans are ratified the CPR are scheduled on the agenda for the CPR Subgroup for the lead authority to attend with a presentation to evidence any learning and development in the last 12 month period. This is to ensure ongoing compliance with improvements identified from the reviews. A learning log is updated and themed and will be available to the Safeguarding and Delivery Sub Groups.

The Children's Policy and Procedure Subgroups support the Children's Board in developing policy and procedures as recommended from Child Practice Reviews and Multi-Agency Professionals Forums in order to improve practice, also reviewing/consulting on existing documents. This group is established and their work program is progressing well. This group meets bi-monthly

Current procedures/guidance/policies being worked on via the Subgroup include the Safeguarding Disabled Children Policy and the Risky Behaviour Policy, and a Protocol between Providers of Private Children's Residential Placements and Partner Organisations.

A Business Meeting held by the CPR Subgroup in August provided an opportunity to consider a thematic analysis of the reviews taken to date and to develop guidance in relation to ensuring SMART Action Plans. In total sixty three recommendations had emanated from 3 ECPRs, 2 CPRs and 3 MAPFs. As well as identifying recurring themes this analysis provided the context for the phased post publication presentation of individual reviews to the CPR Subgroup in order to evidence and triangulate learning. Process related matters were also progressed with the development of the Learning Event Good Practice Guide.

North Wales Safeguarding Adults Board

The NWSAB held its' inaugural conference on 17th November 2016, as part of National Safeguarding Week. The conference focused on Adult Practice Reviews and attendees were given a series of presentation that took them through the process of an APR. The presentations were given by the Chair of the APR Group, Panel Chair and Reviewers, Heads of Service, a member of the National Independent Safeguarding Board (Margaret Flynn), Ruth Henke QC and HM Coroner for North Wales – John Gittins.

North Wales Safeguarding Board provided an Adult Practice Review pack for attendees which included a referral form, information on roles and responsibilities for Chair of Panel, Reviewers, and Panel Members, a smart action plan template, an APR concertina card which provides details of the process as a 'quick reference' guide.

During the question and answer session, it was clear that raising the profile of Adult Practice Reviews is paramount as a number of attendees were unaware of the process and what its aims were.

The conference was well attended and attendees were very positive about their experience with 100% scoring the conference and its' content as good or very good.



Safeguarding Delivery Groups are undertaking a rolling programme of audits such as Strategy Meetings and Referrals and continue to monitor practice, also sharing examples of best practice across agencies to ensure consistency and compliance with the Social Services and Well-being (Wales) Act 2014.

A North Wales Multi Agency Self-Neglect Protocol has been developed and launched (can be found on the NWSB website <http://www.northwalessafeguardingboard.wales>) also a Hoarding Protocol is being considered as a result of learning from practice reviews. Work is continuing on a multi-agency review of the North Wales Professional Concerns Protocol and a review of the North Wales Escalating Concerns procedure. The protocol will be renamed 'Managing Quality – Delivering what Matters' and will focus on quality and safety and will detail support that will be offered in an effort to avoid, where possible, escalation.

Participation in National Safeguarding Week (14th – 17th November 2016), 45 activities were held across North Wales to raise awareness of safeguarding and the need to safeguard vulnerable people.



Safeguarding Adults Sub Groups were tasked to address concerns from professionals regarding the quality of safeguarding referrals. A regional Safeguarding Report form has been developed and is now being used in order to improve outcomes for individuals who may be subject to safeguarding concerns.

A 'Missing Persons Protocol' is being piloted across the region ensuring a shared understanding about process and response. A number of care homes are already signed up to this and it will be extended to include housing schemes and the general public.

Each Local Authority has authorised Adult Protection and Support Order officers who have been suitably trained and prepared for the role.

The Chair of NWSAB has extended an invitation to the Governor of HMP Berwyn to join the Board to facilitate the exchange of advice and expertise, to participate in safeguarding board arrangements to ensure that those in secure estate are safeguarded effectively.

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

3.1 **North Wales Safeguarding Children's Board - Priority Outcomes 2016-17:**

The following three areas were identified as being the strategic priorities for the North Wales Safeguarding Children's Board:

1. CSE and Missing from Care

Progress:

Following the CSE Summit in May 2015 the NWSCB has developed a North Wales multi-agency strategy and a work plan which has been incorporated within the Business Plan for 2016/17 which can be found on the NWSB Website.

The Child Sexual Exploitation Executive Group has now been established with Terms of Reference and membership agreed.

The Child Sexual Exploitation Action Plan is an ongoing working document which is continually reviewed and updated via members of the Executive Group.

The Gwella Project is currently running with a practitioner from Barnardos. In conjunction with police the project has provided CSE Awareness Sessions for Foster Carers. Also a CSE Drama is being developed for secondary school age young people. Following a successful pilot exercise a full programme of delivery to 24 secondary schools across the region is scheduled for autumn 2017.

Consultation Review of Statutory Guidance for CSE - The Board hosted a consultation event with Dr Suzanne Crowley of CASCADE following its March meeting. The event had been extended to include practitioners as well as board members.

Victim Support Big Lottery Funding: Project 84 Hub is a new service, run by Barnardos and is focussed on working to develop a pathway for victims of CSE.

The main purpose of this is to provide bespoke holistic assessment and therapeutic responses to children and young people/adults who have been sexually exploited or who exhibit harmful sexual behaviour working with children, young people and their families, on a one to one or group basis, using a variety of interventions, to identify needs and to achieve positive outcomes.

Denbighshire, Flintshire, Conwy, Mon and Wrexham all have CSE/SERAF Panels to:

- Ensure that cases of suspected or actual child sexual exploitation are well-managed and coordinated and that all possible action has been taken to protect the victims.
- To ensure that all cases are considered by a single group who are then able to identify any links between individual cases.
- To ensure that intelligence relating to patterns of child sexual exploitation in the area can be identified and action taken where necessary. This will include the sharing of intelligence in relation to suspect groups of victims, perpetrators, vulnerable locations etc.

In Gwynedd, the area of CSE has been included as a priority in the Council's Corporate Strategic Plan for the last three years, and the service ensures that raising awareness and providing training is a priority

Information is shared at the Safeguarding Children Delivery Groups regarding CSE cases and Missing from Home/Return Home Interviews.

Within North Wales Police the changing nature of this threat of CSE has been recognised and there has, and continues to be, a step change in the way in which NWP recognise and addresses CSE issues. This has been matched by a proportionate increase in resources to tackle both on-line and off-line CSE, including the establishment of the ONYX Team.

CSE Awareness Training for Taxi Drivers has already taken place in Denbighshire and Conwy with further training planned.

This issue has been identified as an area for development in Gwynedd, although drivers are provided with a leaflet regarding how to refer any concerns. In Wrexham and Flintshire it is planned that all drivers and escorts will need to undertake training as part of their licence conditions and in Wrexham this will be compulsory from April 2017. In Mon, plans are under way to provide CSE training for licensed taxi operators during 2017/18.

North Wales Police, Onyx Team staff have been involved in the training provided in Conwy and Denbighshire together with Social Care, Licensing and Barnardos and BCUHB clinical nurse specialists have minimally been involved in CSE training with taxi drivers

The CSE podcasts were created by NWP with the objective of raising awareness of the CSE triggers and required response among all relevant staff. The podcasts were accompanied by role –specific briefings. All NWP All relevant staff watched the podcasts and were provided with a briefing from their supervisor relevant to their role, additionally the podcasts are also accessible to staff via the NWP intranet.

The CSE Podcasts have been made available to all partner agencies and the majority of partner agencies have shared/made these available to their staff or plan to do so in during 2017/2018. Some partner agencies have been unable to make the podcasts available to staff due to their own IT/software issue therefore, it is planned for these to be featured on the NWSB to resolve this issue.

All local authorities have undertaken tasks in respect of CSE Training for teachers and non-teaching staff (school liaison officers, school nurses, school councillors, governors, designated safeguarding individuals). Some LA's have worked in conjunction with NWP, Barnardos and Hafan Cymru.

Additionally, policies have been reviewed, bulletins and presentations have been provided, questionnaires sent and information gathered to inform training needs in respect of training/awareness raising included that of the NWSB Website.

NSPCC currently offer the Protect and Respect intervention. Offering interventions for young people 11-17 years old. The intervention offers support for young people currently at risk of exploitation. As well as offering a targeted prevention element of this intervention. In addition the NSPCC are working in

partnership with the Regional Safeguarding board to deliver and develop a CSE regional Social Work post.

2. Children who display sexually harmful behaviour.

Progress:

In February 2017 the Board placed an Early Adoption Bid with the NSPCC to jointly work with NSPCC in respect of the NSPCC Harmful Sexual Behaviour audit toolkit to assess current position in relation to HSB which has been accepted. To demonstrate increased dovetailing and joint working it is anticipated that the proposed Board funded CSE Social Worker post will be located within this team.

The Board will continue to work closely with the Barnardo's Gwella Project practitioner as the project moves into its second year with its pronounced focus on Healthy Sexual Behaviour.

Flintshire have a service Level Agreement with Action for Children and Youth Justice Service to further assessment, intervention and planning when responding to young people who display sexually harmful behaviour. This partnership has served to provide AIM training for Youth Justice and Action for Children practitioners whilst enabling a joint assessment and intervention response to young people who display sexually harmful behaviour. A Sex and Relationship health theme within Healthy Schools Scheme on rolling programme across all Flintshire schools and NSPCC Schools Programme promoted by LA for all primary schools – delivered on biannual basis

In Conwy work has taken place around delivering training for multi-agency staff and also to children and young people. In schools the following training has been provided: 2 hour Enhanced Training – 'The use of the Framework for Analysis and Managing Sexually Harmful Behaviour' and a range of keep safe work has taken place with children and young people. Training has also been made available to families

In Gwynedd a specific investment is ongoing within the service to employ a temporary officer based within the Youth Justice Service. This officer focuses on strategic direction for this area of work and provides advice as an 'independent' expert to front line staff on specific cases. The service has been clear in the approach to HSB (AIM and AIM2), and this is the approach that is used within front line teams in order to achieve consistency.

Wrexham have trained a number of staff to undertake the Aim 2 assessments

The NWP PVPUs regularly receive referrals from officers relating to issues of children involved in sexually harmful behaviour. The issue of 'Sexting' has

highlighted this as a real and present threat. The volume of such cases presents a real challenge, and this is an area which NWP are currently seeking to address

Wales CRC confirmed that although they do not work with any individuals who are under the age of 18 staff do look to support and sign post families to appropriate agencies if they notice concerns or family members raise concerns

3. Experiences and outcomes are improved for children who have lived, or who are living with domestic abuse

Progress:

Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 Work is ongoing to better understand the dovetailing between the various regional boards and forums in relation to its implementation.

All partner agencies have a commitment to support and participate in the monthly MARAC Meetings. Some partner agencies work with localised support agencies i.e. Women's Aid, Hafan Cymru, Live Fear Free Helpline and Domestic Abuse Services to help children and young people affected by domestic abuse

Wales CRC deliver the Domestic Abuse accredited Programme, Building Better Relationships, Rehabilitation requirement, Health Relationships (one to one and group). BCUHB are undertaking work in relation to piloting use of read codes within primary care to flag victims of Domestic Violence

However it is also important that within periods of change, that the North Wales Safeguarding Board operates effectively and meets its statutory responsibilities and therefore this is included as the fourth strategic priority.

4. The NWSCB operates effectively and meets its statutory responsibilities

Progress:

The Board's purpose has been clarified and the priority areas have been agreed which informs the board's activity and will be carried forward as an on-going activity.

Business Support arrangements have been agreed with NWSAB. The Business Unit is in place, though there is transition from one host authority to another and a change of personnel will be carried forward as part of the improvement plan.

The NWSCB contributes towards national policy and procedures and ensures that policies and procedures are fit for purpose and carried forward.

Engagement with the National Independent Safeguarding Board – members now sit on NWSCB in an advisory capacity and links have been made with other

safeguarding Boards via the Business Managers meetings and liaison with other Safeguarding Boards in relation to practice reviews and other areas of mutual interest. Ongoing engagement will continue

Child Practice Reviews (Extended/Concise) and Multi Agency Professional Forums have been undertaken during the year as well as continued monitoring of implemented learning from earlier reviews. Information about best practice and learning arising from reviews was disseminated at a Child Practice Review Subgroup Roadshow held in December 2016. Action plans are routinely reviewed at Safeguarding Children Delivery Groups and this process will continue.

Undertaking audits, reviews and investigations pursuant to the objectives

Review performance of the Board and its partners via business development sessions, taking stock exercises and Partner Contribution Evaluation Reports and will continue as part of the Board's development

The Board and the Workforce Development and Training Group are key in identifying training needs and ensuring that training is provided on an inter-agency and individual organisational basis to assist in the protection and prevention of abuse and neglect of children and will remain a priority

Facilitated research into protection and prevention of abuse and neglect of children who are at risk of harm by contributing to Barnardos research into CSE and Missing from Home. Also the Board hosted a focus group session on the evaluation of SERAF conducted by Cardiff University and consulted on the statutory guidance in relation to Part 7 of the Act, on Handling Individual Cases to Protect Children and Adults at risk

Created opportunities for joint working with the NWSAB, joint Workforce and Training Group – joint working of Board Co-coordinators, shared website and joint working on events, consultations, awareness raising, reports and evaluations.

In order to involve children in the exercise of the NWSCB's function and be given the opportunity to participate in the work of the Board a joint Facebook page has been developed to share information. NWSB were also represented at the Urdd Eisteddfod at which the CSE Short Film was launched in conjunction with young people from secondary schools and the police. This has been identified as an area for improvement.



3.2 **North Wales Safeguarding Adults Board - Priority Outcomes 2016/17:**

The following five areas were identified as being the strategic priorities for the North Wales Safeguarding Adults Board:

1. Outcomes for adults who are the subject of adult protection plans are improved as a result of all agencies across North Wales consistently delivering high quality adult protection services according to agreed best practice.

Progress:

A rolling programme of audits is being scheduled across all DGs. Areas of concerns have been identified, such as quality of referrals. This work also forms part of the Operation Jasmine work programme and will be carried forward.

Policy and Procedures Group had been looking at regional standards for thresholds. This work is also an action contained within the North Wales Operation Jasmine work programme. Development has been slow due to the delay in establishing a robust group to carry forward the work but a regional safeguarding referral/report form has been developed to improve the quality of referrals as a start. This work will be carried forward.

Escalating concerns protocol was previously established. Is currently undergoing multi-agency review joint Commissioning Board/Safeguarding Adults Board with a view to it having a more preventative focus. This will be completed April 2017 and is also part of the Operation Jasmine work programme.

A Professional Concerns Protocol was developed in 2015, and is now undergoing review by a multi-agency task and finish group who have used the protocol and are able to say what worked and what did not. This also forms part of the Operation Jasmine work programme.

Lesson reports on Operation Jasmine/ In Search of Accountability, Powys Domiciliary Care have been shared and continue to be monitored. Will be carried forward.

Learning log is continually updated to reflect learning from APR's and MAPF and other reviews where the information has been made available and will be a standing item on the work programme.

A 'Good Practice' template developed via the Flintshire and Wrexham Delivery Group is being shared across the DG's and will become a standing agenda item.

2. The NWSAB is assured of the quality of safeguarding services across North Wales

Progress:

Audits reported to the Delivery Groups, a twice yearly summary of significant audit findings to be reported to the NWSAB – carried forward.

Development of a common data set (both qualitative and quantitative) which, together with sound analysis, provides the Board with an understanding of safeguarding across North Wales. Task Group has not met due to restructures, therefore no progress has been made and will be carried forward and included in the Board's improvement plan.

Template has been devised by BCUHB to monitor multi-agency POVA activity. KPIs and outcomes identified within the template mirror those required within draft consultation for LAs within Wales.

3. The risk that vulnerable adults suffer or become subject to abuse or neglect is reduced because staff and the public are fully aware of the need to safeguard and protect, and know what to do if there is a safeguarding issue.

Progress:

Safeguarding week 14 – 17th November 2016 afforded awareness raising opportunities. 45 events were held across North Wales. Events were held with the assistance of Further Education establishments, Rugby Clubs, Libraries, Hospitals, and Markets, Members of the Public, Barnardos, Third Sector and Provider Reps in addition to the statutory partners to promote awareness raising. Safeguarding training took place, and a pilot of a missing person's protocol was launched as well as a Self-Neglect protocol.

An Annual Conference took place focusing on Adult Practice Reviews to increase awareness of the need to safeguard vulnerable people.

Development of Adult Protection pages on the North Wales Safeguarding Boards' website together with information about what to do if you have a concern, contact numbers for all local authorities both daytime and 'out of hours'. A Facebook page is also available.

Develop a North Wales action plan to address the domestic abuse of older people – Task & finish group has not met, however we now need to consider compliance with the requirements of the Violence Against Women, Domestic Abuse, Sexual Violence Act - 'Ask and Act'. Will be carried forward.

4. The NWSAB operates effectively and meets its statutory responsibilities.

Progress:

NWSAB is now on a statutory footing, membership is relatively stable and the work programme is progressing. Development session identified areas for improvement which have been included within the Annual Business Plan which can be found on the NWSB Website. This will be a standing item on the work programme.

NWSB Business unit is now in operation supporting both Boards, with funding via statutory contributions. Funding paper agreed at NWSCB 20.01.2017 and NWSAB 07.02.17.

The development of mechanisms to ensure the participation and involvement of service users and their carers in the work of the NWSAB has been difficult to achieve. Currently tasking Delivery Sub Groups to look at how this can be progressed. Standing item on work programme.

Links have been established with National Independent Safeguarding Board, a member of the NISB now attends Board in an advisory capacity.

Business Development session has enabled an assessment of how the Board has learnt and developed – standing item on work programme.

Joint working with the Safeguarding Children's Board – already joint working in the Training and Workforce Development Group, a joint Communications and Participation group and a joint Budget sub group are to be formed. Joint working also to be identified within the area of Domestic Abuse.

5. Outcomes for vulnerable adults are improved because the workforce is safe, skilled, and proactive and family focused.

Progress:

Links established between the T & WD Safeguarding Group and the Workforce Development Business Manager to ensure safeguarding is considered in their annual plan.

Extensive programme of safeguarding training for local authority staff undertaken across north wales.

Revision of statutory framework and key national statutory guidance issued: Working Together to Safeguard People (Vol.1); Working Together to Safeguard People APRs (Vol.2); Working Together to Safeguard People Adult Protection & Support Orders (Vol.4).

Performance Measurement Framework for Local Authorities (SSWBA s 145).

Increase the capacity of the NWSAB to undertake Adult practice Reviews – has been identified as an area for improvement in light of new guidance issued. Contained within the NWSAB improvement plan and will be carried forward.

Identified as an area for improvement within the Annual Business Plan and will be standing item on work programme.

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

Membership on sub groups include representatives from statutory partners as well as Advocacy Groups, Housing Groups, Voluntary Organisations and Voluntary Councils that offer support to vulnerable people.

Adult and Child Practice Reviews have been undertaken in collaboration with independent reviewers, with learning events attended by multi-agency representatives.

Safeguarding Week – in collaboration with various agencies and other Boards from across Wales Safeguarding Week took place in November 2016. Events were held with the assistance of Further Education establishments, Rugby Clubs, Libraries, Hospitals, and Markets, Members of the Public, Barnardos, Third Sector and Provider Reps in addition to the statutory partners to promote awareness raising.

Trading Standards have been invited to attend Safeguarding Board to update work going on regionally and nationally around safeguarding vulnerable people in relation to financial abuse and door step crime

Pilot of missing person's protocol in conjunction with North Wales Police, involving Care Home Managers etc.

Invitations to third sector to attend various workshops/fora to enable consultation and participation.

Development, in collaboration with North Wales Police, of APR concertina cards for practitioners.

Escalating Concerns – working jointly with North Wales Regional Commissioning Board, and multi-agency representatives and third and independent sector in reviewing the process.

As part of the Social Services and Wellbeing (Wales) Act 2014, Information Advice and Assistance systems have been set up with planned introduction of five Community Wellbeing Hubs and multi-disciplinary team offices across some local authority areas with improved advice, support and assistance for Adults and Families across counties through the Single Point of Access Teams. Safeguarding information is also available via the DEWIS website.

NWSB Business Manager/Coordinators attend the All Wales Business Managers meeting every three months to discuss and collaborate on issues affecting Safeguarding Boards and includes a meeting with Welsh Government officers.

NWSAB and NWSCB have both held successful conferences in 2016 achieved by multi-agency working and attended by a cross sector of agencies involved in safeguarding work.

A Roadshow was held in December 2016 in respect of CPR's and as part of this the Multi-Agency Pre Birth Pathway was launched.

Training on the Board's function and responsibilities has been delivered to the Joint Investigation Training programme for Gwynedd & Mon.

5.0 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.

A request dated 29th November 2016 was made to Betsi Cadwaladr University Health Board for information by the North Wales Safeguarding Adults Board, in relation to the

ongoing independent enquiries into Tawel Fan, a report was received at the NWSAB meeting on 7th February 2017.

There have been no such requests made by the Children's Board.

6.0 Achievements of the Safeguarding Boards during the year:

Both Boards have worked hard to maintain a stable membership and have continued to provide appropriate challenge of themselves and of one another with regards to safeguarding issues.

The NWSAB, is now a statutory Board, and is moving ahead with its work programme. The associated sub groups are now more established with regular attendance from Partners. Currently some groups are meeting on a monthly rather than bi-monthly basis in order to maintain momentum and progress the work programme further.

There has been one Adult Practice Review completed this year, with a further two nearing completion. One of the recommendations from that review was the development of A North Wales Self- Neglect Protocol, this was launched during Safeguarding Week in November 2016.

There have been 6 referrals to the CPR group during the year, of which 2 have proceeded to ECPR, CPR and MAPF.

The NWSCB has strived to embed the learning from reviews and the wider national context into practice in order to ensure added value and that conducting a review doesn't become a means in itself. The development of SMART (Specific, Measurable, Achievable, Realistic, Timely) action plans will facilitate the monitoring and quantifying of resulting outcomes.

The programme for the year has been planned in order to encapsulate themes identified in reviews for example the 'Voice of the Child' focus of the– NWSCB Conference furthered the Board's understanding of the need to ensure that the child's 'direct testimony' is evidence in practice and in reviews of practice.

In its involvement with agencies over the border the Board has demonstrated that it can be proactive and work together with colleagues to progress cross border collaboration.

The Workforce & Training, Policies & Procedures and CPR groups are operational and progressing a full programme. The schedule of meetings between chairs will ensure coherence and cohesion. The CSE Executive Group is functional and progressing the CSE Action Plan with partner agencies demonstrating that they are affording it priority both within their individual agencies and collectively. Participation in National

Safeguarding Week (14th – 17th November 2016), the success of these events was achieved via multi-agency collaboration resulting in positive feedback



Implementation of the new APR/CPR guidance has created challenges for both Boards, working and consulting with experienced practitioners and managers from other Board areas has enabled a better level of understanding and consistency.

Both Safeguarding Boards have continued to develop pages on the North Wales Safeguarding Board website to include information that is continually updated on various safeguarding topics and is further being widened to include more public focused pages. The Boards have also developed a Facebook page and information on safeguarding issues are shared on a regular basis with links posted to information contained on the website.

Business development sessions for both the Adults and Children's Boards have been held to 'take stock' of the Board's progress, look at improvements needed and to re-visit the priorities of the Boards.

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

7.1 Wales Probation Service

Overall attendance and Participation by Head of LDU at the NWSCB board meeting is high with the NWSCB being a priority partnership for attendance and participation due to

the interface with NPS core work. Attendance at the Adults Board has been less consistent with Deputy of LDU now assigned to attend.

Sub group attendance has been targeted at the local groups to ensure an effective working relationship with local authorities.

The most recent overview of agencies involvement in the CPR process indicates a proportionate contribution being made by the NPS but recognises that due to staff movement this is something that would benefit from an internal refresh. WPS have two staff members trained to complete such reviews and have modelled our local SFO feedback on the CPR learning event format. There has been no involvement by WPS in APR's.

7.2 North Wales Police:

NWP member representative on the Adult Safeguarding Board is Vice Chair with the same representative attending attends the Children's Safeguarding Board providing consistent attendance and synergy.

NWP have been heavily involved in the CPR process over the last 12 months and are represented on the CPR sub-group and play an integral part in the process of submitting cases to the CPR group for consideration as to whether they are eligible for ECPR/CPR/MAPF.

NWP have submitted and presented cases regularly over the last 12 months, have chaired a MAPF, and been one of two reviewers on an ECPR during the last 12 months. NWP has presented both aforementioned cases to the RSCB and both were accepted. The method of presentation was highlighted as best practice and has been used as the model for presentation of cases to the board.

NWP have revised the process for ensuring best practice in cases with parallel criminal proceedings. A process chart has been devised and accepted by NWP and the APR and CPR subgroup.

NWP were represented and played an active part at a recent one day Regional Safeguarding Children's Board CPR learning event chaired by David Beard. Where appropriate NWP have been represented on APR/CPR panels and have been involved in learning events.

NWP representative is also an active member of APR and has been involved in the APR process over the last 12 months, undertaking Chair of a MAPF and giving guidance to Chair of an APR review and is also the link member for that Group to the Workforce and Training Group.

Involvement from NWP representative on the Board in the organisation of the Adult Safeguarding Conference and involvement in Safeguarding week contributed greatly to their success, producing printed material for both events and assisting in the organising and themes of the conference.

NWP representative also attended and contributed to NWSB Budget meeting to agree way forward.

7.3 Community Rehabilitation Company:

The Local Delivery Unit Head for North Wales has continued in her role as the Vice Chair of the Children's Board, while attendance at the CPR Subgroup has been by the Acting LDU head or the Deputy LDU Head.

Wales CRC representative is also member of both NWSCB (Vice Chair) and NWSAB and the APR/CPR Group, has not undertaken or chaired any reviews in the last 12 months however, there have been cases reviewed which required participation from the member during the last year.

The member has chaired an independent review appeal panel and took chair of budget sub-group and participated and contributed in the NWSB business development sessions.

Team Managers (or representatives) have continued to attend the three local safeguarding children delivery groups.

7.4 Betsi Cadwaladr University Health Board:

Membership is inconsistent and this has detracted from partnership working. Throughout the year the Board has sought assurance from BCUHB that safeguarding issues are being addressed in relation to Tawelfan. Jenny Williams was this link, but was recently asked to stand down.

The Board has insisted that Tawelfan progress is updated for the Board at a senior level, i.e. Executive Director attending.

The Executive Director of Nursing is now a member of both the NWSAB and NWSCB. There has been regular attendance at strategic meetings; the person attending has usually been a senior team member but attendance has not been focused on one individual.

The Director of Nursing attended a development afternoon where NWSAB discussed service developments, together with two other senior team members.

BCUHB has been represented at the CP Review Subgroup by a member from Adult Mental Health and the Named Doctor.

Two extended child practice reviews were completed. One of the Lead Doctors and a Clinical Nurse Specialist Safeguarding were review panel members for the ECPR Gwynedd 2 and the Named Doctor and Clinical Nurse Specialist were review panel members for the ECPR Denbighshire. The Head of Safeguarding Adults represents BCUHB at the APR Group over the past 12 months, and has had 3 members of staff involved in the role of panel member.

BCUHB have representatives on the Policies and Procedures Groups and have contributed to a new Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol.

BCUHB were actively involved in putting on events during safeguarding week, with activities taking place across the region in various Health settings.

The number of Children & Young People using section 136 suites is increasing and significant concerns are being expressed by WG, AMH and Children's Services over the adequacy of the current provision.

Specifically the Welsh Government's Head of Mental Health and Vulnerable Groups Division has written to the Health Board outlining her concerns in relation to the availability of CAMHs assessment out of hours.

Adult Mental Health Services are concerned over their ability to adequately support children and young people in S136 suites which were designed for adults and which are covered and staffed when in use by adult mental health practitioners.

For Children's services the issue is broader and encompasses the need to understand why usage of the S136 suites is increasing, whether this usage is valid, the increasing number of children and young people who are also presenting in Emergency Departments who are perceived to be in a Mental Health crisis, how CAMHs services and partners are structured to respond, and looking forward, how services may need to change as a consequence of the changing demands.

This year has seen the numbers rise again; with many children waiting hours sometimes overnight to be seen by appropriate CAMHS practitioners. The BCU Health Board are sighted on the increasing risks this presents. The Risks are also cited within the Divisional Risk Register and managed accordingly. Efforts to consolidate partnership working with CAMHS colleagues is well underway. At a recent joint workshop (May 2017) Andy Roach, Director MHL, made it clear that patients under 16 year old are not to be admitted to Mental Health wards, this is a positive step forwards and in line with current policy and trend.

A specific task and finish group is being established under the remit of the Children's Transformation Board to work thorough in detail the safest and most effective manner by which these young people will be cared for within North Wales.

7.5 Conwy County Borough Council

Conwy's Strategic Director Social Care and Education Services is Chair of NWSCB and representative attending also attends NWSAB. Head of Service for Safeguarding also attends both Regional Board meetings.

As Chair of NWSCB the Strategic Director member has ensured that the Board has provided the regional strategic direction for the prevention of abuse and neglect of children, and the protection of children who have been abused or neglected, safeguarding children and young people across North Wales.

Strategic Director attends the NWSAB and continues to work in and encourage collaboration. Has also had oversight of the NWSB Business Unit while host authority. Member has attended and participated in Board business development sessions.

Conwy Head of Safeguarding is Chair of the Conwy and Denbighshire Safeguarding Delivery Children's Group and has presented Conwy APR action plan for sign off to NWSAB and attended consultation workshops.

Significant amount of work has taken place within CCBC around the CSE and Missing Children agenda. Social Work Practitioners have established a monthly CSE forum. This forum discusses practice issues. A monthly SERAF panel has also been created, all children cases subject to a SERAF are presented at the panel and reviewed.

The CSE action plan is reviewed and updated at the Conwy and Denbighshire Missing Children and CSE group and an audit of SERAF cases has been completed in CCBC.

Conwy have provided a reviewer for an ECPR and are active members of the CPR/APR groups and the Policy and Procedure Group where they have presented the following protocols: Regional Self Neglect Protocol, Hoarding Policy and representatives have contributed to a new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and review of the North Wales Professional Concerns Protocol.

Conwy provided extensive support for Safeguarding Week, Charing the Children's Safeguarding Conference and gave a presentation at the Adults conference.

7.6 Denbighshire County Council

Strategic Director of Social Services is a member of both NWSCB and NWSAB, Head of Children and Education Services is a members of NWSCB.

Head of Community Support Services is a member of NWSAB and Chair of the Conwy and Denbighshire Safeguarding Adults Delivery Group. Adults Policy and Procedure Group is chaired by Denbighshire Service Manager. Denbighshire representatives have contributed to a new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol.

Denbighshire have representatives on the Child Practice Review Subgroup, have recently contributed to the ECPR Action Plan Review and have contributed to Learning Events. The Denbighshire member of the APR Subgroup has undertaken role of reviewer in two Adult Practice Reviews. A Children's Service Manager is Chair of the Sub Group 'The Voice of the Child' and Denbighshire representatives recently attended and contributed to the Part 4 Guidance Half Day Workshop.

Board members from Denbighshire attended and contributed to business development sessions for both Boards.

National Safeguarding Week was utilised as an opportunity to raise the profile of work being done in Denbighshire as well as among the region as a whole.

7.7 Flintshire County Council

Representation at the Regional Boards by Chief Officer for Social Services Senior Manager, Children and Workforce, Senior Manager Safeguarding and Commissioning, North Wales Education representative on NWSCB (until October 2016).

APR/CPR Sub Group – Senior Manager, Children and Workforce, Senior Manager Safeguarding and Commissioning. Delivery Groups are represented by Senior Managers, who also Chair both Adult and Children Delivery Groups.

Flintshire are a fully engaged partner in the APR/CPR process. 5 referrals have been submitted by Flintshire to the CPR Group. The Senior Manager for Safeguarding and Commissioning attends the APR Group and is also a reviewer currently working on an APR Review.

The Senior Manager Safeguarding and Commissioning chairs the Flintshire and Wrexham Adult Safeguarding Delivery Group meetings and Flintshire is also represented at those meetings by the Safeguarding Unit Manager, the Adult Safeguarding Manager, the Social Services Performance Manager and the Contract Monitoring Team Manager.

The Safeguarding Unit Manager attends the Policy and Performance Group meetings as do both of the Adult Safeguarding Managers and have contributed to a new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and review of the North Wales Professional Concerns Protocol

The Senior Manager for Safeguarding and Commissioning attends the APR Group and is also a reviewer currently working on an APR Review.

Flintshire board members attended and contributed to the Board's business development sessions.

Flintshire were actively involved in putting on events during safeguarding week, with activities taking place across the region in various settings.

7.8 Gwynedd Council

Attendance at the Regional Safeguarding Board's meetings by the Statutory Director of Social Services and the Head of Children and Supporting Families attend the Children's Board. The Statutory Director of Social Services will usually attend the Adults Board and the Head of Adults, Health and Wellbeing will attend if the Director cannot be present. Representation on the Policy and Protocols, Workforce Development and Child Practice Reviews sub group are at an appropriate level.

Officers at the appropriate levels have been trained to undertake reviews and have contributed to several reviews as follows:

Head of Children's Services: chaired 3 reviews and reviewed 1, Senior Manager – reviewed 1, Senior Manager – reviewed 1. A Senior Manager from the Adult, Health and Wellbeing Department attends the APR Group and Gwynedd Council's Corporate Director of Social Services has chaired APR2

Have also ensured appropriate members on review panels in relation to Gwynedd specific cases and appropriately refer cases that need consideration under the process to the sub group.

Adults Policy and Procedure Subgroup is attended by a Senior Manager from the Adult, Health and Wellbeing Department and has contributed to a new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol

Gwynedd Council have appropriate representation on both Children and Adults Safeguarding Delivery Groups with regular attendance.

Gwynedd members were also actively involved in putting on events during safeguarding week, with activities taking place across the region in various settings

7.9 Isle of Anglesey Council

Anglesey Council have been attending the Board meetings on a regular basis. The Head Adult and Head of Children Social Services usually attends along with the Director of Social Services. In addition to this they participate fully in subgroups and other relevant

meetings. Board members also attended and contributed to the Boards business development sessions.

A Senior Manager attends the APR Subgroup and Head of Children Services attends CPR Subgroup. A senior manager attends Policy and Procedure groups.

Anglesey Council's Head of Adult Services has chaired an APR during 2016/17 which will soon be completed. Additionally the departments Safeguarding Coordinator acted as a reviewer in this case. In addition to the above the Head of Adult Service presented within the recent Conference regarding Adult Protection with regards to the roles of individuals within the APR process

The Head of Children's Services on Anglesey chairs meetings of the Gwynedd and Anglesey CSE and Missing Children Sub-group and Anglesey have also committed to working as a member of the Regional Group to use the NSPCC Harmful Sexual Behaviour audit toolkit to assess current position in relation to HSB.

Anglesey representatives on the Policy and Procedures Groups are contributing to development of 'Risky Behaviour Policy' have assisted in producing a new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol.

Anglesey were actively involved during Safeguarding Week, holding a variety of events across the island.

7.10 Wrexham County Borough Council

Attendance for Wrexham County Borough Council (WCBC) is as follows: NWSAB/ NWSAB attendance by Head of Department. Delivery Group – attendance by Service Manager. Subgroups - P&P chaired by Service Manager, Training and Workforce attendance by Service Manager. CPR Group attendance by Head of Service and APR attendance by Service Manager.

Wrexham have contributed to the following CPR's/MAPFs: Head of Department – Chair of one CPR, Service Manager – Reviewer for one CPR, Service Manager – Reviewer for CPR and also a MAPF. All of the above have been involved in learning events and the findings/recommendations of the CPR's have been disseminated throughout the department. WCBC has also taken the lead in developing a Flintshire & Wrexham CSE group.

WCBC have contributed to the consultation in relation to the new guidelines for APR's and will be training staff to undertake them when available and have attended and contributed to business development sessions held for both Boards.

WCBC is also represented at the All Wales Adult Protection Coordinators Group by the Practice Development Manager and represented on the Adults P & P Group by Service Manager and have contributed to new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol.

Wrexham were actively involved during Safeguarding Week, holding a variety of events across the county and attended the Children & Adults Conferences.

7.11 National Safeguarding Team (NHS Wales)

The National Safeguarding Team (NST) designated professionals are employed by Public Health Wales NHS Trust and are members of all regional safeguarding boards (adult and children) across Wales. They provide independent expert advice on behalf of NHS Wales through regular attendance at the North Wales Boards and at Practice Review Groups and have specific expertise as reviewers. In addition to undertaking the role of reviewers on CPR and APRs, the NST Board members can draw on the expertise of colleagues to support the review work where capacity allows. The Board members regularly update on national pieces of work on which the NST provides collaborative leadership through the NHS Safeguarding Network.

7.12 Welsh Ambulance Service Trust

Head of Safeguarding is member of both Children and Adults Board. Senior Professional Safeguarding Children and Adults is chair of the APR Subgroup, and Delivery Sub Groups. Also contributes to the Adults Policy and Procedure Group.

Board member has participated as panel member on an APR appeal panel and have made regular contributions to CPR's and learning events.

Senior Professional Safeguarding Children and Adults attends CPR Subgroup

7.13 North Wales Fire & Rescue Service

Business Education and Arson Reduction Team Manager is member of NWSAB, the APR Group. Adults P & P group and local adult delivery groups.

Attendance at local children's delivery group in Gwynedd and Mon

7.14 Third and Independent Sector

Care Forum Wales representative is member on NWSAB and also Adults Policy and Procedures Group. Also has representation on Adult Delivery Groups.

Member has contributed to new North Wales Adult Safeguarding Report Form, a refresh of the Escalating Concerns Process, and currently a review of the North Wales Professional Concerns Protocol, and took part in National Safeguarding Week.

Barnardos have representation on Children's Delivery Groups and also as chair of the Child Practice Review Subgroup. Barnardos facilitated in conjunction with the Board the Foster Carers CSE Awareness Raising Sessions held during Safeguarding Week.

NSPCC have representation on the Children's Board and CPR Subgroup.

7.15 National Independent Safeguarding Board

The aim of the NISB is to provide support and advice to safeguarding boards with a view to ensuring that they are effective.

To report on the adequacy and effectiveness of arrangements to safeguard children and adults in Wales.

Make recommendations to the Welsh Ministers as to how those arrangements could be improved.

The NISB members have contributed by way of being a 'critical friend' to both Boards, offering advice and disseminating information and guidance from across Wales and giving an informed overview of safeguarding practices and issues nationwide.

7.16 Youth Justice Service

A representative of the North Wales Youth Justice Services regularly attends the Children's Safeguarding Board. All YJS Managers are involved in their respective Delivery Boards and contributing to or leading on key issues such as resettlement, harmful sexual behaviours and custody.

A protocol between the providers of Private Children's Residential Placements and Partner Organisations has also been developed. A successful bid was made for North Wales to become an Early Adopter Site, in conjunction with the NSPCC, which will see the implementation of a Harmful Sexual Behaviour Framework during 17-18.

7.17 NSPCC

The NSPCC continue to offer services across the North Wales region. The NSPCC provide a recovery service for children and young people who have been victims of sexual abuse (LTFI). In addition also providing services to young people who are victims or at risk of Child Sexual Exploitation (Protect and Respect). The NSPCC continues to exchange knowledge in relation to Child Protection research across the region. Furthermore offering scale up opportunities to partners relating to researched tested and evaluated interventions. The NSPCC School Services also works across North Wales

actively delivering the 'Share Aware' Campaign. Child Line has an active base in Prestatyn providing crucial support for children and young people.

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

The Board secured contributions from partners to ensure that there are adequate and reliable resources to carry out SAB functions, this forms a joint NWSCB/NWSAB budget. The Board also has commitment from partner agencies in respect of time resource to achieve outcomes

The North Wales Safeguarding Board Business Unit is funded from this budget, providing support to both Boards. The Business Unit comprises of a Business Manager, Administration Assistant and 2 Board Coordinators (one for each Board). Assessment of this was discussed during business development sessions and found this to be effective by way of overseeing and co-ordinating the work as directed by the Board or Chair on the Board's behalf.

The budget supported 2 conferences, one for each Board:

The NWSCB theme for the conference was 'Seeing and Hearing the Child', the NWSCB reflected upon the clear messages from the local and national Child Practice Reviews and the Serious Case Reviews in England. A common finding within these reviews have been the inadequate engagement with children and to see things from their perspective. This conference aimed to bring together practitioners from the NWSCB partner agencies and the third sector organisations. The event provided the opportunity to gain an understanding of what effective participation with children looks like and to focus on why children become 'invisible' to agencies and professionals.

The NWSAB conference was themed around Adult Practice Reviews, why there is a need to conduct APR/CP's, when and how to make a referral with presentations that took attendees through the process. The aim of the conference was to raise awareness of reviews and what they are for. To learn lessons and make improvements, rather than blaming individual people or organisations, to encourage a spirit of openness to learning about what went well, as well as what could be improved.

Financial resources were also used in the developing and purchasing of material used for conferences, events, CSE and safeguarding week to promote safeguarding awareness. Information cards on Adult Practice Reviews for practitioners and care staff, leaflets on CSE etc.

Virtual College, an online training resource was also funded for practitioners and partner agencies.

Business days were held in order to assess progress and re-visit priorities for both Boards. Various workshops and events were held to promote CSE awareness.

Reviewers were also engaged to carry out Adults and Child Practice Reviews where specialisms were required.

The Business Unit support the subgroups and delivery groups in undertaking tasks such as some administrative work, collation of information and answering queries. The Business Unit also attends the groups to support attendees.

Members and chairs of the three delivery groups/sub groups give a commitment to attend and contribute to their relevant groups. These members also provide information, such as, consultations and partner agencies provide nominations for task and finish groups where necessary to ensure certain tasks are undertaken. Collaboration with the voluntary organisations is undertaken when specialist knowledge is required.

9.0 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:

NWSCB

Sixty three recommendations had emanated from 3 ECPRs, 2 CPRs and 3 MAPFs. As well as identifying recurring themes this analysis provided the context for the phased post publication presentation of individual reviews to the CPR Subgroup in order to evidence and triangulate learning. Process related matters were also progressed with the development of the Learning Event Good Practice Guide.

Development work in relation to PRUDIC processes and work to progress an understanding with the Coroner in relation to Post Mortem Disclosure process have been effected by themes identified and lessons learnt.

Action: Development and launch of the Multi Agency Pre-Birth Pathway which was identified as a priority arising from three reviews held in the preceding period

Action: Guidance for Chair and Minute Takers of Part IV Meetings (AWCPP 2008) and associated training has been developed and has been launched via the NWSB Website. Its development had been informed by a peer review exercise conducted.

Current procedures/guidance/policies being worked on via the Subgroup include the Safeguarding Disabled Children Policy, the Risky Behaviour Policy, and a Protocol between Providers of Private Children's Residential Placements and Partner Organisations

The Board and CPR group is responsive to emerging themes. The support needs of young people affected by historic and / or organised abuse for example CSE triggered the need for a consideration of how differing responses may be required, in relation to the individuals involved and also on a regional or a national basis.

NWSAB

Whilst there is recognition that the membership of the Board is stabilising, members are reminded that they have a responsibility to challenge others not only on their contribution to the board but also on the quality of member agencies safeguarding practice and to respond in a positive manner.

Action: A review of the roles and responsibilities will take place to ensure that this is improved alongside development of an 'Induction to the Board' process.

The chairs of the sub groups are mainly LA employees and there is recognition that there are advantages of ensuring chairs come from a diverse range of agencies.

Action: On rotation of chair arrangements for sub groups, alternative nominations are encouraged.

The balancing of the protection and prevention of abuse to vulnerable adults is a challenge, however, there is a need to raise the profile of prevention. One way of achieving this would be to focus on one group e.g. self-neglect.

Action: This will be one of the priorities in the NWSAB 2017/18 Annual Plan.

Despite the new Act placing emphasis on service user participation this is an area that the Board has not yet progressed.

Action: The Board recognised that getting this right is a challenge and as a first step would look towards developing a feedback protocol that workers could use with service users subject to adult protection plans.

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

There have been no applications within the North Wales Safeguarding Adults Board area.

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

The results of the various participation activities are shared with partners via the sub-groups and the subsequent highlight reports to the Board to enable 'good practice' to be emphasised which contributes to achieving one of the Board's statutory duties.

Family involvement in APR/CPR's to engage with individuals and families in cases and takes account of their wishes and views.

The Board were represented at the National Eisteddfod in Flint in 2016 at which the launch of a bilingual short film made by secondary school pupils from North Wales in respect of CSE took place in conjunction with North Wales Police and this was also shared via the website. Additionally, the board ran a completion with aims to highlight how children and young people can keep themselves safer online

During Safeguarding Week in November 2016, Foster Carer CSE Awareness Sessions were provided and positive feedback was received. It has been noted by Welsh Government that this will now become an annual event to raise awareness regarding safeguarding vulnerable people

The Board, in conjunction with the Gwella Project (Barnardos) will be commissioning a drama production on the topic of CSE to Year 7/8 pupils of secondary schools across the region. The timescale of this will be May to November 2017. A similar production was presented to 7 secondary school last year for Year 9 pupils.

Gwynedd and Mons Safeguarding Adults Delivery Group have created a questionnaire that will be used to determine the service user's experience of going through the safeguarding process. The questionnaire will provide invaluable information on how the process can be improved and about what currently works well for service users.

Flintshire & Wrexham, Conwy & Denbighshire are also looking at adopting Gwynedd and Môn's approach of having the Service User's experience of Safeguarding captured and shared as part of the Delivery Group meetings and we have requested further information from our colleagues down the coast on how this process works and the benefits it can bring.

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

LEARNING:

Learning from APR/CPR – all agencies are aware of the actions plans for APR/CPR and adopt the learning arising from these. Also learning from other reviews/reports from outside the Board's area are disseminated via board members and sub-groups.

The Board will share any training opportunities for partner agencies via the website and Facebook where appropriate.

The Board from January 2016 to February 2017 provided Virtual College, a series of E-learning courses for all partner agencies.

The Board in conjunction with Barnardos provided a series of CSE Awareness Sessions for Foster Carers through the region which received positive feedback.

TRAINING:

The National Independent Safeguarding Board made a request that specific information be included in the Annual Report in relation to training, the following are the responses received. However, not all agencies were able to respond within the short timescale:

a. How skill gaps concerning safeguarding are identified within organisations:

Health

The UK wide Core Skills Training Framework (April 2103) following approval by the Health Minister has been adopted by the All Health Boards in Wales. This identifies specific core skills common in health care to include safeguarding.

In particular relation to Safeguarding children and young people: BCUHB refer to roles and competences for health care staff (intercollegiate document) third edition .This Framework is due for review in 2017.

All areas of Safeguarding are now a mandatory requirement to ensure that safe and competent practice.

Compliance reports are monitored monthly. Operational/ward./team based compliance are recorded on the nursing dashboards by the Matrons.

The corporate safeguarding team actively support the matrons in achieving full compliance in relation to mandatory training.

WAST

Annual review of changes in UK national and Welsh Government legislation.

Continuous review of safeguarding referrals.

Identification of organisational learning through near miss and adverse incident reporting.

Public Health Wales

Safeguarding training requirements and any skill gaps are identified with each staff member during the Personal Development Review meeting which is conducted on an Annual basis. This information is also captured via the Electronic Staff Record system. The Public Health Wales (PHW) Training Matrix, which is part of the Training Strategy sets out the level of training required for each role within the organisation.

Wrexham County Borough Council

Supervision and Appraisal (PRD) – feedback from managers.

Action Learning Sets facilitated by the Safeguarding Practice Development Manager.

Reference to the Social Care Workforce Training Directory & Brochure (updated annually).

Flintshire County Council

Annual training needs analysis carried out by the Workforce Development Team. Updated via senior management team. Supervision and Appraisal and feedback from managers. Quarterly consultation to update the Social Care Workforce Training Brochure

Denbighshire County Council

Requests from external agencies via emails/Training needs analysis.

Communication with the Denbighshire Safeguarding Team.

Quarterly Quality Assurance Monitoring feedback forms.

Supervision and Appraisal (PRD) – feedback from managers.

Courses are planned within the Social Care Workforce Development Programme Training Calendar each year.

Gwynedd County Council

Supervision and appraisal – information from managers feeds into the training plan, and this includes performance issues.

First Year in Practice – development plan formed at the beginning and end point in order to identify further training needs.

Consolidation programme (CPEL Porth Agored) – the completion of the portfolio asks that workers identify their further training needs with a focus on safeguarding adults and children.

Feedback from course appraisal forms regarding further training needs.

Feedback from other professionals who are part of the safeguarding process e.g. Solicitors or safeguarding co-ordinators.

Operational Safeguarding group.

Conwy County Borough Council

Annual TNA undertaken by the Workforce Development & Learning team- this is done in conjunction with the departments safeguarding team for example:

Supervision and PDR.

Internal systems i.e. regular meetings with managers.

Adult Safeguarding Forum.

Joint Fieldwork Managers meeting (children & families and safeguarding).

CSSIW inspections.

Commissioned providers liaison meetings.

Isle of Anglesey Council

The Corporate Safeguarding Board sets the direction for safeguarding within the Authority. The Board has agreed on a Safeguarding Framework which sets the level of safeguarding training for the Council's staff. Each Head of Service is expected to identify training needs, including safeguarding training, within annual appraisals and during supervision. Staff in the wider care sector on Anglesey have access to the Council's safeguarding training organized through SCWDP.

b. How does your organisation/ service/Training and Workforce Development Group undertake a training needs analysis?

Health

BCUHB use Electronic Staff Records/Organisational Learning Management system (ESR/OLM) at an All Wales Level to identify staff that require training and attach course compliance to them.

This system links also to the All Wales NHS e- learning platform.

A compliance record is reported monthly. The corporate safeguarding team monitor the compliance report and liaise with relevant managers where compliance is particularly lower and bespoke training provided to support that department/ workforce.

WAST

Senior professionals from the trust safeguarding team and the National Ambulance Training College conduct a training needs analysis based upon Annual review of changes in UK national and Welsh Government legislation.

Continuous review of safeguarding referrals.

Identification of organisational learning through near miss and adverse incident reporting.

Public Health Wales

The PHW Training Strategy and Training Matrix reflect the competencies set out in both 'Safeguarding Children and Young People: roles and competencies for healthcare staff: Intercollegiate Document' and the 'UK Core Skills Framework'. These documents set out the minimum standard required for each role to safeguard people. Supporting guidance is also made available for staff and line managers which further explains the competency levels and training requirements for each staff group. Further training needs analyses are undertaken on an ad-hoc and needs-driven basis, to ensure compliance with new legislation and guidance, which includes but not limited to the National Training Framework for 'Violence Against Women Domestic Abuse and Sexual Violence'.

Wrexham County Borough Council

Internally - Feedback from Appraisals (PRD) and requests from Team managers.

Specific topics i.e. NTF – Questionnaires circulated and responses monitored.

WG Workforce Survey (data collection) circulated annually to all Providers, collated and feedback to WG April.

Respond to Legislation & Guidance (SS&WB (W) A, Wales Policy & Procedures).

Requests – waiting lists generated.

Responses to CSSIW Inspection.

Local Social Care Workforce Development Partnership (SCWDP) meetings.

Feedback from Contracts & Commissioning Team.

Responses to Safeguarding Process (Actions from Strategy meetings).

QCF Assessors identify training needs for Social Care Staff when assessing learners.

Flintshire County Council

The external Training Needs Analysis (TNA) is conducted via an annual Workforce Survey. This consists of the Data Unit's standard Workforce Data Collection form, plus an appended Survey document collated by the regional Workforce Development Partnership, known locally as Social Care in Partnership (SCiP). These two survey forms are distributed to all social care providers in the county who have been identified by the local Social Care Workforce Development Partnership, known in Flintshire as the Training Strategic Partnership (TSP). The TSP then meets quarterly to review training needs and to update social care provider data. The return rate of the Workforce Survey is highest in the independent Adult services sector, partly due to training which is mandatory for residential and domiciliary providers, and also to the greater number of adult services third sector and independent providers in the county.

The internal Training Needs Analysis is a questionnaire which is distributed quarterly to social work teams, followed up by team-level meetings and discussion with the Workforce Development Team's Staff Development & Training Officers, responsible for Adult and Children's services. The Adult form suggests several commonly requested topics, and prompts for further requirements. The Children's form is accompanied by an email offering an alternative quick response identifying the top 3 training needs for each team (with accompanying details and comments).

Also:

Feedback from Appraisals and requests from Team managers.

Specific topics i.e. NTF – Questionnaires circulated and responses monitored.

Respond to Legislation & Guidance (SS&WB (W) A, Wales Policy & Procedures).

Specific training requests.

Responses to CSSIW Inspections.

Local Social Care Workforce Development Partnership (SCWDP) meetings.

Feedback from Contracts & Commissioning.

Responses to Safeguarding Process and actions from Strategy Meetings.

QCF Assessors identifying training needs when assessing learners.

Denbighshire County Council

Training needs analysis is circulated with the annual workforce survey to commissioned providers in the independent and 3rd sector.

Training needs within the organisation are highlighted by Managers via appraisals and supervision and these are collated for the Management Team.

New Legislation & key drivers are responded to.

Responses to CSSIW Inspection via commissioning processes.

Local Social Care Workforce Development Partnership (SCWDP) meetings.

Feedback from Contracts & Commissioning Team.

Feedback to the Training Manager regarding safeguarding issues highlighted within Escalating Concerns meetings and strategic meetings.

Practitioners can access workforce development with any additional requests direct to the training team.

Gwynedd County Council

Process of collating information from the above information from different sources.

Training officers are part of forming the individual training plans for the First year in practice and the consolidation programme. Meetings with operational and management teams.

Information from the Induction Programme for social care workers.

Response to legislative developments e.g. SS&WB Act 2014.

Response to CSSIW reports.

Information shared on the partnership website in respect of applications for safeguarding training.

Information raised by QCF assessors (or other courses) regarding training needs that include safeguarding.

Conwy County Borough Council

The Workforce Development & Learning team is part of the of the departments Quality Standards service. This service area is comprised of:

Safeguarding.

Quality Assurance.

Workforce Development.

The three service areas work collaboratively across the whole of the social care sector in Conwy. This enables us to;

Address skills gaps /skills development emerging from the work of the regional safeguarding boards and sub-groups.

- Safeguarding training/workforce issues arising from escalating concerns.
- Identify safeguarding training requirements emerging from external and or internal inspections/audits.
- Training needs identified by the Conwy Adult Safeguarding Forum (adult practitioners).
- Identify skill gaps and or areas for development through the Joint Fieldwork Managers meeting (children/family/safeguarding service).
- Identify skill gaps and areas for development through the Conwy Social Care Workforce Partnership (commissioned services, education providers & Workforce Development & Learning Team).

Isle of Anglesey Council

Several sources identify training needs including guidance from the Safeguarding Board and a care management group on a regional level, the Corporate Safeguarding Board and Heads of Service on a corporate level, as well as one to one discussions between managers and employees. The information is fed into annual training plans.

c. The implications of staff/ manager turnover are reflected in training:

Health

All new members of staff recruited into BCUHB must attend an orientation process before their commencement in post.

BCUHB uses an All Wales TRAC recruitment process. Any recruitment of new staff can take up to 3 months which can impact on availability of trainers when there are vacancies within the teams.

WAST

All staff receive safeguarding induction training commensurate with their role upon joining the trust.

Newly developed posts are supported by bespoke safeguarding training to meet the needs of the staff.

Existing staff are monitored through ESR to maintain the statutory and mandatory training requirements, this includes safeguarding training.

Public Health Wales

New staff members within PHW are required to attend induction training when they first join the organisation. They are required to demonstrate that they are compliant with both mandatory and statutory safeguarding training. They are informed about the staff directory and intranet pages where they can access useful information and contact details for relevant staff members. The Safeguarding Intranet pages are regularly updated and display the name, role and contact details for each member of the team.

Wrexham County Borough Council

Safeguarding is part of Induction.

Safeguarding is on an annual rolling programme.

Flintshire County Council

Essential training is repeated on an annual cycle to address staff turnover. A range of refresher and specialist courses are provided for more experienced staff/managers.

A procurement exercise resulted in the identification of independent training agencies who were able to deliver various courses at a professional level. Following this procurement a voucher scheme was established, where independent social care providers in the county are allocated annual vouchers to be exchanged with the approved trainers for core courses. The Flintshire Training Voucher Scheme is unique in Wales and gives autonomy to Social Care Providers in their own training needs analyses and subsequent delivery of training in their organisations, allowing them to address training needs relating to their own staff and management turn-over.

Denbighshire County Council

Ongoing within the induction programme.

Safeguarding training held on a regular programme throughout the year so new members of staff can access training as and when required.

The Social Care Passport has been promoted within the IS/3rd sector to encourage training received to be logged and transferred to new employment.

Any new Designated Lead Managers within the Authority are provided one to one coaching and mentoring sessions to ensure their understanding and maximise their confidence in the role.

Gwynedd County Council

Safeguarding is included in induction and there is an ongoing training programme in respect of safeguarding.

Conwy County Borough Council

The annual workforce survey identifies the workforce turnover rate across the sector – this enables us to forecast the number of new staff annually entering the workforce.

Internally to C.C.B.C HR software is used to identify posts requiring training according to their role/function. Reports are used to then forecast type/number of safeguarding courses required.

Isle of Anglesey Council

Training processes ensures that new staff receive appropriate training when there is turnover within the workforce.

d. Rationale for training e.g. (i) mandatory (ii) a particular event/ review highlighted the training need; (iii) prospective learners identified personal training goals; (iv) multi-agency; (v) individual agency or multi-agency; Welsh/ English courses?

Health

All areas of Safeguarding is Mandatory training which has been identified in the BCUHB Mandatory Training Policy in addition to adhering to the UK skills for health framework and their learning outcomes.

A compliance report is provided on a monthly basis from BCUHB training department. Safeguarding staff regularly provide bespoke training when faced low compliance or following an incident or when there may be escalation in a certain area in line with the Standard Operating Procedures.

All training is delivered through the medium of English.

Although multi agency training has been discussed within some of the Regional Board's Local Delivery Groups (following a recommendation in a number of child practice reviews) – this has not progressed.

WAST

Annual review of changes in UK national and Welsh Government legislation

Continuous supervision of safeguarding referrals and Identification of organisational learning through near miss and adverse incident reporting.

Individuals are supported to achieve personal safeguarding training goals, when this supports the trust development programme and resources are available to support them.

WAST encourages staff to attend multi-agency safeguarding events by promoting events throughout the trust. WAST has also co-hosted multi-agency level3 safeguarding learning events with partners.

Most courses are conducted in English. However, Welsh language courses have been conducted when appropriate to do so.

Public Health Wales

Safeguarding training is both mandatory and statutory for staff within Public Health Wales, with the levels of training required for each staff group set out within the Training Matrix which is part of the Public Health Wales Training Strategy. These documents reflect the minimum standards set out in 'Safeguarding Children and Young People: roles and competencies for healthcare staff: Intercollegiate Document' and the 'UK Core Skills Framework'. Level 1 and Level 2 safeguarding training has been developed by NHS Wales with the National Safeguarding Team (NST) leading on this key piece of work to ensure that the safeguarding competency levels are covered within the E-Learning training programme. Level 3 Training is delivered by the corporate safeguarding team and is tailored to meet the needs of specific staff groups who have direct contact with children, adults and their carers. These 'classroom' based sessions are scheduled and arranged annually by the PHW learning and development team, with dates listed in the Learning and Development Programme. The National Safeguarding Team (NST) organise Level 4 National Training events/conferences for NHS Wales. These focus on different themes and subject matters which include 'learning and recommendations from reviews' and other key research, policy and legislation. All training programmes including E-learning, classroom based and national conferences are made available through the medium of English.

Wrexham County Borough Council

Mandatory Training: Safeguarding Awareness One Day – Joint (CSC & ASC) Training delivering the CCW Accredited Resource.

Mandatory Training (previous Level 3) for professional staff and managers (Multi Agency).

WG guidance on mandatory subjects e.g. Domestic Violence, CSE, and Modern Slavery etc.

New Legislation – SSWB (W) A '14. In house trainers supported the CCfW National learning programme and Commissioned sessions for Professionals delivered on a regional basis. Detailed Modules – Safeguarding.

Individual needs are identified via supervision and Appraisal (PRD) depending on specific roles & responsibilities.

Multi-agency – requests obtained. Communication routes - quarterly Partnership Meetings, feedback from Contracts & QCF Assessors who may identify areas requiring training support.

We will share training with neighbouring authorities to deliver through the medium of Welsh.

Regional Conferences to cover specific subjects / response to WG initiative.

Social Care Workforce Survey.

Flintshire County Council

All the above considerations are taken into account when producing training plans.

Denbighshire County Council

Mandatory training – One Day Awareness Training for the whole social care sector in Denbighshire.

Mandatory training is delivered to Specialist practitioners to give more detailed knowledge and skills.

New legislation the Act, Mental Capacity and future legislation around the Approved Mental Capacity Professional.

Via appraisal and supervision.

Quarterly Assurance Monitoring feedback from practitioners relating to development needs.

In line with the Welsh Language Strategy, all training course participants are asked for their language requirements and welsh language courses would be available if highlighted.

Gwynedd County Council

Mandatory training as part of learning objectives in induction programmes, CPEL Consolidation Programme etc. Care Council for Wales safeguarding level 1 training has been included as a consistent rolling programme for two years.

New Guidance from WG on new legislation e.g. Violence against Women, CSE etc.

Supervision and appraisal – feedback from managers inform the training programme, including performance issues.

First Year in Practice Plan – development plan formed at beginning and at the end identifying further training needs.

Consolidation programme (CPEL Porth Agored) – workers identify their own learning needs with a focus on safeguarding adults and children.

Feedback from course appraisal forms.

Feedback from other professionals e.g. Solicitors or safeguarding co-ordinators.

Issues that are raised from CPR's via the regional SCB or Local Delivery groups and conferences on specific topics that are arranged regionally.

Response to CSSIW reports.

Bilingual courses held to respond to the needs of the workforce.

Conwy County Borough Council

The approaches to TNA outlined above determines the training plan.

Isle of Anglesey Council

Many of the above reasons apply, including mandatory training (Basic/General Safeguarding), reviewing, investigating or auditing highlights the need for training. We offer a number of multi-agency training - most safeguarding sessions are on a multi-agency level and there is close cooperation between Authorities and the Police on courses such as ABE and JIT. We take into account the language needs when organizing training event.

e. Implementation of legislation and policy - Understanding the implications of the SSWB Act 2014 and preparing the workforce for safeguarding children and adults:

Health

BCUHB have (through a partnership approach) invested in staff attending train the trainers events both in North Wales and Cardiff and implementation of the Act is in progress and awaiting final guidance from Welsh Government.

Mandatory training is currently being reviewed to ensure the implications of the SSWB Act 2014 are incorporated (to ensure workforce full aware).

BCUHB staff have also been invited to attend training sessions via Local Authorities in relation to the SSWB Act 2014.

WAST

WAST safeguarding CPD courses have contained information about the SSWB Bill and Act since the inception of the initiative.

Links are promoted via the trust intranet safeguarding site to access the Care Council Wales learning site for the SSWB Act.

Public Health Wales

Both E-Learning programmes have been updated to include the responsibilities of all staff as set out in Social Services and Wellbeing Wales Act (2014), including other key legislative changes. The Corporate Safeguarding Team provide regular updates with regards to the Social Services and Wellbeing Wales Act (2014), including information pertaining to other key legislation, policy or practice issues via its internal Safeguarding Committee and information is made available for all staff across the organisation via quarterly 'Safeguarding Newsletters' located on the safeguarding intranet pages.

Wrexham County Borough Council

A great deal of training has been delivered in relation to the SSWB (W) Act 2014 (Regional figures given to CCW).

Detailed Modules on Part 7 have been delivered across Adults and Children's.

All LA Training resources have been updated in line with the Act.

Both the Joint Safeguarding Basic Awareness sessions and the commissioned Safeguarding for Professionals sessions have been updated to replicate the changes the Act has introduced. (Part 7 in particular).

Promotion of the CCfW learning Hub and the use of the eLearning module and workbooks (workshops organised to introduce these resources across the sector).

Flintshire County Council

12 months of North Wales training on the SSWB (W) Act 2014 has taken place across the region, including the Care Council's Safeguarding module, which was delivered in an Adults and Children's context. SSWB (W) Act is referred to and its implications explored in all training delivered, particularly in safeguarding training courses.

Denbighshire County Council

A comprehensive programme of Act training was organised between February 2016 and November 2016.

The training resource module, materials and workbook were promoted to the whole sector as shown on the Care Council for Wales Hub.

There is a corporate directive for the Authority to capture all personnel working for the Local Authority.

Both the All Wales Joint Safeguarding Basic Awareness sessions and the commissioned Safeguarding for Professionals sessions have been updated to replicate the changes the Act has introduced.

Gwynedd County Council

The SS&WB Act 2014 module on safeguarding adults and children has been running on a rolling programme since March 2016. Priority groups have been identified, targeted and monitored in relation to completion.

Other training resources have been updated to meet the Act expectations.

Use of the Care Council Learning Hub, e-learning programme and work books for individual workers are shared via a newsletter, face to face training, e mail, SCiP forum, social media etc.

The material for the Care Council basic one day training has been updated to include information about the Act, CSE etc.

Sessions have been arranged for managers to support them in implementing the Act

Conwy County Borough Council

CCW Learning Hub.

SSWB Safeguarding Modules – training delivered regionally, sub-regionally and locally.

The QS team deliver monthly face to face briefing sessions for managers to update on SSWB (W) Act 2014 developments. This will include safeguarding developments.

Isle of Anglesey Council

A number of sessions have been held over the past year in response to the new Act, in order to prepare the workforce to implement it, including core modules of the Care Council (Introduction, Assessing and Meeting the Needs, LAC, and Safeguarding) and Master Classes on aspects such as Child Law.

f. Sites of learning:

Health

BCUHB provide all their training on organisational premises. This can be challenging at times as venues within district general hospitals are not always available within the post graduate centres.

There is significant delay in being able to book in advance and space can be a constraint and sometimes cancelled. These issues have been raised within the training group.

WAST

Annual safeguarding CPD training is carried out for all operational staff within the trust via the National Ambulance Training College as per 2(a) above.

Links to internet sources are promoted as per 3(b) above.

A regular safeguarding bulletin is distributed throughout the trust highlighting key learning and development in safeguarding.

Relevant seminars and learning events are promoted throughout the trust for staff to support as part of their personal CPD.

Safeguarding supervision is available to all staff either through pre-arranged supervision sessions or by request.

Public Health Wales

PHW employees access and complete the E-learning training programme via their individual Electronic Staff Record (ESR). This can be accessed via <https://learning.wales.nhs.uk/> and can be completed at any location convenient for the staff member. In house 'classroom' training sessions are delivered at a variety of locations throughout Wales. The National Safeguarding Conferences organised by the National Safeguarding Team (NST) are also delivered across Wales in three different regions, North Wales, Mid & West Wales and South East Wales on an annual basis.

Wrexham County Borough Council

Conferences – Glyndwr (Catrin Finch Suite); LA -Redwither Tower (Atrium Suite), St Asaph Optic Centre.

External conferences advertised are circulated by Workforce Development Admin to all partner agencies.

The Local Authority has a number of training rooms available for use. Most sessions are now delivered in one of 3 rooms leased in Redwither Tower on the Wrexham Industrial Estate (ample free parking). Smaller sessions are run at other council sites/ offices. We have also provided training for providers within their own establishment – Care Homes, Third Sector, AVOW.

Flintshire County Council

All resources are used, with the addition of e-learning modules specifically for foster carers. Attendance at external conferences is approved with the agreement of team/service managers, e.g. Adverse Childhood Experiences organised by Action for Children; and East Midlands Conference on CSE organised by the National Working Group.

Denbighshire County Council

Denbighshire courses are delivered mainly within our training room at Morfa Clwyd, Marsh Road, Rhyl, however occasionally other venues will be used.

External conferences are advertised, circulated and accessed by practitioners.

Gwynedd County Council

Council training rooms.

Use of external locations due to numbers and size of rooms.

Use of the Care Council hub which is promoted via the partnership website, internal Council website and e mail.

Training materials e.g. Act training promoted through the regional workforce board and other individuals in agencies.

Use of e-learning via health site and an internal Learning Pool.

Learning occurs via one to one sessions between managers and workers through supervision and mentoring programmes, for example CPEL Consolidation programme and the First Year in Practice.

Conwy County Borough Council

Social Services Training Rooms.

Conwy owned facilities – Porth Eirias, Venue Cymru.

Community Based Venues – Llandudno Junction Community Centre, Llandudno Rugby Club.

The Workforce Development & Learning team promotes external events.

Isle of Anglesey Council

Use a variety of teaching methods, including face to face training, workshops and seminars. There is an opportunity for staff to attend external training and conferences when appropriate. The Care Council's learning and Information Hub has been particularly useful, and there is an intention to develop more internal e-learning resources.

g. Resources/ materials which practitioners are routinely encouraged to use:

Health

Currently Safeguarding Staff provide training via power point or offer bespoke training to small groups using case scenarios.

E learning is available for Level 1 & 2 for Safeguarding Adults and Children, however this is being reviewed on an All Wales basis.

WAST

WAST Intranet Safeguarding site.

Safeguarding bulletins.

Statutory & Mandatory safeguarding CPD

Stakeholder & Partner Agency on-line learning resources.

Stakeholder & Partner Agencies' training events.

Specialist symposium.

Public Health Wales

PHW employees are encouraged to utilise the staff intranet site. The Corporate safeguarding team intranet pages include a variety of resources, including policies, procedures, legislation, flow charts, referral forms and contact details for the corporate safeguarding team, National Safeguarding Team and also external multi agency

partners. The National Safeguarding Service have both intranet and internet pages which internal staff, external staff and the public can access. The contact details for team members and social services departments throughout Wales can be found on these pages.

Wrexham County Borough Council

NB. We do not monitor use therefore difficult to prioritise usage.

Care Council for Wales 'Getting in on the Act' Information and Learning Hub - <http://www.ccwales.org.uk/getting-in-on-the-act-hub/>

Internal Intranet – Policy & Procedure and Welsh Guidance.

WG website for Legislation & policy.

Community Care Inform.

NMS for Providers.

Elearning modules.

Adult and Child Practice Reviews.

Flintshire County Council

Care Council for Wales Information & Learning Hub.

Community Care Inform.

University websites e.g. for students on CPEL/Consolidation programmes

Internal Intranet.

Denbighshire County Council

NB: We are unable to quantify as we do not measure access to materials:-

The SCWDP Newsletter directed providers to the North Wales Safeguarding Board website.

Care Council for Wales Learning Hub training materials promoted as identified above.

Internal policies and procedures.

Case studies to review good practice.

The Denbighshire Intranet and Internet has a variety of information and materials available regarding safeguarding for the public and internally.

Gwynedd County Council

Care Council Hub.

Legal material on Care Council site.

WG sites – policies, legislation etc.

Sites such as Moodle for specific courses and programmes such as TMDP (team Manager Development programme).

Books available in relation to learning programmes such as FYinP and Consolidation etc.

E-learning.

Safeguarding Board website.

Conwy County Borough Council

Care Council Wales Information & Learning Hub.

Community Care Inform.

HWB – education e-learning modules.

Isle of Anglesey Council

The Care Council's Learning and Information Hub.

All Wales Academy / NHS e-learning modules.

Articles and resources on the web.

h. Content/ design e.g. safeguarding training during induction; All Wales Basic Safeguarding Awareness Training Version 2, 2016; CSE:

Health

As above (with the inclusion of the CSE podcast shared by the NWSCB).

WAST

Current CPD content includes update on SSWB Act 2014, people trafficking and modern slavery.

Future annual CPD to include updates on SSWB Code of Practice, Child Sexual Exploitation (as per WG requirements) and VAWDA SV training as per WG National Training Framework.

Public Health Wales

Public Health Wales staff can access Level 1 and 2 safeguarding children and adult training via the learning@nhs.wales site. These training programmes are regularly quality controlled by members of the National Safeguarding Team and representatives from across NHS Wales to ensure they comply with current legislation, policy and procedures and meet the requirements set out in both Safeguarding Children and Young People: roles and competencies for healthcare staff: Intercollegiate Document (ICD). The Corporate Safeguarding Team also ensure that level 3 safeguarding training developed by the team is consistent with the criteria set out above. All staff within Public Health Wales are also required to complete the Level 1 Violence against Women, Domestic Abuse and Sexual Violence training via e-learning module which is a statutory requirement.

Wrexham County Borough Council

Induction: eLearning Social Care Induction Framework.

Joint Safeguarding Awareness: Accredited 1 day course. Based upon CCW programme: presentation, case studies, DVD footage, group work and completion of a workbook which is then assessed.

CSE Basic & Intermediate.

Elearning: Comprehension (information and questioning), captures Modern Slavery, FGM, Human Trafficking.

Safeguarding for Professionals & Managers (based on content detailed in P&P).

Appropriate Adult.

AMHP (Nationally approved/accredited and validated by CCW).

BIA (UK Accredited).

Flintshire County Council

Induction: Social Care Induction Framework.

Joint Safeguarding Awareness: 1 day course, based upon CCW programme.

CSE Internal and external courses are supported, with special input from the Victim Contact Team.

Appropriate Adult via independent trainers.

AMHP Level 7 post-grad courses.

BIA Level 7 post-grad courses.

Denbighshire County Council

SWBA Awareness - Safeguarding Adults/Children's Training.

SSWBA Awareness for Ind Sector.

SSWBA Training my Organisation.

All Wales Basic Safeguarding Awareness Training.

Engaging Young people at Risk of CSE.

Working with young people after CSE.

Understanding Sex Offenders: Awareness Training.

Assessing the non-abusing mother and partners: Did she know? Is she safe? Re: X
Process Applications to the Court of Protection.

Chairing meetings for professionals (Safeguarding Adults).

Appropriate Adult Training.

Working with families affected by Child Sexual Exploitation.

Introduction to Suicide and Self Harm.

Adult Safeguarding for Professionals.

Adult Protection (Safeguarding) Non-Criminal investigation.

Increasing the capacity of non-abusing Partners and carers to protect from sexual abuse

Overview of DOLS.

FGM (soon to be delivered).

BIA and AMHPs.

Gwynedd County Council

Induction:

One day direct training Care Council version 2.

Induction learning portfolio.

E-learning available CSE, FGM, Human Trafficking etc.

Direct training:

Safeguarding Training:

Care Council one day safeguarding Version 2 on a rolling programme.

Investigation training for adults and children.

Training for professionals and managers.

Gwynedd/Bruce Thornton risk training.

Programmes: Learning and assessment through programmes such as Consolidation with a specific focus on understanding adult and children safeguarding.

Conwy County Borough Council

Induction:

Corporate Induction includes safeguarding.

Social Care Induction Framework.

All Wales Basic Safeguarding.

Run monthly and available to the whole sector including 3rd sector organisations.

Courses run in the evening to support accessibility for specific groups of i.e. early years.

Courses commissioned with support from the safeguarding team.

Isle of Anglesey Council

Part of the corporate induction focuses on safeguarding. Employees are expected to attend primary or general safeguarding training every three years. A more specialized training is being offered to Social Services staff, in accordance with the annual training needs. A safeguarding session is also part of a new programme by the Leaders of Anglesey.

i. Method e.g. learning by listening/ doing/ reviewing; problem based learning; self-directed; practice and feedback opportunities; self-paced e-learning:

Health

Learning by listening during face to face training.

Self-paced e-learning available for level 1 & 2 Children and Adult Safeguarding.

Feedback opportunities following completion of cases (informal and formal supervision).

Learning events held in relation to complex cases (i.e. serious incident reviews/practice reviews).

Attending Regional /National partnership groups to share and learn new practice in relation to safeguarding.

Attendance at National conferences.

Continued Professional development (including post graduate courses within University of Bangor/ Wrexham).

WAST

Classroom based training includes presentations and discussion, problem based learning using pre-prepared scenarios and the inclusion of safeguarding themes in practical assessments.

Staff are encouraged to reflect upon critical incidents and supervised by safeguarding specialists when appropriate.

Safeguarding training is also supported by a blended learning approach for staff and volunteers who are unable to access classroom based learning.

Links to e-learning sites are promoted for specialist subjects such as SSWB Act, VAWDA SV, dementia, ASD etc.

Public Health Wales

Level 1 and 2 safeguarding training is currently offered as an online e-learning module. To improve training compliance figures and to meet the different needs of staff the corporate safeguarding team are currently working with others to develop training workbooks which staff members can complete and can evidence that they have attained the required level of knowledge that they would have achieved by completing the online e-learning module. Level 3 training is delivered in face to face by the corporate safeguarding team to staff across the organisation.

Wrexham County Borough Council

Learning by listening/doing and reviewing. Case Study work – problem solving.

Action Learning Sets – internally with DLM's on a monthly basis.

Team meetings – Peer support.

Flintshire County Council

Face to face learning by listening/doing/reviewing, case studies and problem solving.

Action Learning Sets – well established in Adult Services, with plans to extend to Children's.

E-learning most popular amongst foster carers.

Denbighshire County Council

A variety of methods are used within the training e.g. Interactive activities, workshops, self-reflection within supervision, review of case studies and good practice, peer support and team meetings.

Gwynedd County Council

Supervision is a learning tool which includes discussion, reflection, reviewing leading to a learning cycle.

Learning from mentoring including observation as part of CPEL plus learning through experience and receiving feedback.

Learning through meetings such as team meetings, both local and regional.

Conwy County Borough Council

Class room based learning.

Practise based learning.

Briefings.

Isle of Anglesey Council

Most often used method - attending internal training - includes presenting information, group discussions, completing tasks, reflection.

Least used method - distance learning.

j. Audience/ numbers e.g. practitioners from health, social care, the 3rd sector, private sector, housing, Trading Standards and the police; and the Safeguarding Board:

Health

All BCUHB staff attend the training at either level 1 and / or 2.

Please find attached table in section (i) that identifies categories of staff that need to attend all areas and levels of Safeguarding training.

Safeguarding Adults training compliance has increased by 17% and Children by 19% over 2016.

We would welcome more inter-agency training especially following lessons learnt following practice reviews.

WAST

All staff employed by the trust receive safeguarding training appropriate to their role. This includes doctors, nurses, paramedics and other allied professionals, administration and support staff. Training is provided as required by qualification awarding bodies and the Welsh Government NHS Wales requirements to comply with the Intercollegiate Document (ICD) (2010).

Public Health Wales

The National Safeguarding Team (NST) organises National Safeguarding Conferences for staff across NHS Wales, with guest speakers and presentations from a range of multi-agency partners, including third sector agencies and national experts from across the UK relating to a wide range of safeguarding issues.

Wrexham County Borough Council

Courses run include:

- Safeguarding for Professionals = 65 attendance.
- Domestic Violence = 39 attendance.
- DoLS = 68 attendance.
- CSE (Basic, intermediate, accredited) = 48 attendance.
- Self-harm = 14 attendance.
- Working Together to Safeguard Children = 11.
- Joint Awareness = 353 attendance (50% Ind sector)
- Safeguarding SS&WB (W) A Module = 221 attendance.
- Total attendance = 2205.
- Attendances are mixed.

Flintshire County Council

All courses are open to the social care sector. Most popular, with numbers from partner agencies 2016-17, are:

- Safeguarding Awareness: (120).
- Safeguarding Adults Level 3: (40).

- Conferences and Core Groups: (25).
- Domestic Violence: (45).
- DoLS and MCA: (38).
- Safeguarding SS&WB (W) A Module: (180).
- 3 new courses have been introduced, with popularity still being assessed:
- Safeguarding Children for Professionals.
- Safeguarding Awareness Refresher.
- DoLS for Provider Services.

Denbighshire County Council

- SSWBA Awareness - Safeguarding Adults/Children's Training = 257 attendances.
- SSWBA Awareness for Ind Sector = 66 attendances.
- SSWBA Training my Organisation = 44 attendances.
- All Wales Basic Safeguarding Awareness Training – 110 attendances.
- Engaging Young people at Risk of CSE = 17 attendances.
- Working with young people after CSE = 18 attendances.
- Understanding Sex Offenders: Awareness Training = 20 attendances.
- Assessing the non-abusing mother and partners: Did she know? Is she safe? = 23 attendances.
- Re: X Process Applications to the Court of Protection = 31 attendances.
- Chairing meetings for professionals (Safeguarding Adults) = 14 attendances.
- Appropriate Adult Training = 15 attendances.
- Working with families affected by Child Sexual Exploitation = 25 attendances.
- Introduction to Suicide and Self Harm = 21 attendances.
- Adult Safeguarding for Professionals = 14 attendances.
- Adult Protection (Safeguarding) Non-Criminal investigation = 23 attendances.
- Increasing the capacity of non-abusing Partners and carers to protect from sexual abuse = 21 attendances.
- Overview of DOLS = 58 attendances.

- FGM (soon to be delivered) = 10 booked.
- BIA and AMHPs = 28 attendances.

Gwynedd County Council

- Mixed audience.
- Social care providers internal and external.
- 3rd sector.
- Health.
- Police.
- Service users.
- Housing.
- Numbers.
- Care Council one day safeguarding and safeguarding modules (SS&WB) Act.
- 602.

Conwy County Borough Council

Open to Social Care Sector/3rd sector:

- All Wales Basic Safeguarding (205).
- All Wales Safeguarding refresher (101).
- Consultation Workshop – Protect Children & Adults at Risk (31).
- Adult Safeguarding for Commissioned Services Managers (33).
- Safeguarding – PREVENT Awareness Workshop (91).
- SSWB Act – Managers:
- SSWB – Safeguarding Adults (85).
- SSWB – Safeguarding Children (56).

Other:

- Court of Protection (15).

- MCA Refresher (50 regional).
- Adult Safeguarding for Designated Lead Managers (24).
- Safeguarding Awareness Refresher – Foster Carers (10).
- Safeguarding Enquires & Investigations (Non-Criminal) (23).
- Child Sexual Exploitation (13).
- DOLs Made Simple (100 regional).

Isle of Anglesey Council

Most of the safeguarding training is on a multi-agency level, with a mixture of Social Services staff, corporate staff, third sector, independent sector. The Police and Health also attend some specific sessions.

k. Frequency e.g. time limited; dis/continuous; active/ on the job learning:

Health

Training is available monthly in each area for all areas (i.e. West, Central and East) for Safeguarding.

Additional bespoke training provided to include primary care (i.e. GP practices, Practice Managers, Dentists).

Targeted support to clinical areas where there have been safeguarding incidents/ events of harm.

As all subject, learning happens best when carrying out the process in real time.

WAST

The trust has a 3 year rolling programme for Level 2 safeguarding training for all operational staff. Other staff groups are monitored via ESR to ensure that statutory and mandatory safeguarding training requirements are met.

The training methodologies utilised are outlined in paragraph 6.

Public Health Wales

Public Health Wales safeguarding training requirements including frequency and duration of training are set out in organisations Training Strategy and Training Matrix and reflect the competencies set out in 'Safeguarding Children and Young People: roles and competencies for healthcare staff: Intercollegiate Document' and the 'UK Core Skills Framework'.

Wrexham County Borough Council

Rolling programme (See LA Training Brochure for courses length).

Accredited Awareness Course (no repeat).

E Learning refresher.

Flintshire County Council

Frequency varies according to identified need, and is set out in Social Services Training Brochure.

Denbighshire County Council

Rolling programme (See LA Training Brochure for courses length).

In addition, peer support on the job learning, job shadowing and team discussions.

Gwynedd County Council

Consistent programme.

Induction 4 times a year for social care.

FYiP commences once a year.

Consolidation (CPEL) occurs twice a year.

Care Council one day training V2 monthly.

Conwy County Borough Council

The frequency is set out in the annual training plan.

Delivered corporate training – Designated Leads group (prevent).

Isle of Anglesey Council

The number of training sessions required depends on the need of the role and capacity within the teams to release staff. Employees are expected to learn on the job, as well as attend specific training. Generally, safeguarding sessions are held monthly.

1. Goals e.g. continuing professional development; learning on/off the job; providing APSO training for authorised officers; action planning:

Health

Continuing professional Development.

Public Health Wales

All professionally registered staff have to demonstrate that they have maintained their professional development in order to renew their professional registration. However, all PHW staff receive an annual Professional Development Review to ensure they are compliant with both mandatory and statutory training and they are encouraged to attend additional training relevant to their individual roles to ensure they continuously develop and are competent to meet the demands of the job.

Wrexham County Borough Council

CPD identified during Supervision and Appraisal (PRD).

APSO Training has been delivered to authorised officers in LA's and refresher will be eLearning.

Flintshire County Council

Continuing professional development needs are identified via Supervision and Appraisal)

APSO Training to identified authorised officers has begun and will be updated

Outcome focussed training has been delivered via a commissioned trainer for Adult Services and rolled out via action learning sets. A similar approach is planned for Children's Services beginning with training on What Matters Conversations with Children

Denbighshire County Council

APSO training has been delivered and the authorised officers have attended local sessions, regional updates cross county work will be implemented.

Consolidation training now mandated by the Care Council for Wales.

Continued Professional Development identified during supervision and appraisal and endorsed for Social Workers via the Care Council for Wales

Gwynedd County Council

A mix of learning to meet the needs of individuals, face to face, workshops, e-learning, mentoring etc.

Part of social workers' registration requirements as part of ongoing continued learning

APSO training will be held regionally in 2017/18

Continued commitment to programmes such as:

FYiP (including mentoring and learning 'on the job')

CPEL Consolidation (again 'on the job' learning)

Further CPEL training

Conwy County Borough Council

APSO 3 officers are trained and are delivering awareness sessions for other practitioners.

CPD is identified through supervision and PDR process.

Isle of Anglesey Council

3 x APSO officers are trained.

Continuing professional development.

Learning on/off the job.

m. Evaluation e.g. the known strengths of the training approaches/ trainers; an outline of how training activities are evaluated:

Health

This area is currently under review within BCUHB (as are various approaches to safeguarding mandatory training)

WAST

Annual CPD safeguarding training is evaluated for the safeguarding annual report.

Individual training e.g. Induction training, is evaluated upon delivery.

Public Health Wales

All safeguarding training that is delivered by staff within PHW is evaluated by staff undertaking the training. The completed evaluation forms are scrutinised and any improvements required are put into place to ensure that the training is fit for purpose.

Wrexham County Borough Council

All training delivered either by an in-house trainer or a commissioned provider is evaluated.

CCW Commissioned an Evaluation of the Training Resources on the Hub

The responses are all recorded on the WFD data base and reviewed. This includes any comments written by delegates

Reports of the SSWBA training delivered were collated by SCiP

Flintshire County Council

All training delivered via in-house trainers or a commissioned provider is evaluated immediately after the event.

CCW Commissioned an Evaluation of the Training Resources on the Hub

In-house evaluations are recorded on the WFDT training data base and reviewed. This includes comments written by delegates and their managers.

Evaluations of the SSWB (W) Act training were collated by SCiP.

Denbighshire County Council

Evaluation sheets completed and reviewed after training events to ensure effective learning.

All evaluation recorded for future reference.

Individual feedback from staff and managers has been positive in relation to the Act training and has resulted in additional commissioning with the trainers who delivered Safeguarding training in relation to the Act.

The North Wales training manager meetings is an effective mechanism for identifying quality trainers on specialist areas

Gwynedd County Council

Act training has been appraised in line with national guidelines and has been shared with the Care Council. A specific plan has been adopted in NW to assess the suitability of the trainers for the modules in relation to level of information and training style. Appropriate individuals have been identified from the NW authorities to attend the first two sessions for each trainer on each module in order to feed back any issues regionally to the workforce board which will lead to a discussion with trainers if needed

Appraisals of courses vary at the end of each course, and some courses are looked at further with a follow up at month 3 and 6 and they all feed into the annual Training Needs Analysis

A good relationship has been formed with the NW trainers and regular feedback is received on any issues raised in relation to further development or training. Also, any issues that were unclear are raised in order to feed back to WG regarding the codes of practice

Use of supervision so that managers can measure individuals learning

Conwy County Borough Council

Evaluation forms are used immediately after all events.

Isle of Anglesey Council

All training is evaluated by evaluation forms and feedback is fed into the training plans and to tailor future sessions. Regional/national training programmes will be evaluated independently.

n. Annual spend for safeguarding training:

Health

All safeguarding clinical specialists within the corporate safeguarding team have training included within their core work (and is absorbed within their JDs). This is currently being reviewed in line with a proposed service realignment of corporate safeguarding functions.

Training for the corporate safeguarding team (to further develop their specialist knowledge) is:

14/15 Spend against Training - £3,506

15/16 Spend against Training - £4,503

16/17 April to February Spend against Training - £3,314. Annual Forecast - £3,615

WAST

Safeguarding training spending is managed from within existing budgets and not accounted separately.

Public Health Wales

No direct payments are made to procure mandatory/statutory safeguarding training (Levels 1, 2 and 3) for PHW employees. This training is provided via the NHS Wales E-

Learning portal or they attend classroom based training delivered by the corporate safeguarding team.

Wrexham County Borough Council

£12,200

Flintshire County Council

Safeguarding training includes much in-house delivery, so overall annual spend is difficult to calculate, but estimated for 2016/17 as approximately £12,000

Denbighshire County Council

16/17 approx. £17,000

Gwynedd County Council

- £14,500

Conwy County Borough Council

2016-2017

The figure below does not take into account in-house delivery. The figure is spend on commissioned training. £14,580.00

Isle of Anglesey Council

In the year 2016-17, it is anticipated that £18,000 of the SCWDP budget will have been spent specifically on safeguarding training, but elements of safeguarding will have been included in other training that has not been included in these figures.

o. Example of 'Best Practice' Case Study:

During a routine visit to a local primary school to undertake routine health surveillance, the school nurse is approached by the headmaster regarding concerns he has in relation to the poor attendance of a 7 year old girl. The headmaster explains that her current attendance is 61%. Mum reports to school that she has a problem with her immune system and is therefore regularly unwell. School are also concerned that she is often unkempt and report that mum regularly talks of her of poor health and can be aggressive towards staff.

School nurse advises school that they should make their own child protection referral to social services if they have concerns in regards to the child's welfare.

School nurse contacts mum via telephone to discuss child's health and to arrange a home visit. Mum becomes aggressive on the telephone and states that her daughter has

glandular problem and is susceptible to getting infections. She stated that she was sick of schools questioning her about her child's health. Mum declined a home visit and said that the School Nurse should contact the GP if she wanted further information. Verbal consent was given over the telephone to contact the GP and this was documented in the child health records.

School Nurse contacted the GP who confirmed that they were unaware of any health issues for the child and had no information to suggest that she was more susceptible to infections than any other child. School Nurse contacted Health Visitor for younger sibling. Health Visitor stated that mum was difficult to engage and the child was not brought for 8 month check, despite being sent 2 appointments.

School Nurse called a multi-agency professional's meeting to establish a clearer picture as to what was going on within the family. Significant concerns were shared by professionals which included information from the GP in relation to mum's poor mental health and alcohol misuse. A social worker was invited and attended the professional's meeting and a decision was taken to undertake a S47 investigation, which highlighted concerns in relation to poor home conditions, alcohol misuse and parental mental health concerns. The child was identified as a young carer and support was obtained for her in relation to this. The case progressed to case conference and the children's names were added to the child protection register under the category of neglect. A multi-agency child protection plan was drawn up and a package of support put in place in order to safeguard the welfare of the children.

p. Example of 'Poor Practice' Case Study:

D is a widow aged 83 years old and had over the past 6 months been living in a nursing home.

D had recently been admitted to hospital following a fall and had stayed there for a few weeks before returning back home looking quite frail and unwell. During a routine visit to the care home, the tissue viability nurse was asked to review D as the nurses were worried about his foot. The tissue viability nurse advised the home that a safeguarding enquiry should be made as D appeared to have necrotic and unstageable deep tissue injuries (grade 3 pressure sore) to the sole of his foot.

When the tissue viability nurse visited a month later no safeguarding enquiry had been made. The nurse noted that the All Wales Pressure Ulcer tool and documentation were not completed, no intentional rounding was in place and D was allegedly not on appropriate mattress/specialist equipment

During this time, the OT, Physio, CHC team, GP and Tissue viability had noted concern in relation to D's foot/concerns about the nursing care offered within the care home – and advised the care home to complete a safeguarding enquiry.

Six weeks from the initial contact, a safeguarding enquiry was made. When the safeguarding team contacted social services they were advised that there were in fact another x 5 concerns raised about the home (but did not relate to CHC funded patients) and a meeting would be convened to discuss the cases and consideration of escalating concerns status.

During the enquiry stage (before the 1st strategy meeting), the safeguarding team provided chronology of events and reviewed the nursing documentation (already reviewed by OT, Physio, CHC, Tissue viability nurse).

Whilst there was no evidence within the files that intentional rounding had been completed – the home were able to provide (on request) copies that were held in a different file. No root cause analysis had been completed for the necrotic heel – and when it was completed showed that the breakdown of tissue damage could not have been prevented (based on D`s complex co morbidities and poor prognosis).

Outcome of safeguarding enquiry: No further action.

Lessons learnt

1. Training issues in relation to outreach staff who did not feel comfortable in escalating concerns in relation to vulnerable adults or completing an adult at risk enquiry.
2. All agencies who visited D and were concerned in relation to practice within the care home could have discussed their concerns with the home and if necessary completed a safeguarding enquiry/raised an alert.
3. Sharing information in relation to safeguarding referrals for a placement/ward is essential part of the multi-agency process.
4. We should not jump to conclusions in relation to quality of care based on the number of safeguarding enquires (until those enquiries are completed and can be supported by evidence or balance of probability).

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

The All-Wales National Action Plan to Tackle Child Sexual Exploitation provides a comprehensive framework through which the wide range of safeguarding partners demonstrate co-ordinated and cross-agency action to prevent and protect children from abuse and sexual exploitation.

It sets out minimum standards the safeguarding children boards and partner agencies will work collectively and individually towards and build on to:

- Prevent and protect children and young people from sexual exploitation
- Provide responsive, appropriate and consistent support to those identified as being subject to or at risk of child sexual exploitation
- Contribute to the identification and prosecution of perpetrators.

The CSE Executive Group is fully operational and has the required mandate to direct the necessary change. The development of the CSE Action Plan is prioritised by all Executive Group members

The NWSCB has completed CSE data collection as requested by WG, to monitor the CSE activity across Wales in a standardised way, Safeguarding Children Board partner agencies are required to complete the CSE toolkit so that the Board are informed of the CSE activity in the area which can be monitored and evaluated to identify gaps, risk and evidence of good practice.

Local authorities have hosted a programme of SSWBA training across North Wales.

CPR/APR guidance has been implemented via the Delivery Groups, the website and APR/CPR Group – also through conferences and workshops.

The Board has informed the consultation in respect of the statutory guidance in relation to Part 7 of the Act, on Handling Individual Cases to Protect Children and Adults at risk and will work with partners to ensure that it will be implemented in accordance with the expectations.

Advice/guidance via key messages from the Board, disseminated by Board members and through the website.

Through involvement in consultations and workshops.

Training within individual organisations, Welsh Government organised training, and Act training offered via 3rd party organisations e.g. Care Council Wales.

Advice from the NISB is disseminated from the Board through the sub group chairs and key messages from the Board

The Board has received a copy of the NISB's Annual Report and work programme which has been disseminated via the delivery groups.

Dedicated agenda sessions within Board and sub groups meetings to ensure that any guidance or advice received is conveyed clearly and appropriately.

14.0 Other matters relevant to the work of the Safeguarding Boards:

Links to the Coroner: Apart from the statutory duties the Coroner performs in relation to notifications to the Safeguarding Boards, the Board Chairs regularly meet with the Coroner for discussions regarding the interface between the business of the Board and the work of the Coroners, emerging themes and any other issues that arise from CPR/APR reviews.

The Coroner for North Wales – Mr. John Gittins attended the Adult Safeguarding Conference as a guest speaker as spoke about why APRs are important, how APRS are there to inform learning and not blame people but also knowing that if matters are not resolved suitably what powers he has to hold individuals to account.

Links with the Police Complaints and Crime Commissioner: Chairs are scheduled to meet with the PCC to establish links.

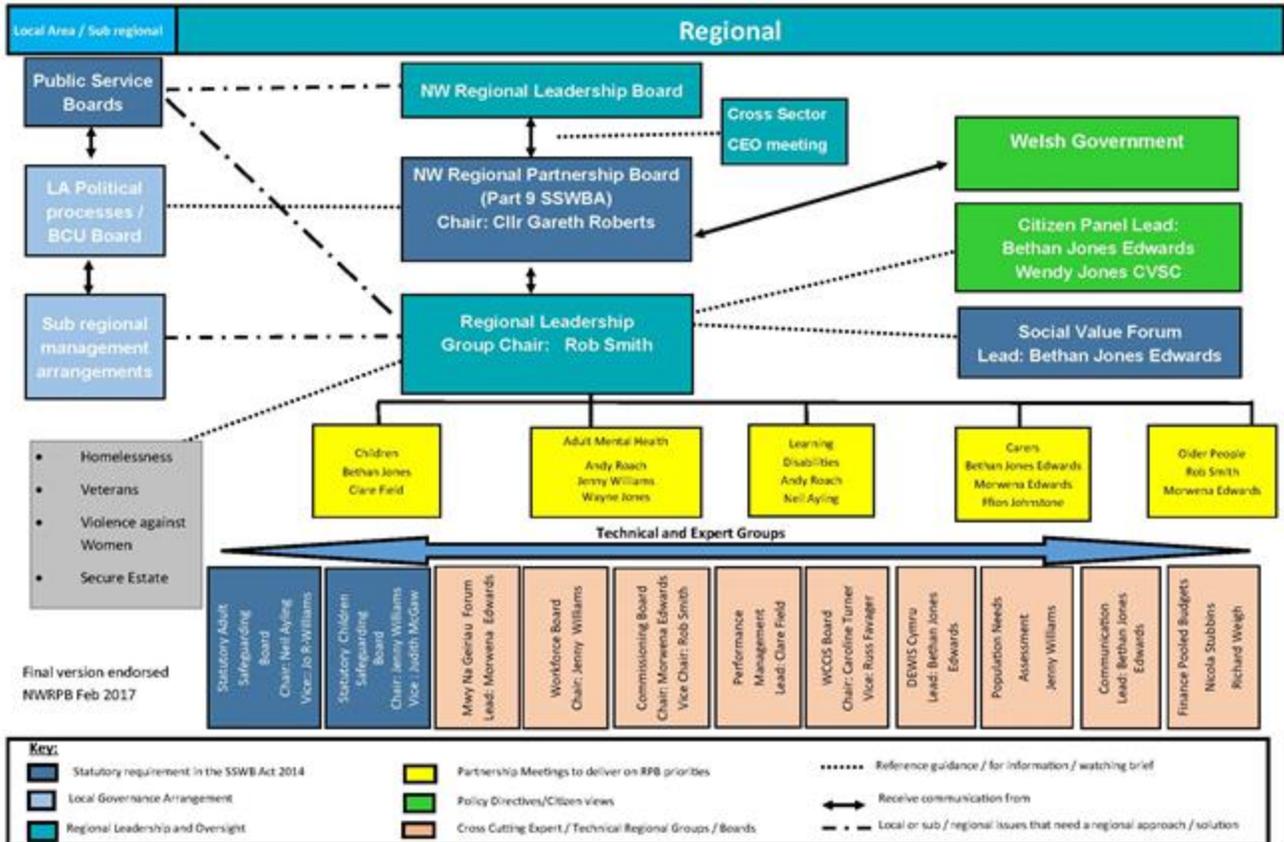
Links with Domestic Homicide Reviews: The Safeguarding Boards regularly receive outcomes from DHR's which are being monitored, one is scheduled to come to Board in July.

Domestic Abuse Agenda: The provisions of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act are intended to ensure a focus across the public sector on the prevention of these issues, the protection of victims and support for those affected by such issues.

Due to the nature and risks associated with this, it remains a priority for the North Wales Safeguarding Boards who will comply with the requirements of the Act in collaboration with both the Children and Adult's Board and partner agencies.

Mapping of other North Wales Regional Boards: Below is the structure of the other Regional Boards, both Statutory, Regional Leadership and Oversight Groups, Technical and Expert Groups and Local Governance Boards in North Wales

It is to be noted that the North Wales Safeguarding Boards do not report into any of these Boards.



GLOSSARY

AMH	Adult Mental Health	NISB	National Independent Safeguarding Board
APR	Adult Practice Review	NPS	National Probation Service
AWCPP	All Wales Child Protection Procedures	NSPCC	National Society for the Prevention of Cruelty to Children
BCUHB	Betsi Cadwaladr University Health Board	NWP	North Wales Police
CAMH	Children Adolescent Mental Health	NWSB	North Wales Safeguarding Boards
CCBC	Conwy County Borough Council	NWSAB	North Wales Safeguarding Adults Board
CHC	Continuing Health Care	NWSCB	North Wales Safeguarding Children's Board
CPR	Child Practice Review	POVA	Protection of Vulnerable Adults
CRC	Community Rehabilitation Company	P & P	Policy & Procedure
CSE	Child Sexual Exploitation	PCC	Police Complaints Commissioner
DCC	Denbighshire County Council	PHW	Public Health Wales
DG	Delivery Group	PVPU	Protecting Vulnerable Persons Unit
DHR	Domestic Homicide Review	SCWDP	Social Care Workforce Development Partnership
EAPR	Extended Adult Practice Review	SERAF	Sexual Exploitation Risk Assessment Framework
ECPR	Extended Child Practice Review	SMART	Specific, Measurable, Achievable, Realistic, Timely
FCC	Flintshire County Council	SSWBA	Social Services Wellbeing Act (Wales) 2014
GC	Gwynedd Council	T & WDG	Training and Workforce Development Group
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
LDU	Local Delivery Unit	YN	Ynys Mon
LSCB	Local Safeguarding Children's Board		
MAPF	Multi-Agency Professional Forum		
MHLD	Mental Health Learning Disabilities		