

lancashire
safeguarding
adults board

MAKING SAFEGUARDING PERSONAL

A GUIDE FOR PRACTITIONERS

July 2019

What is Making Safeguarding Personal? (MSP)

"A sector led initiative which aims to develop an 'outcomes focus' to safeguarding work, with a range of responses to support people to improve or resolve their circumstances" (*Social Care Institute for Excellence*).

Put simply, MSP means listening and putting the person at the centre of the enquiry, investigation or process.

More specifically, making Safeguarding Personal (MSP) is an initiative which aims to develop a person-centred and outcomes focus to safeguarding work by supporting people to improve or resolve their circumstances. MSP is applicable to all agencies working with adults in relation to safeguarding, including those at the initial stages of a safeguarding concern being identified. The following guide is intended to explain MSP and provide agencies with a simple framework which can be used to help practitioners to engage with adults, understand what they want and achieve the desired outcomes, without losing sight of the importance of keeping them safe.

MSP seeks to achieve:

1. A personalised approach. Enabling safeguarding to be done with and not to people, using practical methods defined by the adults individual needs rather than those of an organisation.
2. Listening to the person to understand their needs and desired outcomes; ensuring open communication channels and exploring all the options available to them.
3. Determining the outcomes that the adult wants. By ascertaining these at the beginning of working with them, and reviewing whether these outcomes are realised at the end.
4. Improvement to people's circumstances rather than on 'investigation and conclusion'.
5. Utilisation of person-centred practice rather than 'putting people through a process' – process and outcome tailored to the individual.
6. Good outcomes for people by working with them in a timely way, rather than one constrained by timescales.
7. Broader cultural change and commitment within organisations, thus enabling practitioners, families, teams and the Board to know what difference has been made.

Why Make Safeguarding Personal?

- ***The Care Act 2014*** – requires agencies to investigate Safeguarding in a way which involves the person concerned as far as is possible, takes account of their views and wishes and is focussed on achieving a positive outcome for each person. Although the concept of MSP existed before 2014, The Care Act legislation made 'Making Safeguarding Personal' statutory.
- ***It's the right thing to do*** – Those with care and support needs are entitled to be protected and in doing so agencies should take into account the specific needs and wishes of the person involved.
- ***More successful*** – If an agency response is based on a person's individual needs and circumstances and takes full account of the persons own perspective it had a greater chance of being effective.
- ***Improved outcomes*** – An MSP approach requires practice which focuses on 'meaningful improvement' to people's circumstances i.e. what needs to change and how can this be achieved? Instead of just focussing attention on 'investigating' a specific incident and seeking a timely 'conclusion'.
- ***Greater Impact*** – An MSP approach enables agencies, practitioners, families, the person and the LSAB to know that they have made a difference. The MSP approach is outcome focussed, thus making measuring impact easier.
- ***Empower and Protect*** – MSP helps agencies to empower and protect individuals; including those who lack capacity to make decisions for themselves. Giving people information, making them aware of the options available to them, using all practical steps to empower them to keep themselves safe from future abuse; a strength based approach to helping people.

How can we embed the Making Safeguarding Personal agenda amongst Lancashire agencies?

There are a range of skills, knowledge, abilities and practical support tools which already exist and facilitate people to tell their story in a different way.

This guide is not intended to be prescriptive and instead seeks to explain the concept of MSP, offer a framework for all agencies to use to promote the principles of MSP and develop partners understanding.

The LGA website has a wide range of useful resources which individual agencies may find useful with regards to MSP. Including resources which suggest what 'good' might look like within a range of organisations and how organisations can support the involvement of service users within their services.

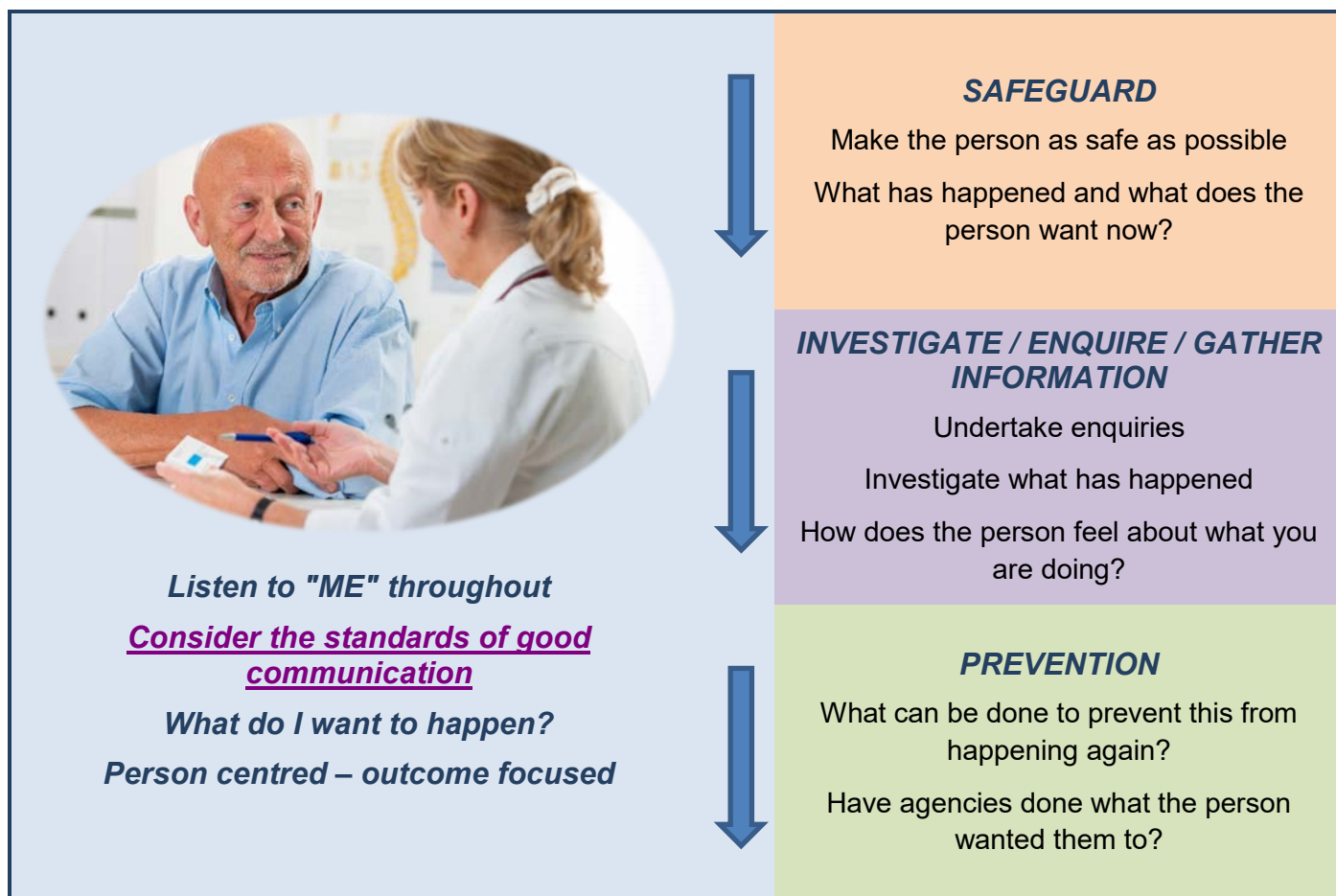
<https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/making-safeguarding-personal/resources>

Pre-requisite: In order to be able to subscribe to the following model. Practitioners across all organisations need to understand what MSP is and why we would want to respond in a personal way to safeguarding.

Putting people at the centre of safeguarding – doing "with" people, not "to them"

Lancashire's MSP model of thought

A proposed over-arching way of thinking, broad enough to allow all agencies to adapt to their specific core business but specific to the key principles of MSP (person centred, outcome focussed).



LISTEN

Listen and explain the process to the person; explain WHAT you are doing and WHY.

Think about how you are communicating with a person – is there anything which may inhibit their ability to communicate with agencies? How can barriers to communication be overcome?

Does the person have capacity? Have you considered them with regards to the Mental Capacity Act 2005 and the associated Code of Practice?

The person should be at the heart of any service offered by an agency; we need to keep the person at the centre of our efforts and listen to them.

By listening we can understand what the person wants / need / expect and whether there are any factors which may affect their ability to help themselves.

By listening we will be better equipped to identify decisions which are potential unwise / harmful to themselves or others. Though we need to also respect a person's choice to make an unwise decision.

Consider a referral to [Advocacy Services](#).

Do you have consent? Listen to the person, ask for their views and seek their consent, while ensuring that the person understands the risks and benefits throughout. Remember that there will be situations where the need for consent will be overridden, for example due to wider public interest or when working in a person's best interest.

SAFEGUARD THE PERSON

Respond to what the person has told you. What does the person want to happen? Hear their voice, keep them safe and involve them in the decisions made.

What steps do you need to take to ensure that the adult is safe?

To what extent do we understand the person's history and current circumstances? And what impact could this have going forward?

Consider risk factors / protective factors – how do these affect your response? Is anyone else at immediate risk?

Record the steps taken to ensure that the person is currently safeguarded.

How will we know that the person is safeguarded? Consider outcome measures.

INFORMATION – MAKE ENQUIRIES / GATHER INFORMATION / INVESTIGATE

If appropriate to your agency, investigate the safeguarding incident. Be conscientious and professionally curious.

Know who to contact and have the confidence to share information to help safeguard the person.

Remember, **there are no legal frameworks which prevent information sharing with regards to safeguarding.**

Share information and consult with multi-agency colleagues – they may hold vital information.

Speak with the person – What does the person want to happen as a result of your enquiries? Act upon this information and record their wishes.

What impact is the investigation / enquiry likely to have on their current circumstances? Is there any escalation in risk?

PREVENTION

What steps can you take to ensure that the person is safeguarded in the future? How can we avoid this happening again?

Has all relevant information been shared with multi-agency partners? What can be done by your agency and others to stop abuse and prevent it from happening again?

Are there any wider, unresolved issues which need to now be addressed? Who has ownership for unresolved issues and are they aware?

Re-visit what the person originally wanted to happen as a result of your involvement. To what extent have you fulfilled the person's wishes?

What impact have you had on their current circumstances?

What can we learn from their experience? Does their feedback provide us with any areas for future development / improvement?

Record it!

Detailed and accurate records are crucial at all stages.

The importance of recording the actions taken at each stage cannot be underestimated; if something has not been recorded, it has not happened.

Reference should be made to the person's wishes throughout the records, providing evidence that the person views have been at the centre of your agencies actions will help to determine whether the desired outcome has been achieved.

OTHER AVENUES OF SUPPORT

LSAB Website – The Board provides strategic oversight of safeguarding within Lancashire, the website includes board business plan, annual reports as well as links to training opportunities, SAR reports, key policies and helpful guidance and resources for staff.

<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults.aspx>

When to raise a Safeguarding Concern – A suite of documents intended to assist in the management of risk and making appropriate decisions around the level of support and response required to suspected or recognised abuse.

<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults/resources/guidance-for-safeguarding-concerns.aspx>

Immediate Safeguarding Concern Alert Form – The following form can be used to raise immediate safeguarding concerns with the Local Authority (Multi-agency safeguarding hub).

[Lancashire Safeguarding Alerts Adult Form](#)

Testing whether Making Safeguarding Personal is embedded within services across Lancashire

In 2018 Lancashire Safeguarding Adults Board requested that board member agencies completed the MSP single agency audit tool. The tool was developed by the Association of Directors of Adult Social Care (ADASS) North West regional groups to provide all organisations with a consistent framework to assess monitor and improve their Safeguarding Adults arrangements, particularly with regards to Making Safeguarding Personal.

It is anticipated that once the above model of thought is implemented and embedded across agencies it would be valuable for the LSAB to re-audit the extent to which agencies have embedded the principles of MSP. With this in mind, it would be helpful for agencies to consider:

- How they plan to interpret these principles;
- How they can evidence that these principles are being used;
- The extent to which MSP is reflected in training;
- How MSP principles are reflected in agency safeguarding policies.