

**Not For Current Use**



**The Leeds Approach**

# **Citizen-Led Multi-Agency Safeguarding Adults Policy and Procedure**

**Summary Guide:**



**Talk to me, hear my voice**

## Foreword

Welcome to the new multi-agency safeguarding policy and procedures.

Our input is based on all of our real life lived experiences, both good and bad.

When using these procedures these are some of the key things that we would like you to consider:

**Think about me –**

### **Talk to me, hear my voice**

Put yourself in my shoes and think about what it feels like for me to have someone else making decisions about me, and my life, and not listening to what I want to happen.

Then think about what a difference it would make to me:

- to have someone work properly alongside me – working with me, not doing to me;
- to really listen to what I want to happen;
- to focus on my needs and not the needs of the organisation.

Please think about what it feels like for me to have assumptions and judgements made about me, by people I don't know, based on my situation, what has happened to me or what's written in my file.

Then think about what a difference it makes to me:

- to be treated as an individual; recognising my strengths and diversity;
- as someone special;
- as someone worth your respect; and
- without judgements and assumptions being made about me.

Please think about what it feels like for me to have had to shout all of my life to be listened to.

Then think about what a difference it makes to me:

- if you take the time to stop and listen;
- if you treat me gently;
- if I don't have to shout.

Put yourself in my shoes and think about what it feels like for me to have my views and lived experience dismissed by someone who thinks they know better.

Then think about what a difference it would make to me:

- if my lived experience both good and bad was valued;
- my views were acknowledged and respected; and were
- not dismissed in a "doctor knows best type of way".

Thank you for taking the time to read this foreword. We have really enjoyed contributing to these procedures. We believe that working in this way will really make a difference to people in Leeds.



**Touchstone Service User  
Safeguarding Adults Group**

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# 1 Working within these multi-agency procedures

The multi-agency safeguarding adults procedures provide a framework for organisations to work together and with those at risk to respond to abuse and neglect. They should be applied with common sense and judgement in the spirit of what is being sought to be achieved for people in Leeds and in accordance with the values, principles and legal duties as set out within the multi-agency policy:

-  **Empowerment:**  
Talk to me, hear my voice
-  **Protection:**  
Work with me,  
to support me to be safe
-  **Partnership:**  
Work together, with me
-  **Proportionality:**  
Work with me, to resolve my concerns  
and let me move on with my life
-  **Prevention:**  
Support me to be safe now,  
and into the future
-  **Accountability:**  
Work with me,  
knowing you have done all you should

## 2 Who could be supported with these multi-agency safeguarding policy and procedures?

These multi-agency safeguarding adults policy and procedures apply:

Where the local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

In these circumstances, the local authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case and, if so, what and by whom.

(Care Act 2014, Section 42)

These procedures may therefore be relevant to:

- a person with age related frailty
- a person with a physical disability, a learning disability or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

### **Other circumstances, where these procedures may apply:**

The local authority has a general duty to promote the wellbeing of the wider population in the communities they serve; and may therefore on a case-by-case basis decide to apply these procedures in other circumstances.

One example of where the local authority may decide to follow these procedures, is in relation to unpaid carers, who in their role as carers experience abuse by the person to whom they provide care and support. In these situations the local authority may decide to use these procedures to provide support, where it is considered to be an appropriate and proportionate response to the concerns.

### **Circumstances, where these procedures do not apply:**

These multi-agency policy and procedures do not apply to those living within prisons and approved premises. In these premises Her Majesty's Prison and Probation Service have responsibility for any arrangements required to support detainees to be safe. This responsibility is set out separately in the document, [Adults Safeguarding in Prisons](#).

Prison and probation staff may approach the local authority for advice and assistance in individual cases, however prisons and approved premises retain responsibility for the safety of their detainees.

### 3 Types of abuse

Abuse can take many forms. The Care and Support Statutory Guidance states that local authorities should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual should always be considered (Section 14.17). The following are therefore examples of concerns that may be addressed within these multi-agency policy and procedures:

Physical abuse	Domestic abuse
Sexual abuse	Psychological abuse
Financial or material abuse	Modern slavery
Discriminatory abuse	Neglect and acts of omission
Organisational abuse	Self-neglect
*Refer to the full Multi-Agency Policy, Section 4 for further information	

Incidents of abuse or neglect may be:

- One off incidents,
- Something that happens repeatedly,
- Something that affects one person or many people

Abuse and neglect may be intentional and non-intentional.

Practitioners and others should look beyond single incidents to identify patterns of harm, as this will help to understand the risk for that individual and others (Care and Support Statutory Guidance, Section 14.18).

### 4 Key roles within the procedures

#### 4.1 Role of the Safeguarding Coordinator

'Safeguarding Coordinator' is a role taken on by an officer within the local authority who has overall responsibility for ensuring there is an appropriate response to the concern raised. This includes coordinating the support of different agencies, and ensuring agencies work in partnership with the person at risk (and/or their representative) to achieve the aims and objectives of these multi-agency policy and procedures.

## 5 Conversations with the person at risk (and/or representative)

At all times, all reasonable effort should be made to ensure that people supported within the procedures, know and understand the process and their wishes and views shape what happens.

	<p><b>Key conversations.</b></p> <p>Throughout these procedures, the following guidance is based upon feedback from citizen groups and should be considered practice guidance to be achieved wherever possible and appropriate.</p>
<input type="checkbox"/>	Talk to me about the concern
<input type="checkbox"/>	Ask me what I want to happen
<input type="checkbox"/>	Ask me what changes I would like to achieve (my desired outcomes)
<input type="checkbox"/>	Talk to me the reporting of concerns
<input type="checkbox"/>	Talk to me about what is happening at this stage and why
<input type="checkbox"/>	Talk to me about what actions are taken and why
<input type="checkbox"/>	Talk to be about findings and learning
<input type="checkbox"/>	Talk to me about risks
<input type="checkbox"/>	Talk to me about plans to manage those risks
<input type="checkbox"/>	Talk to me about whether changes I want have been made
<input type="checkbox"/>	Talk to me about whether life is now better for me
<input type="checkbox"/>	Talk to me about whether any further actions are needed
<input type="checkbox"/>	Talk to me about who I can speak to if I am unhappy with decisions made or progress
<ul style="list-style-type: none"> <li>▪ Consider whether a person needs independent representation by a friend, family member or advocate. See full Policy, Section 7.5 for further guidance</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Always work in accordance with the Mental Capacity Act</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Consider if it is appropriate in the circumstances to take actions without the person's consent. See Section <a href="#">7.7</a> &amp; <a href="#">8.4</a> for further guidance</li> </ul>	

## 6 The Leeds Approach: Overview

### Multi-Agency Safeguarding Adults Policy and Procedures

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Commitments to citizens at risk of abuse or neglect

## 7 Tell us your concern

### 7.1 Responding to disclosures of abuse

If a person discloses abuse to you directly, use the Listen, Respect, Reassure principles to respond:

#### Listen to me

- Talk to me in a suitable environment, free of distractions.
- Be calm and patient with me - allow me to speak at my own pace and be heard.
- Let me explain in my own way - avoid asking leading questions.
- Do not "quiz" me about details of the abuse or neglect.
- Don't be afraid of saying the "wrong" thing. Listening supportively is more important to me than what you say.

#### Respect me

- Respect that I want to or only feel able to share some of what happened.
- Respect and acknowledge how difficult it may have been to talk to you about what has happened.
- Don't making promise you can't keep, however good your intentions.
- Explain that you will need to report what I have said to a manager.

#### Reassure me

- Reassure me that abuse and neglect is wrong, and you are here to help.
- Reassure me that I am not at fault.
- Reassure me how I will be involved in decisions about what happens.
- Reassure me about my safety, respond to my concerns. Speak to your manager.

## 7.2 Deciding how to respond to safeguarding concerns

The nature of safeguarding concerns are so varied that this guidance can only set out general principles that will need to be applied with common sense and judgement in the specific circumstances.

The unique situation of the person at risk will determine to what extent conversations can be held with them about the concerns. If the concerns amounts to a potential criminal offence, please also note the additional guidance in Section [7.4](#).

Listen

### Citizen Voices and Expectations

Conversations with the person at risk  
(or their representative where they lack mental capacity)

Wherever possible to talk to the person at risk about the concerns, risks and involve them in decisions. This will not always be possible for a range of reasons, such as:

- The urgency of the risk
- The nature of your role or relationship
- The person's engagement with you
- The possibility of increasing the risk, or placing others at risk
- The possibility of prejudicing a police enquiry

Where it is possible however, people wish to be involved and consulted. The following conversations should be considered a useful starting base for such conversations:

- ❖ Talk to me about the concern
- ❖ Ask me what I want to happen
- ❖ Ask me what changes I would like to achieve
- ❖ Explain what safeguarding adults is
- ❖ Talk to me about reporting the concern
- ❖ Explain if you have a duty to report the concern
- ❖ Talk to me about what might happen next
- ❖ Ask me if I want my relatives informed about the concerns

## Assess

### **Assess immediate safety issues:**

- Are there immediate actions needed to order to keep the person, or others safe from harm?
- Is any person in need of medical attention?
- Liaise with the Police where an immediate presence is required or to discuss any relevant management issues.

## Report

### **Consider if the issue should be reported as a safeguarding concern.**

Consider the scope of these procedures (Section [2](#))

Consider if you have enough information about the concerns to decide? Do not investigate at this point, but consider if you need to check records or clarify the concerns to inform your decision.

You do not need to establish that abuse or neglect has taken place, just that there is reason enough for an enquiry to take place to find out if this is the case.

Record your decision-making.

- Additional guidance on: [When do I need consent to report concerns](#) (Section 7.7)
- For further guidance for service providers, as to when concerns should be reported. Refer to the Decision Support Tool on [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

### **7.3 Considering who else needs to be informed**

This will depend on individual circumstances.

It may include:

- Relatives with the person's consent, or in their 'best interests' under the Mental Capacity Act;
- Commissioners / Care Quality Commission / Charities Commission in line with their reporting requirements.
- Senior managers / HR managers in line with organisational procedures
- Staff delivering a service on a need-to-know basis so that they can provide appropriate support and maintain a safe environment.

## 7.4 Guidance in relation to potential criminal matters

If you believe a crime has been committed you should consider reporting the concerns to the police. Take into consideration the seriousness of the concerns, risks to others and the wishes of the person at risk.

Do:

- Take necessary actions to keep people safe
- Preserve evidence - seek advice from the police if uncertain about actions required
- Seek advice from the police about preserving evidence in cases of sexual assault

Do not:

- Take actions that might prejudice a subsequent police investigation without first seeking advice. This might include taking actions that forewarn someone of a police investigation, giving them the chance to remove evidence.

### Contacting the police

- In an emergency: Telephone 999
- Non-emergency calls: Telephone 101

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## 7.5 How to report safeguarding concerns:

By telephone:

- Adult Social Care Contact Centre: **0113 222 4401**
- Emergency Duty Team: **07712 106 378** (for urgent concerns, outside of the Contact Centre hours)

By email:

- Practitioners/organisations may complete the Tell Us Your Concern Form (*located on [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)*) and email this to [Leedsadults@leeds.gov.uk](mailto:Leedsadults@leeds.gov.uk)

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## Tell us your concern

### 7.6 Target timescales

Safeguarding concerns should be reported to the local authority on the same working day as the concerns arise; or immediately where urgent.

## **7.7 Additional Guidance: When do I need consent to report safeguarding concerns?**

If you are raising safeguarding concerns about someone else's safety and well-being, you should be working within the guidance and information sharing principles as set out in the full Policy in Section 9.4. Wherever possible, this should involve seeking the person's explicit consent to share their concerns wherever practicable. However, whilst consent is an important consideration, it is not the only consideration, as illustrated in these examples.

- Concerns about people employees and volunteers

If you have cause to suspect abuse or neglect by an employee or volunteer, you should report your concerns. It is in the public interest for any such concern to be reported regardless of the wishes of the person at risk.

It would be good practice however for the person at risk to know the concerns are being reported, unless it might prejudice any organisations subsequent investigation by doing so, including one carried out by the police.

- Concerns about possible abuse or neglect within a care or support service

If you have cause to suspect abuse or neglect is occurring within or by a care or support service, then you should report your concerns. It is in the public interest for such organisations to provide safe services. This would include for example, care homes, supported living services, hostels, day services, a hospital or domiciliary care services amongst others.

- Concerns about a person who lacks mental capacity in relation to the decision to seek support

Decisions should be made in the person's best interest in-line with the Mental Capacity Act 2005. Seeking support for someone who is unable to protect themselves, will almost certainly be in the person's best interests.

- Concerns about someone who has mental capacity, and the abuse or neglect is taking place in their home or in their community

Raising a safeguarding concern without a person's consent, will be appropriate if it is **proportionate** to the concerns and be for a lawful purpose such as it being necessary:

- To assess the risk of harm to the person
- To assess the risk of harm to any other person
- To ensure the person is aware of the risks
- To ensure the person is aware of the options to reduce those risks
- To establish whether the person has mental capacity to make decisions about their safety and wellbeing
- To protect the vital interests of the person, or some other person e.g. to prevent serious harm or distress or in life threatening situations
- To fulfil public interest duties to ensure that other people are also afforded their rights to safety and protection

## 8 We will advise if this is the best way to help

When the local authority receives a concern, they will need to consider how best to respond. This will involve considering three key questions:

### Key questions

**1**



**Do these procedures apply to my particular situation?**

The key consideration for the local authority will be the criteria set out within the Care Act 2014, as described in Section [2](#) of this Summary Guide.

**2**



**Are there more appropriate ways to respond to my concerns?**

Where in the local authority's judgement, the criteria in Section [2](#) is not met, then the local authority will seek to advise on alternative forms of support. This is not to suggest that the issues raised are not of significant concern, but rather that they should be managed in an alternative or more proportionate way.

### 8.1 Poor practice and quality of care issues

Poor practice and quality of care issues are examples of the kinds of concerns that may be better addressed within other processes.

The Care and Support Statutory Guidance (Section 14.9) clearly states that:

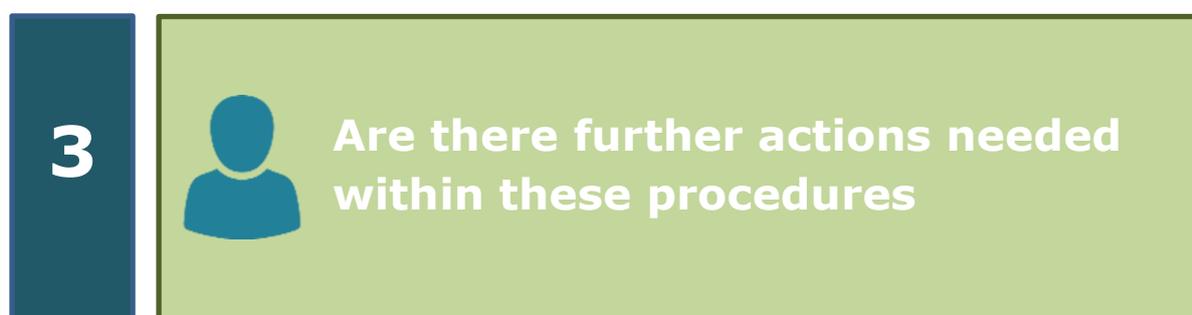
Safeguarding is not a substitute for:

- Providers responsibilities to provide safe and high quality care and support;
- Commissioners regularly assuring themselves of the safety and effectiveness of commissioned services;
- The Care Quality Commission (CQC) ensuring that regulated providers comply with the fundamental standards of care or by taking enforcement action.

Not all mistakes and errors therefore should be considered abusive or neglectful, and as such quality of care and poor practice issues will usually be addressed within these more appropriate processes.

Distinguishing between poor practice and neglect/abuse can however be difficult and will often require a judgement to be made. It is important to consider the impact of the incident on the person, whether others may be at risk of harm, and what the proportionate response to the concern should be.

Where the practice is resulting in harm for the individual concerned or others, abuse is likely to be indicated. However, it is important to consider the nature, seriousness and individual circumstances of the incident before reaching a decision.



## **8.2 Information gathering**

If in the local authority's judgement these procedures should be followed then a process of information gathering may be required in order to decide on the most appropriate and proportionate response.

Information gathering is a process of finding out more information to decide whether further actions are needed within these multi-agency procedures. Information gathering should take place in-line with information sharing principles as set out in the full Policy Section 9.4.

This may include information about:

- The wishes, views and desired outcomes of the person at risk
- The person's mental capacity and need for representation
- The nature of the concerns
- The person's mental capacity in relation to decisions about their safety and wellbeing
- What actions have already been taken
- Whether the person is now safe and what the risks are, and
- Whether further actions are needed to respond to those risks.

The local authority will need to decide whether it can gather this information, or whether another agency is better placed to do so. If another agency is better placed then often they will ask them to help gather this information.

Sometimes with greater clarity about the nature of the concerns, the person's wishes and desired outcomes and information about actions already being taken, the concerns will be resolved at this stage as outlined below.

### **8.3 Are the concerns resolved?**

People often live within supportive families, communities and networks and hence whilst concerns about abuse or neglect can still occur, sometimes the actions already being taken by the individual and members of their support network are sufficient to manage the risk.

Hence, if there are concerns about possible abuse or neglect, but there is clear evidence that this is being appropriately responded to and managed, such as by small changes to care plans or support arrangements, the local authority Safeguarding Coordinator may conclude that there are no further actions required within these multi-agency procedures.

When considering whether the person is safe and whether further actions are required; the following factors should be considered:

- The nature of the concerns are clear
- The risk has been assessed
- The person is safe or is in the process of being made safe
- The risks to others is being or has already been managed
- The person's wishes have already been considered and acted upon where possible

### **8.4 Taking further actions**

Where concerns are more serious, and or need further exploration and risk assessment and management, a planning discussion/meeting will need to be held as set out in Section [9](#).

Practitioners should wherever possible seek the explicit consent of the person before taking further actions. However, whilst consent is an important consideration, it is not the only consideration.

The following are examples of when actions may be required in the absence of consent:

1. It is in the public interest, for example,
  - Other people may also be at risk
  - The concern relates to the conduct of an employee or volunteer or practising student within an organisation providing services to adults with care and support needs
  - The abuse or neglect has occurred on property owned or managed by an organisation with a responsibility to provide care.
2. The person lacks mental capacity to consent and the actions are in the person's 'best interests' (Mental Capacity Act 2005);

3. A person is subject to coercion or control, or undue influence, to the extent that they are unable to give consent;
4. It is in the vital interests of the person, or of some other person (to prevent serious harm or distress or in life-threatening situations).

Further actions taken without the consent of the person should be **proportionate** to the risk of harm. The person should ordinarily be informed of the actions being taken, unless to do so may place them or others at further risk of harm.

## **We will advise if this is the best way to help**

### **8.5 Target Timescales**

Assess risk and ensure safety of the person at risk within 24 hours

Notify the person raising a concern of the decision, as to whether actions are being taken: This should be completed by the next working day, after the decision is made. The extent of information that can be shared will depend on the nature of the relationship and circumstances.

Ensure arrangements are in place for the person at risk to be made aware of the decision, as to whether actions are being taken within these procedures. This should be completed by the next working day, after the decision is made.

## **9 We will work with you to achieve the changes you want**

### **9.1 Planning actions to be taken**

All responses within these multi-agency procedures need to be planned by the Safeguarding Coordinator. However, the nature and degree of planning will depend on the unique circumstances of the concerns.

The Safeguarding Coordinator will need to decide whether a specific planning meeting is required, taking into consideration:

- The needs and wishes of the person at risk
- The nature of the concerns
- The urgency of required actions
- Issues of proportionality
- The number of agencies that need to be involved.

Where possible the plans developed will work towards achieving the desired outcomes of the person at risk. However, there may also be wider considerations.

In complex situations, there may be a need to hold a Planning Review Meeting, this may be needed when with emerging information there is a need to review the approach being taken.

### **9.2 Involving the person at risk (and/or their representative)**

The views of the person at risk should be included in the planning of responses; consideration should be given as to the need for the person to be represented by a friend, family member or independent advocate as set out in Section 7.5 of the full Policy.

Where a specific planning meeting is held, the person at risk should have the opportunity to attend if they wish to contribute their views and wishes. Planning responses to concerns may however involve discussions about confidential information about others people, such as personal or sensitive information about the person alleged to be responsible for the abuse or neglect, or the individual circumstances of other people.

Whilst the principle is to work with and involve the person at risk, personal and confidential information about others should not be shared. This may mean that the person at risk is only able to attend part of the meeting and if this is likely to be the case, they should be advised in advance so that they can decide whether they wish to attend.

Where a Planning Meeting is being held, practitioners should consider the Citizen Guidance on [Planning Safeguarding Meetings](#) in Appendix C.

### **9.3 Involving the right people and agencies**

The Safeguarding Coordinator will need to agree which agencies need to be involved based on the unique circumstances of each concern.

Key to this is considering factors such as:

- What can be achieved within these procedures
- The person's wishes and desired outcomes
- The aims of the safeguarding response (see section 9.5)
- The nature and source of risk
- How to make the best use of skills and expertise within the partnership
- Whether a crime has been committed
- The roles and functions of particular organisations and teams
- How services can work together effectively, ensuring everyone's statutory duties have been met

The approach taken should be one of partnership and agencies working together to achieve the best outcomes for the person at risk.

## **We will work with you to achieve the changes you want**

### **9.4 Target timescales**

The aim should be for planning discussion or a multi-agency meeting, to take place within 5 working days of the concern being received.

The scope of [the] enquiry, who leads it and its nature, and how long it takes, will depend on the particular circumstances (Statutory Guidance, Section 14.93). The aim however should be to complete required actions within eight weeks, or earlier wherever possible.

## 9.5 Planning the safeguarding response

Whilst practitioners should feel free to work creatively and with innovation to work with those at risk and to respond to concerns, in each case it will be necessary to consider these aims, which may be necessary to varying degrees in any response.



### **Work in partnership with me:**

- Seek to understand my wishes and desired outcomes
- Find out what will help resolve the concerns for me
- Support me to understand what is realistic and achievable



### **Fact finding:**

- Understand my situation and my circumstances
- Understand what has happened to me (and others)



### **Risk Assessment:**

- Work with me, to assess the risks to me
- Work to understand risks to others



### **Risk Management:**

- Work with me, to develop a plan that supports me to be safe
- Work to develop a plan to safeguard others



### **Prevention: Organisations**

- Work to identify learning that will help to prevent such concerns arising in the future?

The aim of any response should be to make the experience for the person at risk empowering and supportive. This means working with people closely, taking into consideration their wishes, views and desired outcomes and wherever possible, co-producing risk assessments and management plans with the person at risk, to help them achieve resolution and recover from their experiences.

Citizen Groups in Leeds have produced advice for practitioners as to how to go about developing plans for their safety and wellbeing, and as such their advice forms practice guidance within these procedures. See [Appendix B: Citizen Guidance: Planning and Risk Management](#)

## **10 We will check if we have addressed your concern**

When working in a person-centred way, the process of checking with the person at risk that concerns have been addressed will often occur naturally and so will not always feel like a distinct or separate stage of the safeguarding procedures.

However, it is essential within any safeguarding response, that there is a process of ensuring that the risks to the person and others are being appropriately managed, and that practitioners have sought to achieve the person's desired outcomes where possible.

### **10.1 Outcome discussion/meeting**

All responses within these multi-agency procedures must lead to a review of how actions taken have addressed the concerns. On many occasions this may be achieved through a conversation with the person at risk and a particular organisation as to the actions required. On other occasions however, where the circumstances are more complex there may need to be formal meeting with relevant parties.

Whichever format is agreed by the Safeguarding Coordinator as the most appropriate in the circumstances, the outcome meeting/discussion provides an opportunity to:

- Review how actions taken have addressed the concerns
- Assess risk and agree plans in place
- Identify learning
- Consider whether the desired outcomes of the person at risk have or can be achieved
- Consider the need for further actions needed (if any)

### **10.2 When to hold outcome meetings:**

Outcome meetings will be multi-agency meetings involving the person at risk (and or their representative). They are formal meetings and therefore most appropriate as a proportional response in particular situations, such as where:

- there are serious risk concerns,
- there are concerns about the safety of a service
- large scale enquiries processes have been followed (refer to specific practice guidance)
- there are complex multi-agency arrangements,
- the person continues to be unsafe, or
- a meeting will help enable the person at risk to achieve resolution or recovery.

### **10.3 Involving the person at risk**

An outcome meeting/discussion should always include the person at risk (and/or their representative). Where a meeting is held, the person at risk should have

the opportunity to attend if they wish. Sometimes people may not wish to, and if this is the case, they are entitled to provide their views in advance and receive feedback afterwards.

The chair of the meeting will be responsible for ensuring that the meeting is managed in a way that enables the person at risk (and/or their representative) to contribute to discussions, and that their views, wishes and concerns are addressed within the meeting.

Consideration should be given as to the need for the person to be represented by a friend, family member or independent advocate as set out in Section 7.5 of the full Policy.

Where an Outcome Meeting is being held, practitioners should consider the Citizen Guidance on [Planning Safeguarding Meetings](#) in Appendix C.

#### **10.4 Involving the right people and agencies**

The Safeguarding Coordinator will need to decide who to involve in an Outcome Discussion/Meeting. Attendance/involvement should generally be limited to those who need to know and who can contribute to the decision-making process.

This may include an appropriate representative of any organisation that has a role in helping to assess the risk or taking actions to respond to the concerns. As such it may include a range of statutory, independent or third sector organisations who can contribute to the understanding of concerns, assessments of risk or responses needed.

It may also include relatives of the person at risk, with their consent or in their best interests, if they are unable to make these decisions due to issues of mental capacity.

#### **10.5 Outcome review meeting**

On most occasions, the outcome discussion/meeting will be able to confirm with the person at risk plans in place in relation to the concerns. However, if at the time of the outcome discussion/meeting, agreed plans are not in place, considerations should be given to holding an outcome review to ensure that any outstanding actions are put into action and to check that the risk is being managed appropriately. An outcome review meeting could be held as a meeting or a discussion, as set out for outcome meetings.

### **We will check we have addressed your concern**

#### **10.6 Target Timescales**

The aim should be for an Outcome Discussion/Meeting to be held within eight weeks, or earlier wherever possible.

Where a Outcome Review Meeting is held, this will often be within 3 months, but will depend on the individual circumstances

## Appendix A

### Citizen-led expectations of service

	The following expectations are based upon feedback from citizen groups. They form practice guidance for practitioners, about service outcomes desired by the person at risk within these procedures.
<input type="checkbox"/>	I am confident that any concerns about my safety and wellbeing have been taken seriously.
<input type="checkbox"/>	I have been asked what I want to happen, and changes I want to achieve
<input type="checkbox"/>	I have received the support I need to express my views
<input type="checkbox"/>	I have had the support I need to be involved
<input type="checkbox"/>	I know that my wishes and views have been taken into consideration
<input type="checkbox"/>	I know if the multi-agency procedures are being followed or not, and what this means for me
<input type="checkbox"/>	I have had a conversation about what is happening at each stage and why
<input type="checkbox"/>	I know how my concerns were looked into
<input type="checkbox"/>	I know what was found out
<input type="checkbox"/>	I know what was learnt
<input type="checkbox"/>	I have been involved in assessments of risk and the development of risk management plans
<input type="checkbox"/>	I know people have sought to achieve the changes I wanted and have explained when this was not possible.
<input type="checkbox"/>	I have had the support I need to take part
<input type="checkbox"/>	I know who I can speak to, if I am concerned about decisions
<input type="checkbox"/>	I know who I can speak to in the future about concerns

## Appendix: B

# Citizen Guidance: Planning and Risk Management

Citizen Groups in Leeds have produced this advice for practitioners as to how to go about developing plans for their safety and wellbeing, and as such their advice forms practice guidance within these procedures.

	<b>Citizen Voices &amp; Expectations</b>
	<b>Planning and Risk Management</b>
1	Speak to me about it - hear my voice
2	Ask me what I would like to happen and why
3	Don't presume you know what I want
4	Talk to me about the options - and explain them
5	Ask me if there are any services I would like to be referred to
6	Let's agree - what I am going to do
7	Let's agree - what you are going to do
8	Don't take over - help me make my own decisions
9	If you need to make decisions I don't agree with, explain to me why
10	Enjoy helping people

## 10.1 Appendix C:

# Citizen Guidance: Planning Safeguarding Meetings

This advice has been produced by Citizens Groups in Leeds. It should be considered a practice guide for practitioners, to help make the experience of attending meetings as supportive as possible.

	Voices of Citizens & Expectations
	Attending meetings
1	Think about how I am feeling - Think about how you would feel in my shoes
2	If there is a meeting about me that I am not invited to - tell me why. Remember people are making decisions about my life.
3	A few days before the meeting either call me or send me a letter telling me what will happen
4	Introduce everyone in the room - tell me your job title, what you do and why you are here
5	Put me at ease, offer me a cup of tea
6	I need someone with me who I can trust to support me - make sure this happens
7	Allow for breaks - Recognise when I have had enough and will agree to anything because I have shut down
8	Ask me what I want from the meeting - Don't presume you know
9	Be interested in what I have to say - ask me what I think
10	Think about how I am feeling that day - I might be finding this more difficult than I thought I would
11	It shouldn't be people talking about me - it should be people talking with me, about what I want
12	Think about how the room is set up. Don't sit together with me on my own - don't make it like an interview
13	Explain things in a way I can understand - check that I do



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