

# We are changing safeguarding practice

Over the last year we have been reviewing our multi-agency policy and procedures.

We have sought to hear from as many people as possible about where we could improve and how we could work better together. This includes, for the first time, listening to citizens about what good practice looks like and feels like for them.

The revised multi-agency policy and procedures will be launched on **1st April 2019**. Key to the Leeds Approach is the ‘Talk to me, Hear my voice’ principle – that will help ensure we maintain a focus on the person, their involvement, their wishes and desired outcomes. Our new approach is build our policy and procedures around citizen perspectives, and as such we have included citizen-led guidance for practitioners, to help ensure we keep our practice focused on people’s experience of how we support them.

Here we have provided an overview of the changes which we hope people will find helpful. The policy and procedures are now available to read on Board’s website [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk), but will not come into practice until 1<sup>st</sup> April 2019



**Richard Jones**  
**Independent Chair**  
**Leeds Safeguarding Adults Board**



**Leeds Safeguarding  
Adults Board**



The collage features four document covers:

- Top Left:** "The Leeds Approach Citizen-Led Multi-Agency Safeguarding Adults Procedures". It includes a photo of two women talking and the slogan "Talk to me, hear my voice".
- Top Right:** "The Leeds Approach Citizen-Led Multi-Agency Safeguarding Adults Policy and Procedure Summary Guide". It includes a photo of an elderly woman and the slogan "Talk to me, hear my voice".
- Bottom Left:** "The Leeds Approach Citizen-Led Multi-Agency Safeguarding Adults Policy". It includes a photo of a man and a woman sitting at a table and the slogan "Talk to me, hear my voice".
- Bottom Right:** A partial view of another document cover.

## An overview: What is new and different in these policy and procedures?

Catching up with practice	Changes to future practice
<p><b>During October 2018 we made a number of changes that practitioners told us were needed:</b></p> <ul style="list-style-type: none"> <li>• We changed Case Conferences to Outcome Meetings</li> <li>• We removed the process of ‘substantiating abuse’ and instead sought to focus more on risk.</li> <li>• We updated relevant forms</li> </ul> <p>We didn’t however update our multi-agency policy and procedures at the same time. We have now captured these changes within our policy and procedures, with updated guidance.</p>	<p><b>In April 2019 we will make more changes based on the feedback we received from practitioners</b></p> <ul style="list-style-type: none"> <li>• Many of these changes are not about doing things completely differently but rather to change the tone of the procedures to help support partnership working and to help maintain a focus on the person at risk and their needs and wishes.</li> <li>• Initial enquiry is renamed information gathering, most people thought this was better</li> <li>• We have changed ‘strategy meetings’ to ‘planning meetings’</li> <li>• We now describe responses as having one pathway using planning and outcome discussions/meetings; but with the flexibility to respond according to the nature of the risk and the person’s desired outcomes.</li> <li>• Forms are largely updated rather than significantly changed (except Record of Safeguarding Response which is more structured)</li> </ul>
Citizen-Led approach	Implementation and Review
<p><b>We involved eight citizen groups in developing these policy and procedures. They have been written using their advice on what good looks and feels like. Key to this are:</b></p> <ul style="list-style-type: none"> <li>• Conversations with people</li> <li>• Being focused on outcomes and the experience of the person at risk</li> </ul> <p>As such we have included</p> <ul style="list-style-type: none"> <li>• Citizen guidance (top tips) on good practice</li> <li>• Guidance on service expectations</li> <li>• A citizen group Foreword to the procedures on the importance of ‘Talk to me, Hear my voice’.</li> </ul>	<p>The new approach will begin in April 2019.</p> <p>The new policy and procedures will be reviewed after 6 months, to understand what is working well and what might need to be changed.</p> <p>Practitioners/organisations that wish to provide feedback will be able to do so. We will publicise how to do this nearer the time.</p> <p>A Public Accessible and Easy Read Versions of the policy and procedures are currently being developed.</p>

## The new multi-agency procedures: What they look like now:

The procedures are written to be more outward looking, based upon how we are seeking to support people.



## An outline of the new approach

<b>Tell us your concern</b>	There are no changes in how concerns should be reported to the local authority. The guidance has been simplified. There is an emphasis on involving the person in decisions wherever possible and appropriate.
<b>We will advise if this is the best way to help</b>	The local authority will need to consider the most appropriate response to the concerns. The person's wishes and desired outcome will be an important consideration. A process of Information Gathering may be needed to consider what, if any further actions are needed, and sometimes concerns may be resolved at this point.
<b>We will work with you to achieve the changes you want</b>	<p>Where further actions are needed. A planning discussion or meeting will be needed to plan the response. The person's wishes and views should be central any decisions.</p> <p>A range of responses may be appropriate according to the nature of the concerns. The aim should be to work with the person, involve them in risk assessments and the development of plans to manage those risks. Practitioners should seek to achieve the person's desired outcomes wherever possible and appropriate.</p>
<b>We will check if we have addressed your concern</b>	An outcome discussion or meeting will need to be held to review actions taken and to consider, what if any further actions are needed. The person at risk should be included in such discussions or meetings and their views will be important to any decisions made