



# Camden Adult Social Care Safeguarding Framework

Protecting people's right to live in safety, free from abuse and neglect



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# What do we want to achieve with the Safeguarding Framework?

Camden Adult Social Care (ASC) are committed to creating a community where everyone can live free from harm. We aim to prevent abuse before it happens, and when abuse does occur, we ensure that we act quickly to stop it. Our approach is centered around [Making Safeguarding Personal](#), we work closely with individuals to understand what is important to them and would make them feel safe, ensuring they are at the heart of any safeguarding decisions.

Safeguarding people at risk of harm or abuse is one of our top priorities. We take a proactive approach to managing risks across all our services, working closely with our partners, including the [Camden Safeguarding Adults Partnership Board \(SAPB\)](#). This Board includes key partners such as Camden Council, the Police, the Integrated Care Board, and other statutory organisations. Together, we are all responsible for protecting people from abuse and neglect. The Board is led by an Independent Chair who provides independent advice, support, and challenge to help us meet our safeguarding goals.

We have a dedicated **Safeguarding Adults Team** in Camden who lead on several safeguarding quality assurance mechanisms, to ensure we have consistent oversight of our safeguarding practices.

The framework sets out **Safeguarding Standards** that define “**What good Safeguarding Looks Like**”. It will support Adult Social Care **Practitioners and Managers** who deliver or oversee safeguarding practice and **Commissioners** who work with Providers, to ensure high-quality safeguarding support. It includes qualitative and quantitative metrics for measuring the effectiveness of safeguarding. Alongside reporting mechanisms and governance arrangements. The framework helps us understand what we are doing well, identify areas for improvement, and make sure we are delivering safeguarding services that match our values, standards and performance measures.

To accompany this framework ASC has developed a **Safeguarding Practice Guidance** to support ASC Operational Practitioners and Managers and Commissioners to implement the framework in practice.



# What do we mean by Safeguarding?

[The Care Act Statutory Guidance](#) defines adult safeguarding as:

'Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

**Good Safeguarding should be:**



- ❖ Providing care that focuses on the individual's needs, preferences, and goals. People are the experts in their own lives and should be involved in making decisions about their care
- ❖ Engaging the person from the start, throughout and at the end to address their needs
- ❖ Taking a person-centered approach that focuses on helping people achieve their goals and live the best
- ❖ Is based upon a community approach from all partners and providers.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the person to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating 'safety' measures that do not take account of individual wellbeing, as defined in Section 1 of the Care Act.



# How do we know we are safeguarding people from harm and abuse?

It is important to define “**What Good Safeguarding Looks Like?**”. This creates transparency, so residents and partners are aware of what to expect from ASC safeguarding. The framework has been developed to ensure clear lines of accountability and expectations of ASC staff delivering or overseeing our safeguarding work and Commissioners working with providers.

ASC have unpinned a set of **Six Safeguarding Standards** drawn from the [Making Safeguarding Personal Principles \(MSP\)](#):



Each of these Safeguarding Standards has various **Performance Measures** which set out how ASC delivers good safeguarding, what we expect in practice and how we measure impact. These include qualitative and quantitative measures to enable ASC to have a more holistic and systemic understanding of our safeguarding practice.

The ASC [Safeguarding Concerns and Enquires Mosaic Workflows](#) has our Safeguarding Standards embedded throughout the **42.1 Information Gathering Concerns and 42.2 Enquiries** processes. This supports ASC Practitioners and Managers to implement the approach in practice and enables robust reporting.



# How do we know we are safeguarding people from harm and abuse?

To determine how well ASC are delivering against our Safeguarding Standards each standard has clearly outlined **Safeguarding Activities** which can provide performance insights. Oversight and accountability of our performance measures are expected to take place at supervision, team and service level and to reported through **ASC Oversight Board**. You can find information in relation to implementing the standards in practice in the **Safeguarding Practice Guidance**.

The **Empowerment** standards performance is assessed against our **42.1 Information Gathering (Concern) and 42.2 Enquiries** practice that is captured in mosaic. These activities are carried out by ASC Operational Practitioners and Managers and demonstrates how well we are empowering people during our safeguarding processes.

## EMPOWERMENT

Supporting people to make their own decisions



### How do we measure?

- ❖ **Desired outcomes:** Proportion of completed safeguarding enquiries where the person at risk was asked what desired outcomes they wanted
- ❖ **Protection:** Proportion of people at risk who agreed or partially agreed to the protective measures
- ❖ **Persons Views:** Proportion of safeguarding enquiries where a Safeguarding Survey has been completed



### What do we expect?

- ❖ **Desired outcomes:** Asked **90%** of the time
- ❖ **Protection: Partial or Full Agreement** **80%** of the time
- ❖ **Persons Views:** **80%** completion rate of surveys



# How do we know we are safeguarding people from harm and abuse?

The **Prevention** standards performance is assessed against our **42.1 Information Gathering (Concern)** and **42.2 Enquiries** practice that are captured in mosaic. These activities are carried out by ASC Operational Practitioners and Managers and demonstrates how well we are taking a preventative approach during our safeguarding processes.

## PREVENTION

Taking proactive steps to prevent harm or abuse



### How do we measure?

- ❖ **Family Group Conferences (FGC):** Proportion of Safeguarding concerns/enquiries to have an FGC elements
- ❖ **Social isolation:** Proportion of people reported as Socially isolated



### What do we expect?

- ❖ **FGC:** Reporting on numbers, identifying and responding to trends
- ❖ **Social Isolation:** Reporting on numbers, identifying and responding to trends





# How do we know we are safeguarding people from harm and abuse?

The **Protection** standards performance is assessed against our **42.1 Information Gathering (Concern) and 42.2 Enquiries** reporting and practice captured in mosaic. These activities and recording practices are carried out by ASC Operational Practitioners and Managers. It demonstrates how well we are protecting people who are most at risk and supporting people from diverse backgrounds.

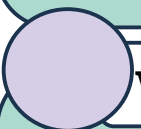
## PROTECTION

Supporting and representing people who are most vulnerable



### How do we measure?

- ❖ **Risk Outcomes:** Proportion of Safeguarding Enquiries where a risk was identified, and the risk was removed or reduced
- ❖ **Types of abuse/cuckooing**
- ❖ **Safeguarding Enquiries by Age Group, Gender and Ethnicity**



### What do we expect?

- ❖ **Risk Outcomes:** Risk to be identified and reduced or removed **90%** of the time
- ❖ **Types of abuse/cuckooing:** Reporting on types of abuse, identifying and responding to trends
- ❖ **Safeguarding Enquiries by Age Group, Gender and Ethnicity:** Reporting on demographics identifying and responding to trends.





# How do we know we are safeguarding people from harm and abuse?

The **Proportionality** standards performance is assessed against our **42.1 Information Gathering (Concern)** and **42.2 Enquiries** reporting and practice captured in mosaic. These activities are carried out by ASC Operational Practitioners and Managers and demonstrates if we are taking a proportionate approach in our decision making and plans.

## PROPORTIONALITY

Responding in a balanced way



### How do we measure?

- ❖ **Number of Concerns and Enquiries Completed**
- ❖ **Conversion:** Proportion of Safeguarding Concerns progressing to Enquiry (conversion from 42.1 to 42.2)



### What do we expect?

- ❖ **Number of Concerns & Enquiries Completed:** Reporting on numbers, identifying and responding to trends
- ❖ **Conversion:** **30%** Conversion rate



# How do we know we are safeguarding people from harm and abuse?

The **Accountability** standards performance is assessed against our **42.1 Information Gathering (Concern) and 42.2 Enquiries** reporting and practice captured in mosaic. Insights from the Quality Assurance carried out within the **ASC Safeguarding Adults Team** and learning from Serious Incidents, SARS and LeDers. Alongside reports on our **Learning and Development** insights, surveys, complaints, compliments and members enquiries. These activities demonstrate how well we are taking accountability for the standard of our safeguarding practices and working towards continuous learning and improvement.

## ACCOUNTABILITY

Ensuring people are held accountable for their actions



### How do we measure?

- ❖ **Referral Screening:** Proportion of safeguarding referrals screened within 1 working day
- ❖ **Timescales:** Proportion of Safeguarding concerns or enquiries that met our **Camden ASC Safeguarding Timescales**
- ❖ **Similar Concerns:** Proportion of referrals received where a similar safeguarding concern has been raised before
- ❖ **Desired Outcome Achieved:** Proportion of completed safeguarding enquiries where the person at risk fully or partially achieved their desired outcomes
- ❖ **Protection Plans:** Proportion of Safeguarding Enquiries where a review of a Protection Plan is completed
- ❖ **Safeguarding Adults Audits and Pen Pictures:** Safeguarding QA
- ❖ **Safeguarding Survey, Adult Social Care Survey (ASCS) and Adult Social Care Outcomes Survey (ASCOF)** completion
- ❖ **Adult Social Care Learning and Development:** Proportion of staff engaging in mandatory Safeguarding Training
- ❖ **Safeguarding Adults Reviews (SARS) Serious Incidences & Learning from Lives and Deaths (LeDers):** Proportion received
- ❖ **Complaints, Compliments and Members Enquiries:** Proportion of safeguarding related Complaints, Compliments & Member Enquiries



# How do we know we are safeguarding people from harm and abuse?

## ACCOUNTABILITY

Ensuring people are held accountable for their



### What do we expect?

- ❖ **Referral Screening:** Screening safeguarding referrals within 1 working day **90%** of the time
- ❖ **Timescales:** Meeting our **Camden ASC Safeguarding Timescales 80%** of the time
- ❖ **Similar Concerns:** Reporting on numbers and quality assurance of safeguarding referrals where a similar concern was raised before
- ❖ **Desired Outcomes Achieved:** The person's desired outcomes being partially or fully achieved **90%** of the time
- ❖ **Protection Plans:** Reviewing of Protection Plans **15%** of the time to ensure they are keeping people safe
- ❖ **Safeguarding Adults Audits and Pen Pictures:** Reporting on findings recommendations, action plans and outcomes
- ❖ **Surveys:** Reporting uptake, findings, recommendations, action plans and outcomes
- ❖ **ASC Learning and Development:** Meeting the ASC L&D Framework performance indicators **90%** of the time
- ❖ **Safeguarding Adults Reviews (SARS) Serious Incidences & Learning from Lives and Deaths (LeDers):** Reporting on numbers, recommendations, action plans and outcomes
- ❖ **Complaints, Compliments and Members Enquiries:** Reporting on numbers, recommendations, action plans and outcomes



# How do we know we are safeguarding people from harm and abuse?

The **Partnership** standards performance is assessed against our **42.1 Information Gathering (Concern) and 42.2 Enquiries** reporting and practice captured in mosaic. Also, insights about safeguarding concerns in relation to Providers and impact of the partnership work with our **Commissioners**. Alongside reporting on our referral sources & learning and development offer to our partners. These activities and reporting demonstrate how well with are working in partnership with our providers to keep people safe.

## PARTNERSHIP

### Working together to create a safe environment



#### How do we measure?

- ❖ **Feedback given to the person making contact** after an enquiry
- ❖ **Feedback given to Providers** on the outcome of an enquiry
- ❖ **Referral Sources**
- ❖ **Safeguarding in relation to our Commissioned Social Care Providers:**  
Proportion of safeguarding concerns or enquiries in relation to commissioned social care providers
- ❖ **Learning and Development for our Partners:** Our Safeguarding Learning and Development offer to our partners



#### What do we expect?

- ❖ **Feedback given to the person making contact** **90%** of the time
- ❖ **Feedback given to Providers** **90%** of the time
- ❖ **Referral Sources:** Reporting on referral sources, identifying and responding to trends
- ❖ **Safeguarding in relation to Providers:** Reporting, working with providers removing/reducing risk via robust action plans.
- ❖ **Learning and Development:** Reporting on Learning & Development offer, engagement and feedback from partners



# How do we report on how we are safeguarding people from harm and abuse?

In Adult Social Care, we want assurance that we are delivering safeguarding in an effective and impactful way. There is no one set of data or metrics, which can tell us this and therefore we draw on several different ways to shape our understanding of safeguarding practice in line with our **Six Safeguarding Standards**. The framework draws on a combination of quantitative and qualitative measures to determine how well we are conducting safeguarding activity across services.

**Qualitative** quality assurance activities can be utilised to give a richer insight to the data and/or inform further lines of enquiry in the quality space. This will support us to make improvements to practice and service delivery and celebrate and showcase good practice. This in turn ensures services can meet the needs of people at risk and are delivered in an efficient and effective manner and staff are enabled to learn and develop.

**Quantitative** standards enable benchmarking and standardisation of safeguarding performance across ASC. It ensures that information about safeguarding service delivery, practice standards, outcomes and peoples experiences are collected at regular intervals. Data sets will then be available on our **Safeguarding Qlik Dashboard** to help us monitor our performance against the standards.

**Mosaic** is our main source of recording and reporting on our safeguarding activity. Information from Mosaic is pulled through into our Safeguarding Qlik Dashboard.

Our **Principal Social Worker** writes a **Quarterly Safeguarding Report** which is presented to **Corporate Management Team, Lead Member** and **Leader of the Council**. The report sets out analysis on our Safeguarding Performance Standards in line with this framework, other insights and relevant information, to determine how we are keeping people safe and supported across Adult Social Care.

The Quarterly Safeguarding Report covers:

- ❖ Safeguarding Performance Data
- ❖ Safeguarding Adult Reviews (SARS) Insights
- ❖ Quality Assurance Insights
- ❖ Practice Insights
- ❖ Real Life Stories



# How do we work with Providers to safeguard people from harm and abuse?

Adult Social care is committed to working together with providers and partner organisations to prevent and stop the risks and experience of abuse or neglect, whilst also promoting wellbeing. Keeping people safe who are drawing on services from our providers sometimes requires us to investigate and respond to a safeguarding concern in relation to a provider.

**Provider oversight** overall helps key stakeholders (commissioners, operational services, health and providers) to review and act collaboratively on concerns as well as to identify and preventatively address patterns, allowing contract monitoring meetings to take a greater focus on service development.

Our providers will also need to carry out their own enquiries for people they support, that are at risk of or experiencing abuse or neglect. The [Safeguarding Guidance for Providers undertaking Safeguarding Enquiries](#) and the [Provider Enquiry Report templates](#) have been co-produced with providers to support this process. These guidance and reporting documents ensure we have information to agree if a specific course of action (if any) is necessary to help and protect the person.

ASC colleagues have a duty to report any safeguarding concerns about providers to our safeguarding team and to commissioning colleagues. [The Commissioned Services Quality Alerts and Safeguarding Process](#) sets the expectations about when and how to report.

This process allows us to collate, track and oversee concerns about the quality providers, including safeguarding concerns. It provides a single point for raising and managing these concerns, and brings together key stakeholders (commissioners, operational services, health and providers) to review and act on issues, as well as to identify and address patterns. This allows contract monitoring meetings to take a greater focus on service development. The process aims to drive continuous service improvement and, ultimately, better outcomes for residents, whilst strengthening partnership working and ownership of service quality.

A monthly **Quality Assurance Meeting** brings together relevant colleagues in the Adult Social Care (ASC), commissioned providers and commissioners. To enhance the support provided to our partners and increase the oversight of the quality alerts recorded by providers.





# How do we work with Providers to safeguard people from harm and abuse?

Commissioners and the safeguarding team also share information through weekly safeguarding data reports that identify significant safeguarding issues. Trends identified through this sharing of information support commissioners to understand where there may be emerging or current risks.

**The Provider Oversight Board** meets monthly to share significant risks, quality issues and safeguarding about providers. The Board considers the monthly reports on safeguarding adult referrals and outcomes, including the number and type of concerns raised by and about specific providers.

The Board obtains, reviews and triangulates information about both regulated and unregulated social care providers, including organisations that work with residents who fund their care privately, as well as voluntary and community sector organisations. All information is logged, with providers 'RAG' rated based on a table of thresholds to agree if an improvement plan or enhanced monitoring are required.

A full suite of guidance documents, policies and procedures are available through the **Camden Provider Oversight and Quality Assurance Arrangements**, which can be reviewed through the Practice Guide.





# How does our learning offer help us to safeguard people from harm and abuse?

Adult Social Care a comprehensive learning offer to our workforce to enable them to practice in line with our Six Safeguarding Standards. The **ASC Learning and Development Framework** enables us to build in measures to report on the uptake, impact and effectiveness of our safeguarding learning offer. This will be triangulated with our quality assurance activities to ensure our offer supports best practice in relation to safeguarding. The insights from the below ASC Safeguarding Standards are reported into our **ASC Oversight Board**.

ASC Safeguarding Learning Standards		
Training Type:	Role:	Frequency:
Corporate Safeguarding Mandatory Training	All Camden Staff	All new starters and every 2 years thereafter
ASC Safeguarding Awareness Training	All ASC Staff	All new starters and every 2 years thereafter
ASC Safeguarding Enquiry Training	Practitioners	All new starters and every 2 years thereafter
ASC Safeguarding Adults Managers Training	Operational Managers	All new starters and every 2 years thereafter

The **Camden Safeguarding Adults Partnership Board Learning & Development Subgroup** is chaired by our Principal Social Worker. It ensures that member organisations, including Adult Social Care have cascaded developed learning and training with regards to safeguarding adults, including from Safeguarding Adult Reviews (SARS).

To safeguard people effectively we need to have strong multi-agency partnerships and ensure our partners/providers are aware of their statutory safeguarding duties.

Safeguarding Learning and Development is offered by our our Safeguarding Adults Team internally, as well as to some partners/providers. This regularly attended by 70+ frontline practitioners and aims to explore challenging areas of practice and promote best practice, learning and developments/updates in safeguarding practice. The Safeguarding Adults Team are also supporting teams like the Tackling Poverty Team, Employment Skills Service and wider Neighbourhood teams such as housing to be able to identify safeguarding concerns.

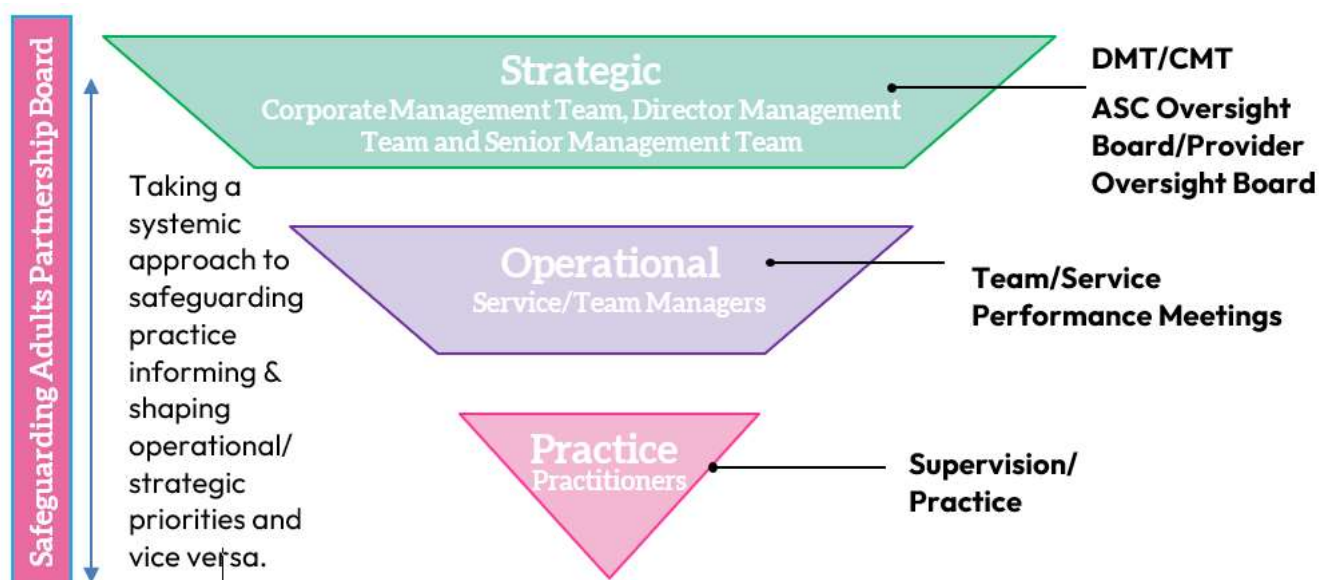
In doing this we are making sure the “**Safeguarding is Everyone’s Business**”, and everyone should know how to recognise and respond to concerns.



# What governance arrangements do we have in place?

To meet our ambition for safeguarding people, Adult Social Care, have set some high standards to ensure we get there. It is important that to deliver on these, we have strong reporting and governance mechanisms at practice, operational and strategic levels.

This framework provides a **golden thread** for safeguarding practice across the organisation. Reporting on our performance against our Six Safeguarding Standards will help us to shape practice happening on the ground, alongside consider operational/strategic areas of focus. This will support us to develop a **culture of transparency and accountability for safeguarding**.



**Strategic oversight** of the standards is via the monthly **ASC Oversight Board** (Quality, Insight and Finance Board) which has been established to provide a strategic and operational review of key areas within Adult Social Care and Commissioned services, ensuring accountability, transparency, and continuous improvement. This meeting is chaired by our Executive Director Adult Social Care and Health and attended by Directors, Heads of Service, Principal Social Worker and Quality Assurance Lead.

**Operational oversight** of the standards will take place at Service/Team level with each team reporting monthly to the Head of Service via **Performance Meetings**.

**Practice oversight** of the standards will happen in **Supervision**, there is an expectation that practitioners and managers use the Safeguarding Qlik Dashboard to support meeting the standards in practice.