

Torbay Safeguarding Adults Board **Business Plan 2018/21**



Safeguarding...everyone's business
"If you see something, say something" 01803 219700

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Vision

Torbay Safeguarding Adults Board believes that every person has a right to live a life free from abuse and neglect. It is "Everyone's Business" to ensure that we work together as a community to support and safeguard the most vulnerable in society.

Introduction

Adult Safeguarding – What it is and why it matters

The overarching purpose of a Safeguarding Adults Board (SAB) is to assure itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and prevent abuse and neglect where possible.

The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together in Torbay 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. We must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

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 within our organisations should work with the adult 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 2014.

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
- The core duties of the Police to prevent and detect crime and protect life and property

The Care Act 2014 requires that each local authority must:

- Make enquires, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom?
- Set up a Safeguarding Adults Board (SAB)

- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR) where the adult has 'substantial difficulty' in being involved in the process and where there is no other suitable person to represent and support them
- Co-operate with each of its relevant partners (as set out in Section 6 of the Care Act) in order to protect the adult. In their turn, each relevant partner must also co-operate with the local authority

The aims of adult safeguarding in Torbay are to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult
- Address what has caused the abuse or neglect

In order to achieve these aims, it is necessary to:

- Ensure that everyone, both individuals and organisations, are clear about their roles and responsibilities
- We create strong multi-agency partnerships that provide timely and effective prevention of and responses to abuse or neglect
- We support the development of a positive learning environment across these partnerships and at all levels within them to help break down cultures that are risk-averse and seek to scapegoat or blame practitioners
- We work collaboratively to enable access to mainstream community resources such as accessible leisure facilities, safe town centres and community groups that can reduce the social and physical isolation which in itself, may increase the risk of abuse or neglect
- Be clear how responses to safeguarding concerns deriving from the poor quality and inadequacy of service provision, including patient safety in the health sector, should be responded to

We are committed to the following six principles (which apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system) and are confident that they will also help us and organisations more widely, so we will use them to examine and improve our local arrangements.

Six key principles underpin all adult safeguarding work:

- **Empowerment** – People being supported and encouraged to make their own decisions and give informed consent.

"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens"

- **Prevention** – It is better to take action before harm occurs

"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help"

- **Proportionality** – The least intrusive response appropriate to the risk presented.

"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed"

- **Protection** – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want”

- **Partnership** – Local solutions through services working together and with their communities. Services share information safely and each service has a workforce well trained in safeguarding. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff will treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me”

- **Accountability** – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they”

In addition to these principles, it is also important that all safeguarding partners on the TSAB take a broad community approach to establishing safeguarding arrangements. We recognise that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances and life-styles, so it is unhelpful to prescribe a process that must be followed whenever a concern is raised.

Making safeguarding personal means it should be person-led and outcome-focused. This means engaging the person in a conversation about how best to respond to their safeguarding situation in a way that enhances their involvement, choice and control, as well as improving quality of life, wellbeing and safety. Nevertheless, there are key issues that local authorities and their partners should consider if they suspect or are made aware of abuse or neglect.

All organisations who are members of TSAB have a clear and agreed understanding internally of its roles, responsibilities and accountabilities under the Care Act 2014 legislation and should bear in mind:

- The need for suitable internal governance arrangements
- The importance of an effective infrastructure
- Links to other boards and partnerships
- Identifying adequate resources
- Having person centered, outcome focused safeguarding policies and procedures
- Ensuring access to awareness training for all relevant staff who work directly with people with care and support needs
- Ensuring specialist training for all practitioners who have direct responsibilities for safeguarding work

Roles and Responsibilities

We know that local roles and responsibilities should be clear and collaboration should take place at all the following levels:-

- Operational
- Supervisory Line Management
- Senior Management Staff
- Corporate/Cross Authority
- Chief Officers/Chief Executives
- Local Authority Members and Local Police and Crime Commissioners
- Commissioners
- Providers of Services
- Health Services
- Mental Health Services

- Voluntary Organisations
- Regulated Professionals

Front Line

Operational front line staff are responsible for identifying and responding to allegations of abuse and substandard practice. Staff at operational level need to share a common view of what types of behaviour may be abuse or neglect and what to do as an initial response to a suspicion or allegation that it is or has occurred. This includes everyone: GPs, housing officers, and volunteers etc. It is the employers and commissioners duty to set these out clearly and reinforce regularly.

It is not for front line staff to second guess the outcome of an enquiry in deciding whether or not to share their concerns. There should be effective and well-publicised ways of escalating concerns where immediate line managers do not take action in response to a concern being raised.

Concerns about abuse or neglect must be reported whatever the source of harm is. It is imperative that poor or neglectful care is brought to the immediate attention of managers and responded to swiftly, including ensuring immediate safety and wellbeing of the adult. Where the source of abuse or neglect is a member of staff, it is for the employer to take immediate action and record what they have done and why (similarly for volunteers and or students).

There should be clear arrangements in place about what each agency should contribute at this level. These will cover approaches to enquiries and subsequent courses of action. The local authority is responsible for ensuring effective coordination at this level.

Line Manager's Supervision

Skilled and knowledgeable supervision focused on outcomes for adults is critical in safeguarding work. Managers have a central role in ensuring high standards of practice and that practitioners are properly equipped and supported. It is important to recognise that dealing with situations involving abuse and neglect can be stressful and distressing for staff and workplace support should be available.

Managers need to develop good working relationships with their counterparts in other agencies to improve cooperation locally and swiftly address any differences or difficulties that arise between front line staff or managers.

They should have access to legal advice on when proposed interventions, such as the proposed stopping of contact between family members, require applications to the Court of Protection.

Senior Managers

Each agency will identify a senior manager to take a lead role in the organisational and in inter-agency arrangements, including the SAB. In order for the Board to be an effective decision making body providing leadership and accountability, members will be sufficiently senior and have the authority to commit resources and make strategic decisions. To achieve effective working relationships, based on trust and transparency, the members will need to understand the contexts and restraints within which their counterparts work.

Corporate/Cross Authority Roles

To ensure effective partnership working, each organisation represented on TSAB must recognise and accept its role and functions in relation to adult safeguarding. These will be set out in this strategic plan as well as within our own communication channels. There will also be protocols for mediation and family group conferences or network meetings and for various forms of dispute resolution.

Chief Officers and Chief Executives

As chief officers for the Local Authority, which are the leading adult safeguarding agency, the Directors of Adult Social Services (DASS) have a particularly important leadership and challenge role to play in adult safeguarding.

Responsible for promoting prevention, early intervention and partnership working is a key part of a DASS's role and also critical in the development of effective safeguarding. Taking a personalised approach to adult safeguarding requires a DASS promoting a culture that is person centered supports choice and control and aims to tackle inequalities.

However, all officers, including the Chief Executives, Torbay Council, local NHS organisations, Devon and Cornwall Police Chief Officers and Executives will lead and promote the development of initiatives to improve the prevention, identification and response to abuse and neglect. They will be aware of and able to respond to national developments and ask searching questions within their own organisations to assure themselves that their systems and practices are effective in recognising and preventing abuse and neglect. The Chief Officers will sign off their organisations contributions to the Strategic Plan and Annual Reports.

Chief Officers will receive regular briefings of case law from the Court of Protection and the High Courts.

Local Authority Member Level

Local authority members need to have a good understanding of the range of abuse and neglect issues that can affect adults and of the importance of balancing safeguarding with empowerment. They need to understand prevention, proportionate interventions, and the dangers of risk adverse practice and the importance of upholding human rights.

We include elected members on our Board as this is one way of increasing awareness of members and ownerships at a political level. Managers must ensure that members are aware of any critical local issues, where of an individual nature, matters affecting a service or a particular part of the community.

In addition, Local Authority Health Scrutiny Functions, such as the Council's Health Overview and Scrutiny Committee, Health and Wellbeing Board (HWB) and Community Safety Partnerships can play a valuable role in assuring local safeguarding measures and ensuring that we are accountable to local communities. Similarly, local Health and Wellbeing Boards provide leadership to the local health and wellbeing system; ensure strong partnership working between local government and the local NHS; and ensure that the needs and views of local communities are represented. HWBs can therefore play a key role in assurance and accountability of our SAB and local safeguarding measures. Equally we may on occasion challenge the decisions of HWBs from that perspective.

Commissioners

Commissioners from Torbay Council, NHS and CCGs are all vital to promoting adult safeguarding. Commissioners have a responsibility to assure themselves of the quality and safety of the organisations they place contracts with and ensure that those contracts have explicit clauses that holds the providers to account for preventing and dealing promptly and appropriately with any example of abuse and neglect.

Providers of Services

All service providers, including housing and housing support providers, should have clear operational policies and procedures that reflect the framework set by TSAB in consultation with them. This should include what circumstances would lead to the need to report outside their own chain of line management, including outside their organisation to the local authority. They need to share information with relevant partners such as the local authority even where they are taking action themselves. Providers should be informed of any allegation against them or their staff and treated with courtesy and openness at all times. It is of critical importance that allegations are handled sensitively and in a timely way both to stop any abuse and neglect but also to ensure a fair and transparent process. It is in no-ones interest to unnecessarily prolong enquiries. However some complex issues may take time to resolve.

Voluntary Organisations

Voluntary organisations across the Bay work with commissioners and the TSAB to agree how their role fits alongside the statutory agencies and how they should work together. This will be of particular importance where they are offering information and advice, independent advocacy, and support or counselling services in safeguarding situations. Additionally, many voluntary organisations also provide care and support services, including personal care. All voluntary organisations that work with adults need to have safeguarding procedures and lead officers.

Regulated Professionals

Staff governed by professional regulation (for example, social workers, doctors, allied health professionals and nurses) should understand how their professional standards and requirements underpin their organisational roles to prevent, recognise and respond to abuse and neglect.

The Adult Safeguarding Strategy – what it is and why it matters

Safeguarding Adults Boards are required to produce and publish a strategic plan for each financial year. This should set out how it will meet its main objectives and what members will do to achieve this. An annual report is produced which describes what the SAB has done during that year to achieve its objectives and implement this plan.

Our strategy will be informed by data analysis and comparison, both over time, across the partners and with other boards. It has two main purposes, it must:

- Inform the local community and all interested parties, including practitioners, about the work programme of TSAB
- Specify the actions required by the TSAB and each of its member agencies to implement the strategy.

In summary the strategy confirms that ‘Safeguarding is Everybody’s Business’.

Safeguarding Adults Boards

Each local authority must set up a Safeguarding Adults Board (SAB). The main objective of the TSAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria.

The SAB has a strategic role that is greater than the sum of the operational duties of the core partners. It oversees and leads adult safeguarding across the locality and we will be interested in a range of matters that contribute to the identification of, response to and prevention of abuse and neglect. These will include the safety of patients in our local health services, quality of local care and support services. It is important that TSAB partners feel able to challenge each other and other organisations where it believes that their actions or inactions are increasing the risk of abuse or neglect. This will include commissioners, as well as providers of services.

We want to be an important source of advice and assistance, for example in helping others improve their safeguarding mechanisms. We want to ensure effective links with other key partnerships in the locality and share relevant information and work plans. We will consciously cooperate to reduce any duplication and maximise any efficiency, particularly as objectives and membership is likely to overlap.

A SAB has three core duties as set out in the Care Act 2014:

1. We **must** publish a strategic plan for each financial year that sets out how it will meet its main objectives and what the members will do to achieve this. The plan will be developed with local community involvement and the SAB will consult the local Healthwatch organisation. The plan will be evidence based and made use of all available evidence and intelligence from partners to form and develop its plan.

2. We **must** publish an annual report detailing what the SAB has done during the year to achieve our main objectives and implement its strategic plan and what each member has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews and subsequent action.
3. We **must** conduct any Safeguarding Adults Review in accordance with Section 44 of the Act.

Safeguarding requires collaboration between partners in order to create a framework of inter-agency arrangements. Local authorities and their relevant partners **must** collaborate and work together as set out in the cooperation duties in the Care Act 2014 and, in doing so, must, where appropriate, also consider the wishes and feelings of the adult on whose behalf they are working. Local authorities may cooperate with any other body they consider appropriate where it is relevant to their care and support functions.

Torbay Safeguarding Adults Board

The Torbay Safeguarding Adults Board (TSAB) is the key statutory body, as laid out in The Care Act 2014, overseeing safeguarding adult's arrangements across Torbay. It has adopted and follows the principles set out within the Care Act 2014 statutory guidance and other key documents, such as the Local Government Association making safeguarding personal agenda.

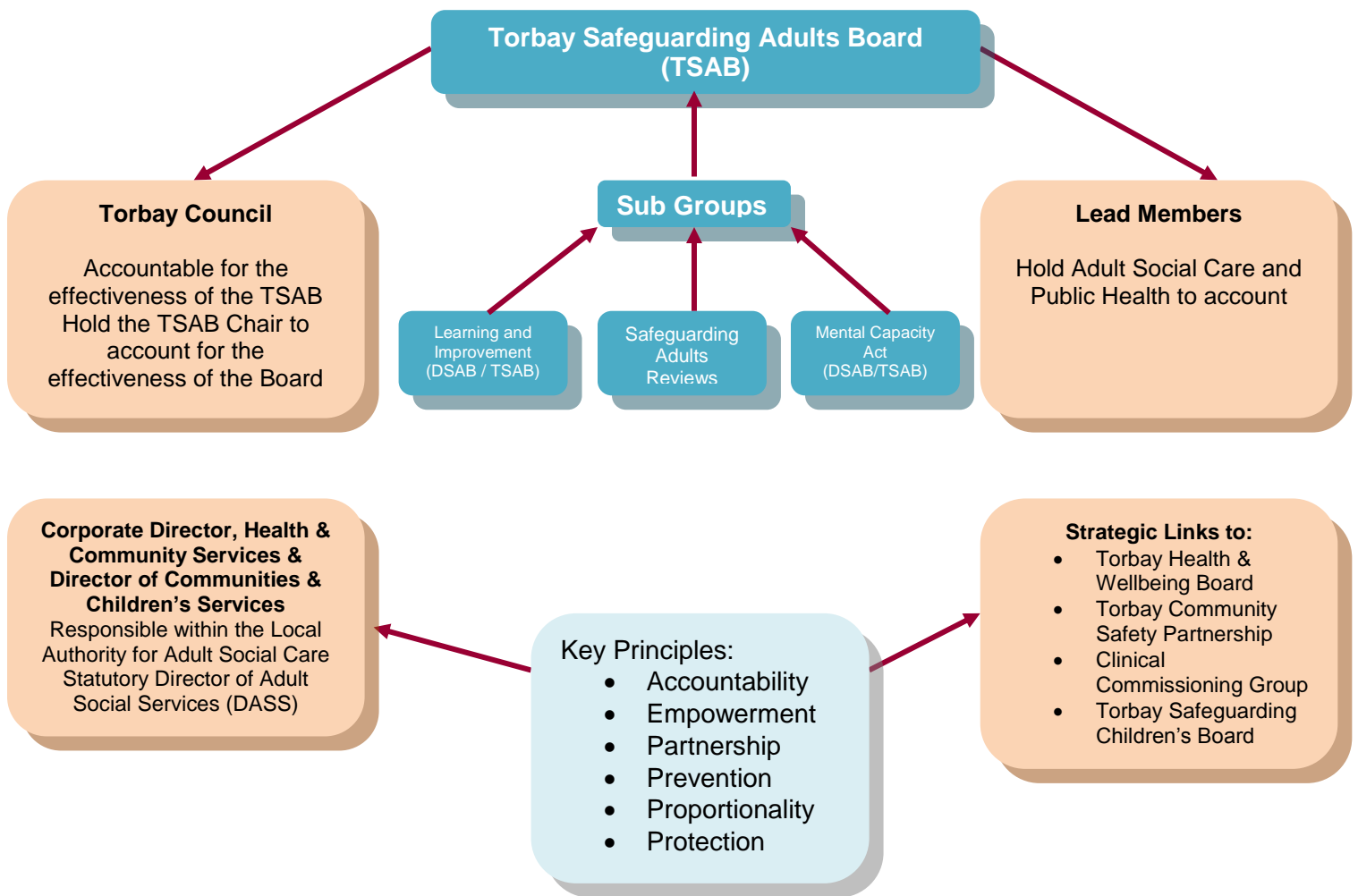
It comprises of Senior Leaders from a range of different organisations as well as an Independent Chair as set out below:

- Independent Chair
- Care Quality Commission
- Devon & Cornwall Police
- Devon & Somerset Fire & Rescue Service
- Devon Partnership NHS Trust
- Healthwatch
- HM Prison & Probation Service
- Office of Police & Crime Commissioners
- South Devon & Torbay Clinical Commissioning
- South West Ambulance Service NHS Foundation Trust
- SPACE/SPOT Opportunities
- Torbay and South Devon NHS Foundation Trust
- Care Homes/Home Care Providers
- Torbay Council
- Torbay Safeguarding Children Board
- Trading Standards

TSAB Sub Committees

Chairs from each of these should also attend in order to provide detailed work in partnership with Devon:

- Safeguard Quality Checkers
- Safeguarding Adult Review
- Learning and Improvement (TSAB/DSAB)
- Mental Capacity Act & Deprivation of Liberty Safeguards (TSAB/DSAB)



Strategic Outcomes

Strategic outcome will link directly to the core safeguarding benchmarks –

- **Prevention** – people at risk of abuse or neglect are able to protect themselves from harm and help each other.
- **Choice and Empowerment** – people make informed decisions and choices, and manage the risks they take.
- **Listening and Engaging** – using the views and experiences of our service users, patients, carers and staff to improve and develop services across the partnership.
- **Standards and Accountability** – people at risk of abuse or neglect using care and support agencies get safe and appropriate services that keep them safe and respect their dignity at all times.
- **Access and Protection** – Torbay residents have fair and equitable access to all services across the safeguarding partnership.
- **Proportionate** – the least intrusive response appropriate to the risk presented.

Strategic Plans 2018 to 2021

Although there is a three year plan, this is reviewed annually during a Business Planning Day. From 2018, TSAB has decided to change its' focus from themes to key 'live' priorities/risks, in order to provide assurance and have an oversight on current performance. A range of people are invited from local organisations to share their knowledge and expertise to identify any issues and gaps in services or practice. These issues were turned into Action Plans which are monitored by the Board.

This Plan was reviewed and updated in May 2019 taking into account changes in the locality and progress in some areas and Key Priorities have been amended accordingly. Local safeguarding arrangements now reflect the interface between serious incidents and Section 42 pathways. Whilst there continues to be an unacceptable level of domestic abuse and sexual violence, the Torbay Domestic Abuse and Sexual Violence Strategy is now in place and our focus has moved to promoting awareness.

It is probable that continued austerity and reduced public services, together with changes to the benefits system, are having a negative impact on adults at risk in our community so 2 Key Priorities have been added to reflect our concern.

With reference to the Mental Capacity Act (2005) the Board has considered a report published in 2014 entitled: '*Select Committee on the Mental Capacity Act 2005 Report of Session 2013–14 Mental Capacity Act 2005: post-legislative scrutiny*' which informed that the Mental Capacity Act (2005) was not being implemented as the government had intended. The report stated: *One reason for the Act's patchy implementation is that there is no central ownership of the Act. There are many bodies involved in its implementation but no single body has responsibility for it. It is the priority of none. This is in part due to the scope of the Act—it applies very widely and is not restricted to a specific setting or defined group of people*'. The report went on to add: *The empowering ethos has not been delivered, the rights conferred by the Act have not been widely realised, the duties imposed by the Act are not widely followed*. The Board continues to acknowledge the issues raised within the report and to ensure a multi- agency approach to the Acts implementation with a clear governance pathway within Torbay has made the decision to include issues relating to the Act within its Business plan via a specific Key Priority.

Priorities	Strategic Outcome	Outcomes	Indicator Information	Measure	Lead
Key Priority 1 – Embedding Making Safeguarding Personal					
Torbay Safeguarding Adult Practices are professional, proportionate, and focused on individual needs and wishes.	Empowerment: Presumption of person led decisions and informed consent.	The Board will ensure that there are systems in place to evidence people's experience of Safeguarding responses. Findings will be used to improve safeguarding outcomes. There is a partnership focus on ensuring policies and practices are informed by the	For 2019 – 2020 information from the new Healthwatch quality checking service and similar schemes and surveys adopted by partners will be reported to TSAB.	People's experience of safeguarding responses evidences TSDFT, NHS, and other partner responses to safeguarding concerns, as far as possible, are person led and not process driven responses.	Torbay Healthwatch / Torbay Council / TSDFT Partner organisation survey owners Action owner: TSDFT in its delegated local authority functions.

		<p>Care Act specifically:</p> <ul style="list-style-type: none"> • Making Safeguarding Personal • Thresholds (Consistency in decision making) • Self-neglect / Hoarding • Mental Capacity Act • Information sharing • People in Positions of Trust • Safeguarding Adult Review arrangements • Legal literacy <p>Overarching Safeguarding policy and practice guidance (including whole service/large scale safeguarding responses).</p>			
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Key Priority 2 – Learning from Safeguarding Adults Reviews

<p>The Board will take all relevant learning from National and Torbay Safeguarding Adults Reviews in order to improve frontline practice and safeguarding governance systems.</p>	<p>Accountability and Transparency in delivering services: TSAB is seen as an accountable, transparent, and learning partnership Board.</p> <p>Prevention It is better to take action before harm occurs.</p>	<p>The governance systems described for the commissioning and undertaking of Safeguarding Adults Reviews is amended to reflect the key recommendations of the thematic reviews.</p> <p>Staff are informed of and understand the key</p>	<p>Governance systems are included in ratified policies and procedures relating to Safeguarding Adults Reviews.</p> <p>There is evidence of flow of information relating to learning reviews within Board Newsletters, website</p>	<p>Frontline practitioners state their practice has been directly informed and improved as a direct consequence of information provided from TSAB on learning identified from reviews.</p>	<p>Joint Action Owner</p> <p>Safeguarding Adults Review Sub Group</p> <p>Learning and Improvement Sub Group</p>
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		<p>findings of the thematic review and any new commissioned review undertaken by the TSAB.</p> <p>TSAB has a clear communication and awareness strategy to inform staff of learning review outcomes and recommendations. Partner agencies will each consider the findings of the thematic review and consider it's finding against their own internal system and processes. E.g. guidance on risk assessment / use of MCA, knowledge of legal framework.</p>	<p>information and other methods of communication such as posters, podcasts, and use of social media.</p>		
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Key Priority 3 – The interface between Safeguarding Adults at Risk and Domestic Abuse / Sexual Violence

<p>The SAB is assured that those adults meeting the Care Act definition of an adult at risk of harm or abuse and experiencing domestic abuse and sexual violence are receiving appropriate individualised multiagency responses to meet their needs.</p>	<p>The SAB is engaged strategically with the Community Safety Partnership's DASV Executive Group as some areas of work will inevitably relate to safeguarding adults and require SAB support.</p> <p>SAB is assured regarding learning and development relating to the interface between safeguarding adults and domestic abuse and</p>	<p>People who at some stage in their life may require support as defined within S42 of the Care Act 2014, and also fall within the hidden groups of people experiencing DASV (Safelives: Spotlight Series 2016/2017) are referred appropriately by professionals involved with safeguarding them to DASV services.</p>	<p>Frontline staff are fully aware of and understand their roles and responsibilities in recognising, reporting and responded to domestic abuse and sexual violence incidents.</p>	<p>S42 concerns appropriately identify DASV concerns.</p> <p>Adults at risk who fall within the hidden groups of people experiencing DASV are referred to DASV services.</p>	<p>Joint Action Owner</p> <p>Learning and Improvement Sub Group</p> <p>DASV Executive Group</p>
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	sexual violence and mandate the Learning and Improvement Sub Group to seek this assurance.	Local safeguarding adult abuse arrangements not only help to inform but are fully aligned to and interact with Domestic Abuse Sexual Violence strategic and operational systems and processes to support staff in having the required competence and knowledge to ensure appropriate individualised multiagency responses			
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Key Priority 4 – Preventive and Creative Solutions

The Board will take action to lead and influence partners to work together to find effective ways of supporting people with multiple and complex needs (including homeless people and those with mental health needs and drug and alcohol issues) who are at risk of abuse and neglect.	Address the needs of people with multiple and complex needs in a coordinated way across the whole system by developing an alliance of providers and commissioners/ Implement 'Housing First' in Torbay.	Rough sleepers and homeless people with multiple and complex needs are housed and then provided with multi-disciplinary intensive support including, mental health, drugs and alcohol, domestic abuse To improve outcomes for those who experience multiple needs. To improve the experience of people using all services for those who experience multiple needs. To redesign support	End street homelessness by 2022. Successful completion of drug and alcohol treatment programmes. Reduced hospital admission for and incidences of domestic abuse. Targeted support for vulnerable people with complex needs.	Numbers of rough sleepers in settled accommodation. Increase in successful completions and non-re-presentations to drug and alcohol treatment. Reduction in the rate of increase of alcohol related hospital admissions. Reduction in hospital admissions associated with domestic abuse, sexual violence, self-harm and substance misuse. Ensure people with	Torbay Council
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		systems to ensure they are easier to access for those with the most complex issues		multiple issues are able to access trauma informed assessments and support with consideration of the drivers of need e.g. Housing, debt, and childhood trauma.	
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Key Priority 5 – Mental Capacity Act

<p>The Board will seek assurance from each Partner Organisations of a strategic work plan to support the implementation of the Mental Capacity Act (2005), the Deprivation of Liberty Safeguards and the Liberty Protection Safeguards amendments, to embed good practice and protect the rights of people across Torbay.</p>	<p>Partner Organisations will demonstrate:</p> <ul style="list-style-type: none"> • Up to date policy and practice guidance • A training strategy. • Audit processes • Learning from SAR's and ongoing case law • Effective recording process in line with the General Data Protection Regulations. • Appropriately trained/skilled practitioners to fulfil statutory function. 	<p>Staff working within Partner Organisations will:</p> <ul style="list-style-type: none"> • Have access to accessible training formats, with set competencies, on a mandatory level. • Be able to demonstrate legal literacy and protect the rights of individuals as upheld by the European Convention of Human Rights. <p>Amendments to the Act will be implemented in line with statutory requirement.</p>	<p>Partner Organisations will undertake audit processes to quality assure the implementation of the Act and its amendments and report outcomes to the Board, via the Board Sub Groups.</p> <p>Care Quality Commission key indicators and reports.</p> <p>Complaints and Ombudsmen reports.</p>	<p>The Safeguarding Adult Review Sub Group, Learning and Improvement Sub Group and the Mental Capacity Act 2005 Sub-group will triangulate to:</p> <ul style="list-style-type: none"> • Share relevant information. • Share learning outcomes. • Increase knowledge and skills and develop practice guidance where appropriate. Increase legal literacy within Partner Organisations • Support quality assurance process • Report outcomes to the Board. 	<p>Joint Action Owner</p> <p>Safeguarding Adult Review Sub Group.</p> <p>Learning and Improvement Sub Group</p> <p>Mental Capacity Act Sub Group</p>
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Key Priority 6 – Market Shaping and Commissioning					
Reshape the market for residential care to meet changing demand and more complex needs.	A market that supports delivery of an integrated model of community care where people are supported to remain independent at home.	Right care in right place Stronger partnerships with care providers.	Care homes focus on people with more complex needs and end of life care. Alternative accommodation including, extra care housing is developed.	Set up care home partnership board. Reduce number of residential care placements for people under 65. Development of further extra care housing units by 2022.	Torbay Council

A number of factors have helped to shape and influence these priorities such as the review of activity, the need to respond to national developments including the implementation of the Care Act 2014 and other initiatives for example Making Safeguarding Personal.

The TSAB faces the challenge of achieving these aims in another year of major change in the NHS, and continuing financial restrictions in all public services.

Delivery Process for the Strategic Plans

Annual delivery plans will be monitored through TSAB and all TSAB minutes will show this accordingly.

Strategic Business Plan 2018 – 21 reviewed & updated May 2019