

CARDIFF AND VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARD



CARDIFF AND VALE OF GLAMORGAN REGIONAL  
SAFEGUARDING BOARD

# Annual Report 2019-2020



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## INTRODUCTION

This Annual Report reviews the strategic priorities, key actions and milestones, for the period April 2019 to March 2020. It takes into account both the current requirements placed on Safeguarding Boards by Welsh Government and the statutory guidance in relation to Part 7 of the Social Services and Well-being (Wales) Act 2014 (SSWBA). Under that legislation, Safeguarding Boards are required to produce and publish an annual report each year, evidencing progress made against the previous year's Annual Plan.

The Act, supplemented by the regulations, provides for when and how the annual plans and reports are to be published and prescribes the content of both the annual plans and the annual reports. The content of this report will cover all 14 points outlined in paragraph 209 in the SSWBA guidance, 'Working Together to Safeguard People – Volume I – Introduction and Overview'.

### **Claire Marchant (C&V RSB Co-Chair)**

Director of Social Services, Cardiff Council



## FOREWORD

We are pleased to present the 2019/20 annual report for the Cardiff and Vale Regional Safeguarding Boards. As ever, the work of the board is critical to the protection and safety of some of our most vulnerable and at risk residents. We hope that this report provides evidence of the significant improvements and developments made across the region throughout the year. We are particularly pleased to see the realisation of the Wales Safeguarding Procedures and to have launched them in partnership with the other regional boards across Wales in November 2019.

Although, at the end of the reporting year, the emergence of Covid 19 has had a significant impact for all our communities and services. Inevitably, this impacted upon the progress against some of our priorities and has required the board to adapt how it functions. Clearly this will require us to review our priorities going forward as new threats and opportunities emerge. This report should be considered in that volatile context.

### **Lance Carver (C&V RSB Co-Chair)**

Director of Social Services, Vale of Glamorgan Council



## CARDIFF AND VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARD (C&V RSB)

Over 2019-2020, the Boards developed into a combined, safeguarding people partnership with joint and integrated work between the children and adults boards being completely embedded into the Boards' structure and agenda under the chairpersonship of 'Co-Chairs' who share responsibility for both Boards. Towards the end of 2020, the Boards held the annual Development Day which saw further development in refining and prioritising the work the Boards undertake to ensure targeted priorities can be given a real focus in 2020-2021. This approach allows for a degree of continuity and shared expertise. It also recognises the spirit and intent of the SSWBA as outlined below:

"There is one set of regulations for the functions and procedures of both Safeguarding Adults Boards and Safeguarding Children Boards. This is in line with the commitment to provide a framework for improving safeguarding arrangements for everyone and that any artificial barriers based on age begin to be broken down. It recognises that Boards will operate in parallel that arrangements for the Boards should allow sharing, exchange and joint-working on matters of mutual concern, and that this should be supported wherever possible by common functions and procedures." (Part 7 of the Social Services and Well-being (Wales) Act 2014)

### DUTIES AND RESPONSIBILITIES

Regional Safeguarding Boards are accountable in statute for leadership of safeguarding in a region. Every child and adult at risk should be protected from being hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity.

A child or adult at risk is abused or neglected when somebody inflicts harm, or fails to act to prevent harm. Children and adults at risk could be at risk of abuse in a family, institutional or community setting, by those known to them or, more rarely, by a stranger.

The focus for Safeguarding Boards is twofold. The Boards have a responsibility to ensure that children and adults at risk are protected from abuse, neglect or other kinds of harm and to prevent those children or adults becoming at risk of abuse, neglect or other kinds of harm.

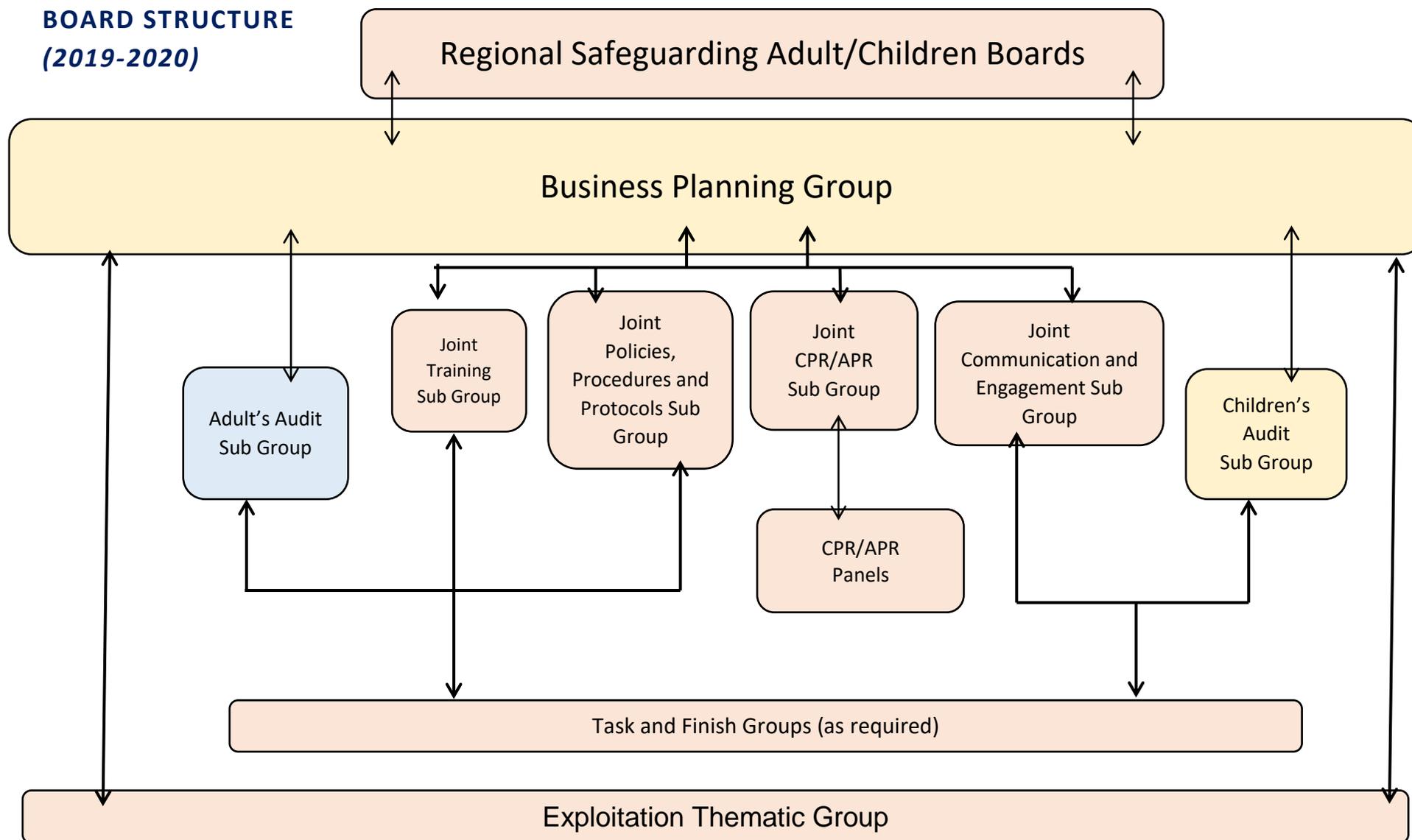
To achieve these aims the Boards:

- Promote the development of strategies to prevent risk effectively
- Ensure that agencies are able to challenge themselves and partners in delivering their individual and shared accountability for safeguarding effectively
- Ensure that the voice of the person is heard and recognised in its deliberations
- Promote a culture of critical analysis and review to ensure that lessons are learned when people suffer harm because of gaps in policy, systems or practice

### SAFEGUARDING BUSINESS UNIT

The Boards have a fully functional Safeguarding Business Unit, comprising of a Strategic Business Manager, two dedicated Strategic Business Coordinators and a Business Administrator. Cardiff Council Social Services Directorate hosts the Joint Safeguarding Business Unit for the Boards, which is funded based on the National formula.

**BOARD STRUCTURE**  
**(2019-2020)**



**BOARD MEMBERSHIP****(2019-2020)**

The membership complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014). A list of members is below:

<b>Name</b>	<b>Position</b>
<b>Local Authority</b>	
Claire Marchant <b>CO-CHAIR</b>	Director of Social Services, Cardiff
Lance Carver <b>CO-CHAIR</b>	Director of Social Services, Vale of Glamorgan
Deborah Driffield	Assistant Director of Children's Services, Cardiff
Rachel Evans	Head of Service for Children and Young People Services, Vale of Glamorgan
Alys Jones	Operational Manager of Safeguarding and Review, Cardiff
Jade Harrison	Operational Manager of Strategic Improvement and Strategy, Cardiff
Natasha James	Operational Manager of Safeguarding and Service Outcomes, Vale of Glamorgan
Amanda Phillips	Head of Resources and Safeguarding, Vale of Glamorgan
Suzanne Clifton	Head of Service for Adults, Vale of Glamorgan
Louise Barry	Assistant Director of Adult Services, Cardiff
<b>Health Board</b>	
Jason Roberts	Deputy Executive Director of Nursing, Cardiff and Vale University Health Board
Linda Hughes-Jones	Head of Safeguarding, Cardiff and Vale University Health Board
Katina Kontos	Named Doctor Safeguarding Children, Cardiff and Vale University Health Board
Ruth Walker	Executive Nurse Director, Cardiff and Vale University Health Board
Nicola Edwards	Head of Nursing - Safeguarding, Abertawe Bro Morgannwg Health Board
<b>National Safeguarding Team, Public Health Wales</b>	
Debbie Pachu	Designated Nurse for NHS Wales National Safeguarding Team, Public Health Wales
<b>Velindre University NHS Trust</b>	
Jayne Elias	Assistant Director of Nursing & Service Improvement, Velindre University NHS Trust
Susan Morgan	Executive Director of Nursing & Service Improvement, Velindre University NHS Trust
<b>South Wales Police</b>	
Esyr Jones	Detective Superintendent for Eastern BCU, South Wales Police
Beth Aynsley	Independent Protecting Vulnerable Person Manager, South Wales Police
<b>National Probation Service</b>	
Hannah Williams	LDU Head for National Probation Service
<b>Education</b>	
Mike Tate	Assistant Director of Education and Lifelong Learning, Cardiff
Nick Batchelor	Director of Education and Lifelong Learning, Cardiff

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David Davies	Head of Achievement for All for School Improvement & Inclusion, Vale of Glamorgan
Housing	
Pam Toms	Operational Manager of Housing Services, Vale of Glamorgan
Laura Garvey-Cubbon	Housing Strategy Manager, Housing & Communities, Cardiff
Youth Offending Service	
Paula Barnett	YOS Manager for Children and Young People Services, Vale of Glamorgan
Finn Madell	YOS Manager for Children and Young People Services, Cardiff
Home Office	
Sian Kirk	Safeguarding Lead – Wales and South West Resettlement, Asylum Support and Integration Directorate
Her Majesty's Prison Service	
Helen Ryder	Governor, HMPS
Welsh Ambulance Service NHS Trust	
Nikki Harvey	Head of Safeguarding for WAST
South Wales Fire and Rescue	
Kay Galvin	Safeguarding Lead Officer, Community Safety
Third Sector	
Tracy Holdsworth	Service Manager, NSPCC
Emma Phipps Magill	Service Manager, NYAS
Liz Baker	Assistant Director, Barnardo's
Morgan Fackrell	Chief Executive of Cardiff Women's Aid
Sandra Roberts	Vale Centre for Voluntary Services
Richard Thomas	Care & Repair Cardiff and Vale of Glamorgan
Frances Beecher	Chief Executive, Llanmau
Care Providers	
Brian West	Chair of Vale of Glamorgan Care Homes/Care Forum Wales
Mandy Evans	Learning Disability & Supported Living Care Providers
Advisors in Attendance	
Sheila Davies	Operational Manager for Legal & Democratic Services, Community Team Legal, Cardiff
Victoria Davidson	Operational Manager, Legal Services, Vale of Glamorgan

*We welcome the new members to the Board. All new members followed the Board induction process and met with BSU Manager, identified buddies and co-chairs, if requested.*

# MEMBER CONTRIBUTION TO EFFECTIVENESS OF BOARD

## ATTENDANCE

Agency	Attended	Missed
Cardiff Adult Services	4	0
Vale of Glamorgan Adult Services	4	0
Cardiff Children Services	4	0
Vale of Glamorgan Children Services	4	0
South Wales Police	4	0
National Probation Service	4	0
Cardiff and Vale University Health Board	3	1
Velindre University NHS Trust	3	1
Abertawe Bro Morgannwg Health Board	3	1
Cardiff Education	1	3
Vale of Glamorgan Education	3	1
Cardiff Housing	3	1
Vale of Glamorgan Housing	4	0
Cardiff Youth Offending Service	1	3
Vale of Glamorgan Youth Offending Service	2	2
Public Health Wales (National Safeguarding Team)	2	2
Welsh Ambulance Team, NHS Trust	2	2
Barnardo's	3	1
South Wales Fire and Rescue Service	0	4
NSPCC (agreed notional member in 2019)	0	4
National Youth Advocacy Service (NYAS)	0	4
UK Visas and Immigration/Home Office	1	3
Cardiff Women's Aid	0	4
National Independent Safeguarding Board Representative	2	2
Care Providers	3	1
Learning and Disability	3	1

*Legal advisors from Cardiff and Vale of Glamorgan attended to advise when necessary.*

### Additional representatives formed the following sub groups:

- Child and Adult Practice Review (CPR/APR) Sub Group
- Training Sub Group
- Children Audit Sub Group
- Adults Audit Sub Group
- Communication and Engagement Sub Group
- Policies, Procedures and Protocol Sub Group
- Exploitation Thematic Group
- Task and Finish Groups (as required)

## ADDRESSING ATTENDANCE ISSUES

Issues with attendance were addressed with individual agencies through an escalation process. Should two meetings have been missed a Board member would receive an email from the Business Manager. The individual agency had the opportunity to explain the reasons for this absence and this was reported to the co-chairs. If it was necessary, the co-chairs wrote directly to the Board member.

The apparent attendance issues from Cardiff Education, South Wales Fire and Rescue Service, Cardiff Youth Offending Service and UKVI/Home Office was due to staffing issues and changes of responsibilities. Any issues were resolved internally and non-attendance addressed. 2020 has seen a significant improvement in attendance from these agencies.

In 2019, due to the new NSPCC South Wales approach and the fact that NSPCC capacity and ability to regularly attend Board meetings would be somewhat compromised, it was agreed that NSPCC would retain a notional membership. The Board member from NSPCC regularly reviews minutes, recommendations and NSPCC contributes to the Board through membership on the Child/Adult Practice Review Group and attendance at meetings when virtual means are available. Enabling more meetings to take place virtually in the future will hopefully support members like NSPCC to continue attending.

NYAS (National Youth Advocacy Service), although unable to attend Board meetings due to capacity issues have contributed a great deal to the effectiveness of the Board in other areas. The Board member for NYAS completed an 'Advisory Report to Cardiff and Vale Safeguarding Board – How to Embed Participation/Engagement of Children and Young People'. The Board member for NYAS has also been an active member of the Communication and Engagement Sub Group and Engagement and Participation Task and Finish Group where the work of progressing the recommendations from the NYAS advisory report is ongoing.

Cardiff Women's Aid were contacted by the Business Manager in July 2019 to confirm membership. Membership was confirmed by Cardiff Women's Aid however attendance at the Board has not been resolved. A meeting with the co-chairs of the board and Women's Aid will be arranged in due course.

It was agreed that membership was needed for professionals to be able to represent the third sector on a wider basis. The Business Unit worked closely with the Health and Social Care facilitator for the Third Sector to appoint to these roles in February 2020. Two members were nominated to represent adults and children and the attendance will be recorded in 2020-2021 records.

## INDIVIDUAL AGENCY CONTRIBUTION

The Board continuously reviews the effectiveness of measures taken by partners and other bodies in relation to safeguarding via audits, reviews and performance management. All the required statutory partner agencies are represented on the Board and sub groups and attendance is monitored at these meetings. Financial contribution can be found on page 37.

The contribution from individual agencies into the work of the Board continues to be a strong element of the Board's work and the introduction of a 'Hot Topics' agenda item has allowed partners the regular opportunity to be transparent with any safeguarding concerns and enabled the Board to have constructive, and at times challenging conversations. This allows the Board to offer support mechanisms to partner agencies ensuring safeguarding is everyone's responsibility. Although the addition of the 'Hot Topics' agenda item has meant an increase in transparency and necessary challenge, there is still a need to develop the consistency of individual agency contribution and to ensure continuity of what is currently working well. C&V RSB intends on updating the C&V RSB Constitution/Terms of Agreement to ensure all Board members understand their responsibility to report any issues/concerns in their areas under this agenda item. This is an action for the Board in 2020-2021. See page 32-34 for information and examples of the Hot Topics discussed in 2019-2020.

Partner agencies are expected to nominate staff to contribute to most sub groups (depending on appropriateness of sub group) and task and finish groups. Most partner agencies contribute effectively and for those where membership is lacking the escalation process outlined on page 9 is utilised. It was felt that a review of membership/attendance to sub groups was needed to ensure professionals were best placed to take work forward. This review took place during the Development Day in 2020 where membership, governance and suitability was discussed. There have already been improvements since this review with attendance, accountability and allocation of work streams being more robust. Within the sub groups, member agencies are required to undertake specific pieces of work to help the work plans of the sub groups progress and to achieve the objectives of the Board. Some examples of the work completed and significant contributions in 2019-2020 can be seen below:

<b>Member agency</b>	<b>Contribution</b>
<i>Social Services, Cardiff</i>	<ul style="list-style-type: none"> <li>● Co-Chair of the Board</li> <li>● Chairs of the Business Planning Group</li> <li>● Co-chair of Implementation of Wales Safeguarding Procedures group</li> <li>● Contributed to the development and launch of Wales Safeguarding Procedures</li> <li>● Audit report on Critical Enquiry Framework</li> <li>● Chair of Children Audit Sub Group</li> <li>● Chair of Training Sub Group for first part of year</li> <li>● Completed audit on individual agencies chronologies for conferences</li> <li>● Training Strategy</li> <li>● Chair of Communication and Engagement Sub Group</li> <li>● Provided service user story at the Board in relation to exploitation work</li> </ul>
<i>Social Services, VoG</i>	<ul style="list-style-type: none"> <li>● Co-Chair of the Board</li> <li>● Co-chair of Implementation of Wales Safeguarding Procedures group</li> <li>● Leading on the development and launch of Wales Safeguarding Procedures</li> <li>● Chair of Policies, Procedures and Protocols Sub Group</li> <li>● Chair of Child/Adult Practice Review Sub Group</li> </ul>
<i>C&amp;V University Health Board</i>	<ul style="list-style-type: none"> <li>● Chair of Adult's Audit Sub Group</li> <li>● Completed Audit on Pressure Ulcer Reporting</li> </ul>

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	<ul style="list-style-type: none"> <li>• Presentation to Board on 'CHAT Health'</li> </ul>
<i>South Wales Police</i>	<ul style="list-style-type: none"> <li>• Chair of National Safeguarding Week Task and Finish Group</li> <li>• Chair of the Exploitation Thematic Group</li> <li>• Chair of Training Sub Group for short period</li> </ul>
<i>National Probation Service</i>	<ul style="list-style-type: none"> <li>• Vice Chair of Child/Adult Practice Review Sub Group</li> </ul>
<i>Velindre University NHS Trust</i>	<ul style="list-style-type: none"> <li>• Vice Chair of Training Sub Group</li> </ul>
<i>Education, Cardiff</i>	<ul style="list-style-type: none"> <li>• Chair of Training Sub Group at end of year</li> <li>• Chair of Engagement and Participation Task and Finish Group</li> <li>• Contributed to EHE and Keeping Learners Safe Consultation with WG</li> </ul>
<i>Education, VoG</i>	<ul style="list-style-type: none"> <li>• Contributed to EHE and Keeping Learners Safe Consultation with WG</li> </ul>
<i>National Youth Advocacy Service</i>	<ul style="list-style-type: none"> <li>• Completed report on 'How to embed Participation/Engagement of Children and Young People'</li> <li>• Completed draft questionnaire to be completed by children following conferences</li> </ul>

As well as the above, sub group members provide a significant amount of time and work to support the above work and work plans of the sub groups and Board. All the efforts and commitment of member agencies can be difficult to evidence in a quantifiable and measurable means.

The contribution to process, management, publication of reviews, is another example of the work that requires high levels of input, knowledge, expertise and a significant amount of time. The contributions from member agencies to reviews in 2019-2020 is recorded below:

Member agency	Contribution to reviews 2019-2020							Total
	Chair/s	Reviewer/s	Panel member/s	MAPF facilitator/s	Attended training	Allocated	Shadowing	
Social Services, Cardiff		1			2		3	6
Social Services, VoG		2	1	1	3			7
C&V University Health Board			1		2			3
South Wales Police	1		1		2			4
National Probation Service		1			2			3
Velindre University NHS Trust					1	1		2
Education, Cardiff					1		1	2
Education, VoG						1		1
Housing, Cardiff					4			4
Housing, VoG		1			1			2
Legal, Cardiff								0
Legal, VOG			1					1
YOS, Cardiff								0
YOS, VoG								0
Public Health Wales								0
Welsh Ambulance Service, NHS Trust								0
Barnardo's					1			1
South Wales Fire and Rescue								0
NSPCC								0
National Youth Advocacy Service								0
UKVI/Home Office					1			1
Cardiff Women's Aid								0
Care Providers								0
Learning and Disability								0

## ANNUAL PLAN IMPLEMENTATION

### ACHIEVING THE OUTCOMES

At the end of the 2018-2019, the Board held the annual Development Day where the achievements of 2018-2019 were reviewed using the Self-Assessment Tool developed by Practice Solutions for Welsh Government and the priorities for 2019-2020 were set in order to inform our Annual Plan. In order to ensure the Board was best placed to achieve its outcomes, the Board structure, membership and agenda was reviewed.

Each Sub Group has a work plan for the year, aligning to the Board priorities and outcomes

set out in the Annual Plan. Throughout the year, to ensure there was effective monitoring of achieving our outcomes, each Sub Group would formally report at each Board meeting and a progress report outlining achievements against the work plans and as a result, the Annual Plan would be discussed.

We also receive partner agencies annual reports, giving the Board assurance of the safeguarding work ongoing in individual partner agencies.

### IDENTIFIED PRIORITIES

As set out in the 2019 – 2020 Annual Plan the Board identified the following priorities:

<b>Priority 1</b>	<b>Workforce and Practice</b>
<b>Priority 2</b>	<b>Rights, Values and Voice of the Person</b>
<b>Priority 3</b>	<b>Independent Provider Sector</b>

## PRIORITY ONE: WORKFORCE AND PRACTICE

### WHAT WAS THE INTENDED OUTCOME?

People to be safer as a consequence of the workforce being supported, skilled, capable and knowledgeable, in order to effectively safeguard children and adults in the region

### HOW DID WE PLAN ON ACHIEVING IT?

The Board having assurances that there is effective inter-agency safeguarding practices, which are supported by policies and procedures, with robust multi-agency training

### What actions did we take?

- Adopted the Wales Safeguarding Procedures and developed a [Keeping You Informed](#) newsletter to ensure the workforce were kept informed and updated on developments with the implementation of the Wales Safeguarding Procedures in relation to training and policies
- Established a Wales Safeguarding Procedures Implementation Group to ensure robust implementation of the procedures in Cardiff and Vale of Glamorgan
- Developed a multi-agency training strategy ready to be launched and implement during 2020, ensuring a robust approach to multi-agency training
- Improved the recording of recommendations from reviews and ensured these were grouped under different themes
- Disseminated lessons learned from Practice Reviews via [7 minute briefings](#)
- Developed a robust performance framework using a range of data to understand strengths and challenges of our safeguarding systems to support continuous improvement
- Developed an [Exploitation Strategy](#) which has now been published
- Reviewed the effectiveness of inter-agency safeguarding practice around homelessness
- An APR referral was received in relation to homelessness and MAPF agreed – the learning from this will be disseminated widely during 2020

### What were the outcomes?

- Professionals were kept up to date with the implementation plans for the Wales Safeguarding Procedures
- The Board is now better placed to deliver (and commission external providers to deliver) multi-agency training going forward
- Recommendations from reviews are now recorded and monitored more effectively and therefore learning is disseminated in a more timely manner (*see pages 20-25 for information on reviews*)
- Themes are being identified (*see pages 20-25 for information on reviews*) which has resulted in the ability to share these

themes on a national level and enabled the Sub Group to plan thematic events for professionals. This will hopefully result in professionals being able to input and action the lessons being learned from practice reviews.

- Dissemination of [7 minute briefings](#) also enables professionals to learn and develop and be informed in the lessons arising from reviews
- The Board is now better placed to identify key areas of good practice and areas of improvement from the range of data being collated in the Performance Framework
- Professionals are able to use the exploitation strategy to clearly identify the areas of work which the Board will be addressing and have an input into any change of policy or practice in relation to exploitation as a result
- a representative from housing is now attending multi-agency meetings for Frequent Attenders
- Further learning around safeguarding practice and homelessness will be identified through the MAPF agreed and this can be used to inform practice and policies in 2020-2021

## What do we need to do to build on this further?

- Full implementation of the WSP expected in 2020-2021 with multi-agency training being delivered and policies updated in line with the requirements
- Develop a Learning Framework to ensure the monitoring and recording of recommendations continues and there is a robust learning culture within Cardiff and Vale
- Share themes from reviews regionally and nationally
- Plan thematic events to share learning and good practice with professionals across all agencies
- Continue to disseminate 7 minute briefings and ensure this is embedded within the Learning Framework
- Build on the Performance Framework to ensure an effective analytical review of all data
- Develop a clear action plan to ensure effective implementation of the Exploitation Strategy
- Continue to learn and share good practice in relation to homelessness and safeguarding in 2020-2021

## PRIORITY TWO: RIGHTS, VALUES AND VOICE OF THE PERSON

### WHAT WAS THE INTENDED OUTCOME?

Children, and adults who have care and support needs, feel heard and empowered where there are safeguarding concerns

### HOW DID WE PLAN ON ACHIEVING IT?

By providing children, young people and adults with an opportunity to engage with and participate in the work of the Board and within the safeguarding process.

### What actions did we take?

- The National Youth Advocacy Service (NYAS) developed a report on behalf of the Board on 'How to embed Participation/Engagement of Children and Young People'
- The Participation and Engagement Task and Finish group was set up to follow up on a number of recommendations from the NYAS report
- Two young people focus groups were established to consult with young people on the effective and appropriate methods to engage children and young people within the Regional Safeguarding Board, to gain wider views of young people on the role of the board and to raise awareness of the Board's purpose and function
- A survey was developed to scope the knowledge of children and young people in Cardiff and the Vale of Glamorgan on the Board's existence, purpose and work streams. The results of this survey were shared with the National Safeguarding Board and will be used to drive our future work with children and young people
- The Communications and Engagement Sub Group undertook a scoping exercise. This scoping exercise was used to start developing a process for consulting with children and adults at risk who use the services
- A number of survivor's stories were delivered during National Safeguarding Week
- A section is included within the agenda called 'Service User Story'. This is an agenda item utilised to ensure the rights, values and voice of people are considered within the remit of the Board's work
- The UHB has a Youth Board that are consulted on any documents, policies, procedures relating to children, the UHB safeguarding team meet with the Youth Board on a regular basis and members of this Board were invited to take part in the multi-agency work when preparing for the National Safeguarding Week (see outcomes on next page)

## What were the outcomes?

- As a result of the increased participation work of the Board, children and young people become more involved in the delivery of some of the work streams. The young people focus groups were integral to the delivery of our 'National Safeguarding Week Conference for Young People' that was held in the Motorpoint Arena. The young people delivered a presentation and a video on Safeguarding to a number of school pupils from across Cardiff and the Vale thus raising the profile of the safeguarding board and safeguarding in general
- The Participation and Engagement Task and Finish group progressed the development of a framework to be completed and launched in 2020
- The survey that was developed was able to provide an insight to the views of children and young people across Cardiff and the Vale in relation to their knowledge on the board's existence, purpose and work streams.
- The outcome of these surveys was discussed in our Development Day and used to drive our Annual Plan for 2020-2021. This was a driver in deciding that this particular priority should remain on the annual plan as the work progresses.
- A feedback form for children following conferences was developed with the plan to use this as a base for an adult feedback form to be developed in 2020
- As a result of the survivor stories delivered during National Safeguarding Week, one survivor liaised directly with our Board member for C&V UHB to discuss the importance of the use of Independent Domestic Violence Advocate (IDVAs) in the region. Because of this, C&V UHB organised Welsh Women's Aid to meet with the Public Health Wales National Safeguarding Team VAWDASV Sub-group to give a presentation around a Health IDVA.
- Under the 'Service User Story' agenda item, a presentation was delivered to the Board on child sexual exploitation and young people's evaluation of the services. A Child Sexual Exploitation Steering Group was established to learn from experiences of young people who have been sexually exploited. The purpose of this group was to gain the young peoples' views on the support they have received to improve current services for survivors of child sexual exploitation. The young people developed their own young person friendly definition, which would be relatable and understandable to others: *"Child Sexual Exploitation might be when someone gives you things like love, affection, food, money and gifts, but then makes you do sexual things to pay them back. They might make you feel special, or make you think that you're in a relationship, but that's not true. Sometimes they can be violent or say nasty things."* (Child Sexual Exploitation Steering Group, Cardiff 2019) The main aim of the project was to gather the information and data through a range of creative mediums, resulting in a [resource video](#) about child sexual exploitation to be used by professionals, young people and parents/carers. The young people wrote the script, completed the voice recordings and directed the animation work. There were a

number of positive outcomes of this feedback and some recommendations following this piece of work

## Positives

- Young people appreciated being able to have time out from their normal routine, and this was a crucial part in their healing process and enabled them to develop coping mechanisms
- Some services made them feel positive and stopped them from thinking about negative thoughts
- The amount of support they received from services really helped them understand what had been happening to them. The young people felt that the services provided a safe space for them to voice their own concerns
- Service users on a whole had a positive experience within a school setting

## Recommendations

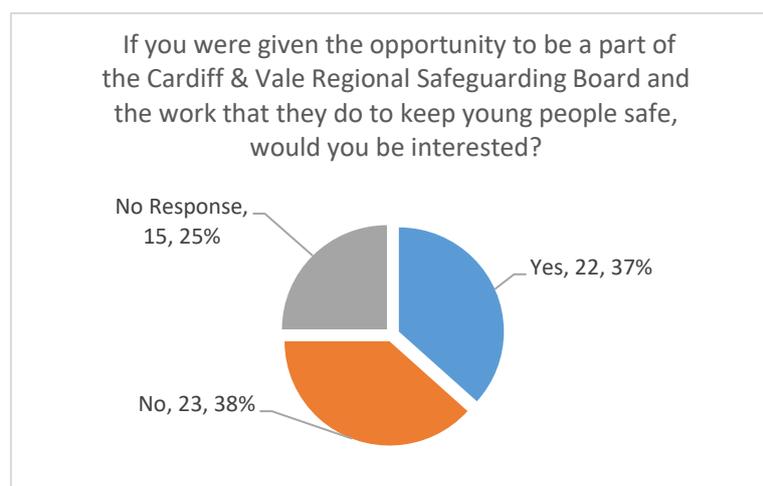
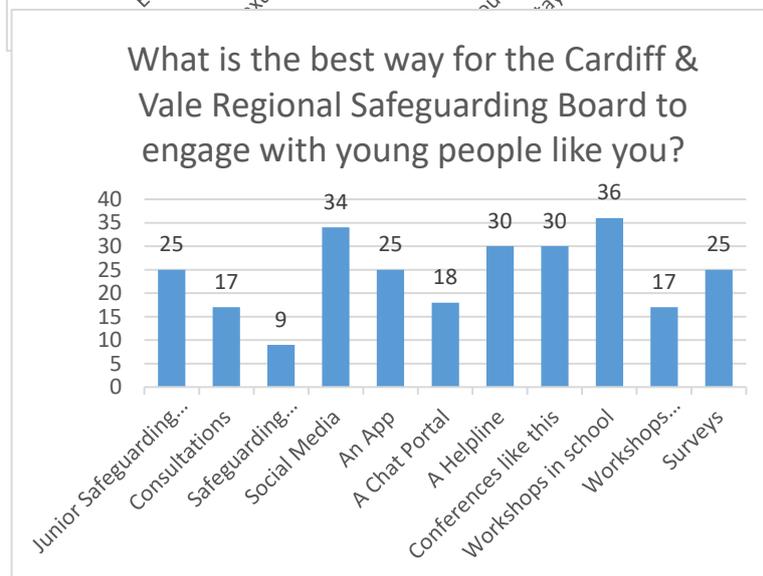
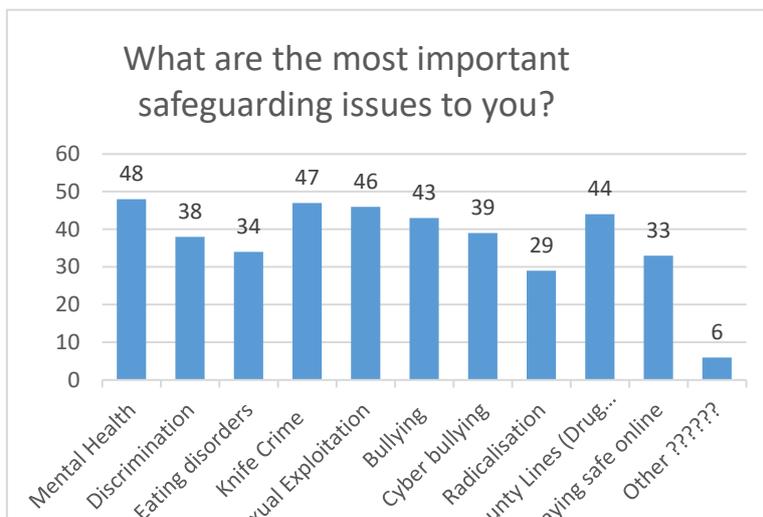
- Continued support and aftercare for young people
- Communication between professionals and organisations
- Consistency of professionals
- Communication between professionals and young people

The board considered the recommendations and potential next steps. A number of the recommendations lend themselves to themes arising in reviews (see page) and so it was felt that with the development of a participation framework and a range of learning events looking into the themes from reviews and other recommendations could help professionals and agencies learn lessons from this work on a multi-agency basis.

## What do we need to do to build on this further?

- Finalise and embed the participation framework
- Continue working with the young people focus groups to ensure connectivity
- Use survey results (some examples below) to drive future work with young people
- Develop and implement a feedback form to be used in the safeguarding process for adults in line with the one developed for children (including protection conferences) – to be audited 6 months from implementation date
- Develop a programme for future work with experts by experience to ensure the work and voice of survivors continues to be heard

Below are some of the results from the survey given to children and young people during the safeguarding conference for National Safeguarding Week:



## PRIORITY THREE: INDEPENDENT PROVIDER SECTOR

### WHAT WAS THE INTENDED OUTCOME?

Assurance that the quality of care at home and in care homes is of a high standard

### HOW DID WE PLAN ON ACHIEVING IT?

Consistent and robust quality assurances across the region to inform safeguarding practice

### What actions did we take?

- Escalating Concerns Procedure has now been finalised across the region
- Common tools have now been implemented across the region and beginning to be embedded, including a new risk matrix
- There is a single contract across the region with residential and nursing homes which is being used by local authorities and C&V UHB
- There have been regular regional meetings with Local Authorities and CV UHB. In 2020, Outbreak Groups were set up with colleagues from Public Health Wales and Environmental Health to monitor incidents in care homes.

### What were the outcomes?

- Standardised process for provider performance and quality assurance issues.
- Attendance of partner representatives at Quality Assurance meetings and Escalating Concerns meetings.
- Outcome based service specification, with requirement to evidence the impact on individual service users.
- Providers received timely and appropriate support from professionals regarding management of Covid outbreaks in their homes.

### What do we need to do to build on this further?

The Board acknowledge there is further work to be done under this priority. This will not remain a priority in the 2020-2021 Annual Plan as C&V RSB are satisfied with the work already undertaken however, in order to continue the positive work on this priority, the work already undertaken will be reviewed as follows:

- Timely review of the Escalating Concerns Procedure to ensure that it is fit for purpose.
- Review implementation of the common care home contract, gaining views of providers, service users and local authority/UHB staff.

## OTHER ACTIVITY AND BOARD DEVELOPMENT

### REVIEWS

#### Work of the CPR/APR Sub Group

Cardiff and Vale Regional Safeguarding Board have a Child/Adult Practice Review Sub Group (CPR/APR Sub Group). The purpose of this Sub Group is to implement the statutory requirements outlined in the Social Services and Wellbeing (Wales) Act 2014, by considering if cases referred meet the criteria for an Adult/Child Practice Review. The group also monitors any action plans arising from practice reviews and ensures that they are progressed.

During 2019-2020, the CPR/APR Sub Group met on four occasions. The priorities for this Sub Group remained the same as in previous years and are in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014 Working Together to Safeguarding People guidance, to continue consideration of Child and Adult Practice Review referrals as they came in, monitor ongoing child/adult practice reviews, have updates in relation to PRUDiCs and DHRs and monitor recommendations and learning from a regional and national perspective.

Previously, the CPR/APR Sub Group faced the significant challenge of addressing a backlog in concluding a number of child practice reviews as well as dealing with new CPR and APR referrals. The backlog had been caused by an ineffective grip on the CPR/APR process

in previous years, concerns about sourcing CPR/APR reviewers and authors plus difficulties in the process for reaching Board agreement. Considerable progress was made in addressing these inter-related challenges resulting in clearing the existing backlog.

In 2019, the Sub Group undertook some quality assurance work around the timeliness of reviews from point of referral to point of first panel meeting. This work concluded that referrals weren't always completed to a standard preventing the group from making informed, timely decisions. As a result of this work, the Sub Group made two recommendations:

- 1. The referral process would be fully embedded in the Business Unit programme of events and delivered to all staff**
- 2. Improve the Child/Adult Practice Review referral form to enable those referring to provide more evidence on how the case met the criteria.**

From this, the Business Unit developed a new referral form, which has had a positive impact on the level of detail provided to the CPR/APR Sub Group. This has resulted in decisions on referrals being made in a timely manner.

#### CPR/APR Data

##### Number of Child Practice Reviews/ Child Multi-agency Professional Forums (as at April 2020):

	Cardiff	Vale of Glamorgan
<b>No. of referrals received</b>	6	3
<b>CPRs Agreed</b>	2	2
<b>CPRs Ongoing</b>	4	4
<b>CPRs published</b>	2	0
<b>Child MAPFS Agreed</b>	0	0
<b>Child MAPFs Ongoing</b>	1	0
<b>Child MAPFs completed</b>	0	0

*Four out of nine CPR referrals were agreed as child practice reviews. Others were recommended as an Individual Management Review for the learning to be shared with the Sub Group and then the Sub Group to decide if there's any further learning going forward. There were eight child practice reviews ongoing in 2019-2020; this includes the four referrals that were accepted and four that were accepted later in 2018. There have been some challenges with securing reviewers and chairs for more recent reviews however, because of shadowing opportunities and training; we are in a much stronger position than previous years. C&V RSB are extremely pleased that we were able to publish two child practice reviews this year which would be the remaining two from a historical backlog. The timescales of reviews has improved significantly and although the Covid 19 arrangements early in 2020 did result in our review work being postponed for a short time, we are aware that this was the position for all Regional Safeguarding Boards in Wales and was accepted by Welsh Government. To date, we are making extremely pleasing progress.*

#### **Number of Adult Practice Reviews/Adult Multi-agency Professional Forums (as at April 2020):**

	<b>Cardiff</b>	<b>Vale of Glamorgan</b>
<b>No. of referrals received</b>	8	0
<b>APRs Agreed</b>	2	0
<b>APRs Ongoing</b>	2	0
<b>APRs published</b>	2	0
<b>Adult MAPFS Agreed</b>	2	0
<b>Adult MAPFs Ongoing</b>	2	0
<b>Adult MAPFs completed</b>	0	0

*Two out of eight referrals were agreed as adult practice reviews. Two others were agreed as MAPFs and one agreed as Individual Management Reviews for Cardiff Adult Services. It was agreed that three others did not meet the criteria.*

### **Ensuring our workforce are informed on the child/adult practice review process**

In 2018-2019, to further promote understanding of the CPR/APR process the Business Unit developed a programme of presentations to deliver at management meetings throughout individual partner agencies. In 2019-2020, these presentations expanded into a programme of events tailored to a multi-agency audience where the Business Manager delivered an overview of the Child/Adult Practice Review process and governance to staff of all levels throughout Cardiff and Vale of Glamorgan. The programme was positively received and resulted in a number of key agencies acquiring the knowledge required to understand reviews, the purpose, governance and outcomes. As a result of this work, the Business Unit were able to establish a list of professionals who would like to undertake a shadowing role during the review process. The Business Manager then met up with these professionals to provide an 'Introduction to Reviews' meeting, ensuring these professionals were informed and supported.

Members of the Board from South Wales Police developed a training aid (in the form of an animation) for staff to raise awareness around Practice Reviews and learning events. This animation has been widely used across Cardiff and Vale of Glamorgan to raise awareness and will continue to be utilised in 2020-2021.

## Reviewers and Chairs Training

It was agreed that C&V RSB needed to expand the pool of reviewers and chairs available to undertake reviews. The Business Unit identified a number of ways in which this could be achieved as follows:

- Through the delivery of the programme of multi-agency presentations on the process and governance of reviews
- Offering shadowing opportunities to staff
- Review the contribution from individual agencies to date and utilising staff from other partner agencies where possible

The above systems gave staff an opportunity to gain knowledge and experience of the review process however, based on the feedback from the workforce, it was identified that staff still lacked the confidence to undertake a review. Therefore, the Board decided to commission external training in relation to the reviewer and chair roles. Barbara Firth had previously facilitated the CPR/APR Development Day for C&V RSB and came highly recommended in undertaking the training of reviewers and chairs. C&V RSB commissioned Barbara to deliver reviewer and chair training to staff across Cardiff and the Vale of Glamorgan during January 2020. The multi-agency training took place over two days and included a range of topics in relation to reviews including process, roles and competencies of reviewers and chairs, engaging families in the process, facilitating learning events, analysis during reviews, report writing and disseminating learning. The feedback from staff who attended this training was extremely positive with one professional stating the training was ***“really beneficial and invaluable going forward”***.

## Publication of reviews

Four practice reviews were published in 2019-2020; two of which were adult practice reviews and two of which were child practice reviews. The reviews and dates published were as follows:

Review Identifier	Date published	Themes identified
CPR 01/2014	24/02/2020	Correct categorisation, sexual abuse, working with families who are not cooperating, information sharing and recording, holistic view of child's life, voice of the child
CPR 07/2015	05/07/2019	Voice of the Child/family, child sexual exploitation, holistic view of child's life, therapeutic support, sharing information, cross boundary cases, suicide and self-harm, importance of the role of Education
APR 02/2017	11/07/2019	Capacity, consent, disguised compliance, Safeguarding Awareness Raising/Training
APR 04/2017	06/08/2019	Information sharing and recording, Safeguarding Awareness Raising, Coercive control, Self-neglect,

A copy of these reports can be sent on request.

All reviews were sent to Welsh Government, shared with other regional boards and published on the website. A communication went to staff in all agencies notifying them of the publication with a link of where they can access and read the report. Two of the reports were published with a 7-minute briefing allowing staff to access the themes and outline of the reviews easily and in a timely manner, increasing the chance of the messages being understood and lessons being learned. The 7-minute briefings were prepared by the reviews and panel and signed off at the Board. The other two reviews

were slightly older reviews but work was undertaken by the Sub Group to ensure the messages and actions coming from these reviews were meaningful and relevant.

## Recommendations, learning and dissemination

This year, the CPR/APR Sub Group ensured C&V RSB had a manageable system for recording and monitoring the recommendations from reviews and ensuring the recommendations were achievable and realistic. A system was set up allowing all recommendations to be monitored, all historic recommendations to be actioned/addressed and to enable the group to pull themes from the reviews. The CPR/APR Sub Group has continued to monitor all new recommendations from CPRs and MAPFs.

Within a review, any immediate need for change is actioned by the individual agency/Board. Any learning from reviews is shared in a timely manner via 7-minute briefings following publication to all staff for information with a link to find the relevant review. The learning is disseminated widely via Communication Teams in all agencies. In 2020-2021, the Board intend to develop this work further by producing a Learning Framework and model action plans for individual agencies to consistently record all learning and evidence against the learning.

## Underlying themes from reviews and other work

Some of the underlying themes that have been identified by C&V RSB in relation to reviews and other work undertaken are addressed below. The Board works tirelessly to ensure that these themes are at the centre of the Board's work and if we are not already working on addressing the themes within the priorities of the Board, we ensure that they are considered throughout the work plans of the individual sub groups.

### THEME: THE PERSON'S VOICE

It is vital that people's voices are listened to and that everyone is given the opportunity to share their worries, thoughts and feelings and that these are taken into account in the assessment, decision-making and planning process. A reminder that behaviour is also a means of communication. Practitioners should consider a person's behaviour (particularly in children too young to communicate in other ways) and presentation in the wider context in absence of allegations. This theme also highlights the importance of behaviour in relation to a child's development. Reviews revealed that practitioners need greater understand of child development particularly sexual development (what is normative behaviour, what is sexually harmful behaviour and what are the signs of sexual abuse) to be able to identify sexual abuse.

#### WHAT HAVE WE DONE?

- Increased our engagement and participation work as set out in priority one to ensure that children and adults are at the centre of the work of the Safeguarding Board, inevitably driving the work of individual agencies. This ensures children and adults have a say in how the services should look, what more they want to see, how we can enable them to be able to share their voice and ensure they are listened to
- Engaged in a multi-agency training programme (due to start 2020) with the Centre of Expertise in the Child Sexual Abuse Training programme ensuring we have Practice Leads who can share a wealth of knowledge in relation to CSA within their agency
- Developed a questionnaire for children following the conference process with the aim of replicating this for adults in 2020

### **THEME: INFORMATION SHARING AND A HOLISTIC VIEW**

The importance for agencies to ensuring they are sharing information was highlighted in our reviews. There was also a need for the information to be brought together in one manageable format during the safeguarding process to enable professionals to have a holistic view of the person's life whilst involved with services.

#### **WHAT HAVE WE DONE?**

- Developed a multi-agency chronology template and process
- Reviewed the chronology implementation process with the view to making improvements in 2020-2021
- Welsh Government produced produced a non-statutory guide to remind practitioners working across agencies of their responsibilities to share information to safeguard children and to support them in understanding the conditions under which information may be shared. This was shared widely throughout agencies with the reminder of the importance of sharing information

### **THEME: EXPLOITATION**

A theme apparent in reviews, referrals and other ongoing work is the vulnerability of children to exploitation and

#### **WHAT HAVE WE DONE?**

- Established a thematic group dedicated to work on exploitation to ensure professionals are discussing exploitation on regular basis and thus improving practice
- Exploitation strategy completed to support agencies and outline the Board's position
- Action plan to be developed in 2020-2021
- Contextual safeguarding group to be set up in 2020-2021 to address any additional issues/concerns and progress work in terms of exploitation
- Through the CSE presentation to Board, we have listened to the views of survivors of exploitation to ensure the work we complete is informed by them
- Commissioned experts to deliver multi-agency training/awareness raising sessions on County Lines

### **THEME: IMPORTANCE OF ACCURATE/DETAILED RECORDING**

Reminding staff of this has been an area highlighted in both adult and child practice reviews. The importance of ensuring records are kept accurate, detailed and are in the appropriate format to enable consistency, accurate sharing of information and reliable sources of records.

#### **WHAT HAVE WE DONE?**

- The Policies, Procedures and Protocols Sub Group were actioned to produce a practice guide on how to accurately record information. Work on this started earlier in 2020 and is due to be published in September 2020

### **THEME: FAMILIES WHO ARE (OR ARE SEEMING TO BE) NOT COOPERATING**

The importance of this complex issue was seemingly evident throughout a number of reviews. Positive changes within the family's behaviour can lead to the withdrawal of services prematurely and professionals need to consider how long a change should be in place before it can be deemed as sustained and evidence that interventions with the family are working effectively. Missed appointments recorded as "did not attend" puts the responsibility on the child rather than the parent/carer.

At times, parents/carers can seem to be not cooperating but it was evident from one review that there could be reasons for this such as parents having additional needs (issues relating to mental health concerns, drug and substance misuse and domestic abuse). Professionals need to respond to a parent with vulnerabilities in a positive and understanding way, however, when considering their potential to parent a child, there should also be robust and honest challenge about the areas and behaviours, which could negatively impact on the child.

#### **WHAT HAVE WE DONE?**

- Started work on the C&V RSB "Multi-Agency Protocol on Working with Families who are not Cooperating with Safeguarding Issues" to equip staff with the information they need when dealing with such families
- Reviewed the documentation owned by the Board to ensure it is accessible for all family members, including those with additional needs and where they are not, these will be adapted to ensure they are
- Commissioned experts to deliver a range of training and workshops in relation to domestic abuse to ensure understanding of the effects this can have on the whole family

### **THEME: SELF-NEGLECT**

Self-neglect means a person is not looking after themselves properly. Anyone can be affected by self-neglect, but people with care and support needs – such as mental illness, learning or physical disabilities, or dementia – may be less able to understand the impact of their decision to self-neglect than others. Managing the balance between protecting adults from self-neglect against their right to self-determination is a serious challenge for both statutory and voluntary services. It calls for sensitive and carefully considered and recorded decision-making.

#### **WHAT HAVE WE DONE?**

- Developed an information sheet on self-neglect due to be published in 2020
- Liaise with Welsh Government in relation to the potential of a non-statutory guidance on Self Neglect and of a draft model protocol to support practice across relevant settings. Welsh Government confirmed that Welsh Government will proceed with a guidance on Self Neglect in 2020 and C&V RSB Will ensure they contribute by nominating a member for the task and finish group

## TRAINING

Whilst the Training Sub Group experienced a number of changes to the role of Chair of the Sub Group, a number of pieces of work were completed in 2019-2020. The C&V RSB Training Sub Group completed the Training Strategy, which was signed off by the Board in early 2020 to be launched later in 2020.

The Sub Group also worked on the implementation of the Wales Safeguarding Procedures and importance of delivering the training on the new procedures for all staff. Whilst individual agencies can evidence how they have taken the training forward for their staff, multi-agency training in relation to the procedures and safeguarding in general is essential. The Board had planned for this training to be rolled out to staff later in the year but due to the restrictions and Covid 19 priorities, this was rescheduled for later in 2020.

**In 2019-2020, Welsh Government provided a £10,000 grant to all Regional Safeguarding Boards to utilise for training for staff in priority areas. This grant was utilised to commission and deliver the following training:**

- Child and adult practice review training package (Reviewers & Chairs)
- Domestic abuse multi agency training workshop
- Multi-agency domestic abuse training/awareness raising (two events)
- Production and delivery of a safeguarding video produced by young people - used as a training/information tool for professionals (and also young people)
- Training and awareness raising on county lines

## SECTION 137 – REQUEST FOR INFORMATION

Under Section 137 in the SSWBA, a Safeguarding Board may, for the purpose of enabling or assisting the Board to perform its functions, ask a qualifying person or body to supply specified information to which subsection (2) or (3) applies to—

- (a) the Board, or
- (b) a person or body specified by the Board.

This year C&V RSCB have not had to use any Section 137 requests.

## ADULT PROTECTION AND SUPPORT ORDERS (ASPO)

Under Section 127 in the SSWBA, “an authorised officer may apply to a justice of the peace for an order (“an adult protection and support order”) in relation to a person living in any premises within a local authority's area. The purposes of an adult protection and support order are—

- (a) to enable the authorised officer and any other person accompanying the officer to speak in private with a person suspected of being an adult at risk,
- (b) to enable the authorised officer to ascertain whether that person is making decisions freely, and
- (c) to enable the authorised officer properly to assess whether the person is an adult at risk and to make a decision as required by section 126(2) on what, if any, action should be taken.

During 2018-2019, C&V RSAB did not need to use the powers under this section.

## OTHER ACHIEVEMENTS OF THE BOARD

### National Safeguarding Week

In November 2019 the Board Business Unit, in collaboration with the National Safeguarding Week task and finish group and Board members, co-ordinated and supported a regional programme of events to support National Safeguarding Week. Each year, Cardiff and Vale of Glamorgan Regional Safeguarding Board's National Safeguarding Week becomes more and more successful and 2019-2020 wasn't any different. National Safeguarding Week in 2019-2020, was a notable success with a range of events ongoing throughout the week ranging from our Safeguarding Children's Conference at the Motorpoint Arena, Cardiff to the Professional Conference for Safeguarding Adults in the Memo Hall, Barry. The feedback from professionals but also from those in the community who were able to participate was extremely positive and demonstrated the achievements of the week. The regional themes this year were domestic abuse and knife crime/gang cultures in line with some of the themes we had seen coming out from work throughout the year.

The week commenced with the launch of the **Wales Safeguarding Procedures**, which took place on Monday 11<sup>th</sup> November at the Temple of Peace, in Cardiff and was opened by Julie Morgan, Deputy Minister for Health & Social Services. Presentations were delivered explaining how the procedures were developed and how they will change practice in Wales. A demonstration of the Wales Safeguarding Procedures App was also provided. The app is available to download from the App Store and can be accessed from [www.safeguarding.wales](http://www.safeguarding.wales).

The annual **Children & Young People's Conference** was held on Wednesday 13<sup>th</sup> November at the Motorpoint Arena, with pupils from Years 7 to 9 from across the secondary schools in Cardiff and the Vale of Glamorgan in attendance. The conference was opened by Karen Minton from the National Independent Safeguarding Board and focused upon knife crime, gang cultures and domestic abuse in young people. A keynote presentation was delivered by Junior Smart from St. Giles on 'County Lines & Gangs'. A young people's focus group also delivered a film (which they directed and produced), promoting the work of the Safeguarding Board and demonstrating how they are supporting the Board to produce a framework on how to embed the engagement/participation of young people in the work of the Safeguarding Board. A number of interactive workshops also took place. The afternoon session concluded with a classroom staged play, performed by two professional actors, entitled '*Choice of a Lifetime*', which focused upon the dangers of carrying a knife and which was followed by a workshop discussing the themes highlighted within the play. This was a powerful performance, which was well received by both pupils and staff in attendance.

A **Domestic Abuse Workshop** was held on Thursday 14<sup>th</sup> November, for multi-agency practitioners at the MEMO Hall in Barry. An opening address was provided by Christine Grimshaw from the Welsh Government VAWDASV Team and focused upon a number of case studies, looking at reflective practice.

On Friday 15<sup>th</sup> November, a **Professionals Conference** was held at the MEMO Hall in Barry. A number of excellent presentations were delivered in line with the theme of domestic abuse and included powerful and emotive stories from survivors and campaigners of domestic abuse. This conference was incredibly well received by practitioners.

As a fitting finale to the week, a **Safeguarding Recognition Awards Ceremony** was held at the Whitchurch Rugby Club. The ceremony was opened by Claire Marchant, Co-Chair of the Cardiff and

## CARDIFF AND VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARD

Vale of Glamorgan Safeguarding Board. Awards were presented by special guests, Chief Superintendent Steve Jones, Councillors Graham Hinchey, and Susan Elsmore from Cardiff Council and Councillor Ben Gray from the Vale of Glamorgan. The ceremony was a fantastic opportunity to celebrate an array of outstanding contributions to safeguarding in a multi-agency context and to recognise all the hard work of staff who have made a real impact on people's lives.

The Cardiff and Vale of Glamorgan Regional Safeguarding Board would like to express their thanks to all those who helped to make the week's events such a success.



## Development Day

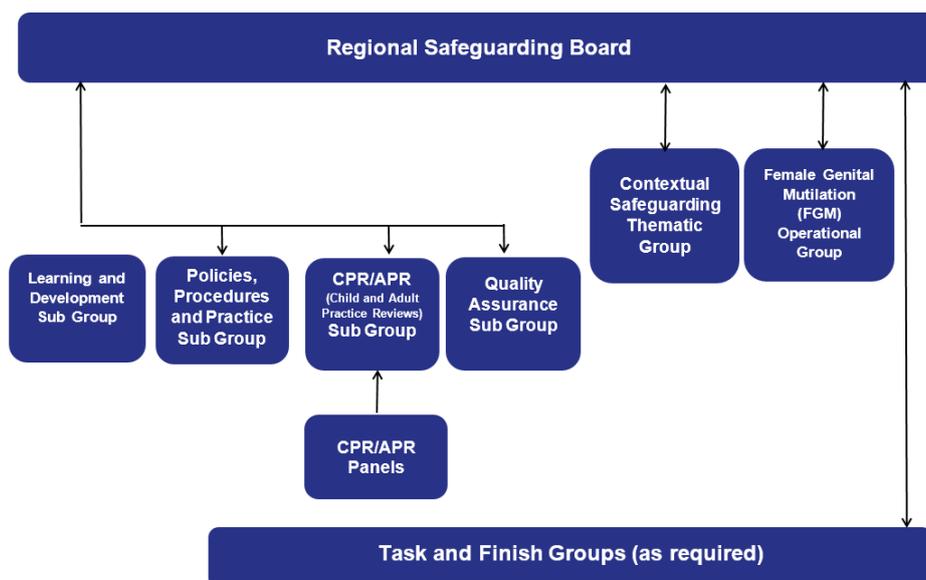
On 11 February 2020, members of C&V RSB took part in the annual Development Day with the aim to:

- reflect on the achievements and challenges encountered by the Board in 2019-2020
- identify priorities for 2020-2021

The Development Day, as ever, provided a good opportunity for Board members to build effective working relationships, share good practice and establish what the priorities for the Board needed to be. The agenda for the day was meticulously planned, allowing for the voice of experts by experience to be the driver for our discussions. The day started with a presentation from Rachel Williams, a survivor of domestic abuse. It was extremely beneficial for the Board to start the day with Rachel's presentation as this served as a reminder of the purpose of the work of all the agencies in the room. We would like to thank Rachel for attending the Development Day and for sharing her story so openly with Board members.

Rachel's presentation lead into a discussion of the Board's achievements to date which included a presentation from Lee Patterson (Chair of the Participation and Engagement Task and Finish Group) and Elly Jones (author of the NYAS report) on the work achieved by this group this year. Again, this not only outlined some achievements of the Board but also served as a reminder of the voice of the children and young people driving the work of the Board. This presentation, followed by a reflection of the work undertaken in relation to reviews was an effective way to lead into setting the priorities for the following year.

The second part of the day consisted of a review of the Board's functions, governance and structures, an integral part or reviewing for the Board. This involved addressing any current concerns of members and a comparison to the other regional safeguarding boards in Wales. The discussions were followed by several workshops where each sub group was reviewed in relation to its purpose and function, governance and memberships and work plans and connectivity. The conclusion of this review work in the afternoon lead to the Board agreeing on a slightly new structure for 2020-2021 (see below) and a new way of working to ensure strengthened connectivity between the sub groups and Board.



## Wales Safeguarding Procedures

The Wales Safeguarding Procedures were launched during National Safeguarding Week on 11 November 2019 and have replaced the All Wales Child Protection Procedures and the Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse.

The Wales Safeguarding Procedures are not available as printed copies and are only available in digital format. The Wales Safeguarding Procedures App is available for download on both iPhone and Android devices, via the Apple App Store and Google Play Store. They can also be viewed in English or Welsh by accessing the following links:

[www.safeguarding.wales](http://www.safeguarding.wales)

[www.diogelu.cymru](http://www.diogelu.cymru)

The Cardiff and Vale Regional Safeguarding Board lead on the development and launch of the procedures and formally adopted them in December 2019. The procedures have been extremely well received by partners with many members noting that the app is extremely well presented and very accessible. On agreeing to formally adopt the procedures, the Board set up a Wales Safeguarding Procedures Implementation Group to oversee the implementation of the procedures within Cardiff and the Vale of Glamorgan. This group have developed an implementation plan on behalf of the board, setting out the priority areas for implementation as follows:

<b>Raising Awareness</b>
Outcome: All practitioners are kept informed with all updates as a result of the Wales Safeguarding Procedures Implementation
<b>Training and Learning</b>
Outcome: All practitioners are upskilled in line with the procedures
<b>Supporting policies, guidance and resources</b>
All required documents are updated or developed in line with the procedures
<b>Quality Assurance</b>
Outcome: Implementation of the Procedures is robust and the Procedures have been effectively embedded

The work and actions embedded within this plan are allocated appropriately to the sub groups with this group enabling the connectivity needed.

The Business Unit have developed a *"Keeping you informed"* newsletter for any updates in relation to the implementation of the procedures; ensuring staff are kept up to date on any progress.

C&V RSB Business Unit adapted the [7 minute briefing](#) and "What's changed?" documents from Gwent Safeguarding Board and disseminated these to all staff to raise awareness on what changes practitioners can expect to see within the procedures. C&V RSB would like to thank Gwent Safeguarding Board for sharing these documents with us. Please click on the links to access the [children's](#) version and the [adult's](#) version.

The implementation of the procedures was well underway in 2019-2020 and continues through to 2020.

## Other Board achievements

in 2019-2020 include:

### Launch of CV RSB Induction Pack

Ensuring new members are informed and understand their role on the Safeguarding Board

Completion of regional strategies:  
Exploitation  
Training

Completion of specialist audit reports:  
Pressure Ulcer Damage reporting  
Critical Enquiry Framework  
Use of multi-agency chronology template

### Joint up working on the Prevent agenda

Established close links to Prevent team in Cardiff  
Presentation delivered to Board  
Referral form and information shared with Board members  
Member of the PREVENT team sitting on Training Sub Group to ensure links are consistently made

### Joint up working on Elective Home Education

Further consideration of CYSUR review  
Input to WG consultation  
Development of Chat Health – a school nurse driven service to engage children who are educated at home  
Established task and finish group to monitor and discuss progress of EHE in Cardiff and Vale of Glamorgan

## HOT TOPICS

The embedding of the 'Hot Topics' agenda item at the Board has enabled members to raise safeguarding concerns and topics of interest on a multi-agency level and although the Board are working on developing this further, this item has resulted in a number of discussions taking place and assurances around individual agencies working being provided. At times, hot topics can involve challenging conversations however C&V RSB are satisfied that matters are dealt with professionally and at times, positively. The outcomes achieved this year have been pleasing and shows how C&V RSB have a grip on safeguarding issues in the region.

### CHILDREN LOOKED AFTER NUMEBRS

#### WHAT WAS THE DISCUSSION?

In response to Welsh Government targets and the call for action to reduce the numbers of children coming into care across Wales, the Board members from Cardiff and Vale of Glamorgan Local Authorities delivered presentations to the Board outlining the responses and the regional picture of children looked after.

#### WHAT DID THE BOARD DO?

Some Board members raised concerns that if young people are not offered to be looked after, then the impact on those could result in them becoming homeless. Reassurances were provided that every decision made will be in the child's best interests and that efforts would be made to prevent them becoming homeless. Reference was made to the NSPCC Reunification Practice Framework and the ongoing work, which has implications for safeguarding and partners.

#### WHAT WAS THE OUTCOME?

It was agreed that a presentation on the NSPCC framework would be provided at a future board meeting, particularly in relation to work on returning people home. The audit sub group were asked to consider at a future point, the ongoing work across the two areas in order to provide assurance that the right decisions are being made for young people. This is due to take place in later in 2020.

A Corporate Strategy in the Vale of Glamorgan Council has been developed with the aim of reducing the numbers coming into care. The strategy outlines a three-year reduction intention. Progress on the safe reduction over the first 6 months was noted, which included working effectively with families in order to achieve change. Progress on those placed out of county and out of Wales was also noted. The next steps were outlined which would involve working effectively with partner agencies, utilising investment effectively and ensuring that the welfare of the child is paramount.

In order to address the issue of rising numbers, Cardiff Council have refreshed their Corporate Service Strategy to support more children to remain at home and have undertaken an exploration into the potential reasons why children become looked after. The focus will be on trauma impact and building resilience in children and families. The commissioning priorities for 2019-2022 were noted together with the Safeguarding Board's role in the co-produced bespoke reduction expectation plan.

## WHORLTON HALL REVIEW RESPONSE

### WHAT WAS THE DISCUSSION?

A discussion took place around the documentary aired on BBC Panorama in relation to the abuse of patients at Whorlton Hall. C&V RSB wanted to provide assurance to partners that this wouldn't happen in the region.

### WHAT DID THE BOARD DO?

The Board was given assurance by relevant Health and Adult Services Board members that there are processes in place to help avoid this e.g. quality assurance work on the framework that CV UHB use for commissioning and audits underway ensuring the interface with the role of C&V RSB.

C&V RSB contacted Welsh Government for a national update in relation to this. The actions Welsh Government were taking were:

- working closely with colleagues in England who were preparing an action plan in respect of this issue
- Welsh Government's Chief Nursing Officer, on behalf of the Minister for Health & Social Services, commissioned a comprehensive review of all Adult LDO placements in England and Wales covering both NHS and independent provision

### WHAT WAS THE OUTCOME?

The [\*independent review\*](#) was published by the Care Quality Commission in March 2020. Due to competing priorities throughout the Covid 19 lockdown, this has not yet been discussed. This, along with the reports from Welsh Government are on the Quality Assurance group agenda to be discussed in September 2020 with the view of taking any appropriate learning forward and ensuring all mechanisms and processes are effective and appropriate.

## **ATAL Y FRO – DOMESTIC VIOLENCE AND ABUSE SERVICES**

### **WHAT WAS THE DISCUSSION?**

The Chair of Atal Y Fro presented the fact that Atal Y Fro had come across some difficulties in providing full assurance to one of the funders in regards to children's safeguarding. They had found that there were issues with:

- Gaps in recording processes
- Some instances of bad practice
- Standard operating procedures needed to be updated

### **WHAT DID THE BOARD DO?**

- The Board discussed issues and assurances given and how this was not in relation to any particular incident of harm but a review of processes

### **WHAT WAS THE OUTCOME?**

The Board were satisfied that the matter had been dealt with appropriately and actions had been taken to ensure improvements were made in a timely manner. Assurances were given in relation to the implementation of an improvement plan and the following actions were underway:

- Appointment of a new highly qualified practice adviser
- Commissioning of an external audit in order to provide assurance
- All staff informed of review and improvements to be made
- Level 2 adult/children training mandatory for all staff

## COLLABORATION WORK

As well as any collaboration already cited throughout this report, C&V RSB have also collaborated with a number of partners/agencies for the following work:

### COLLABORATION WITH OTHER REGIONAL BOARDS IN WALES

#### WALES SAFEGUARDING PROCEDURES

C&V RSB worked very closely with Regional Boards across Wales to develop and launch the Wales Safeguarding Procedures. The start of National Safeguarding Week in November was marked by the launch of the procedures with two events held in South Wales and North Wales. The Co-Chair of the Board, along with members of the Board presented the new procedures to multi-agency audiences and both events were incredibly successful.

#### NATIONAL WORK ON POLICIES, PROCEDURES ETC.

As a result of the implementation of the Wales Safeguarding Procedures, Boards across Wales were reviewing and updating their policies, protocols, procedures etc. in line with the requirements. As part of this, all the Wales Safeguarding Board managers agreed to share and work jointly on any relevant work. This has proved invaluable in the past and even more so now and will result in consistency in safeguarding practice across Wales.

#### LEARNING FROM REVIEWS

Reviews from other regional boards are shared regularly via Board members and CPR/APR Sub Group members. There is a standing agenda item on the CPR/APR agenda where these are discussed and learning is shared.

### COLLABORATION WITH OTHER SAFEGUARDING BOARDS IN THE UK

#### REDBRIDGE LEARNING FROM REVIEW

A serious case review was conducted in 2019 and colleagues from Cardiff were invited to contribute to the learning event due to involvement with the family. The Business Unit have been liaising with Redbridge's Manager in relation to the dissemination of learning and the report will be discussed in the next Board meeting.

### COLLABORATION WITH THE NATIONAL INDEPENDENT SAFEGUARDING BOARD

#### MULTI-AGENCY OPERATIONAL SAFEGUARDING ARRANGEMENTS IN WALES

The National Independent Safeguarding Board agreed to sponsor a review of Multi-Agency Operational Safeguarding Arrangements (MAOSA) across Wales. The Board members for Children's Services in Cardiff and Vale of Glamorgan sit on the Stakeholder Group and provide updates to the Board as and when necessary along with the NISB member, Jan Pickles (who attends C&V RSB meetings on behalf of the NISB).

#### BOARD MEETINGS

As mentioned above, Jan Pickles attends Board meetings regularly. Jan provides constructive challenge and is supportive of the Boards work.

#### UTILISING ADVICE TO IMPROVE REPORTS AND EVALUATIONS

Throughout the year, the NISB have published their Work Plan, their Annual Report and the findings of a thematic analysis of Child Practice Reviews in Wales. All three documents have been used throughout the Board work to ensure any advice/recommendations are considered. The thematic analysis of reviews helped to shape some of the work C&V RSB were undertaking as part of the Development Day and this proved incredibly useful in terms of comparing regional themes and learning to those apparent across the nation (e.g. the child's voice and information sharing).

The NISB 'Looking Back' report which was published in January 2019, is also often used for support when reporting on/evaluating the work of the Board.

#### SELF NEGLECT LEAFLET FROM REDBURY

In the follow up to a theme apparent in our reviews; Self Neglect, C&V RSB Business Unit contacted Redbury Safeguarding Board to seek agreement to share their information sheet on self-neglect. This was shared and C&V RSB hope to have this published by October 2020.

## COLLABORATION WITH WELSH GOVERNMENT

### BUSINESS MANAGERS AND CHAIR MEETINGS

The Business Manager and Co-Chairs of the Board consistently attend the quarterly Business Manager/Chair meetings held with Welsh Government. These are a great opportunity to seek guidance and to ensure consistency with safeguarding throughout Wales.

### FAITH SECTOR ROUND TABLE

During the year, there were discussions around safeguarding in the faith sector. Welsh Government plan on holding a round table which C&V RSB have already expressed an interest in being a part of.

### UPDATES ON REVIEWS

The Business Unit ensure that Welsh Government are updated on the recommendations, progress and publication of all reviews.

### SINGLE UNIFIED SAFEGUARDING REVIEW

Liane James was commissioned to lead the review of all safeguarding reviews with the aim of forming one single unified safeguarding review. As part of this review, members of the C&V RSB joined the task groups and report into Board or Business Unit if there are any pressing updates. C&V RSB Business Unit have also liaised with Liane James over the possibility of sharing any progress in relation to Learning and Improvement the Board make over 2020-2021.

### CONTRIBUTION TO NATIONAL POLICIES AND GUIDANCE

The Board continue to ensure they contribute to all consultations for safeguarding lead by Welsh Government (e.g. Elective Home Education and Keeping Learners Safe). C&V RSB also ensure representatives sit on any relevant task groups and look forward to working with Welsh Government on the development of a non-statutory guidance on self-neglect. All guidance, resources and updates from Welsh Government are shared widely in a timely manner throughout all agencies in Cardiff and the Vale of Glamorgan.

### UTILISING GRANTS (NSGW)

The grants for National Safeguarding Week and for safeguarding training have been invaluable to progressing the work for C&V RSB in 2019-2020.

## COLLABORATION WITH OLDER PEOPLE'S COMMISSIONER AND THE CHILDREN'S COMMISSIONER

### OPC CARE HOME REVIEW

This review was the subject of discussion at Board meetings. C&V RSB have invited the commissioner to attend Board and discuss the review. Unfortunately, due to clashes in diary, this has not yet happened but C&V RSB are hoping for this opportunity sometime in the next year.

### PRESENTING AT NSGW

C&V RSB were very pleased to welcome the Older People's Commissioner to present at our Adult Safeguarding Professionals Conference. It was an extremely successful event with some very clear messages around domestic abuse.

C&V RSB recognise that more work needs to be done in 2020-2021 to develop stronger links with the commissioners and have included an action in relation to this as part of the Annual Plan 2020-2021.

## COLLABORATION WITH OTHER PARTNERSHIPS

In 2019-2020, links between C&V RSB and other partnerships continued to strengthen.

### PREVENT AGENDA

As stated on page 31, the Board have made links with the PREVENT team and this is set to continue in the future.

### COMMUNITY SAFETY PARTNERSHIP AND SAFER VALE PARTNERSHIP

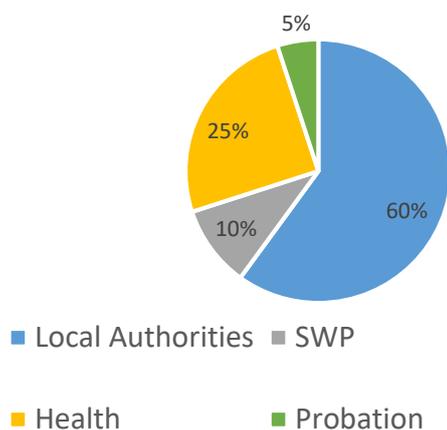
Although there is still work to do in order to achieve regular input and updates in relation to community safety partnerships, work commenced in 2019-2020 to ascertain what groups are held and what work is interlinked. The Community Safety Partnership in Cardiff developed a map of all meetings/groups across the city and we hope to build on this in 2020-2021 to incorporate work on a regional basis and build on the links even more via Chairs meetings etc. The Business Unit has regular links with teams in Cardiff and the Vale to ensure all Domestic Homicide information is shared enabling any necessary joint up work to take place. This year our NHS partners also commenced the NHS Group 2 Ask and Act training.

## MANAGING RESOURCES

### BUDGET

Cardiff and Vale Regional Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. The graph and chart below show how the Board agreed funding from all agencies in 2019-2020:

**Partner Contributions**



Organisation	Proposed Contribution Combined (%)	Organisation Split	Current Contribution to RSB Split (%)	Proposed Contribution Split (£)
Local Authorities	60%	Cardiff Council	67%	£60,000.00
		Vale of Glamorgan Council	33%	£30,000.00
SWP	10%	South Wales Police	100%	£15,000.00
Health	25%	Cardiff and Vale UHB	81.25%	£30,468.75
		Velindre University NHS Trust	18.75%	£7,031.25
Probation	5%	National Probation Service	100%	£7,500.00
<b>TOTAL</b>	<b>100%</b>			<b>£150,000</b>

### EXPENDITURE

STAFFING COSTS	
Strategic Business Manager	£32,523.95
Coordinators	£64,307.43
Administrator	£9,154.54
Extra (cover)	£8,473.09
<b>Total:</b>	<b>£114,459.01</b>
LEARNING & DEVELOPMENT	
Event facilitation	£10,662.58
Training	£706.90
<b>Total:</b>	<b>£11,369.48</b>
ADMIN	
Electronics, travel and subsistence	£694.65
Other (office equipment, stationary etc.)	£4,168.90
<b>Total:</b>	<b>£4,863.15</b>
EXTRAS	
Insurance Premiums	£279.00
Apprenticeship Levy	£520.77
<b>Total:</b>	<b>£799.77</b>
<b>Total spend:</b>	<b>£139,491.41</b>
<b>Total contribution remaining:</b>	<b>£18,508.59</b>

## CONTACT US

### IF YOU HAVE CONCERNS:



If you have concerns about a **child** living in the Vale of Glamorgan please refer your concerns to

**[Vale of Glamorgan Children and Young People's Services](#)**

Contact the **Intake and Family Support Team** on **01446 725 202**  
Out of Office Hours **Emergency Duty Team**  
**029 2078 8570**



If you have concerns about a **child** living in Cardiff please refer your concerns to

**[Cardiff Children's Services](#)**

Contact the **Children's Access Point** on **029 2053 6490**  
Out of Office Hours **Emergency Duty Team: 029 2078 8570**



If you have been, or still are the victim of abuse, or you know someone who you think is being abused or neglected, please contact:

**Vale of Glamorgan Adult Services: 01446 700111**

**Out of Hours: 02920 788570**



If you have been, or still are the victim of abuse, or you know someone who you think is being abused or neglected, please contact:

**Cardiff Multi-Agency Safeguarding Hub (MASH): 02922 330888**

**Out of Hours: 02920 788570**

***If a child or an adult is in immediate risk of harm or danger, call 999 and speak to the police.***

**FOR GENERAL ENQUIRIES:**

If you would like further information about the work of the Safeguarding Board, please contact the Safeguarding Board's business unit:

**Tel:** 02920 871891 / 02922 330880 / 330867

**Email:** [cardiffandvalersb@cardiff.gov.uk](mailto:cardiffandvalersb@cardiff.gov.uk)

**Address:** **Regional Safeguarding Board**  
Room 342  
County Hall  
Atlantic Wharf  
Cardiff Council  
CF10 4UW

**Website:** <https://www.cardiffandvalersb.co.uk/>

**GLOSSARY**

<b>APR</b>	Adult Practice Review	<b>NISB</b>	National Independent Safeguarding Board
<b>CPR</b>	Child Practice Review	<b>NSGW</b>	National Safeguarding Week
<b>CIW</b>	Care Inspectorate Wales	<b>NYAS</b>	National Youth Advocacy Service
<b>CSA</b>	Child Sexual Abuse	<b>OPG</b>	Office of the Public Guardian
<b>CSE</b>	Child Sexual Exploitation	<b>PHW</b>	Public Health Wales
<b>C&amp;V RSB</b>	Cardiff and Vale of Glamorgan Regional Safeguarding Board	<b>PRUDiC</b>	Procedural Response to Unexpected Death in Childhood
<b>DHR</b>	Domestic Homicide Review	<b>SSWBA</b>	Social Services and Well-being (Wales) Act 2014
<b>DoLS</b>	Deprivation of Liberty Safeguards	<b>VAWDASV</b>	Violence Against Women, Domestic Abuse and Domestic Violence
<b>FGM</b>	Female Genital Mutilation		
<b>IMR</b>	Independent Management Review		
<b>MAPF</b>	Multi-Agency Professional Forum		
<b>MASH</b>	Multi Agency Safeguarding Hub		