



Shropshire Partners in Care

Supporting social care providers in Shropshire, Telford & Wrekin

Safeguarding Adults Forum March 2021



Keeping Adults Safe
in Shropshire
Network



Shropshire Safeguarding
Community Partnership



Telford and Wrekin

Safeguarding
PARTNERSHIP


Telford and Wrekin
Clinical Commissioning Group



Telford & Wrekin
COUNCIL


Shropshire
Clinical Commissioning Group




Acknowledgements and Disclaimers

The views expressed by the presenters are their own and not necessarily those of partner agencies.

Forum Agenda

- ✓ **Joanne McKay, First Point of Contact Team Leader, Shropshire Council:** Raising a safeguarding Adults Concern with First Point of Contact
- ✓ **Duncan Henney, Assistant Team Leader, Adult Safeguarding, Telford and Wrekin Council:** Raising a safeguarding Adults Concern with Family Connect
- ✓ **Jenny Jackson, Anti-Social Behaviour Co-Ordinator, Wrekin Housing Group:** Domestic Abuse Review Wrekin Housing Groups Journey in Developing Their Response to Supporting Employees and Customers Who May Be Experiencing Domestic Abuse
- ✓ **Dominic Headley, Dominic Headley Associates:** Sharing Effective References and Conduct Information.
- ✓ **Signposting - CPD Opportunities, Resources, Articles and Events**



First Point Of Contact (FPOC)

RAISING A SAFEGUARDING CONCERN TO SHROPSHIRE COUNCIL

First Point of Contact (FPoC): provides a single point of contact.

- ▶ FPOC are the “front door” for Adult Social Care Services.
- ▶ Telephone is preferred method.
- ▶ 0345 678 9044 Adult Social Care
- ▶ We also deal with webforms and emails from both public and professionals - including police, and health (GP, nursing, WMAS).
- ▶ Firstpointofcontact@shropshire.gov.uk

FPOC Referral options



Adult Social Care Area Community teams



Occupational Therapy (equipment to remain independent)



Mental Health Social Work Team



Adult Safeguarding Team



FPOC work closely with the Shropshire Council Adult Safeguarding Team and are an essential part of the concern reporting process.



If you are not sure whether to report a safeguarding concern, please ring FPOC for a discussion.

Reporting a Safeguarding Concern - A Conversation

You must be prepared to be answer questions including:

- ▶ Whether the adult knows about the concern.
- ▶ Has the adult consented to the referral?
- ▶ Describe the potential abuse or neglect – what is the allegation?
- ▶ The signs of abuse or neglect and why you think it is on-going
- ▶ What impact it is having on the person
- ▶ What you (or others) have done to reduce the risk to the person.

Safeguarding - 7 Essential Questions

- 1. Does the person have care and support needs regardless of who is meeting those needs?**
- 2. Is the person experiencing or at risk of abuse?**
- 3. Are they unable to protect themselves from abuse because of their care and support needs?**
4. Do they want to raise the safeguarding concern themselves? If not,
5. Do they want you to support them to raise the concern? If not,
6. Do they want you to raise the concern on their behalf? (*Unless this increases the risk to them or to others)
7. Is there a public or vital interest (please consider whether the person is subject to coercion and control) that means you need to override their choice and report the concern anyway?

(Public interest may include risk to other adults or children, by sharing information you are acting to prevent a crime, a serious crime may have been committed, the risk is unreasonably high, vital interests include sharing information to prevent serious harm or protect someone's life).

MAKE SAFEGUARDING PERSONAL

- ▶ **IT IS IMPORTANT to involve the adult with care and support needs in making decisions about raising a safeguarding adults concern (unless it would increase the risk to them)**
- ▶ **What are their views?**
- ▶ **If they cannot understand have you asked their family/representative?**
- ▶ **FPOC may ask you to gather their views before we can take it any further**

Safeguarding pathways

- ▶ Shropshire Council First Point of Contact Team will gather the initial information from you and work with you as the referrer to establish the best outcome for the adult.
- ▶ This may not always result in a safeguarding concern as it may be more proportionate to follow alternative pathways:
 - ▶ Close concern if not about abuse or neglect, or no ongoing risk
 - ▶ Close concern if adult not consented to concern being raised and information suggests no ongoing high level of danger of abuse or neglect to the adult.
 - ▶ Referral to the Adult Social Care team to do a Care Act Assessment
 - ▶ FPoC can signpost to other services within Shropshire Council.
- ▶ Progress to Shropshire Council Adult Safeguarding Team for them to co-ordinate the next stage of the process. This will be because there is evidence that abuse or neglect is ongoing or there is a risk of abuse or neglect to others.

Next Steps

- ▶ FPOC should tell you which pathway your concerns will take next.
- ▶ This is much easier if referral is made over the phone as you will have a 2 way conversation and reach the outcome together.
- ▶ **FPOC will not send information onto other agencies outside of Shropshire Council.** It is the responsibility of the agency who owns the information to decide whether to share information with other agencies for other purposes.

Safeguarding Concerns

- ▶ Familiarise yourself with the 7 Essential Adult Safeguarding Questions which can be found at www.keepingadultssafeinshropshire.org.uk
- ▶ Shropshire would prefer you call FPOC 0345 678 9044 to raise a concern
- ▶ Make it personal
- ▶ Make sure you discuss the concerns with the person or their representative to gain their views before calling (where safe to do so)
- ▶ Be clear what your concerns are.
- ▶ What is the potential abuse or neglect?
- ▶ Who is the source of risk?
- ▶ What is the allegation?
- ▶ If you are not clear that there is an allegation of abuse or neglect, then you may need to find out a bit more before you call

Adult Social Care Family Connect

Thursday 23rd March 2021

Our Adult Social Care Charter

We will always
promote
independence

We will listen with
empathy and
understanding

You will know who
to contact and we
will always get
back to you

Our conversations
will be honest and
personal to you, we
won't just tick boxes

We will respect
your decisions, be
honest and open

Safeguarding is
Everyone's
Responsibility

*Working together to enable people to Live Well and Independently
in Telford and Wrekin*

Protect
Care and Invest
to create a
better borough

a co-operative
council



Telford & Wrekin
COUNCIL

Family Connect – 01952 385385 Option 3

Family Connect Adult and Children Services

We enable adults, children, young people, parents, carers and professionals to get the right help at the right time.

You can contact us by:



01952 385385
Mon-Fri 9am-5pm



**familyconnect@
telford.gov.uk**



07537 453177
Text back service



www.familyconnecttelford.co.uk



Telford & Wrekin
COUNCIL

• Family Connect – Who Are The Team?

The Team

- 1 fte Senior CSA
- 4.2 fte CSA's

Background

- The CSAs moved into Family Connect from TICAT at the end of Oct 2017 initially with 2.6 fte CSA's.
- At TICAT the CSA's manned an emergency professional referral line only and managed referrals received electronically.
- On moving to Family connect CSA's became responsible for manning public facing phone line 9 – 5 Mon – Fri for urgent referrals and safeguarding.
- My Choice were the Information and advice service provider.
- The management of HAU's and safeguarding referrals was added to the role once we moved to Family connect
- Initially there was a rota of locality duty SW's then team leaders / seniors providing decision making support to CSA's
- A Senior Community Support Advisor role was created April 2018
- 10,179 calls taken Feb 20 – Feb 21

Family Connect – What We Do

- We receive referrals electronically through Family connect inbox and Family connect gcsx email plus some work triggered to us through LAS (EDT and finance / brokerage)
 - We take referrals, screen and process referrals for all teams: safeguarding, 3 localities, HSCRRT, mental health, AT / sensory and OT plus manage referrals from ambulance service and the police Harm assessment unit (often jointly with children's). Hospital discharge referrals should go direct to Ticat but we occasionally get some out of area hospital referrals.
 - We make booked appointments for the 3 locality teams – now for all types of appointment
- CSA's use and record on the CRM system used in Family connect and LAS
 - Senior CSA's are responsible for the operational management of the team day to day
 - Senior CSA's are involved in the LEAN review process, interface with WIP, operational meetings for HSCRRT (as we are one of the referral pathways) and we are becoming involved in the Smart house operational meetings.
 - Senior CSA's respond to police requests for information and initial Coroners requests for information.
 - Referrals that are for no further action are screened and agreed by a Senior CSA.
 - From Feb 2020 – Feb 2021 we have received 11,190 calls

Family Connect – Feb 2020/21

| | Same month last year | Year to date this time last year | This month | Year to date |
|--------------------------|----------------------|----------------------------------|------------|--------------|
| Number of Calls Received | 1,197 | 14,913 | 1,011 | 11,190 |
| Number of Calls Answered | 1,156 | 14,370 | 995 | 10,944 |
| Abandonment Rate | 3.4% | 3.6% | 1.6% | 2.2% |

| | No. Of Calls Offered | Abandon Rate | Longest Waiting Live Call | Avg. time to Answer (Live Calls) | % of calls answered up to 10 min | No. of calls answered up to 10 min | % of calls answered 10 – 20 min | No. of calls answered 10 – 20 min | % of calls answered over 20 min | No. of calls answered over 20 min |
|-----------------------|----------------------|--------------|---------------------------|----------------------------------|----------------------------------|------------------------------------|---------------------------------|-----------------------------------|---------------------------------|-----------------------------------|
| Family Connect Adults | 1,011 | 1.6% | 16m 27s | 20s | 97.8% | 973 | 2.2% | 22 | 0% | 0 |

Family Connect/CSAs

- Successful conclusion of the Lean review
- Single phone number
- Online professional referral form embedded and then extended to allow booked appointments to be made direct by professionals and then ultimately directly by the public
- New CRM system that has had adult social care involvement in the development build and that this will then feed into LAS to avoid CSA's double recording
- Greater integration with WIP
- Further joint work with police, MPFT and WIP* on the management of HAU's.



SPIC SG Forum 24.3.21

*WIP - Wellbeing & Independence Partnership made up of CVS, Taking Part and Age UK

**Additional Local Safeguarding Documents
referenced during the discussion**

The 7 Essential Adult Safeguarding Questions

Access here -

<http://www.keepingadultsafeinshropshire.org.uk/media/1363/the-7-essential-adult-safeguarding-questions.docx>

The 7 Essential Adult Safeguarding Questions

If you can answer yes to all three of the following questions, the need to raise a safeguarding concern is a possibility:

1. *Does the person have care and support needs regardless of who is meeting those needs?*
 2. *Is the person experiencing or at risk of abuse?*
 3. *Are they unable to protect themselves from abuse because of their care and support needs?*
-

Next, you must explain your concerns to the person affected* (if they aren't able to participate in the conversation, you need speak to their family, friend or representative) to ask:

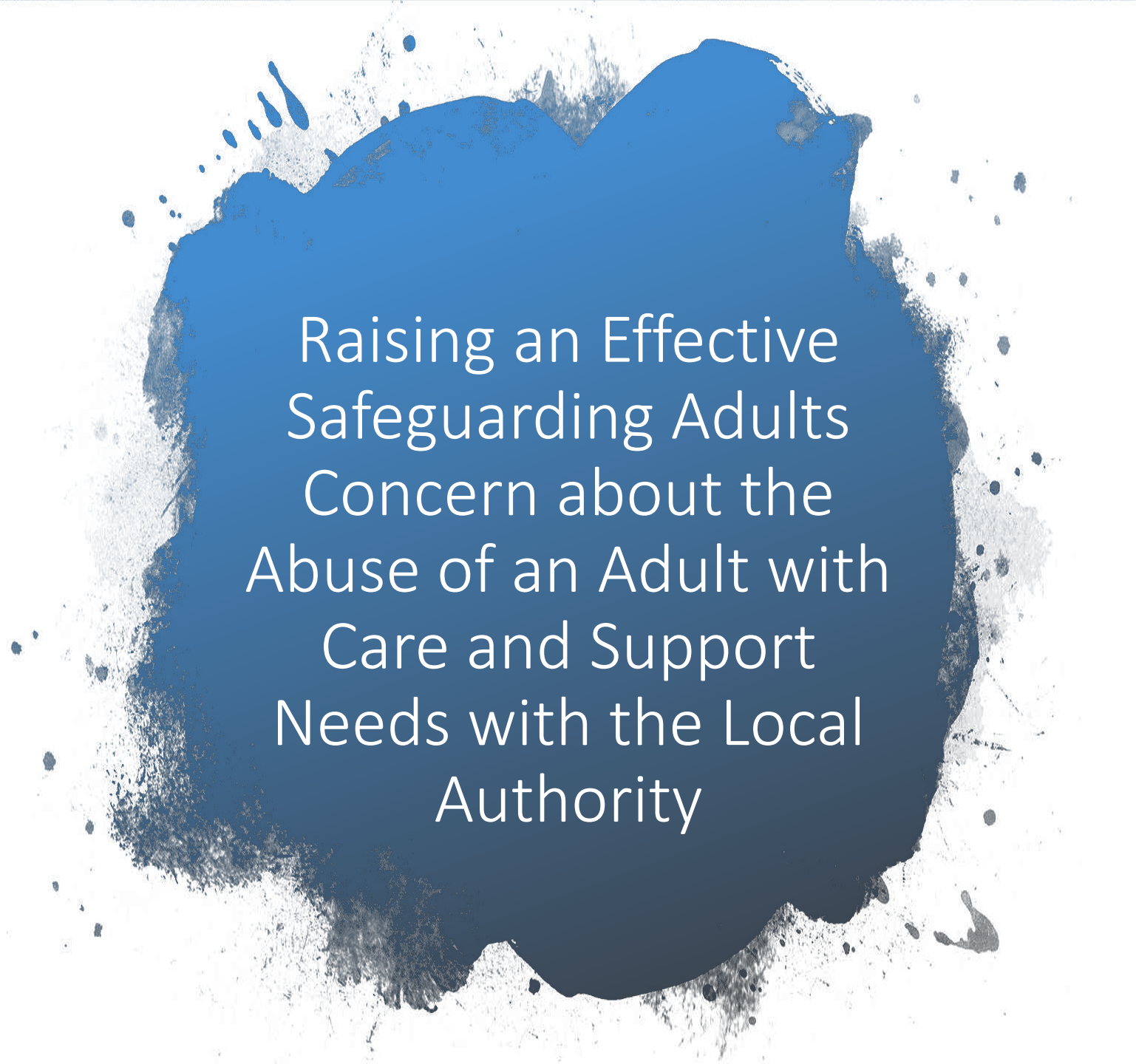
4. *Do they want to raise the safeguarding concern themselves? If not,*
5. *Do they want you to support them to raise the concern? If not,*
6. *Do they want you to raise the concern on their behalf?*

*(*Unless this increases the risk to them or to others)*

This next one is the 7th essential question:

7. *Is there a public or vital interest (please consider whether the person is subject to coercion and control) that means you need to override their choice and report the concern anyway?*

(Public interest may include risk to other adults or children, by sharing information you are acting to prevent a crime, a serious crime may have been committed, the risk is unreasonably high, vital interests include sharing information to prevent serious harm or protect someone's life).

A large, irregular blue ink splatter graphic is centered on a white background. The splatter has a textured, watercolor-like appearance with some darker blue and grey tones at the edges. Inside the main blue area, the following text is written in a clean, white, sans-serif font:

Raising an Effective
Safeguarding Adults
Concern about the
Abuse of an Adult with
Care and Support
Needs with the Local
Authority

Raising an Effective Safeguarding Adults Concern about the Abuse of an Adult with Care and Support Needs with the Local Authority (Version 2, March 2021)

Click here to access –

<https://www.spic.co.uk/resource-category/general-resources/>

Raising an Effective Safeguarding Adults Concern about the Abuse of an Adult with Care and Support Needs with the Local Authority

Resource Background

This resource was produced to assist individuals and organisations to raise *effective* safeguarding adults concerns with the local authority, providing the right information at the right time.

The document was requested by local organisations to consider what sort of information to include when submitting safeguarding adult concerns to the local authority with, or on behalf of the adult with care and support needs.

Any organisation working across Shropshire and Telford and Wrekin may refer to this document prior to raising a concern with the local authority. This may be in preparation for supporting the adult to raise the concern or when raising the concern on their behalf.

This resource was produced by Shropshire Partners in Care with input from the Team Leader, Family Connect/Adult Safeguarding/Approved Mental Health professional and Safeguarding Adults Team in Telford and Wrekin Council, the Head of Adult Safeguarding, Clinical Commissioning Group, and the Statutory Safeguarding Business Partner, Shropshire Council.

Before Raising a Safeguarding Adults Concern with Local Authority

Before contacting the local authority to raise a safeguarding adults concern:

- Consider whether your concerns are about the abuse of an adult with care and support needs or require a referral for a care and support needs assessment or other support and signposting.

Involving the adult in raising the concern:

- Making Safeguarding Personal seeks to engage the adult, enhance involvement, choice and control (Lawson, 2017). This applies to considerations about raising a safeguarding adults concern.
- There is an expectation that the safeguarding concern is discussed with the adult prior to contacting the local authority.
- You should ask them what outcomes they want unless this will impact on their safety or the safety of others.

Be aware of the reporting process for the local authority you are contacting as their processes will differ:

- **Telford and Wrekin Council** - via Family Connect 01952 385385 option 3, you may be asked to complete a 'Safeguarding Adults Concerns Form'. *Telford and Wrekin are in the process of moving to a new phone number and SMART online reporting process for professionals in 2021.*
- **Shropshire Council** - via phoning First Point of Contact 0345 678 9044.

Safeguarding Threshold of Needs Matrix Telford and Wrekin safeguarding Partnership



Safeguarding Threshold for Access to Safeguarding Services Matrix

July 2020



Access here -

<https://www.telfordsafeguardingpartnership.org.uk/downloads/file/115/safeguarding-threshold-of-needs-matrix>



Domestic Abuse Review

An aerial photograph of a residential development. The houses are arranged in a semi-circle, each with a grey roof and brick accents. There are several parking spaces with cars parked. The area is surrounded by green grass and a wooden fence. The text "MAKING A DIFFERENCE TO PEOPLE'S LIVES" is overlaid in the center in white, bold, sans-serif font.

**MAKING A DIFFERENCE TO
PEOPLE'S LIVES**



Domestic abuse,

Where have we come from?

- **For tenants - included in the ASB policy**
 - **2018 adhoc training in partnership with Woman's Aid**
 - **Shropshire and Telford Marac**
- **For Staff - Support offered through different policies, lack of focus and low profile**



Catalyst for change - The Make a Stand Pledge

1. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff
2. Put in place and embed a policy to support residents who are affected by domestic abuse
3. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse
4. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse

1. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff

Residents (will cover staff later)

- <https://www.wrekin.com/Pages/Support-and-Advice/domestic-abuse>

This links to a directory of support services throughout the geographical areas we work.

- Regular use of Social Media to promote our own services and National initiatives



We are saying No More this Say No More this week and every week by pledging to learn and speak out about domestic and sexual violence. This is so important in light of the heart breaking Sarah Everard case in London. Every woman should feel safe to walk home. You can read more here [#UKSaysNoMore](https://www.wrekin.com/News/we-are-saying-more-to-domestic-abuse) chooseToChallenge

2. Put in place and embed a policy to support residents who are affected by domestic abuse

- The separation of Policies

[https://www.wrekin.com/Docs/Domestic Abuse Policy 2019 Final Final draft.pdf](https://www.wrekin.com/Docs/Domestic%20Abuse%20Policy%202019%20Final%20Final%20draft.pdf)

- Embedding

Training

Changes in recording

Expanding Marac partnerships

Marketing and Partnership

Marketing and Partnerships

- We play an active role in shaping local strategies
- For example we're proud to support the White Ribbon campaign that raises awareness of domestic violence.



3. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse

The Wrekin
Housing Group


“ I have had a wonderful life and a career I have loved. I know I have made a difference to people’s lives in many ways. ”

Morag Bailey
Group Head of Continuous Improvement

 International Women’s Day
#IWD2021 #ChooseToChallenge



- Raising awareness with the Board
- Resident engagement engagement
- Steers the Leads



4. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse

- Intranet
- Leads
- Workplace
- Wellbeing surveys
- Mental Health First Aiders



Role of DA Leads

Purpose of the Role

The purpose of the role is, in relation to all forms of Domestic Abuse, to become a well-trained additional resource within the Wrekin Housing Group.

As a Domestic Abuse Lead you will develop the skills, knowledge and commitment to support other colleagues in the organisation to better identify, respond to and signpost cases suspected or identified as Domestic Abuse within our customer base, or colleagues who are potential victims of Domestic Abuse itself.

It is not the intention of the role to become Domestic Abuse Caseworkers.



The future

Domestic Abuse Bill?

Embedding these values making a difference to people lives which is where I started the presentation.

Any Questions?

Sharing effective references and conduct information

Shropshire Providers

24th March 2021

'A project to help social care employers share effective references and conduct information'

Project Partners



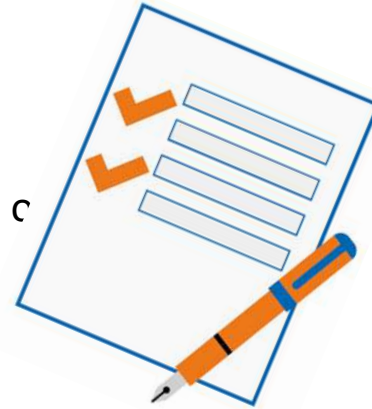
Disclosure &
Barring Service



Project overview

To support and encourage social care employers to:

- ✓ Gather and provide high quality effective references and evidence of conduct
- ✓ Provide effective safeguarding related conduct information on staff employed by the organisations to DBS and others



This will be achieved by:

- ✓ Dispelling myths around what can and can't be shared in a reference and also conduct information to DBS and/or other organisations
- ✓ Developing practical guidance to support employers request and provide useful references and develop appropriate reference policies
- ✓ Communicating the benefits of adopting reference policies which support the inclusion of conduct information – both Positive and Negative

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Reed Screening - Viability of References Model



- **Volume** – how many references and the time period they should cover

References have a **61%** return rate



- **Validity** – the reference may not be acceptable (i.e. inappropriate referee)

10% of references received are not valid



- **Veracity** – discrepancies between information provided by the candidate and referee

31% of references have discrepancies between referee and candidate



- **Value** – how much and what information is collected (often references are dates-only)

81% of references received contained dates only



- **Verification** – that a reference is real and genuine

65% of referee information provided by the candidate are not the correct details

Statistics are from the Reed Screening Index – a study of over **101,000** references

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Regulation 19 - Fit and proper persons employed

Schedule 3: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

- 1) Proof of identity including a **recent photograph**
- 2) Criminal record **self-declaration** + **criminal record check** at appropriate level (i.e. standard, or enhanced DBS checks; or enhanced DBS check with barred list checks)
- 3) Satisfactory **evidence of conduct** in previous employment concerned with the provision of services relating to health or social care or children or vulnerable adults (e.g. reference, written evidence from other persons – but only if it provides information regarding an individual's conduct)
- 4) If applicant was employed in a position where their duties involved work with children or vulnerable adults – **Satisfactory verification as to reasons why employment ended**
- 5) Satisfactory documentary **evidence of any relevant qualification**
- 6) A full employment history, together with a satisfactory **written explanation of any gaps in employment**
- 7) Satisfactory information about any physical or mental health conditions which are relevant to the person's capability to properly perform tasks which are intrinsic to their employment for the purposes of the regulated activity.



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Over Reliance on DBS checks – What you need to know

DBS key stats (April 19 – March 2020)

Approx. 4.2 million standard and enhanced DBS checks are carried out each year.

Approx. 95% of all standard and enhanced DBS checks contain no information relating to cautions, convictions, police intelligence or barred list information.

Approx. 0.02% of enhanced with barred list(s) DBS certificates state the person is on a barred list.

Approx. 0.1% of enhanced DBS certificates contain other relevant information (police intelligence).




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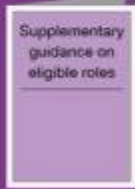
Reliance/over reliance on DBS checks - Why does it matter?

COVID-19:
Temporary changes to DBS ID checking guidelines



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COVID-19 free-of-charge enhanced DBS checks and emergency Barred List checks



Changes to DBS filtering rules
November 2020



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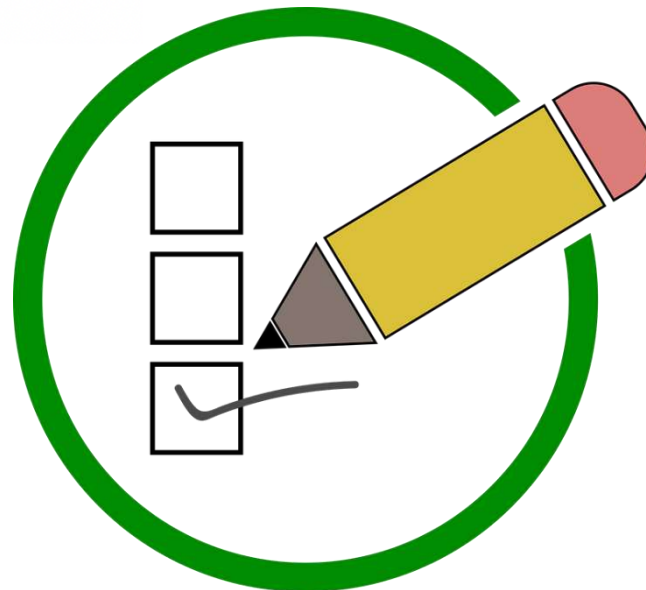


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DBS Survey

December 2020

Is getting useful references a challenge?



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Consultation workshops – Key findings

105 individuals attended 3 Consultation workshops
75 individuals participated in Consultation interviews



- References are a core part of our safeguarding culture - **99% agree/partly agree**
- Detailed references should be provided - **86% agree/partly agree**
- Legislation /GDPR are barriers to giving and requesting detailed references - **65% agree/partly agree**
- Personal references are useful alongside other references - **73% agree/partly agree**
- We would recruit someone with gaps in missing references if all other vetting checks were in place **62% agree/partly agree**
- Current guidance is helpful and informative - **61% agree/partly agree**
- We would like to share more detailed information about concerns and conduct - **77% agree/partly agree**
- We would like to share more detailed information about concerns and conduct - **77% agree/partly agree**
- We effectively manage concerns about conduct, behaviour and attitude of people at work - **93% agree/partly agree**
- We have effective policies for identifying and dealing with low levels concerns at work - **90% agree/partly agree**
- We have effective systems in place to record information and concerns regarding safeguarding related conduct of staff - **90% agree/partly agree**
- Agency staff present the biggest challenge - **54% agree/partly agree**
- More training and guidance would be helpful - **92% agree/partly agree**

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360 Degree approach to safeguarding in employment - PRISIM

What does it mean in practice?

- Applying a safeguarding mindset to every stage of the employment journey
- Assessing risk and effectively managing the Employment – Reputational – Safeguarding dilemma
- Demonstrating courageous leadership – believing it could happen here and taking action if it does
- Sharing concerns to fulfil your responsibility to keep everyone safe

P - Planning to recruit

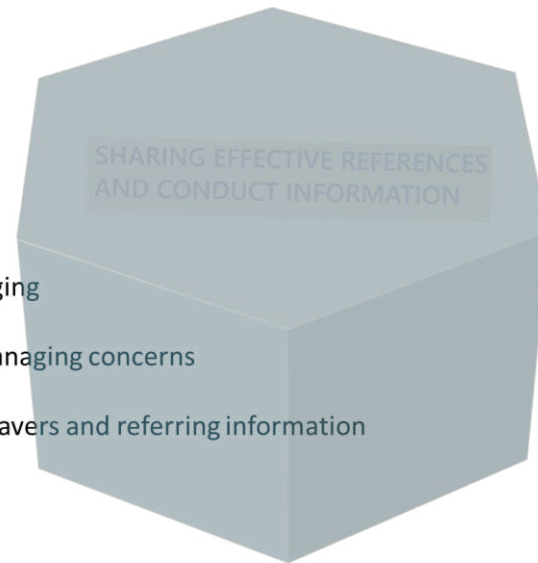
R - Recruiting and vetting

I - Inducting and probation

S - Supervising and managing

I - Identifying and managing concerns

M - Managing leavers and referring information



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REED
SCREENING
●●●



Reinventing a framework for best practice



References

- ✓ Safer recruitment checklist
- ✓ Myth-busting, DPA considerations & FAQs
- ✓ Dealing with adverse references, exploring gaps, confidential references, settlement agreements
- ✓ Standardised templates - written references, telephone /verbal references, character references, pre-employment check risk assessment
- ✓ COVID-19 temporary arrangements

Sharing evidence of conduct and concerns

- ✓ PRISIM – recording and managing concerns within the employment relationship
- ✓ Agency considerations
- ✓ Managing exits
- ✓ To share or not to share

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Contact details



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E: dominic@dominicheadleyassociates.co.uk

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Documents Dominic Headley referred to during the Presentation -

Safe and fair recruitment A guide to employing people with convictions in social care



Pages 6 - 13 of the Skills for Care Safe and fair recruitment guide cover the new self-disclosure and filtering rules.

<https://www.skillsforcare.org.uk/Documents/Recruitment-and-retention/Recruiting-for-potential/Safe-and-fair-recruitment/Safe-and-fair-recruitment-December-2020.pdf>

New filtering rules - The new rules will affect Standard and Enhanced DBS certificates issued on or after 28 November 2020.

Link here -

<https://www.gov.uk/government/news/new-filtering-rules>



**New
filtering
rules**

Guidance

List of offences that will never be filtered from a DBS certificate

<https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check>

Supreme court judgement on criminal record disclosure webinar

Access by clicking this link -

<https://www.nhsemployers.org/case-studies-and-resources/2020/09/supreme-court-judgement-on-criminal-record-disclosure-webinar>



Dominic Headley has also shared this presentation with Shropshire Partners in Care following the Safeguarding Adults Forum.



What's Changed & What's Changing?

Dominic Headley

Essential Police Check Updates

Dominic Headley & Associates



COVID-19 Temporary arrangements

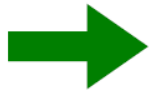
27 March 2020 - Temporary arrangements were put in place for DBS checks for social care and health workers recruited in connection with the provision of care and treatment of COVID-19; or to backfill roles because of the impact of the pandemic.

But only if.....

- 1) Providers need to start staff urgently.
- 2) Waiting for a full DBS check could cause undue delay.
- 3) Such delays to the recruitment process could lead to risks to the continuity of service, the safety and wellbeing of members of staff and the people using the service.



Changes to self-disclosure ROA Exceptions Order



All unspent convictions and cautions must be disclosed – just like any job or activity not covered by the Exceptions Order.



Spent cautions and convictions must be disclosed – if they meet the circumstances described in the table below:



| Disposal | Age when sentenced | Length of time elapsed |
|--|--------------------|------------------------|
| Caution for specified offence | 18 or over | Any time |
| Caution for non-specified offence | 18 or over | Less than 6 years |
| Conviction for specified offence | Any age | Any time |
| Conviction resulting in custodial sentence | Any age | Any time |
| Conviction for non- specified offence | 18 or over | Less than 11 years |
| | Under 18 | Less than 5 ½ years |

Any other caution or conviction which **does not meet the details** set out in the table including spent youth reprimands, final warnings and youth cautions, is considered **'protected'**.

When do cautions become filtered?

A caution will be filtered from DBS certificate, if;

- **Immediately** if the disposal is a youth caution, reprimand or final warning – when individual is under 18 on date disposal is administered
- An adult caution will be filtered after **6 years** have elapsed – if it is not on the DBS list of specified offences that will never be filtered.

When do convictions become filtered?

A conviction will be filtered from DBS certificate, if:

- **11 years** have elapsed since the date of the conviction
- **5½ years** have elapsed since the date of the conviction (if under 18 when convicted);
- It **did not** result in a custodial (or suspended) sentence;
- It **is not** on the DBS list of specified offences that will never be filtered.

Common offences that would qualify for filtering

- **Common Assault, Battery, Assault by beating**
- **Assault on a police constable**
- **Possession of Class A, B or C drugs**
- **Possession of offensive weapon in a public place**
- **Harassment**
- **Theft and fraud offences**
- **Criminal damage**

Common offences that would NOT qualify for filtering

- **ABH, GBH, Wounding with intent**
- **Affray**
- **Supply of Class A, B or C drugs**
- **Sexual offences**

Changes to Basic DBS checks

The Government has proposed limited changes to the ROA1974 in E&W – Section 163 Police, Crime, Sentencing and Courts Bill 2021

- The period of time for which **shorter custodial sentences and community sentences** need to be disclosed – will be **significantly scaled back**.
- In addition, some sentences of **over four years** will no longer have to be disclosed to employers after a specific period of time has passed (excluding convictions for sexual, violent and terrorism offences that resulted in a sentence of over four years).
- The government **does not intend to change the disclosure periods for any other sentences** despite the fact some less serious offences sentences (e.g. motoring convictions, relevant orders) can be disclosed for much longer than short custodial sentences.

| Sentence/Disposal | Rehabilitation period over 18 | Rehabilitation period under 18 |
|---|----------------------------------|----------------------------------|
| COMMUNITY ORDERS | | |
| Youth Rehabilitation order | N/A | On the last day order has effect |
| Community order | On the last day order has effect | N/A |
| CUSTODIAL SENTENCES | | |
| Custody 12 months or less | 1 year from end of sentence | 6 months from end of sentence |
| Custody of more than 1 year and up to 4 years | 4 years from end of sentence | 2 years from end of sentence |
| Custody of more than 4 years | 7 years from end of sentence | 3 ½ years from end of sentence |





Shropshire Partners in Care

**Local Resources References – Shropshire and
Telford and Wrekin**

Shropshire Safeguarding Community Partnership Reference Template

Click the link to access the template

<http://www.keepingadultssafeinshropshire.org.uk/media/1250/reference-request-template-2019.docx>



Keeping Adults Safe in Shropshire Network (KASiSN)

| Reference Request Template for Adult Social Care Providers | |
|--|---|
| Document | Reference Request Template (good practice advisory document) |
| Developed by | SureCare Shropshire, the KASiSN and Shropshire Partners in Care |
| Date | December 2019 |
| Review Date | December 2020 |

Document Background:

In Shropshire the KASiSN aims to encourage good safeguarding practice concerning recruitment and retention. This is part of the KASiSN's commitment to preventing abuse or neglect happening in the first place.

Obtaining references is one way of verifying information submitted in a job application form. Professional references should seek information about the individual's abilities and aptitude for the job (Acas, 2016).

References should be accurate and fair; this does not mean information from providers has to be limited to merely acknowledging that the applicant worked for the organisation and providing start and finish dates. The KASiSN would consider that providing references limited to confirmation that a person had worked at a particular organisation does not promote a positive safeguarding culture.

The KASiSN is making this template available to encourage a positive culture regarding the provision of references as part of good recruitment practice; this reinforces the message that safeguarding is everyone's business. This is to provide support to KASiSN partners whilst recognising many member organisations will have their own well established recruitment and selection processes and it is hoped that this can be used as an adjunct to these to quality assure the organisation's own procedures even if they do not need to make use of the template.

Reference Request Risk Assessment Template during Covid-19 Outbreak, 2020



Reference Request Risk Assessment Template during Covid-19 Outbreak, 2020

This document should be used in conjunction with the 'Dealing with Reference Requests and DBS Fast Track Barred List Service Information in Adult Social Care during Covid-19 Outbreak document [access here](#)

Name of Applicant *Daniela Duck - due to start 6.4.2020*

| Reference Action | Date | Outcome | Risk Assessment |
|---|-----------------|---|---|
| <i>Attempted to get written employer reference Attempted to get a verbal employer reference</i> | <i>1.4.2020</i> | <i>HR manager on furlough - not available to send on reference</i> | <i>Move to seeking verbal reference with a note on file to obtain a written reference within 6 months of starting</i> |
| <i>Attempted to get a payroll confirmation individual had worked with previous employer</i> | <i>1.4.2020</i> | <i>Entire company furloughed; could not get name of accountant or person who did payroll</i> | <i>Will ask applicant if they can provide someone (not a relative) who used to work with them to provide a personal statement. Note on file to obtain written employment references within 6 months of starting</i> |
| <i>Attempted to get a personal reference</i> | <i>2.4.2020</i> | <i>Applicant provided name and contact details of former colleague who gave a verbal assessment (recorded on verbal reference document)</i> | <i>Have 1 x personal reference and full DBS check.</i> |
| | | | |

Final Risk Assessment: *Obtained full DBS check (no issues or information about how any issues will be risk assessed and managed) and one personal statement. Have details of former employers to follow up.*

Decision: *Appoint individual and place on 6 months probation and supervision; with contract statement that employment can be ended within 6 months if full written references not received. Review situation on a monthly basis and make file notes of attempts to obtain written references.*

Signed _____

Date: _____

This document should be used in conjunction with the 'Dealing with Reference Requests and DBS Fast Track Barred List Service Information in Adult Social Care during Covid-19 Outbreak' document access [here](#)

Reference Request Risk Assessment During Covid-19 Outbreak access here -

https://www.spic.co.uk/?sdpd_d=download&d=3037

Resources, Reports and Webinars





Making
Safeguarding
Personal event
30th March
with Professor
Michael
Preston-Shoot
CSCPtraining@coventry.gov.uk



COVID-19 and Adult Social Care and Adult Safeguarding: A Large-Scale Mixed Methods Study

Request for Involvement by Shropshire Partners in Care members and Partners (Health Partner information welcomed)

Dr Laura Pritchard-Jones is a lecturer in Law at Keele University. With her colleagues at Keele University, she is currently a Principal Investigator on a project funded by The Health Foundation, entitled 'COVID-19 and Adult Social Care and Adult Safeguarding: A Large-Scale Mixed Methods Study'. This research aims to look in more detail at the impact COVID-19 has had on the adult social care and adult safeguarding activity across local authorities, NHS trusts, and Safeguarding Adults Boards from the perspective of practitioners. It also aims to gather evidence about best practice in adult social care and safeguarding.

See next slide -

What is the purpose of the research?

This research will deliver a significant contribution to the understanding of the impact of COVID-19 on adult social care, social work, and adult safeguarding law and practice. Through evaluating the impact of COVID-19 on those engaged in delivering adult social care and safeguarding, this project will also generate much needed knowledge of the challenges and solutions which safeguarding teams and SABs have developed in response to COVID-19. This project represents an opportunity to understand and share best practice in the context of responding to the pandemic across organisations.

How to get involved in the Research:

There are two ways that anyone who wishes to participate can do so:

1. [Survey \(available here\)](#): This is aimed specifically at **frontline social care practitioners**. It should take no longer than 30 minutes to complete.
2. **Interviews**: We are looking for **frontline** social care (**or related**) professionals with any degree of adult safeguarding activity as part of their work or, **non-frontline** professionals with specific responsibility for adult safeguarding (e.g. chairs, managers, or members of Safeguarding Adults Boards) who would be willing to participate in research interviews (approx. 1-2 hours each). Laura has attached a further information document about the interview process, and anyone who wishes to take part is welcome to email Laura at l.g.pritchard-jones@keele.ac.uk to arrange this.

ACT Awareness (Action Counters Terrorism) eLearning

ACT Awareness (Action Counters Terrorism) eLearning is a CT (Counter Terrorism) awareness product designed for all UK based companies and organisations and available to the public. ACT Awareness eLearning will provide nationally recognised corporate CT guidance to help people better understand, and mitigate against, current terrorist methodology.

The following eLearning Modules are available:

- Introduction to Terrorism
- Identifying Security Vulnerabilities
- How to Identify and Respond to Suspicious Behaviour
- How to Identify and Deal with a Suspicious Item
- What to do in the Event of a Bomb Threat
- How to Respond to a Firearms or Weapons attack
- Summary and Supporting Materials

<https://www.gov.uk/government/news/act-awareness-elearning>



EssexAutonomyProject

Human Rights in Care Homes: A Survey-Based Study

Essex Autonomy Project invite you to participate in this survey so they can learn about the experiences of professionals working in or with care homes during the Covid-19 pandemic.

This survey is part of a larger research project, “Human Rights in Care Homes”, focusing on the impact of the Covid-19 pandemic on respect for human rights in care homes. Their goal is to help care professionals and policy makers protect human rights in care homes going forward. By completing this survey, you will help them to understand the situation on the ground and what support may be needed.

Though the survey is primarily targeted at people working in England or Wales, they welcome responses from professionals working elsewhere.

Access the survey here - https://essex.eu.qualtrics.com/jfe/form/SV_3kNq1xtDDuHNFnE

Making Safeguarding Personal podcasts –

Exploring and busting the myths that can prevent practitioners from making safeguarding personal for service users. A discussion between Professor Michael Preston-Shoot and Esi Hardy.

<https://soundcloud.com/rip-ripfa/sets/busting-myths-that-surround-making-safeguarding-personal/s-4nukW>



Think CO - An introductory workshop to carbon monoxide risks in the home. Aims to raise awareness of carbon monoxide risks for people who work in the homes of vulnerable people. Various dates available. <https://www.eventbrite.co.uk/e/think-co-an-introductory-workshop-to-carbon-monoxide-risks-in-the-home-tickets-115618952399>

About this Event

You may not really have thought about carbon monoxide risks in your day to day work, both to your client and to you. There is a duty of care to both of you. This online, hour long workshop is aimed at front line staff from social care, NHS, FRS, voluntary and private sectors working in the UK.

The Think CO online workshop will tell you more about the sources, signs and symptoms of carbon monoxide poisoning, how to help prevent it and what the implications are to you and your client. In particular, we focus on long term, low level risks which can have serious consequences and help you spot and address the risks. As more vulnerable people are spending time at home, the risks increase. The online workshop is a mix of presentation, scenarios and practical exercises. Only the presenters will be on video, but participants can ask (or type) questions as we go along. We expect the workshop to last just over an hour, but there will be an opportunity to ask further questions. If you would prefer to do an e-learning course instead, covering similar topics and please email us on e-learning@gassafecharity.org.uk to receive log on details.

Recorded 2020 Supported Loving Webinars



Find all Supported Loving webinars on the link below, with discussion about good support around sex and relationships for people with learning disabilities.

<https://www.choicesupport.org.uk/supported-loving-webinars>

Safeguarding Adults Review – Luke

Luke, aged 67 at the time of his death, had been a resident in a care home for about 18 months, he had a long history of neglecting his own health and well-being before moving there. Luke had experienced a number of traumatic events in his life and, although Luke died from a diabetic foot ulcer, the focus of the report surrounds how agencies worked together in their approach to Luke and concerns about his mental capacity and neglect of his own wellbeing.

Access the full SAR and associated documents here -

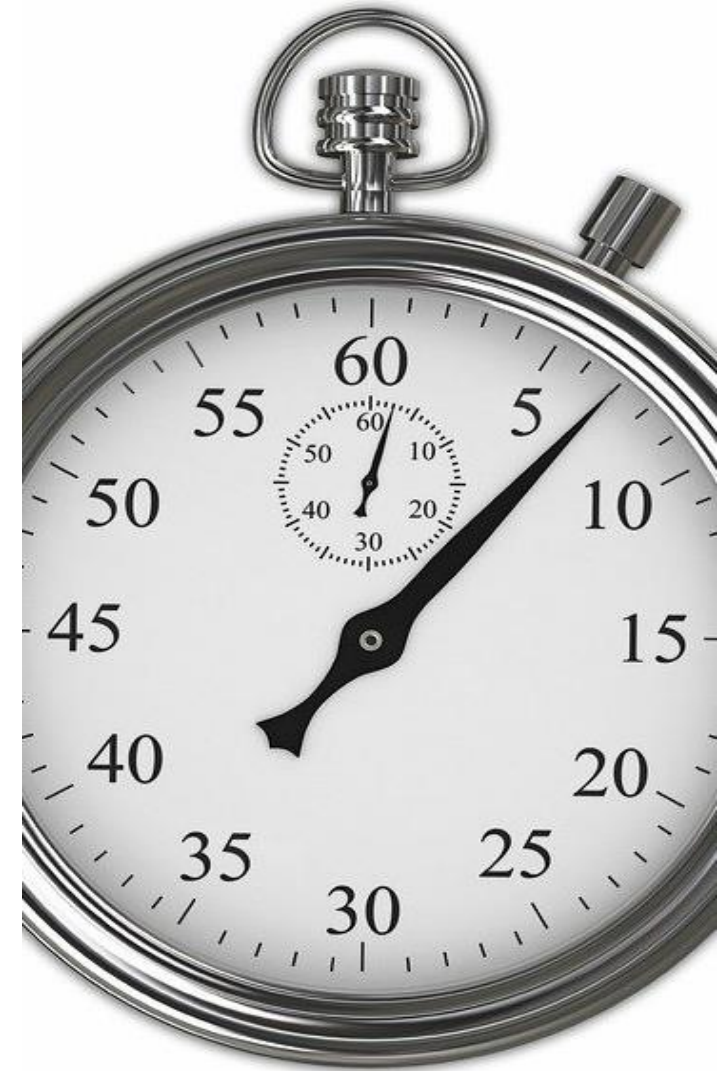
<https://ssab.safeguardingsomerset.org.uk/about-us/publications/learning-from-serious-cases/>

One Minute Guide - Safeguarding Adults for Coronavirus Volunteers

The Association of Directors of
Adults Social Services.

This short guide gives volunteers
some information about how to
protect adults who are at risk of
abuse or neglect. This guide also
includes some examples of
situations you may be faced with
and gives advice on what to do.

<https://www.local.gov.uk/sites/default/files/documents/Safeguarding%20for%20Volunteers.pdf>



Care Quality Commission

Safety and speaking up during the COVID-19 emergency

This is a joint statement shared with providers of health and adult social care from:

Professor Ted Baker, Chief Inspector of Hospitals
Dr Rosie Benneyworth, Chief Inspector of Primary Medical Services and Integrated Care
Kate Terroni, Chief Inspector of Adult Social Care
Dr Henrietta Hughes, National Guardian for the NHS

<https://www.cqc.org.uk/news/stories/safety-speaking-during-covid-19-emergency>





COVID-19 and safeguarding adults

Frequently Asked Questions

<https://www.local.gov.uk/sites/default/files/documents/COVID-19%20safeguarding%20adults%20FAQs%20final.pdf>

Michael Preston-Shoot on behalf of Local Government Association and ADASS (March 2020)

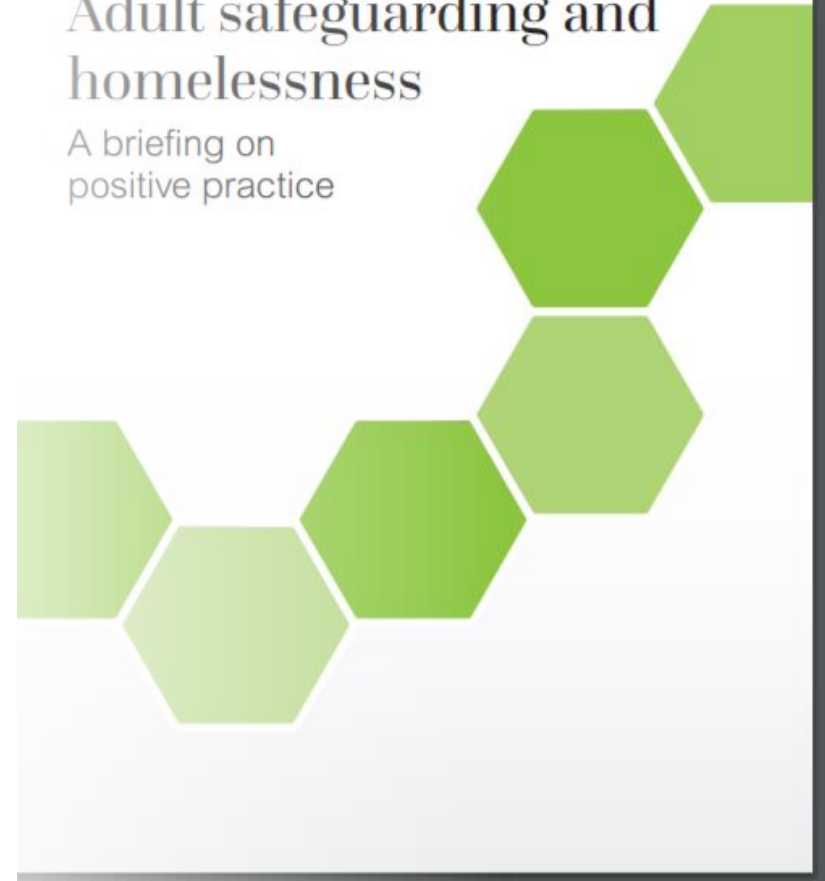
Adult safeguarding and homelessness. A briefing on positive practice.

<https://www.local.gov.uk/adult-safeguarding-and-homelessness-briefing-positive-practice>



Adult safeguarding and homelessness

A briefing on positive practice



**COVID-19 updates
for social work**



**Principal Social Worker Guidance for Safeguarding Adults during the Covid19
Pandemic May 2020**

This will reference the need to carry out safeguarding remotely, within the context of lone working and needing to promote the safety of staff and people with care and support needs.

Consideration will also be given to when it is appropriate to carry out work remotely (e.g. by telephone) and when it is essential for a face-to-face meeting/assessment to take place.

<https://www.local.gov.uk/sites/default/files/documents/PSW%20Safeguarding%20Advice%20Covid19.pdf>

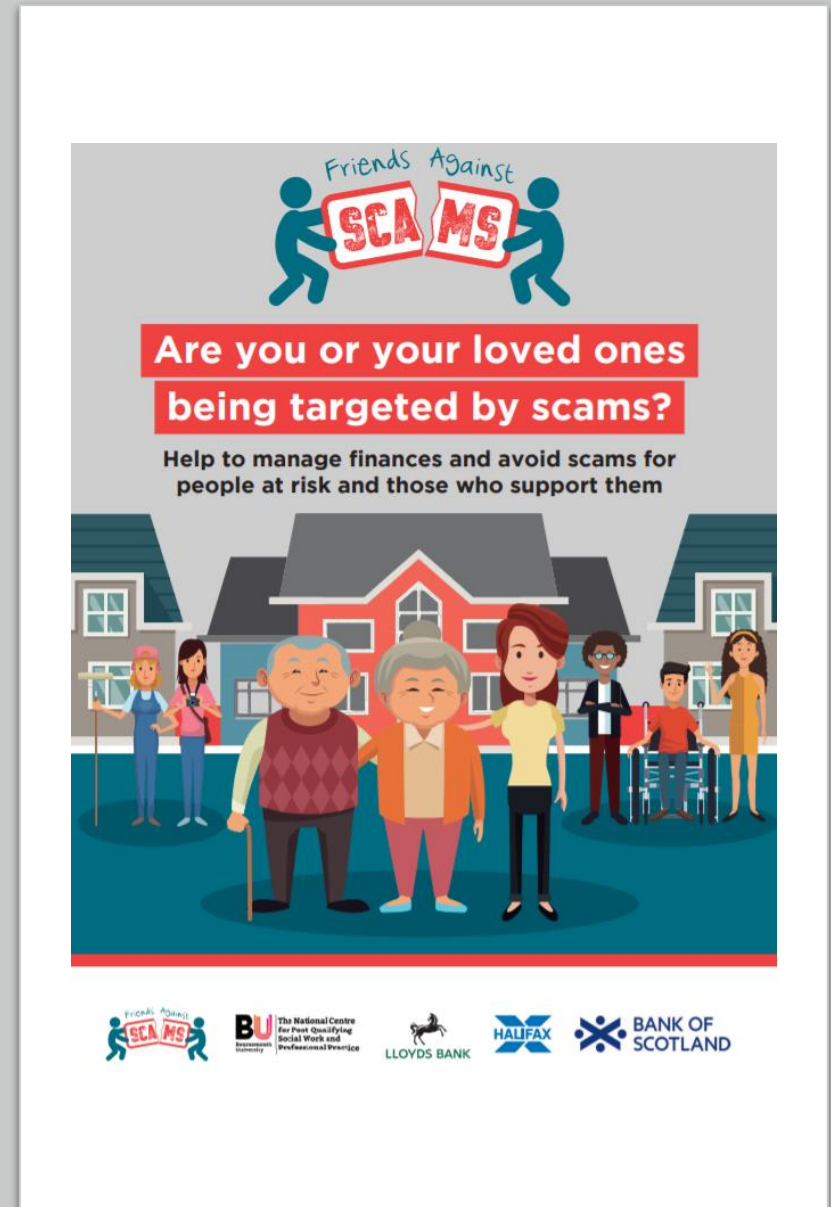
Further Resources

Samsi, K., Cole, L. and Manthorpe, J. (no date) *Investigating 'optimal time': Perspectives on the timing of people living with dementia moving into care homes*. London: NIHR Health and Social Care Workforce Research Unit, King's College London.

<https://www.sscr.nihr.ac.uk/wp-content/uploads/RF88.pdf>

Friends Against Scams (2020) *Are you or your loved ones being targeted by scams?* Eastbourne: Friends Against Scams.

[https://www.friendsagainstscams.org.uk/sh-opimages/Leaflet/Protection from scams guide.pdf?mc_cid=54aabb375&mc_eid=ac33b20933](https://www.friendsagainstscams.org.uk/sh-opimages/Leaflet/Protection%20from%20scams%20guide.pdf?mc_cid=54aabb375&mc_eid=ac33b20933)



Further Resources

Care Quality Commission (2020) *Out of sight – who cares?: Restraint, segregation and seclusion review*.

London: CQC

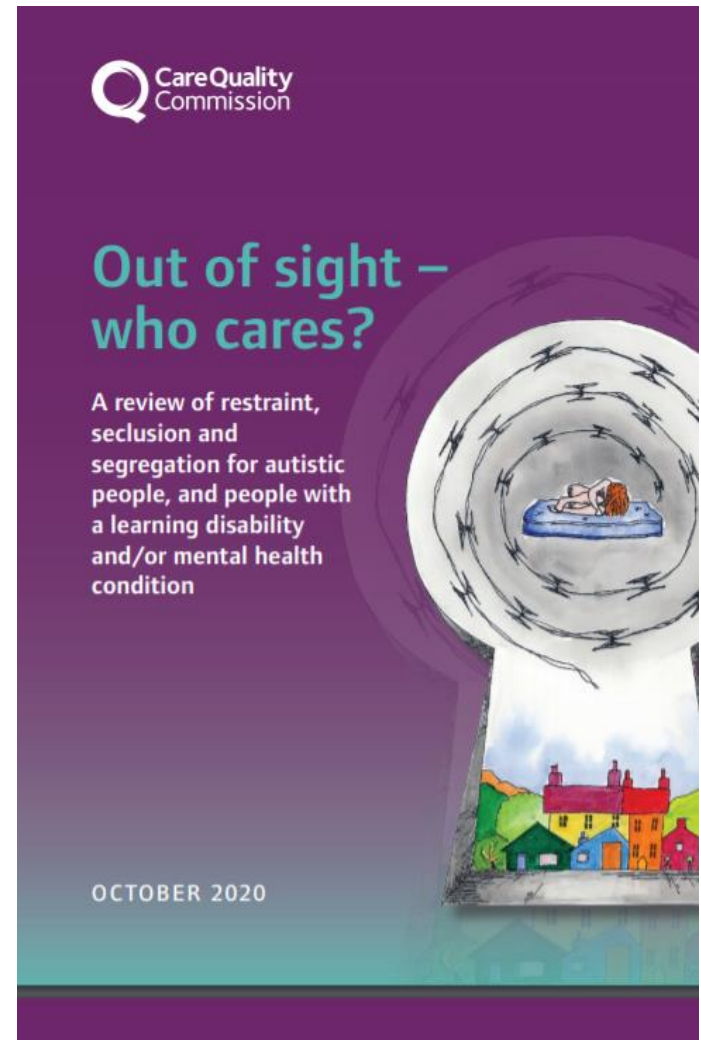
<https://www.cqc.org.uk/publications/hemed-work/rssreview>

Cleary, K. and Ivanova, D. (2020) *CQC: Out of sight? Who cares — a human rights issue*. London: CQC

<https://medium.com/@CareQualityComm/cqc-out-of-sight-who-cares-a-human-rights-issue-ec817dcc3e87>

CQC (2020) *Out of sight - who cares?*
21 Oct 2020. London: CQC

<https://www.youtube.com/watch?v=deRjypFbajk>



About the Care Quality Commission

Further Resources

Shropshire Partners in Care YouTube Channel

https://www.youtube.com/channel/UCQ4WOazrhYa3MS4JAgOLDtg/playlists?view_as=subscriber

The screenshot shows the YouTube channel page for 'Shropshire Partners in Care', which has 7 subscribers. The page is set to the 'PLAYLISTS' tab. At the top right, there are buttons for 'CUSTOMISE CHANNEL' and 'MANAGE VIDEOS'. Below the navigation bar, the 'Created playlists' section is displayed with a 'SORT BY' option. There are ten playlists shown in a grid:

- Human Rights**: Updated today, 6 videos. [VIEW FULL PLAYLIST](#)
- Covid-19 and the Impact in Care Homes**: Updated 6 days ago, 1 video. [VIEW FULL PLAYLIST](#)
- Covid-19 Related Videos**: Updated 6 days ago, 6 videos. [VIEW FULL PLAYLIST](#)
- Safeguarding Adults Films**: 9 videos. [VIEW FULL PLAYLIST](#)
- Suicide Prevention**: 1 video. [VIEW FULL PLAYLIST](#)
- Making Safeguarding Personal**: 1 video. [VIEW FULL PLAYLIST](#)
- Domestic Abuse**: 6 videos. [VIEW FULL PLAYLIST](#)
- Safeguarding Children**: 4 videos. [VIEW FULL PLAYLIST](#)
- Mental Capacity Act**: 14 videos. [VIEW FULL PLAYLIST](#)
- Safeguarding Adults and Children Podcast During Covid-19**: 2 videos. [VIEW FULL PLAYLIST](#)

Including
links to Alex
Ruck Keens
'Shedinar'
series

<https://www.mentalcapacitylawandpolicy.org.uk/shedinars/>



**COVID-19 and the
MCA 2005**

<https://www.mentalcapacitylawandpolicy.org.uk/resources-2/covid-19-and-the-mca-2005/>

**Mental Capacity Law and Policy
website**

<https://www.mentalcapacitylawandpolicy.org.uk/>