



# Cwm Taf Bwrdd Diogelu Safeguarding Board



## Annual Report 2018/2019



Gwasanaeth Prawf  
Cenedlaethol  
National Probation  
Service



Cwmni Adsefydlu Cymunedol  
Cymru  
Wales  
Community Rehabilitation Company



VOLUNTARY ACTION  
MERTHYR TYDFIL  
GWETHREDU GWIRFODDOL  
MERTHYR TYDFIL



Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

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# 1. Introduction and Foreword - Co-Chairs of the Board

## Welcome to the final Annual Report of the Cwm Taf Safeguarding Board.

Working Together to Safeguard People,<sup>1</sup> identified the requirements placed on Regional Safeguarding Boards in terms of accountability and effectiveness. Within this guidance, it is identified that each Board should publish a Report on its performance, no later than 31st July each year. The guidance also identifies what is required within the Annual Report which allows for consistency across Wales.

This Report highlights the work that the Cwm Taf Safeguarding Board has undertaken during 2018/19 in pursuit of our aim to ensure that the people of Cwm Taf are safeguarded from abuse, neglect or other forms of harm.

In June 2018, the Welsh Government's announcement to realign healthcare services meant that from 1st April 2019 we will join with our partner agencies in the Bridgend County Borough area to deliver our safeguarding functions across a wider geographical area. Work has already begun to manage the transition to the new Cwm Taf Morgannwg Safeguarding Board and this has been set out in our Annual Plan for 2019/20.

We continue to seek opportunities to further develop and improve safeguarding in the region and we recognise that this can only be achieved through effective collaboration. We will therefore continue to collaborate with partner agencies, Welsh Government and other partnerships and safeguarding boards to enhance practice and to share learning.

We also endeavour to engage with children and adults and offer them opportunities to participate in our work. We would encourage anyone who would like to be involved to contact our Safeguarding Board Business Unit on 01443 490122 or email:

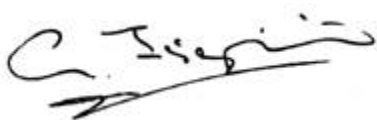
[ctmsafeguarding@rctcbc.gov.uk](mailto:ctmsafeguarding@rctcbc.gov.uk)



Giovanni Isingrini



Lisa Curtis-Jones



<sup>1</sup> Statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014

## 2. Safeguarding in Cwm Taf

**The area of Cwm Taf covers the local authority areas of Merthyr Tydfil and Rhondda Cynon Taf with a population of approximately 300,000.<sup>2</sup>**

The **Cwm Taf Safeguarding Board<sup>3</sup>** is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the staff of the Board Business Unit and holds the Board budget, to which the statutory partner agencies contribute.

The two key **safeguarding** objectives of **protection** and **prevention** underpin the work of the Board and inform the priorities each year.

The responsibilities and functions of the Board are set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. It has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect children and adults at risk who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

### What is Abuse and Neglect?

Abuse means physical, sexual, psychological, emotional or financial abuse. Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

The **Cwm Taf Multi Agency Safeguarding Hub (MASH)** sits within the structure of the Board and acts as the single point of contact for all professionals to report safeguarding concerns across Cwm Taf. The MASH has been fully operational since May 2015, having been set up to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make joint decisions.

#### **MASH activity comprises:**

- Child Protection / Safeguarding
- Adults at Risk Safeguarding
- Domestic Abuse (MARAC - Multi-Agency Risk Assessment Conference)

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<sup>2</sup> Source: Data Unit Wales

<sup>3</sup> Referenced throughout this document as the Board

Cwm Taf MASH Partners are aligned to the membership of the Board and are as follows:

- Cwm Taf University Health Board (now Cwm Taf Morgannwg University Health Board)
- South Wales Police
- Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council:
  - Adult Social Services
  - Children's Services
  - Education
  - MARAC (Domestic Abuse service)
  - Emergency Duty Team (EDT)
- National Probation Service
- Wales Community Rehabilitation Company

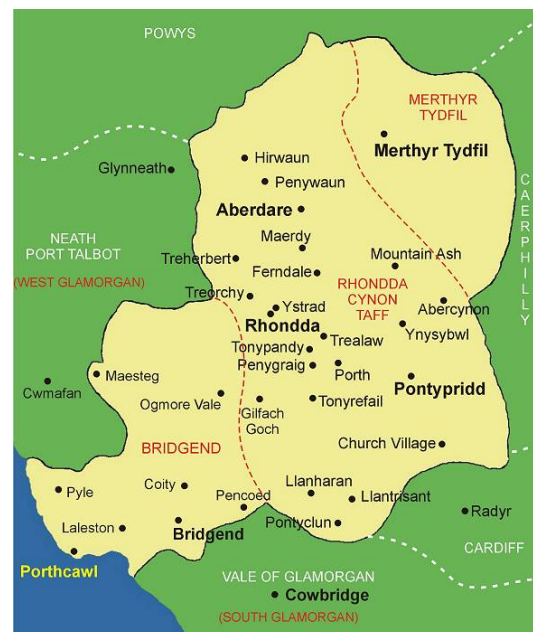
**The key aims of the MASH relate to the following themes:**

- Improved co-ordination and consistency of threshold/decision making when a safeguarding report is raised
- Improved response times leading to earlier interventions
- Reduction of repeat referrals

## New Regional Footprint for Safeguarding from 1st April 2019

In June 2018, the Welsh Government announced that from 1st April 2019, Cwm Taf University Health Board would be responsible for healthcare services in the Bridgend County Borough Council area. This meant that accompanying partnership structures in the delivery of social services across the Western Bay region joined with Cwm Taf, with the creation of a new Regional Safeguarding Board for the Cwm Taf Morgannwg area.

The first Annual Plan for the Cwm Taf Morgannwg Safeguarding Board was published on 30th April 2019 and the progress and outcomes of this will be published on 31st July 2020.



### 3. Members of the Safeguarding Board

The Lead Partner for the Board is Rhondda Cynon Taf County Borough Council and the membership complies with the statutory guidance issued under Part 7 of the Social Services and Well Being Act 2014.

A list of members is attached as Appendix 1.

### 4. What did the Board do in 2018/19 to meet its outcomes?

The Board published an Annual Plan on 31 March 2018, setting out the priorities for safeguarding children, young people and adults in 2018/19.

**The Annual Plan for 2018/19 can be accessed at:**  
[www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)

This report sets out what the Board has done to achieve these priorities.

#### How did we achieve our outcomes?

The Board has a robust structure and clear governance arrangements in place to support its effective operation and its compliance with the Social Services and Wellbeing (Wales) Act 2014.

This year the Board has continued to take every opportunity to collaborate across children and adults safeguarding to support joint working and sharing of information and learning. There has been a joint Board for children and adults since 2015. This has proved to be an effective approach in improving safeguarding arrangements for everyone.

The Board has co-ordinated the safeguarding activities of each of its partner agencies through effective monitoring and challenge. This is carried out via Board and Sub Group meetings, reviews and audit activity. Improvement Action Plans are developed as a result of this work to monitor progress and ensure completion of actions.

The Board uses a programme and performance management approach to deliver its priorities as set out in a detailed work plan that sits under the strategic Annual Plan. The Sub Group Chairs report to the Board on a quarterly basis to escalate any risks and issues for decision.

The Board is supported by the Safeguarding Business Unit which provides management, co-ordination and administrative support. The capacity of the Business Unit was increased in 2018/19 to support the additional responsibilities linked to the co-ordination of domestic abuse work and to improve communications and engagement activities.

The Board structure is set out in Appendix 2.

## 5. How did we implement our Annual Plan and what were our key achievements?

### STRATEGIC OUTCOME 1:

**The Cwm Taf Multi Agency Safeguarding Hub (MASH) effectively contributes to ensuring that children and adults at risk are able to live safe lives**

The responsibility for Cwm Taf MASH's effectiveness lies with the Safeguarding Board, and individually with each of the Board partner agencies who are signed up to the Cwm Taf MASH Legal Agreement. The Cwm Taf MASH Operational Committee oversees the ongoing development of the MASH to ensure it continues to achieve its goal to improve safeguarding and promote the welfare of children, young people and adults at risk.

### How have we achieved this outcome?

#### **Multi-agency Decision Making and Integration**

We are continually reviewing the effectiveness of the MASH to ensure that all partner agencies work together in a collaborative way. A review of the business support functions in the MASH was carried out this year with the following aims:

- To streamline administrative process to maximise the resources within the MASH
- To provide a Cwm Taf focus on the business practices within MASH, delivering cross organisational support for all local authority MASH safeguarding
- To provide more robust resilience across administrative functions

As a result of this review the MASH Business Support Team was established on 1st April 2019. The outcomes of this work will be detailed in next year's Annual Report.

#### **Information Sharing Systems**

A vital part of an effective MASH involves the sharing of information to safeguard people and it is essential that this is supported by effective IT systems. The information sharing system in the MASH was reviewed this year to identify ways to improve effectiveness. A significant amount of work was undertaken to review the current system and scope out the requirements of a proposed replacement system.

The responsibility for this work was later taken over by the Assistant Chief Constable of South Wales Police to consider a national review in support of a collaborative approach to procure a new information sharing system. The outcome of this will be reported next year.

#### **MASH Quality and Performance Management**

A MASH Performance Management Framework and Audit Programme was implemented in April 2018. This has enabled us to evaluate MASH processes to evidence specific themes and findings relating to the reporting of safeguarding concerns. These included:

#### ▪ **Repeat Adult Police Protection Notices**

A theme arising from this audit related to issues of mental health and substance misuse in both Rhondda Cynon Taf and Merthyr Tydfil and actions were identified to try to address this, and;

#### ▪ **Child Protection Medicals**

The audits identified that, in general, appropriate actions were taken by all agencies involved in child protection medicals. There were some delays in police response noted in one audit but this was identified as being a short term resource issue and was promptly rectified. In one case, where a family experienced unnecessary delays as a result of a lack of co-ordination between agencies, this was escalated to and addressed by the Children's Quality Assurance Sub-Group.

### **KEY ACHIEVEMENT**

The 2018-19 MASH audit programme included 7 detailed audit appraisals which evidenced areas of good practice as well as matters that required some escalation / improvement. Some of these developments are ongoing (e.g. continuation to integrate the work of the MARAC into the day to day functions of MASH) and are included in the audit programme for 2019-20.

## **STRATEGIC OUTCOME 2:**

### **The performance of the Board and its partners is monitored and reviewed to ensure that safeguarding in Cwm Taf is effective**

**The Board must co-ordinate and challenge the effectiveness of the safeguarding activities carried out by each person or body represented on the Board. Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively.**

#### **How have we achieved this outcome?**

##### **Evidencing the effectiveness of safeguarding, effective challenge and holding others to account**

All Board partner agencies contribute to the work of the Board and have been provided with role profiles to ensure that their responsibilities are clear. Similarly, all partner agencies have appropriate representation on the Board's Sub Groups and clear terms of reference are agreed by all members of these groups.

Each partner agency has a responsibility to report on the effectiveness of their agency's contribution to the overall functions of the Board. This is done by a number of means, including audits, evaluations, inspection reports and data on safeguarding activity. Board and Sub Group members are actively encouraged to challenge information constructively, with the overall aim of continuous improvement.



During the year, the following examples set out how the Board identified particular areas for improvement:

- Disclosure and Barring Service (DBS) checks for staff and the need for these to be reviewed every 3 years as a minimum for school staff and that this should be consistent across partner agencies. This was identified as a national issue and was subsequently escalated to the National Independent Safeguarding Board to address. A letter to parents was placed on the Board's website advising of the need to ensure that home-based education providers are DBS checked.
- An increase in 'Spice' usage in Merthyr Tydfil. A multi-agency meeting was held as a result which involved:
  - reviewing the process where individuals are caught with the substance
  - sharing information with the Cwm Taf Substance Misuse Board

The outcome of this work resulted in a mapping exercise being presented as intelligence to the Board's Multi Agency Child Sexual Exploitation (MACSE) Group.

- Training gaps in the voluntary sector due to a reduction in staffing capacity. This has been continually monitored by the Board's Training and Learning Sub Group to address any gaps and manage associated risks.

The Board's Quality Assurance Sub Groups completed a programme of work in relation to individual case and thematic audits:

- Thematic Audits x 6 (5 adults, 1 children)
- Individual Case Audits x 8 (5 adults, 3 children)

The Board's Quality Assurance Sub Groups also monitored activity in relation to:

- Concerns regarding Inter-Agency Safeguarding Practice - 5 received and resolved in relation to adult safeguarding, 10 received and resolved in relation to child safeguarding.
- Multi-agency Safeguarding Complaints – there was a low level of complaints in relation to adult safeguarding which evidences the effectiveness of our safeguarding processes. The Board received 1 complaint in respect of the multi-agency child protection process which was upheld by an independent complaints panel.
- Escalating Concerns regarding providers of domiciliary, residential and nursing care – reports received on a six-weekly basis to the Adults Quality Assurance Sub Group.
- Police Powers of Protection - 31 reported during the year, Board assured that actions were appropriate and safeguards in place
- First Time Entrants into Custody (Youth Offending Service) – none reported this year.

### The Board's Multi Agency Child Sexual Exploitation Group:

- Is chaired by South Wales Police
- Considered 28 new cases of child sexual exploitation (CSE) in the last year
- Reported 107 disruptions of CSE perpetrators, with 27 Child Abduction Warning Notices being served.

### The Board also monitors activity in relation to the Deprivation of Liberty Safeguards:

Audits completed during the year in relation to the Deprivation of Liberty Safeguards (DoLS) included:

- Case prioritisation decisions – this found that decision-making is generally consistent but there is a need to clearly record the rationale for the decision

From April 2018 until the end of July 2018 the Merthyr Tydfil and Rhondda Cynon Taf (RCT) DoLS team conducted a audit 3 Care Home Managing Authorities. The outcome of this audit included recommendations for support to home managers, improved communication and improvements required to submission timecales.

### **KEY ACHIEVEMENT**

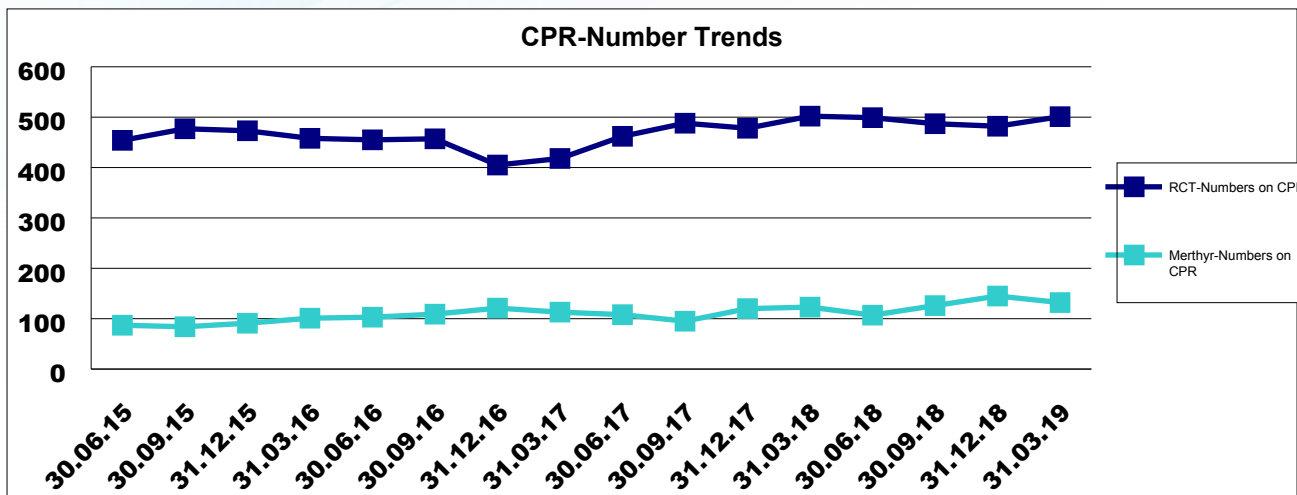
In recognition of the need to use our limited resources more efficiently, the Board's Quality Assurance Groups are committed going forward to concentrating on only completing audits that meet an agreed referral criteria and to do these using standardised tools. This should result in better quality audits that can evidence an impact on practice.

### **Data reporting**

The introduction of a new management information system in both local authorities has resulted in some delays in obtaining performance management information for consideration by the Board during the year. However, end of year data for 2018/19 has now been made available and some key areas are detailed below.

### **Child Protection Data for 2018/19**

Between March 2018 and March 2019 the number of children on the Child Protection Register decreased by 0.1% across Rhondda Cynon Taf (502 to 501). The number increased by 7.3% across Merthyr Tydfil (123 to 132). The age range of 5 to 9 years had the highest registration for Rhondda Cynon Taf and 1 to 4 years was the highest for Merthyr Tydfil. The pattern over the last 4 years is detailed below.



Numbers have remained fairly consistent but remain high in comparison to the Wales average (average of 47 children on the register per 10,000 population; this equated to 101 for Rhondda Cynon Taf and 97 for Merthyr Tydfil).

In relation to the categories of registration, the highest category continues to be Emotional Abuse. In Rhondda Cynon Taf, the percentage of children registered under the category of Emotional Abuse increased from 52% (243) at 31/03/18 to 55% (263) at 31/03/19. In Merthyr Tydfil, the percentage increased by 11% (83) at 31/03/18 to (94) at 31/03/19.

Performance in relation to the number of children de-registered is monitored by the Board. In Rhondda Cynon Taf, 609 children were de-registered. The re-registration rate for children who had a previous period of registration was 37% (187 children). In Merthyr Tydfil 187 children were de-registered during the year. The re-registration rate for children who had a previous period of registration was 24% (32 children). This has decreased slightly across Rhondda Cynon Taf and increased across Merthyr Tydfil compared to 2017/18.

The Board's Quality Assurance Sub Group for Children continues to monitor changes in the performance data. Where there have been noticeable changes the Quality Assurance Sub Group has carried out further investigations and/or audits to satisfy the Board that there are no missed opportunities for learning or improvement.

## Adult Protection Data for 2018/19

The MASH acts as the single point of contact for all adult safeguarding concerns. Across Cwm Taf a total of 5,565 suspected adult at risk reports were received during the year. This is a decrease compared to the previous year (6,111). Many of these reports would not have involved abuse or neglect and are therefore managed outside of adult protection procedures. Suitable support would be provided such as the provision of information, advice and signposting to other services.

Those that were deemed to have met the threshold for protection will proceed on to the enquiry stage. Just 9% of reports proceeded to this stage during the year.

Further analysis of the data has determined that 96% of the Merthyr Tydfil cases required further action. However, there was a clear difference in the data for Rhondda Cynon Taf, with fewer than 50% of cases requiring further action. This will be further explored in 2019/20.

Of the 262 cases that required action, 15% (29) of these required a criminal investigation in Rhondda Cynon Taf and 1.5% (1) in Merthyr Tydfil. This is a reduction for both areas compared to the previous year.

41% (79) of the cases in Rhondda Cynon Taf and 85% (57) of the cases in Merthyr Tydfil involved an alleged perpetrator who was a professional or an institution.

60% (Rhondda Cynon Taf) and 34.3% (Merthyr Tydfil) of adults were reported more than once for abuse or neglect during the year. Further audit work will be carried out in 2019/20 to analyse this data further and identify whether there are areas for improvement.

### **CASE STUDY**

A report was received from district nurses regarding potential neglect by an adult son/carer of a woman with a terminal illness. The woman was admitted to hospital initially to provide immediate safeguards. Safeguarding enquiries were undertaken and a comprehensive multi-agency strategy discussion held. An Independent Mental Capacity Advocate (IMCA) was appointed to find out the adult at risk's wishes and feelings. The IMCA was fully involved in safety planning. A Social worker was appointed to work with the alleged perpetrator and undertake a carer's assessment. Following assessments of capacity and a best interests meeting, the Adult at Risk was discharged home as she wished with a full package of care and a contingency plan in place. The carer was fully co-operative with the care plan.

### **STRATEGIC OUTCOME 3:**

#### **The Board contributes to the development, implementation and monitoring of protocols and procedures that support the protection of adults and children and to prevent abuse**

**The Board needs to ensure that national safeguarding protocols and procedures remain relevant and fit for purpose. This is important for all partner agencies and staff who are responsible for safeguarding activities. The correct procedures must be followed to protect children and adults at risk. At present there are two sets of national procedures, one for the protection of adults and one for the protection of children. These are currently being reviewed to produce one document which will be called the Wales Safeguarding Procedures.**

In addition to the national procedures, the Board must ensure that local protocols are in place to co-ordinate the inter-agency work being undertaken in Cwm Taf. These local protocols need to be reviewed on a regular basis to ensure that they remain relevant and are improving inter-agency safeguarding practice.

## How have we achieved this outcome?

### **Wales Safeguarding Procedures**

Representatives from the Safeguarding Board have been actively involved in the development of the new Wales Safeguarding Procedures via a Project Board, Task Groups and Stakeholders Groups. The Procedures will be formally launched in November 2019.

### **Local Safeguarding Protocols and Procedures**

In 2018/19, the Board's Protocols and Procedures Group began reviewing/developing 7 separate protocols and guidance documents.

In addition, another 7 documents were identified as being no longer required and these were subsequently archived.

### **Eight new/updated protocols and guidance documents were approved by the Board in 2018/19:**

- **Child Protection Policy for Schools** – this is reviewed annually and adopted by schools across the region
- **Mental Capacity and Best Interests Decision Making Guidance** – to support staff in making mental capacity determinations and best interests decisions on behalf of service users who have been assessed as lacking mental capacity to make the decision in question
- **Children Looked After and on the Child Protection Register** – guidance for staff on dealing with children who are looked after but who are still at risk of significant harm
- **Bruising & Soft Tissue Injuries in Non-Mobile Babies** – provides frontline professionals with information about what to do if they observe bruising or otherwise suspicious marks to children who are not independently mobile
- **Responding to Safeguarding Concerns About Individuals Whose Work Brings Them Into Contact with Children and Adults at Risk** – often referred to as Professional Concerns
- **Pre-birth Referrals and Conferences** – updated guidance for staff which has brought forward the date midwives can make a referral to Children Services. This supports the early intervention and prevention agenda.
- **Core Group Guidance** – updated guidance for staff involved in Child Protection Core Group meetings
- **Transition Principles** – developed following the publication of 2 Adult Practice Reviews and provides a framework to support young people with additional needs between the ages of 14 and 25 who are making the transition to adult life.

Details of all Board protocols and procedures can be found on the website [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org)

The Board also monitors the PRUDiC process, which is the multi-agency approach to dealing with unexpected deaths in children. This year, we have developed a PRUDiC toolkit to support this process in Cwm Taf. This is designed to ensure that each phase of the process is implemented correctly. During 2018/19, 11 PRUDiC meetings were held in Cwm Taf.

The Board also uses an Immediate Response to Critical Incidents protocol which is activated following any serious incident which impacts on a community or a group of people. During the year, 3 Immediate Response Group meetings were held.

## **STRATEGIC OUTCOME 4:**

**The Board is aware of the prevalent safeguarding concerns in the area and engages in additional activities that facilitate or are conducive to the achievement of its objectives**

**In the Annual Plan for 2018/19, the Board set out its priorities for ensuring that it is aware of the people who are at most risk of abuse or neglect and work with service providers to develop early identification and preventative services**

### How have we achieved this outcome?

#### **Preventing abuse and neglect**

The Board partner agencies continue to work together to prevent abuse and neglect through its communication and training functions and by developing early intervention services.

The use of inter-agency training and dissemination of learning to partner agency staff also supports this objective. This year we have continued to share learning from audits and reviews to inform prevention activities. This has been actioned via feedback events, e-Bulletins and the Safeguarding Board website.

#### **Transition from Childhood to Adulthood**

Following the publication of two Adult Practice Reviews in 2017, recommendations were made to develop a set of principles to support agencies in managing the transition of cases for young people into adulthood. These principles were developed and endorsed by the Board in 2018 and are as follows:

1. Planning and decision making should be carried out in a person-centred way
2. Support should be co-ordinated across all services
3. Planning should start early and continue up to age 25
4. All young people should get the support they need

5. Young people, parents and carers must have access to the information they need
6. Families and carers need support
7. A continued focus on transitions

An official launch of these principles is planned for September 2019.

## Children Looked After

There has been much consideration around the role of the Board in relation to Children Looked After. One area of concern that has been highlighted again this year is the placement of children from outside of the Cwm Taf area without notifications being received by the placing authority or by the receiving care home. This is despite there being regulations in place setting out agencies' responsibilities. The Board has raised these concerns with the Welsh Government with a view to having some consistency in the approach to these placements.

## Criminal Exploitation (County Lines)

County Lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery and missing persons.

The UK Government defines County Lines as:

*A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.*

County Lines activity and the associated violence, drug dealing and exploitation has a devastating impact on young people, vulnerable adults and local communities.

In Cwm Taf there has been a strong focus on raising awareness of the nature of this harm and providing practitioners with the ability to spot the signs of criminal exploitation.

### KEY ACHIEVEMENT

A number of agencies in Cwm Taf have been fortunate to have received County Lines training facilitated by South Wales Police. This training has been universally positively received and utilising subject experts to deliver this specialist public protection message has enabled a consistent, informed, reliable message to be delivered across organisations. This is a good example of agencies sharing and supporting each other to improve our capacity to prevent abuse, harm and enhance safeguarding.

## Radicalisation

The Board has worked closely with the Cwm Taf Community Safety Partnership to raise awareness of the PREVENT process to address radicalisation. This was identified as a priority for the Board's Training and Learning Group (see Section 7).

### CASE STUDY

In August 2018, officers from the Wales Extremism and Counter Terrorism Unit (WECTU) presented a case review of a local radicalised young person to the Board's Operational Committee. The role of unfiltered access to violent extremist material was identified as one of the key findings in the case along with the earliest indications of change being noted by peers as opposed to teachers and parents.

The Board has since commissioned its own review into the case and the learning will be shared with agencies early in 2020.

## Modern Slavery

The Board has ensured that all relevant staff have been made aware of the National Referral Mechanism which provides a framework to identify, refer and record potential victims of modern slavery.

### CASE STUDY

An independent social worker was conducting a kinship carer assessment for the paternal grandmother of a child currently looked after by the local authority. She became concerned that there were some indicators of modern slavery and contacted the Council's Single Point of Access (SPA) for Adult Social Care to report her concerns. The woman did not appear to be an adult at risk or to have any support needs, but the SPA advisor contacted MASH for advice given the concerns. MASH took the information from SPA, had a conversation with the independent social worker to gain further information, obtained police intelligence on the suspected perpetrator, who was linked with human trafficking suspicions in another area and referred the grandmother to the Modern Slavery Co-ordinator. The suspicion was that the woman had been coerced into travelling to the UK and was being put forward as a kinship carer without her understanding or consent. She was living in poor conditions, with no heating in December and little food and with no access to money. She had come from Romania and could speak no English.

The Modern Slavery Co-ordinator arranged for a Romanian speaking advocate to contact the woman and establish a rapport with her. Ultimately, it was determined that she was not a victim of modern slavery and she returned to Romania when she was unable to take responsibility for her grandchild.



## **Violence Against Women, Domestic Abuse Sexual Violence (VAWDASV)**

Close working arrangements are in place between the Regional Safeguarding Board and the VAWDASV Steering Group in Cwm Taf. Reports on training in accordance with the National Training Framework are presented to the Board's Training and Learning Framework (see Section 7).

### **STRATEGIC OUTCOME 5:**

#### **The Board communicates effectively and appropriately with its stakeholders**

**The Board is required to raise awareness of its objectives to protect and prevent children, young people and adults from becoming at risk of abuse, neglect and other forms of harm, and provide information about how this might be achieved.**

**As part of developing a positive culture of learning the Board should ensure that information is widely disseminated within the workforce to inform them about best practice and learning arising from reviews, audits and other Board activities.**

#### **How have we achieved this?**

Throughout 2018/19, the Board has raised awareness of its objectives through a number of ways, including:

- Events
- Literature
- Partnership working
- Dedicated Communications and Engagement Officer

#### **Events**

- A Student Conference was held by Merthyr Tydfil CBC, with a focus on safeguarding, which included the subject of exploitation.
- On Human Rights Day, awareness raising sessions were held for adults in relation to safeguarding.
- A parent and young person event was set up by the Cwm Taf Youth Offending Service (YOS) to inform parents of the dangers young people place themselves in by engaging in anti-social behaviour in the community.
- Safeguarding Week 2018 in Cwm Taf was scaled down this year due to limited staffing resources, however some activities did take place, including:
  - Rhondda Cynon Taf's Children's Services held a Family Fun Day which was attended by 116 people.

- Public awareness raising sessions were held in the reception area of Keir Hardie Health Park, Merthyr Tydfil.
- Level 3 safeguarding training was delivered to managers and senior staff of various Cwm Taf UHB settings.
- A safeguarding awareness session was delivered to probation officers.

Information on other events can be found under section 7 (Participation and Involving) of this report.

### KEY ACHIEVEMENT

In August 2018 a Graffiti project, involving young people, was held in Ynysangharad Park to engage young people in priding their environment. The event was launched by the Chief Superintendent to coincide with Emergency Services Day. The event covered racist and hate crime graffiti with a design created by local young people.

### Literature (including digital resources)

- Posters for Safeguarding Week 2018 were developed in conjunction with Welsh Government.
- A review of Adult Safeguarding leaflets began.
- The Cwm Taf Safeguarding Board leaflets were updated.
- The use of the Board's website continues to be the key tool for communication for the Board and work has started on improving the website further to make it even more useful for both professionals and members of the public.

### Partnership Working

Good partnership working is vital for the Board to achieve its aims and objectives and to be able to have a thorough understanding of all the safeguarding work that is carried out throughout the region.

The Board's partnership with the Public Service Board's Information, Communication and Engagement Forum, Community Safety Partnership and Youth Engagement and Participation Service has improved. This has resulted in discussions on potential options and enhanced opportunities for Engagement, Participation and Communication (EPC) work.



The Board continues to use pro-formas in order to identify all the communication and engagement work relating to safeguarding that is carried out within the region. The return rate from agencies is getting better, however there is still room for improvement in order to capture all activity that is taking place throughout the region. The EPC Group has recognised this and has started to consider ways of making it easier for agencies to submit their information.

The pro-formas, which are collated on a quarterly basis by the EPC Group, enables colleagues to become more aware of the work in place that effectively engages various stakeholders across the region, including the work of the local youth forums.

The information submitted by agencies during 2018/19 evidenced a significant amount of engagement activity with children, young people and adults at risk. More information on this can be found under section 9 (Participation and Involving) of this report.

### **KEY ACHIEVEMENT**

A Health Champions Award was completed in August 2018, involving 6 young people. The course was sponsored by the Community Alcohol Project Service (CAPS), a UK wide service and consisted of 30 hours teaching which took the form of one day per week for the 6 week summer holidays. The CAPS Area Manager complimented the quality of the young people's work and it will be considered gold standard. This is the only CAP Health Award in Wales currently and the young people will be invited to a UK wide Conference. This has generated very positive outcomes for the six young people.

### **Communication and Engagement Officer**

The importance of communications and engagement was recognised by the Board as a priority area which led to the recruitment of a dedicated Communication and Engagement Officer in February 2019. This post holder is central to the development and delivery of the Board's Engagement, Participation and Communication (EPC) work.

### **STRATEGIC OUTCOME 6:**

#### **Practitioners in Cwm Taf are receiving or have access to good quality and up to date safeguarding training**

**The Board is required to review the training needs of practitioners and ensure that there is a co-ordinated approach to training, taking into consideration regional and national training activity, to ensure consistency and minimise duplication.**

**Our strategy for training also takes into account themes and learning arising from the delivery of the Board's functions.**

**Details on how we have achieved this outcome in 2018/19 can be found in Section 7 of this report.**

## **STRATEGIC OUTCOME 7:**

**The Board will ensure the protection of people who, for their own safety and in their own best interests, need care that may deprive them of their liberty but who lack the capacity to consent**

**The Deprivation of Liberty Safeguards (DoLS) provide legal protection for those vulnerable people who are deprived of their liberty, but who are not detained under mental health law.**

The DoLS exist to ensure that no one is deprived of their liberty without good reason and that it must be to provide a specific treatment or care plan that is in the person's best interests. The managing authority (the care home/hospital where the person is staying) must apply to the relevant supervisory body (the local authority or the Health Board responsible for the hospital or care home) for authorisation of the deprivation of liberty. The performance of the supervisory bodies is reported to the Board's Adults Quality Assurance Group.

### **How have we achieved this outcome?**

The Health Board reported a slight increase in DoLS applications this year, with an average number of 80 per week. The waiting list numbers have varied from 55 to 108. The number of urgent applications has been steadily increasing which are prioritised; correspondingly standard applications are on the list longer. The number of applications which are not allocated to an assessor has continued to increase due to the high turnover of patients.

The liaison between the Health and Local Authority teams remains positive and where possible, documents are shared and problems resolved by consultation between agencies.

Productivity has fallen overall in 2018-19 for the Local Authorities, although only slightly so for Merthyr Tydfil. For both authorities, the number of new assessments is set either to have risen (MT) or remained steady (RCT), but the number of re-assessments has fallen for both Authorities. The main reason for this is the deliberate prioritisation of new work where there is an identified risk and also the continued falling productivity of rota assessors. Both waiting lists have increased, along with the number of priority cases.

## **6. Safeguarding Themes**

### **Audit Activity**

Achieving improvement in safeguarding policy, systems and practice is a core function of the Board. Thematic and case audits are carried out by the Board's Quality Assurance Groups to identify learning from the experience of its professionals across our partner agencies. Any recommendations made by these audits are monitored to identify how practice is adapted to reflect any learning. The Board carried out a range of audits in 2018/19, some of these are summarised below:

	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
<b>Individual Case Audit on an Adult at Risk being cared for by spouse</b>	<p>Domestic violence on a person lacking capacity</p> <p>Disguised compliance of perpetrator</p> <p>Support agencies not reporting concerns in a timely manner</p> <p>Providers not attending safeguarding meetings</p> <p>Providers not recording/reporting incidents</p>	<p>Seek legal advice to develop clear guidance on when to apply to the court of protection</p> <p>Multi-agency training on the purpose of section 126 enquiries</p> <p>Markers and flags in relation to health to be added to police systems following diagnosis</p>	<p>Though individual agency representatives and via training</p>	<p>Legal Guidance has been developed for social work staff and will be implemented in 2019/20</p> <p>Section 126 training has been incorporated into existing Levels 2 and 3 safeguarding training</p> <p>Police flags and markers in place</p>
<b>Safeguarding Reports of Neglect in relation to Pressure Damage</b>	<p>No neglect found in the majority of cases</p> <p>All Wales Review Tool for Pressure Damage not being routinely submitted</p>	<p>Outcome of audit to be shared with adult services staff</p> <p>All Wales Review Tool should be submitted by health professionals when reporting concerns</p>	<p>Via Team meetings and the Multi Agency Safeguarding Hub</p>	<p>Audit shared and noted.</p> <p>There has been a significant improvement in the use of the tool.</p>
<b>Audit on the de-registration of 16/17 year olds.</b>	<p>Premature in some cases to remove name from the CPR as re-referrals were evident and in 2 cases further periods of registration took place.</p> <p>A lack of transition preparation and planning in some cases.</p> <p>Step down to preventative services not being routinely used.</p>	<p>MARAF should be completed when de-registraion being considered.</p> <p>Transition triggers and planning to receive focus and work being completed by WG to be used to inform local practice once complete.</p> <p>Step down to preventative services to be considered where appropriate.</p>	<p>LA representative to implement through internal communication arrangements</p>	<p>When Conference members are considering deregistration the chair asks 'critical questions,' designed to inform the decision to safely remove a child's name from the CPR.</p> <p>Transition Panel now in place</p> <p>Prevention programmes in place.</p>

## Adult Practice Reviews and Child Practice Reviews

The Board is required to carry out a Child Practice Review in circumstances of a significant incident where abuse or neglect of a child is known or suspected. The Board did not publish a Child Practice Review in 2018/19.

The Board is required to carry out an Adult Practice Review in circumstances of a significant incident where abuse or neglect of an adult at risk is known or suspected. The Board published one Adult Practice Review during 2018/19. The themes identified as part of this review were as follows:

THEME	OUTCOME / UPDATE
<b>Emergency Admission Processes: Clear guidance should be in place to manage this</b>	The local authorities have sourced current documentation and work will be undertaken in 2019/20 to streamline processes
<b>Multi-agency Responsibility and Assessment of Need and Risk: Staff in partner agencies need to recognise their roles and responsibilities in the assessment of risk</b>	The relevant Code of Practice within the Mental Health Measure has been identified and will be disseminated as appropriate during 2019/20
<b>Communication and Documentation: Compliance with professional standards for documentation</b>	A briefing paper is in development and will be disseminated as appropriate during 2019/20
<b>Escalation: Effective processes to be in place when there are disagreements about an individual's care and support needs</b>	Task and Finish Group being set up to develop guidance in 2019/20
<b>Ensuring that all staff are aware of their responsibilities to report incidents</b>	South Wales Police are developing an on-line referral form that care homes can use to report incidents without having to call 101.

Action plans are being monitored by the Board's Adult and Child Review Groups to ensure that the recommendations are carried out. Subsequent audits and reviews have evidenced that the recommendations are already being achieved.

## 7. Information Training and Learning

### What did we say?

**The Board is required to review the training needs of practitioners in the area and ensure that there is a co-ordinated approach to safeguarding training, taking into account themes and learning arising from the delivery of the Board's functions**

This work is monitored by the Board's Training and Learning Sub Group

## How have we achieved this?

The majority of the multi-agency safeguarding training is planned, delivered and co-ordinated by the local authority-based Cwm Taf Training Department.

In 2018/19, a total of 165 training courses were delivered to 2,806 delegates across the region.

In addition to the standard children and adults Levels 1-3 safeguarding training, additional multi agency training included Substance Misuse, Child Sexual Exploitation, Transgender Awareness, Human Trafficking and Foetal Alcohol Disorder.

Individual agencies also report to the Board on a quarterly basis with details of the safeguarding training activities taking place within their own organisation. This included:



- CP training to SWP officers on PPU training (2 sessions delivered- more to follow)
- Prevention of suicide and self harm materials updated and being delivered with full attendance (4 full day sessions), however September was unable to go ahead due to facilitator being unavailable.
- Conference and Core Group has been redesigned to take place over 1.5 days
- Due to staff redundancies in the voluntary sector there are capacity issues to deliver safeguarding training for children and adult at risk at Level 1 and Level 2

### **National Training Framework on Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)**

The VAWDASV Steering Group partners are required to take reasonable steps to deliver the objectives specified in the local training plan. As of 31 March 2019, 73% of the Merthyr Tydfil workforce had received Level 1 training, with 32% of RCT staff completing and 64% of Health Board staff doing the same.

As of 31 March 2019, there were 14 fully accredited trainers who will be able to rollout the second stage 'Ask and Act' training. As yet, there are no 'Ask and Act' champions (Level 3) trained in the region. With regards Groups 4 and 5 (those working in specialist VAWDASV services, directly and only with those who have experienced VAWDASV), 3 staff have completed this at certificate level.

### **Prevent**

Overall there has been an increase in the number of people who are aware of "Prevent" and the dangers of radicalisation. Prevent sessions have also focussed on children and young people this year, with 85 attendees receiving training.

## Hate Crime

There has also been an increase in the number of young people who are aware of what “Hate Crime” is and how to report it. During the year, 281 Hate crime sessions were delivered for year 6 and year 7 pupils. Hate Crime Awareness week in October 2018 engaged with 800 people in RCT

## South Wales Police

Domestic Abuse Coercive Control and County Lines training has been delivered to over 100 police officers and staff.

Adverse Childhood Experiences training has been delivered to 700 officers in 65 events across the force.

## Youth Offending Service (YOS)

27 YOS Practitioners and 5 staff members from the RCT 16+ Team attended a Proactive Safeguarding and County Lines Presentation.

Level 2 Safeguarding training was delivered to 7 YOS volunteers.

## Cwm Taf University Health Board

298 Health Board staff attended County Lines training

98 staff received Bespoke Level 3 Child and Adult Safeguarding Training

## Welsh Government Training Grant

In 2018/19, the Board received additional funding from the Welsh Government which has enabled us to fund additional activities, including:

- The Board worked in conjunction with the NSPCC and the Welsh Government to deliver a series of Child Sexual Abuse awareness raising sessions to 147 parents/carers and professionals. Following the delivery of these sessions across Wales a significantly positive social media engagement has been reported, with a 177% increase of traffic to the Stop it Now Wales website and a 31% rise in calls to the Stop it Now helpline compared with the same period the year before.
- The development of a new Cwm Taf Morgannwg Safeguarding Board website which will be live in August 2019.
- The production of a training DVD to support Domestic Abuse safeguarding training

## Multi Agency Practitioner Events

The Board hosted 5 events during the year for professionals:

- 3 feedback events on 2 published Adult Practice Reviews, disseminating the learning to a range of professionals.



- In October 2018, an event was held on the subject of Self Neglect which was well attended and received. The event also highlighted the learning from a case that had been subject to an audit via the Board's Adult Quality Assurance Group.
- A Domestic Abuse/Domestic Homicide Review event shared learning to over 40 participants from a broad range of organisations.

## Dissemination of Information

As part of developing a positive culture of learning, the Board has disseminated best practice and learning within the workforce via Multi-Agency Practitioner Forums (see above), information within the bi-annual e-bulletin as well as updating the website with reports and learning outcomes from Adult/Child Practice Reviews and audits.

### KEY ACHIEVEMENT

**In the Board's Summer E-Bulletin, disseminated to all professionals working on our partner agencies the following are examples of the information shared:**

Links to two YouTube videos discussing child abuse linked to faith or belief produced by the National FGM Centre. The first was an animation telling the story of young boy in the UK who was accused of witchcraft by his aunt and uncle; the second offers advice to professionals about how to work with children who have been accused of witchcraft.

A link to a North Wales protocol produced for Social Care staff who may encounter individuals living in unsanitary and hoarded conditions. It was noted that people with hoarding difficulties often experience obsessive compulsive disorder (OCD), which may or may not be directly connected to their clutter problem. Hoarding is also often associated with anxiety and depression. Compulsive hoarding is challenging to treat because many people who hoard don't see it as a problem, or have little awareness of their disorder and how it's impacting on their life. However, it's really important to encourage a hoarder to seek help, as their obsession can not only cause loneliness and mental health problems, but poses a health and safety risk, too. If not tackled, it is a problem that will most likely never go away.

Raising awareness of an on-line game known as Doki Doki which had raised safeguarding concerns and was at the centre of a coroner's inquest into the death of a 15 year old boy living in Manchester.

## 8. How have we collaborated with others?

**Working in partnership with other agencies is integral to the work of the Board. We do this in a number of ways, with individuals, agencies, partnerships and organisations both within and external to Cwm Taf.**

### How have we achieved this?

#### **Community Safety Partnership**

The Board has collaborated with the Community Safety Partnership on 5 Domestic Homicide Reviews this year. This will result in shared learning being available from May 2019.

#### **All Wales Child and Adult Protection Groups**

Both of these national safeguarding groups are chaired by Cwm Taf Board members.

#### **Wales Safeguarding Procedures and Practice Guides for Children**

Cardiff and the Vale Safeguarding Board has been leading on the development of the new Wales Safeguarding Procedures for children and adults and the Cwm Taf Board has been actively involved in the Project Board overseeing the development of the procedures. Individual representatives from Cwm Taf have also been involved in editorial groups to review specific chapters. The Procedures will be launched later in November 2019.

The Board has also been involved in the development and consultation in respect of the Practice Guides for Children with Welsh Government.

#### **Welsh Government**

The Board has collaborated with the Welsh Government on a range of topics. For example, the Welsh Government wrote to all Boards requesting the current position in terms of safeguarding responses to radicalisation and the Prevent duty in Wales. In particular they were interested in whether radicalisation is an issue coming to the attention of Safeguarding Boards and whether connections are being made between Safeguarding Boards and regional Contest Boards. The Board was able to respond with our own experience of radicalisation in Cwm Taf and we expressed an interest in becoming involved in any further work relating to this subject.

#### **Transition to the new Cwm Taf Morgannwg Safeguarding Board**

Early in 2019, we began discussions with Bridgend local authority and other partners in Bridgend to plan the transition to the new Regional Safeguarding Board. This began with a joint Development Day in January 2019 and by April 2019 we were able to produce a joint Annual Plan for 2019/20.

This collaboration will continue into 2019/20 as Board governance and operational arrangements are embedded across the wider geographical area.

## **Radicalisation**

Representatives from the Cwm Taf Community Safety Partnership attend Board groups to update on Prevent activities. In 2018, a review of a radicalisation case in Cwm Taf began and will be subject to a Multi-Agency Practitioner Event in 2020.

## **Other Wales Regional Safeguarding Boards**

The Board regularly receives reports from other Boards on Child and Adult Practice Reviews. These are considered by the Board's Child and Adult Review Sub groups and any recommendations and learning pertinent to the region are shared appropriately.

This year, the Board agreed a collaborative approach to completing a Domestic Homicide Review with Gwent Safeguarding Board. This involves piloting the completion of the Domestic Homicide Review using the Adult Practice Review approach. This work will be completed in 2019/20.

## **Cwm Taf Public Service Board**

The Board provides regular update reports to the Public Service Board (PSB) and joint working arrangements have been considered. This includes links between the Board's Engagement, Participation and Communications Group and the PSB's Information, Communication and Engagement Group.

## **National Independent Safeguarding Board**

The Chair of the Engagement, Participation and Communications Sub Group and the Chair of the Training and Learning Sub Group took part in a group set up to develop a national awareness raising campaign on safeguarding. It is hoped that this group will continue to meet following the appointment of a new National Board.

## **Breaking the Silence**

In March 2019, the Board also worked in partnership with the NSPCC and the Welsh Government to deliver an interactive learning session to 30 professionals to share best practice of recognising, listening and responding to disclosures of abuse.

## **Housing Providers**

The Board has collaborated with local housing providers on a range of activities including the delivery of safeguarding training, the completion of case audits and on Domestic Homicide and Child Practice Review Panels.

## **Sexual Abuse Referral Centre Steering Group**

The Cwm Taf Board is the only Regional Safeguarding Board represented on this group.

## **Mental Capacity Act/Deprivation of Liberty Safeguards All Wales Network**

Representatives from the Board sit on this group.

## 9. PARTICIPATION AND INVOLVING

### What did we say?

Children, young people or adults who are affected by the exercise of the Safeguarding Board's functions should be given the opportunity to participate in the work of the Board.

### How have we achieved this?

Board partner agencies carried out the following engagement and participation work with children, young people and adults:

- RCT Adult Services Workshops to assist adults with learning difficulties to stay safe on multi-media platforms.
- Substance Misuse Awareness Raising for young people attending schools and youth clubs.
- Action on Elder Abuse Day which was aimed at the general public. This included a fundraiser and an information stand at Tonypany Job Centre.
- Voices from Care held a workshop to increase young people's awareness of their rights to be safe and protected.
- A 'Two Sides' web site was developed for Children Looked After in RCT and consultation with a group of these young people will be established to review the structure of current and future content.
- The Cwm Taf Youth Offending Service (YOS) met with young people to create a scootering event in Aberdare. This provided an opportunity for services such as YOS and police to engage young people and their families in understanding anti-social behaviour and health and safety risks. RCT's Youth Engagement and Participation Service (YEPS) was also able to use this event to remind young people and their families of local youth provision.
- The Cwm Taf YOS carried out community reparation projects which led to an improvement in community engagement, positive relationships and opportunities for young people to become active within their local community as well as building public reassurance in the response to crime.
- The Cwm Taf YOS held a Substance Misuse Participation meeting whereby workers were assigned tasks to ensure the service develops good practice in relation to the participation standards. Similarly, health workers were also involved in the above work.



- The YOS also engaged in Anti Social Behaviour (ASB) discussion in primary schools to enable greater understanding of ASB and its link to wellbeing and community impact.
- Merthyr Tydfil CBC held a Student Conference to listen to the voice of the pupil on how best to improve well-being by knowing how to best cope with everyday life and its daily dilemmas. The focus of the conference was on screen overload and exploitation.

### **KEY ACHIEVEMENT**

The Children's Services Department in Merthyr Tydfil has developed a database which records the views of parents/carers and the views of the individual child following case closure. This helps to measure the progress of families who require support and also provides social workers with feedback on how support can be improved. Examples of positive feedback include:

*"(Social Worker) was great and when she wasn't available, other team members were always there to help me"*

*"Realising what could happen if I didn't look after my child"*

*"Children are happier, realised the bad relationship, had to see for myself"*

*"Thank you for being fair and listening to us"*

*"We both enjoyed the programmes that we did"*

## **10. Contributions of Board Members**

**Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively. There are clearly defined Terms of Reference as well as role profiles for Board members.**

The Board continues to review the effectiveness of measures taken by partners and other bodies in relation to safeguarding via quality assurance, audits and performance management. All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups and attendance is monitored at these meetings.

The Board Chairs, Members, Sub Group Chairs and Sub Group Members provide a significant amount of the time to support the Board and its work (see table below). The variable and diverse nature of the Board's work makes this difficult to report on within a quantifiable and measurable resource context and is not always obviously visible to other professionals and agencies. The process, management and publication of Child and Adult Practice Reviews, as well as the development of regional protocols and policies are just some examples of the work that require high levels of professional input, knowledge and expertise.

<b>AGENCY</b>	<b>ATTENDANCE AT BOARD (4 meetings)</b>	<b>PRESENTED AT BOARD (4 meetings)</b>	<b>ATTENDANCE AT OPERATIONAL COMMITTEE (4 meetings)</b>
<b>Chairs: Director (RCT) Chief Officer (MT)</b>	4	0	N/A
<b>RCT Children Services</b>	3	1	4
<b>RCT Adult Services</b>	3	1	4
<b>RCT Public Protection</b>	3	2	1
<b>RCT Education</b>	1	0	2
<b>MT Children Services</b>	4	1	2
<b>MT Adult Services</b>	3	1	4
<b>MT Public Protection</b>	0	0	2
<b>MT Education</b>	1	1	4
<b>Cwm Taf University Health Board</b>	4	3	4
<b>South Wales Police</b>	4	1	3
<b>National Probation Service</b>	4	1	2
<b>Wales Community Rehabilitation Company</b>	1	0	2
<b>Third Sector</b>	3	0	0
<b>Cwm Taf Youth Offending Service</b>	4	1	4
<b>National Safeguarding Team (NHS Wales)</b>	3	0	0
<b>Welsh Ambulance Services NHS Trust</b>	0	0	0

Individual agencies are requested to report to the Board on the outcome of internal agency reviews, evaluations and inspections to support effective challenge at a multi-agency strategic level. In 2018/19 the following reports were presented to the Board by Board agencies:

**Cwm Taf University Health Board – Winter Planning Evaluation Report 2017/18 and Preparedness for Winter 2018/19**

**Merthyr Tydfil County Borough Council – Report on Staffing Arrangements and Inspection of Children’s Services**

**National Safeguarding Team (NHS Wales) – Learning from Reviews report**

**In addition to the above, each partner has provided a summary below of their contributions during 2018/19 as follows:**

### **Cwm Taf University Health Board**

The Director of Nursing, Head of Safeguarding and Deputy Head of Safeguarding are all active members of the Safeguarding Board and its Sub Groups. The Head of Safeguarding chairs the Training and Learning Group which ensures that safeguarding training across the region is of a high standard and is effective in encouraging a culture of continuous learning. In addition, the Head of Safeguarding is the vice chair of the Board’s Joint Operational Committee and leads on the Safeguarding Week Task Group that co-ordinates a multi-agency approach to engagement activities for the public, third sector and statutory services. The UHB is a keen collaborator to the work of the Board and is proud to be central to preventing and protecting individuals from harm in Cwm Taf Morgannwg.

The UHB has an Executive Safeguarding Group and two Operational Safeguarding Groups one each for adults and children. This facilitates good governance arrangements and sharing of the work of the Board. Safeguarding Board activity such as audits, Adult/Child Practice Reviews and Domestic Homicide Reviews are discussed at these meetings as standard agenda items. Action plans and UHB position statements arising from reviews are monitored through its Executive Group. The UHB also produces its annual report in relation to safeguarding and public protection which is shared with the Safeguarding Board.

### **Merthyr Tydfil County Borough Council (MTCBC)**

During the financial year 2018/19, Merthyr Tydfil CBC has contributed to the Cwm Taf Safeguarding Board in a number of ways.

Support has been provided in leading or contributing to the development of various policies. Some of this work includes:

- Guidance in Relation to Pre-birth Referrals and Child Protection Conferences
- Responding to Safeguarding Concerns About Individuals Whose Work Brings Them Into Contact with Children and Adults at Risk
- Principles and Approach to Transition

Other work includes:

- Joint Chair of the Safeguarding Board
- Chairing the Mash Quality Assurance, Protocols and Procedures and Adult Review Sub Groups
- Chair and reviewer for the Child Practice Group
- Supporting the work of Domestic Homicide Reviews
- Membership of the Project Board for the Wales Safeguarding Procedures

Extended Children's Senior Management Team has been involved in the implementation of new policies and staff briefings have been held to promote the work of the Safeguarding Board.

## Rhondda Cynon Taf County Borough Council (RCTCBC)

In 2018/19 RCT Children and Adult Services have continued to contribute a comprehensive level of staffing, physical and financial resources to enable the Board to be effective in its operation. This has included:

- Chair of 3 Sub Groups and Vice Chair of 4 Sub Groups
- Membership on all Board Sub Groups
- Contributed to specific Task and Finish Groups e.g. PRUDiC Toolkit and Wales Safeguarding Procedures.
- Led on the development of new protocols/policies
- Shared co-ordination of Safeguarding Board Training Programme and provision of practitioner trainers
- Provision of Chairs and Reviewers for Child/Adult Practice Reviews and Domestic Homicide Reviews

RCTCBC has ensured that regular performance information is reported to the Board, with a focus on specific groups of children, young people and adults at risk of abuse and in need of safeguarding. This supports effective challenge amongst partner agencies and work with service providers to develop earlier identification and preventative services.

There continues to be an emphasis on the priorities of the Board to support effective inter-agency safeguarding practice and processes, robust quality assurance and information sharing systems. RCTCBC continues to support the MASH with the reconfiguration of Children's Services front door with the creation of the Information, Advice and Assistance Team, which has enabled MASH to focus on its core function of safeguarding. RCT have also supported the development of the Cwm Taf Business Support Team in MASH.

RCT has also ensured ongoing development and monitoring of multi-agency safeguarding practice through membership and chairing of Quality Assurance Sub Groups. This has enabled us to identify any professional learning needs and gaps in the provision of safeguarding training, and to address this internally and with the support of the Board.



RCTCBC has also contributed towards the programme of Multi Agency Practitioner Events, to share learning from audits and reviews with a wide audience of practitioners involved in safeguarding.

RCTCBC has also been proactive in engaging with its community and agreed additional funding for the appointment of a Communication and Engagement Officer. RCT Children's and Adult Services have undertaken age appropriate consultation with children and young people and with adults with learning disabilities, their parents and carers on what matters to them and to co-produce priorities for service change. Web-based platforms are also being used to further improve our engagement with the wider community, children, young people, adults with care and support needs and their parents/carers. Adult Services have also engaged in consultation events with citizens on re-modelling of its residential and day service provision and on what matters to them via a Community of Enquiry event. A recent Care Inspectorate Wales Inspection of Older Adult Services was positive about the quality of RCT's service models and delivery and recognised the impact of the excellent multi-agency working in the MASH in achieving good outcomes for adults at risk. The work of the Safeguarding Prevention Officer was also specifically mentioned, highlighting the excellent work within RCT's Learning Disability day Service on aspects of 'keeping safe' to which she contributed.

RCT Children's and Adults Services used the National Safeguarding Week to engage with adults, children and young people in order to raise awareness of issues relating to abuse and neglect. Whilst Safeguarding Week provided an excellent platform, there have been events throughout the year that promote engagement and involvement.

## South Wales Police

South Wales Police continues to demonstrate its commitment to safeguarding. The single floor of Safeguarding incorporating the MASH has developed over the last year. The additional staff provided in the last calendar year have been invaluable in enhancing our response.

The Missing Persons Team have created established links with vulnerable children and their social workers. Recently a large scale missing person investigation commenced where Police and Partners worked tirelessly and seamlessly together. This resulted in the safe return of the vulnerable person together with a substantial custodial sentence being imposed on a person who had been instrumental in the disappearance.

This is a testament to the professional work and close liaison with partner agencies.

The MASH Initial Assessment Team has readily established itself as an invaluable part of the police resources within MASH. Police engagement and participation in all areas of safeguarding is evident and remain a priority.

## Cwm Taf Youth Offending Service (YOS)

The Cwm Taf Youth Offending Service is fully aligned to the Cwm Taf Safeguarding Board. The YOS Head of Service is a member of the Board and also attends the Joint Operational

Committee (JOC). There is significant YOS representation on the safeguarding Board sub groups. The Engagement, Participation and Communications group is chaired by the YOS Head of Service, and the Merthyr Tydfil Team Operational Manager attends the Training and Learning and Policy and Procedures sub groups. An Operational Manager based in RCT attends the Multi Agency Child Sexual Exploitation (MACSE) meeting and the Quality Assurance Group (QASG).

YOS staff contribute to Adult Practice Reviews, Child Practice Reviews, Domestic Homicide Reviews and Multi Agency Practitioner Forums (MAPF) and all relevant learning is disseminated to those working within the service. The YOS has successfully embedded an Enhanced Case Management (ECM) approach during 2018/19, focussing on young people presenting with a number of adverse childhood experiences (ACEs). This work has highlighted the need for a child focussed approach to YOS business and brought positive outcomes for some of our young people.

### National Probation Service (NPS)

The NPS Local Delivery Unit cascades all relevant safeguarding information and policies from the Board to managers and staff at our monthly strategic and operational management meetings. We attend all relevant Practice Review Panels and are currently chairing an Adult Practice Review panel. On a national basis all learning from Practice Reviews from both England and Wales are collated by our public protection team and themes of learning are disseminated throughout the organisation. NPS across the board understands how instrumental safeguarding is to our daily business of public protection and victim safety. This permeates from the Senior Managers to operational staff who recognise that safeguarding is a fundamental part of their day to day work. This ensures staff prioritise attendance at child protection conferences, contributing to core groups, and sharing of information pertaining to risks with all the necessary agencies.

The National Probation Service in Wales was subject to its first annual inspection late in 2018 as part of the new HMIP framework and the report from this has recently been published. We are pleased that we were rated as Good overall which is comparable with the other NPS Divisions inspected as part of the current inspection programme.

The inspection reviewed our work across three domains, we were delighted to receive a rating of Outstanding for our services to victims and our sentence plan reviewing practice.

In Wales, we are progressing with the proposals to bring Offender Management into the National Probation Service and developing options for how we want Accredited Programmes, Community Payback, Rehabilitation and Resettlement services to be delivered in the future. We have brought forward our original timescale for the transition of Offender Management in Wales to now be completed by December 2019. We are working closely with our Community Rehabilitation Company colleagues to oversee the transition of staff and cases whilst maintaining a clear focus on business as usual delivery. During this transition period we will ensure that safeguarding continues to be a priority.

### National Safeguarding Team (NHS Wales)

Public Health Wales' National Safeguarding Team works closely with Welsh Government, Health Boards and NHS Trusts to improve safeguarding across NHS Wales. The National Safeguarding Team's designated professionals are members of all Regional Safeguarding

Boards (adult and children) across Wales. The aligned designated professional has consistently contributed to the work of the regional safeguarding board providing independent expertise to support agencies across the region.

The NHS Wales Safeguarding Network is fundamental to the collaboration, successfully linking both at a local level and nationally to support NHS Wales Health Boards and Trusts discharging their responsibilities for safeguarding. This collaboration has facilitated the successful delivery of demanding deliverables in 2018-19 and helped make optimum use of the enormous expertise across the group. Working together the Network has developed specialist professional learning and support, shared good safeguarding working practice as well as information from current national issues by engaging with existing groups. This work includes development of the Safeguarding Maturity Matrix, the Chaperone Best Practice Guidance, the Learning from Reviews Report and the bespoke NHS training package covering the Ask and Act under VAWDASV legislation.

The National Safeguarding Team’s shared ambition is that the principles and duties of safeguarding should be holistically, consistently and effectively applied as the benefits of all cannot be achieved in isolation. The achievements of the NHS Wales Safeguarding Network over the last year have only been possible because of the close partnerships and high level of collaborative cooperation and co-creation.

### Wales Ambulance Service NHS Trust

The Welsh Ambulance Services NHS Trust (WAST) achieves the safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with our service within the Board region. Our activity during 2018-19 to prevent, protect and support individuals and their families within the Cwm Taf Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	151
WAST Adult at Risk Referrals to Local Authority	42
WAST Adult Social Care Need Referrals to Local Authority	96

WAST opportunity for increased engagement has been promoted by attendance at the Regional Board meetings and involvement in the associated work plans. This has included participation in 3 Adult Practice Reviews, 2 Child Practice Reviews and 4 Domestic Homicide Reviews.

Learning from the Reviews is coordinated by the WAST Safeguarding Strategic Group to ensure dissemination throughout the organisation. WAST staff have attended Practice Review Learning Events which has ensured the voice of our practitioners has directly contributed to the Review, that practitioners can hear the perspectives of the family and that with other multi-agency attendees they are able to reflect on what happened and identify learning for future practice. All learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.

## 11. Managing our Resources

The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

This is calculated as follows:

Agency	% Split	% Split
Rhondda-Cynon-Taf CBC	61.02%	80%
Merthyr Tydfil CBC		20%
Cwm Taf UHB	23.73%	
South Wales Police	10.17%	
Probation Service	5.08%	50%
Wales Community Rehabilitation Company		50%
<b>Totals</b>	<b>100.00%</b>	<b>100%</b>

In 2018/19 expenditure was as follows:

<b>Staff</b>	£175,941
<b>Premises</b>	£33,616
<b>Other</b>	£14,621

Training costs are not included as this sits outside the Board budget.

## 12. Other Board Activities

### Adult Protection and Support Orders (APSOs)

The statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014 sets out the arrangements for these civil orders to be used by a local authority to enable an authorised officer to speak in private with a person suspected of being an adult at risk.

The Board has ensured that there are 4 authorised officers in Cwm Taf who are appropriately trained and that a regional process has been put in place.

To date, no orders have been sought in Cwm Taf.

### Guidance and Advice received from the Welsh Ministers and/or the National Board

The NISB report on Adult Deaths/Reviews in Wales was considered and relevant learning was highlighted in the bi-annual e-Bulletin.

### Section 137 requests for information

Section 137(1) of the Act provides a Safeguarding Board with the power to request specified information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions under the Act.

In 2018/19 the Board did not use its Section 137 powers to access information.



## Are You Concerned About Someone?

If you suspect that a **child or young person** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**In Rhondda Cynon Taf:** 01443 425006  
**In Merthyr Tydfil:** 01685 725000  
**In Bridgend:** 01656 642320

**Opening Hours:**

Monday - Thursday 8.30am - 5.00pm  
Friday - 8.30am - 4.30pm

If you suspect that an **adult** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about vulnerable adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**In Rhondda Cynon Taf:** 01443 425003  
**In Merthyr Tydfil:** 01685 725000  
**In Bridgend:** 01656 642477

**Opening Hours:**

Monday - Thursday 8.30am - 5.00pm  
Friday - 8.30am - 4.30pm

To contact Children or Adults Services outside office hours, at weekends and bank holidays, call:

**Cwm Taf Morgannwg Emergency Duty Team on 01443 743665.**

**If you suspect that a child, young person or an adult is at immediate risk of harm call 999 and speak to the Police.**

If you would like to report a non-urgent incident, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police. **Use 101 when the incident is less urgent than 999.**

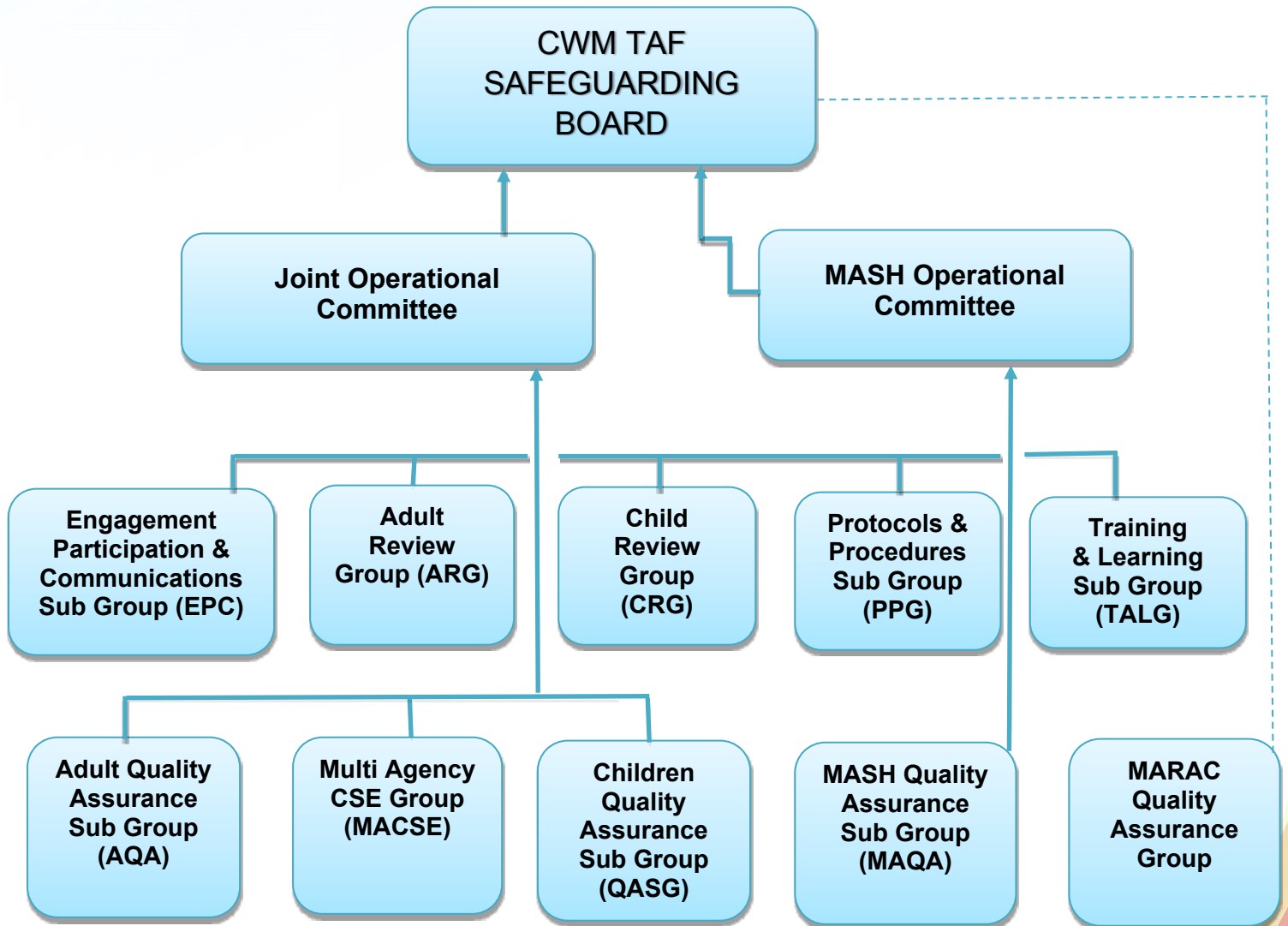
## APPENDIX 1 BOARD MEMBERSHIP

NAME	TITLE	AGENCY
<b>Gio Isingrini</b>	Director of Community and Children's Services (Co-Chair)	<b>Rhondda Cynon Taf County Borough Council</b>
<b>Louise Davies</b>	Head of Public Protection	
<b>Jackie Neale</b>	Adult Safeguarding Service Manager	
<b>Neil Elliot</b>	Service Director, Adult Services	
<b>Julie Clark</b>	Head of Safeguarding and Support (Children)	
<b>Gaynor Davies</b>	Director of Education and Lifelong Learning	
<b>Ann Batley</b>	Service Director, Children Services	
<b>Cara Miles</b>	Head of Legal - Community Care and Children	
<b>Lisa Curtis-Jones</b>	Chief Officer, Social Services (Co-Chair)	<b>Merthyr Tydfil County Borough Council</b>
<b>Jon Eyre</b>	Safeguarding Principal Manager	
<b>Alyn Owen</b>	Chief Officer, Community Regeneration	
<b>Susan Walker</b>	Chief Officer, Education	
<b>Annabel Lloyd</b>	Head of Children Services	
<b>Steve Peters</b>	Head of Public Protection	
<b>Mark Anderton</b>	Head of Adult Services	
<b>Carys Kennedy</b>	Head of Legal and Governance	<b>Cwm Taf (Morgannwg) University Health Board</b>
<b>Angela Hopkins</b>	Director of Nursing, Midwifery and Patient Services	
<b>Louise Mann</b>	Head of Safeguarding	<b>South Wales Police</b>
Karen Thomas	Superintendent, Northern BCU	
Beth Aynsley Sue Hurley	Independent Protecting Vulnerable Person Manager	

<b>NAME</b>	<b>TITLE</b>	<b>AGENCY</b>
<b>Eirian Evans</b>	Assistant Chief Officer	<b>National Probation Service</b>
<b>David Bebb</b>	Assistant Chief Executive	<b>Wales Community Rehabilitation Company</b>
<b>Ian Davy</b>	Chief Officer	<b>Voluntary Action Merthyr Tydfil</b>
<b>Maria James</b>	Third Sector Representative	<b>Interlink</b>
<b>Lyndon Lewis</b>	Head of Service	<b>Cwm Taf Youth Offending Service</b>
<b>Jean Harrington</b>	Director / Interlink Chair	<b>TEDS (Treatment and Education Drug Service)</b>
<b>Lorna Price</b>	Designated Doctor (National Safeguarding Team)	<b>Public Health Wales</b>
<b>Nikki Harvey</b>	Assistant Director for Quality, Safety and Patient Experience	<b>Welsh Ambulance Services NHS Trust</b>



## APPENDIX 2 BOARD ORGANISATION CHART



## Glossary of Terms

### **Adult Practice Review**

The Regional Safeguarding Board must commission an Adult Practice Review in cases where an adult at risk has died, sustained potentially life threatening injury or sustained serious and permanent impairment of health.

### **Child Abduction Warning Notice**

CAWN's are a tactic used by police and social care to protect children from people that may place them at risk. Effectively they are warning letters to those that are believed to be involved in harbouring children.

### **Child Practice Review**

The Regional Safeguarding Board must commission a Child Practice Review in cases where a child has died, sustained potentially life threatening injury or sustained serious and permanent impairment of health.

### **Child Protection Medical**

This is a child protection examination which is carried out by a doctor to look for signs that a child or young person has been abused or neglected

### **Child Sexual Exploitation**

Child sexual exploitation (CSE) is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them.

### **Children Looked After**

A child is looked after by a local authority if a court has granted a care order to place a child in care, or a council's children's services department has cared for the child for more than 24 hours.

### **Community Safety Partnership**

Statutory partnership to develop and implement strategies to tackle crime and disorder including anti-social and other behaviour adversely affecting the local environment.

### **Contest Board**

A multi-agency meeting that provides a strategic lead in addressing the threat, risks and vulnerabilities associated with counter-terrorism in the region.

### **County Lines**

A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of “deal line”. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

### **Disclosure and Barring Service (DBS)**

A fundamental element of safeguarding that involves background checks of people working with vulnerable people. The checks ensure that any previous charges are investigated. People with charges are not necessarily prohibited from jobs needing a DBS check, but they will come under more scrutiny.

### **Domestic Homicide Review**

A Domestic Homicide Review (DHR) is a locally conducted multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- a person to whom he or she was related, or with whom he or she was or had been in an intimate personal relationship; or,
- a member of the same household as himself or herself.

### **Independent Mental Capacity Advocate (IMCA)**

IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one

independent of services, such as a family member or friend, who is able to represent the person.

### **Kinship Care**

Kinship Care is an arrangement where a child who cannot be cared for by their parent(s) goes to live with a relative or a family friend.

### **MARAC**

A monthly risk management meeting where professionals share information on high risk cases of domestic violence and abuse and put in place a risk management plan.

### **Multi-Agency Practitioner Forum (MAPF)**

Forums arranged and facilitated by a Regional Safeguarding Board for practitioners and managers from agencies with the purpose of learning from cases, audits, inspections and reviews in order to improve future child or adult protection policy and practice.

### **National Independent Safeguarding Board**

Provides support and advice to safeguarding boards and reports on the adequacy and effectiveness of arrangements to safeguard children and adults in Wales

### **Police Powers of Protection**

A Police Constable has the legal right to remove a child from accommodation or prevent removal, where they have reasonable cause to believe the child would otherwise be likely to suffer significant harm.

### **Prevent**

The Prevent strategy, published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”.

## **PRUDiC**

This procedure sets a minimum standard for a response to unexpected deaths in infancy and childhood. It describes the process of communication, collaborative action and information sharing following the unexpected death of a child.

## **Public Protection Notification (PPN)**

A Public Protection Notification report is submitted by staff in relation to concerns which include:

- Domestic abuse, stalking and harassment
- Child concerns and child exploitation
- Adults at risk
- Honour based abuse

## **Public Service Board**

Improves the economic, social, environmental and cultural well-being in its area by strengthening joint working across all public services in Wales [www.ourcwmtaf.wales](http://www.ourcwmtaf.wales)

## **Repeat Referrals**

Referrals that are made within a defined timescale (usually 12 months) following an earlier referral.

## **Section 47**

Under Section 47 of the Children Act 1989, if a child is taken into Police Protection, is the subject of an Emergency Protection Order or there are reasonable grounds to suspect that a child is suffering or is likely to suffer Significant Harm, a Section 47 Enquiry is initiated. This is to enable the local authority to decide whether they need to take any further action to safeguard and promote the child's welfare.

## **Social Services and Wellbeing (Wales) Act 2014**

The Social Services and Well-being (Wales) Act is the law for improving the well-being of people who need care and support, and carers who need support.

### **Strategy Meeting**

A meeting for social workers and other professionals to plan what they are going to do next about a case.

### **Supervisory Bodies**

The supervisory body is the local authority or local health board that is responsible for considering a deprivation of liberty request, commissioning the statutory assessments and, where all the assessments agree, authorising deprivation of liberty.

### **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)**

The Violence against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015 focusses on the prevention of these issues, the protection of victims and support for those affected by such issues.