

Wigan Safeguarding Adults Board Annual Report 2021/22



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2. About the Wigan Safeguarding Adults Board

The Wigan Safeguarding Adults Board (WSAB) is made up of a partnership that agrees on how different services and professional groups will work together to safeguard adults at risk of abuse or neglect across the borough.

The Board oversees all organisations in Wigan and Leigh that work with adults at risk and have a responsibility to ensure the safeguarding system works well to protect them.

WSAB Statutory Duties under the Care Act 2014

- It must publish an evidence based strategic plan for each financial year that sets out how it will meet the above objective and what each member will do to achieve this.
- It must publish an annual report detailing what the SAB and each member has done during the year to achieve the above objective and implement the strategic plan and detail the findings of any Safeguarding Adults Reviews that have taken place.
- It must conduct any Safeguarding Adults Reviews under Section 44 of the Act.

3. Our Vision

That residents of the Wigan Borough can live safely, free from harm, and abuse or the fear of abuse, in communities which:

- Have a culture that does not tolerate abuse
- Work together to prevent abuse
- Know what to do when abuse happens
- Are confident that the WSAB is making a difference

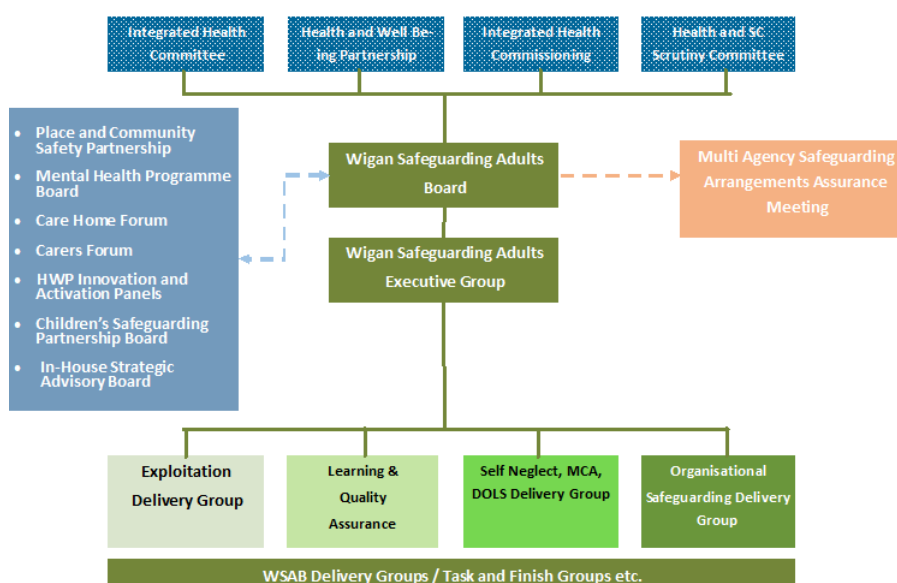
4. Principles of Safeguarding Adults



5. Our Strategic Priorities, Objectives and Delivery Framework

Priority	Objective
1. Accountability, Assurance & Leadership	"Wigan has an effective Safeguarding Adults Board which fulfils its statutory responsibilities, has strong leadership and governance arrangements, and promotes a culture of collective accountability, respectful challenge and continuous learning "
2. Quality Practice, Learning & Improvement	"Services & staff are learning and improving in their safeguarding practice and adult safeguarding risk is better understood by WSAB and appropriately assessed by partners."
3. Policies, Strategies & Procedures	"Our partners work within a framework of policies and procedures that keep people safe"

We deliver an annual plan of activity through our agreed delivery and governance framework



6. Achievements 2021/2022 – Future Work 2022/2023

Strategic Priority 1 - Accountability, Assurance & Leadership –

Ambition - Wigan has an effective Safeguarding Adults Board which fulfils its statutory responsibilities, has strong leadership and governance arrangements, and promotes a culture of collective accountability, respectful challenge, and continuous learning

Key Delivery Groups – WSAB Board, Executive Group and Delivery Group Framework Plans

- The partnership developed and implemented a WSAB Risk Management Framework to enable the WSAB and Independent Chair to identify, manage and where required work collectively to address safeguarding risk issues.
- The partnership developed and embedded a performance and insights framework to ensure that core Section 42 Safeguarding Enquiry were reported regularly to Executive Group and Board. This product enables the Board to understand where strengths and areas for development are within the safeguarding framework and pathways.
- The Board and Executive Group undertook a leadership event in November 2021 that focused on learning into action following the findings from a Safeguarding Adult Review Assurance Exercise. This enabled the partnership to note completed actions, those that require further work and effort to achieve and ensure the overarching partnership strategy is kept up to date where themes and issues appear multiple times.
- The WSAB Board strengthened their relationships with other key strategic partnerships to ensure that safeguarding improvement activity is owned and delivered by the relevant wider partners and partnerships. Ensuring that each partnership's key priorities and work plans are connected and where needed aligned to the findings of case reviews and other learning and improvement activity such as quality assurance findings is crucial to ensure safeguarding genuinely is everyone's responsibility.
- This connection work in 2021/22 included highlighting key work that will address key findings from case reviews with the following partnerships and strategic forums:

- *Development and implementation of new response to crisis in the community through development of the new Live Well Model*
- *A new streaming process for people who access the acute hospitals emergency department in an acute mental health crisis (due to be operationalised 2022/23)*
- *Identifying a key work stream regarding where operational issues regarding learning disability and mental health require new ways of working and new pathways (work to be undertaken 2022/23)*

- Healthier Wigan Partnership

- *In partnership with cross system colleagues led and participated in an Innovation and Activation Board regarding whole system approaches to developing resilience and trauma informed organisations and practice. This identified key work streams for 22/23 including leading on establishing a cross partnership and life course community of practice.*

- Wigan Place and Community Safety Partnership / Domestic Abuse Partnership

- *Responding to audit findings regarding referrals to the Borough's Multi Agency Risk Assessment Conference (MARAC) Safeguarding Adults Team led on developing a refreshed approach to risk assessing domestic abuse by Adults Social Care with activity to ensure that all staff were confident in both risk assessment and referral to MARAC is in place (for operationalising in 2022/23)*

- Suicide Prevention Group / Wider Contribution

- *The WSAB Business Unit continued to undertake brief learning reviews for all suicides where there were multiple service contacts and both task and co-ordinate multi-agency actions and update the group with relevant findings and trends / themes. Key responses to learning reviews included the implementation of a We are With You (Drug and Alcohol Services) / Greater Manchester Mental Health Trust weekly dual diagnosis triage meeting to ensure clients with dual needs are prioritised and across both services.*
- *Key review processes were highlighted including a CCG led review of medication management for young adults transitioning to post 18 ADHD services. Learning Reviews identified key changes to multi-agency policy and practice, and work with Public Health aligned our trauma responsive training offer with key mental health training offers including Connect 5 package. Adult Services also assisted the group to refresh its overarching Suicide Prevention Plan (for wider consultation within 2022/23).*

- Wigan Safeguarding Children's Partnership

- *The WSAB held it's first joint meeting with the Children's Partnership in September 2021. It considered and agreed prioritised areas for shared work including a proposed Wigan Transition Strategy which was co-ordinated by colleagues in Adult Services with key learning incorporated from case reviews.*

Forward Planning 2022/2023 –

- *Establish a partnership response to how we respond to the forthcoming CQC inspection regarding including how we develop a peer review process.*
- *Ensure the Board and Executive Group continue to manage and own the co-ordination of key learning from case reviews.*
- *Further strengthen our Performance and Insights Framework to enable the Executive and Board to identify key areas of success or those that require further analysis to understand where policy and practice might be improved to ensure key outcomes for adults at risk of neglect or abuse.*
- *Refresh our overall Safeguarding Adult Policy and Procedures*

Strategic Priority 2 - Quality Practice, Learning & Improvement

Ambition - Services & staff are learning and improving in their safeguarding practice and adult safeguarding risk is better understood by WSAB and appropriately assessed by partners.

Key Delivery Groups – WSAB Executive Group and Learning / Quality Assurance Delivery Group / Wider Delivery Groups

Objectives –

- ***Consolidate existing learning and impact of actions from taken Brief learning Reviews / Serious Adult Reviews***
- ***Implement refreshed workforce development plan and impact on practice / safeguarding outcomes***

- The partnership developed and embedded a performance and insights framework to ensure that core Section 42 Safeguarding Enquiry were reported regularly to Executive Group and Board. This product enables the Board to understand where strengths and areas for development are within the safeguarding framework and pathways.
- We established and delivered both single agency and multi-agency quality assurance work including multi agency case file audits as directed by learning and improvement activity / case review findings.
- Early work in 2021/22 will focus on Section 117 of the Mental Health Act (this area of work involves ensuring that people who are discharged from mental health inpatient services have a robust care plan in place when returning to the community) as directed by Safeguarding Adult review findings.
- Undertaken a Serious Adult Review Validation and Reflection analysis with all key agencies who have actions from historic reviews.
- From April 2021, to develop and produce with partners a WSAB newsletter to ensure the work of the Board is promoted and understood and that keeps professionals across the system to access up to date information on case review learning, national and local policy development, and other thematic areas of work relevant to safeguarding.
- Implemented our Workforce Development Training Brochure offer to ensure that a programme of frontline development in respect of safeguarding awareness and practice is in place.
- Developed further our single agency Workforce Improvement Plans to ensure key themes and findings from case reviews
- Our Safeguarding Adult Reviews we completed are available here:

[Wigan Safeguarding Adults Board](#)

Forward Planning 2022/2023 –

-
- *Further develop our Workforce Improvement Plans for agencies to directly own and respond to key findings from learning and improvement activity, including case reviews*
 - *Develop and roll out workforce development training to all services regarding trauma responsive practice*
 - *Refresh and roll out an updated Level 3 Safeguarding Adults training programme across 2022/23*
-

Strategic Priority 3 - Policies, Strategies & Procedures

Ambition - Our partners work within a framework of policies and procedures that keep people safe

Key Delivery Groups – WSAB Board, Executive Group, Self-Neglect and MCA / DOLS Delivery Group, Organisational Safeguarding Work Stream

- Self-Neglect / MCA / DOLS – we established a delivery group to oversee review of existing self-neglect pathway and outcomes framework / Develop and implement a plan in response to MCA / DOLS legislative changes. The Self Neglect / MCA (Mental Capacity Act) / DOLS (Deprivation of Liberty Safeguards) Delivery Group led by the Councils Adult Safeguarding Service Manager and is focused in 21/22 on the following work streams:
 - Developing a system wide response to changes to legislation regarding MCA / DOLS moving to new Liberty Protection Safeguards. New legislation guidelines are still be released from central government however the key principles of the current legislation are set out below, the challenge will be to ensure that any changes are effectively planned for over the next few months.
 - Undertake a review of the WSAB's Self Neglect Process and Pathway to ensure it is effective in providing a risk management approach for people with capacity who choose to make unwise decisions. This is a key function and review work given the prominence of safeguarding alerts regarding self-neglect.
 - A connected element of this work involves developing new responses to cohorts of adults who are experiencing / involved in acute or chronic high-risk behaviour that threatens their safety or wellbeing, and the need to work with them in a more intense way through multi-agency work. The group have identified that these individuals tend to fall into the categories of "non statutory" (under the Care Act Definition) safeguarding enquiries / support.
- Complexity and High Risk People - Commenced work through Healthier Wigan Partnership Innovation and Activation Board to explore what current and future pathways and processes can be established or refreshed to ensure a system wide safeguarding response is offered; with this in mind a series of Healthier Wigan Partnership Activation Boards focused on Homelessness, High Risk / Repeat Demand Clients, Trauma and Suicide Prevention focused on system re-design with Safeguarding Adult outcomes at its heart.
- Organisational Safeguarding – Established a delivery group to develop and implement an overarching policy and process and outcomes framework regarding key safeguarding areas including:
 - Undertook in partnership with the Care Home Sector a self-assessment regarding safeguarding policy and practice, based on recently published guidelines by NICE. This exercise was designed to be a co-produced benchmark exercise regarding current practice and culture within the care and residential home sector. It provided key information and

trends back to the group regarding common areas of work that require further support and action.

Other Thematic Priorities

Exploitation Delivery Group

- Chaired by Wigan GMP's Superintendent and Children Services Lead for Safeguarding (and retaining its life course focus), the group has a strategy and action plan for 22/23 in place. The focus within 21/22 activity regarding adults is to develop an overarching Policy and Practice Toolkit and pathway for adults at risk of or experiencing exploitation and based on models developed in Derbyshire.
- It's important to note that adults are also at risk of all areas of exploitation including sexual exploitation, criminal exploitation, forced marriage, modern day slavery, and in particular financial abuse. An overarching approach is required to ensure that a robust practice and intervention framework is in place that can address all aspects of exploitation, including how practitioners manage external push / pull factors (contextual) such as peer group, community, and environmental influences etc. A draft overarching framework has been produced and is currently being developed.
- A key element will be to agree a robust process for those young adults transitioning into adulthood, and a lead officer within Adult Services is currently developing a transition strategy that will incorporate key work streams regarding cohorts at risk of exploitation.

Domestic Abuse

- Work continued regarding working with colleagues in the Place and Community Safety Partnerships Domestic Abuse Steering Group. The WSAB Service Manager sits on this Steering Group and will represent adult safeguarding on the Domestic Abuse Programme Board implemented in response to the new Domestic Abuse legislation.
- Colleagues in Community Services Adult Safeguarding Team continued to deliver Coercion and Control training to adult social workers, and a new model will be developed in 22/23 in partnership with local community based providers.
- A new survivors forum began to take shape in 21/22 and will continue to be implemented in 22/23.
- building on work under Operation Encompass undertaken over the last three years where notifications are sent daily to schools and nurseries across the borough, along with an offer of support in helping to manage the impact of domestic abuse on children and young

people, rolling this out within primary care settings will be a focus of 22/23. Ideally the roll out of this approach will focus on primary care settings and work is just beginning to develop initial ideas discussed by WSAB Executive.

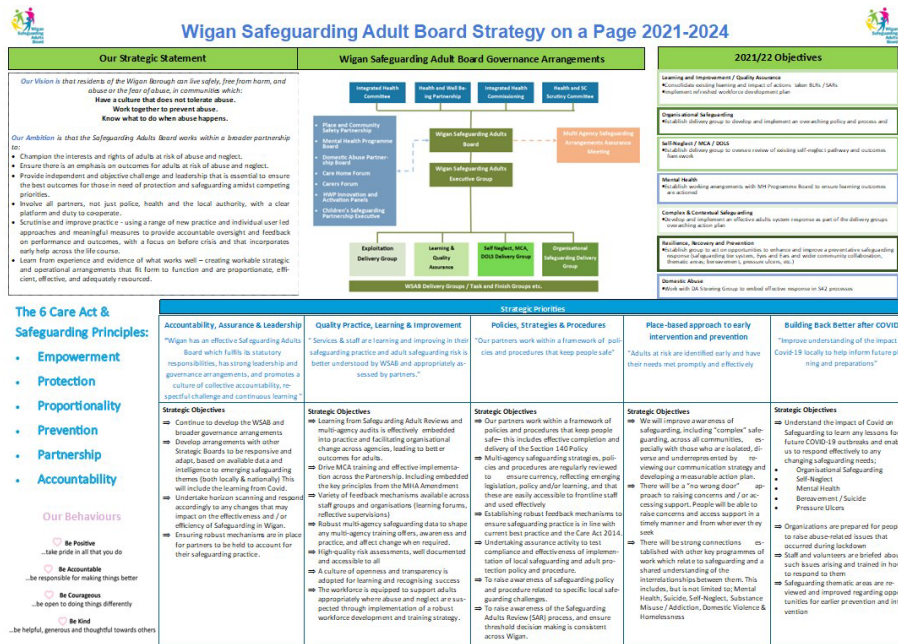
- A refreshed domestic abuse strategy was signed off by the WSAB Board in Autumn 21 that sets out how the borough will further strengthen its domestic abuse offer for victims, children, and perpetrators.

7. Learning Lessons: Safeguarding Adult Reviews (SARs) and Wider Case Review Work

- WSAB continue to undertake both statutory and discretionary reviews under it's Brief Learning Review Framework and since 2016 have undertaken 59. As of writing this annual report there are currently 19 Active BLRs, 12 pending completions of parallel processes (criminal investigations, Section 42 Enquiries etc.)
- Within 22/23 the WSAB will work with individual partners to address those themes that re-occur across our case review activity and develop Workforce Improvement Plans to address those issues.
- The WSAB will also undertook an in-depth SAR analysis regarding historic SARs and to ensure that actions have either been completed, whether actions described reflect issues that need addressing in 2021 (and if so, update them).
- In 21/22 the WSAB Business Unit will also updated and strengthened its ability to track actions both in terms of completed and their impact to enable more timely reporting of learning and improvement actions (both case reviews and actions from audits and data analysis).
- Our published Reviews we completed are available here:

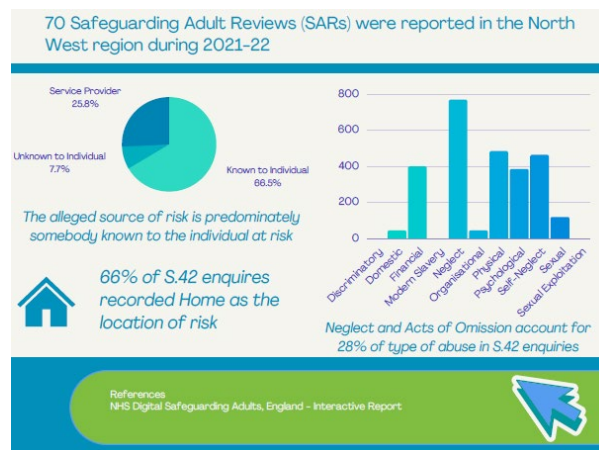
[Wigan Safeguarding Adults Board](#)

Appendix 1 - WSAB Strategy



Appendix 2 – Safeguarding Data Summary





Appendix 3 - WSAB Partner Activity Reports 2021/22

Appendix 3 – WSAB Partner Activity Reports 2021/22 –

Wigan Council Community Services (Adult Social Care)

Wigan Council Community Services (Adult Social Care)

Safeguarding in Your Organisation

Provide bulleted information about safeguarding developments in your organisation during this period in respect of the following – what have you done, why, how and what was the impact of the activity.

We have included up to 5 boxes to provide your top areas of work, please note the boxes expand:- WSAB key priorities you may wish to comment on within your organisational summary are on the WSAB Strategy on a Page included in your e-mail. You may wish to include other relevant activities your organisation has undertaken regarding any changes to policy, process, practice or capacity that positively affect safeguarding outcomes.

If possible, please describe any outcomes you have achieved / evidenced in respect of the work within the second column. The third column is for logging any further work planned within those areas you pick for 22/23 (if relevant)

Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Protecting our most vulnerable residents	Legal Gateway Panel was set up in 21/22 and provides a framework to provide appropriate support through approving legal court procedures to protect out most vulnerable residents.	Finance Protection panel to be established within 22/23 to ensure a robust approach to protecting people's finances from exploitation.
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Domestic Abuse	Adult Social care commitment to attending daily response to domestic abuse victims via MARAC meeting (Multi Agency Risk Assessment), providing support when it's needed to victims	Further consolidation work across Adult Social care regarding consistent use of risk assessment and MARAC framework / response
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Joint Triage work with Police	A joint response to triaging safeguarding alerts received by Adult Social Care and to ensure cases are allocated appropriately and in a timely way against presenting risk	Further work regarding implementation of VARM (Vulnerable Adult Risk Management) framework and wider connection into review of adult multi-agency safeguarding hub)
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
COP DOLS project	Project to ensure that people living in their communities with restrictions have a legal order in place to safeguard	
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Adult Services and Trauma Informed Approach including Hoarding work	Adult Services led on developing a strategy to support system wide approach to trauma informed approach and training within Adult Social Care took place – this includes developing work around hoarding.....	Adult Social Care plan around Trauma Informed implementation.
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
PSEP Plan	Development of improvement focused framework around social work / wider adult services practice, policy and approach, and ensuring that WSAB are connected into this via learning and improvement findings	Development of bespoke programmes and approach including named social care approach, refreshing the Deal for Adult Social care approach (conversation tool development) etc.
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Joint work with WWL	Joint work with WWL to inform practice around MCA / DOLS practice	Further learning and improvement activity including multi agency audits to inform improvement opportunities
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Self-Neglect	Training, approach spread out across teams	Further refinement of toolkit in 22/23

Would you like to highlight any case examples which show organisations response to Board Priority Areas or work you've undertaken that highlight a positive safeguarding outcome. (Please specify each area as above separately):

Area:

Cut inappropriate referrals and has led to 99% reduction in safeguarding alerts from NWAS, joint work with NWAS to achieve

Please highlight any additional work you have planned for 2022/23 you would like to see included in the annual report

Area:

Named Social Care worker approach and framework

Discharge to Assess review and refresh

Complex Dependency offer

Vulnerable Adult Risk management process implementation

Transition Strategy Development Implementation

Appendix 3 – WSAB Partner Activity Reports 2021/22 –

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

Safeguarding in Your Organisation

Provide bulleted information about safeguarding developments in your organisation during this period in respect of the following – what have you done, why, how and what was the impact of the activity.

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If possible, please describe any outcomes you have achieved / evidenced in respect of the work within the second column. The third column is for logging any further work planned within those areas you pick for 22/23 (if relevant)

Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Preparation and Implementation Liberty Protection Safeguards (Self-Neglect, MCA, DoLS, 2021/22 objective)	Draft Implementation Plan including resource review, Training Needs Analysis and Audit Programme Engagement with WSAB LPS Sub-group Involvement with Regional and National LPS forums Review of current DoLS Workstreams and practice improvements Revision of current DoLS/MCA paperwork	Monitor and review Mental Capacity Act/Deprivation of Liberty Safeguard compliance with Quality Standards to support development of robust Trust wide Liberty Protection Safeguards Implementation Action Plan (Quality Practice, Learning & Improvement Strategic Priority)
Enhancing the utilisation of patient experience and staff feedback to supplement performance and outcome data and demonstrate "what we do well"	Responded to requests from service areas to deliver bespoke training packages Review of Safeguarding Supervision Policy Safeguarding Training Strategy and Associated TNA in draft Relaunch of WWLTH Safeguarding Champions in Quarter 1 2022/23	WWLTH Think Family Safeguarding Training Strategy and associated Training Needs Analysis to be approved and implemented – this will be aligned to WSAB WIP (Quality Practice, Learning & Improvement)
Develop the WWL "Think Family model" within a contextual safeguarding framework	Consistent language and terminology embedded Review of WWLTH Think family Safeguarding Service structure inclusive of revising Job Descriptions and Person Specification Improved Training Programme with updates to mandatory packages Integration of Safeguarding Practitioners and agendas within all areas of the Organisation via increased visibility and attendance at groups/forums/meetings Improved data capture and quality of reports to internal and external safeguarding forums	WWLTH Safeguarding Strategy to be finalised, underpinned by comprehensive Safeguarding Workplan linked to WWL way 4wards and incorporating review of WSAB/WSCP priorities (Accountability, Assurance & Leadership) Develop improved Safeguarding Supervision offer across WWLTH ensuring all staff have personal resilience and professional motivation to support safeguarding issues (Policies, Strategies & Procedures)
Assessing readiness and establishing preparedness for ICS transition	Ensuring all statutory functions maintained with clear action plan to achieve compliance against GM Contractual Standards Full participation in partnership activity inclusive of WSAB/WSCP/CSP/DASOB groups Regular and consistent review of new legislation, initiatives, partnership priorities and Trust objectives to ensure alignment with WWLTH Think Family Safeguarding Service Workplan	Activity Ongoing / Planned 22/23

Would you like to highlight any case examples which show organisations response to Board Priority Areas or work you've undertaken that highlight a positive safeguarding outcome. (Please specify each area as above separately):

Area:

2021/22 Objective - Organisational Safeguarding

- A number of objectives were identified for the Think Family Safeguarding Service which had undergone significant change in leadership and key personnel in 2021/22. Whilst focus on these remained inevitably additional or adapted workstreams developed as influenced by the political climate, social contexts, and local agendas. The service ensured prioritisation of statutory obligations with reporting to internal and external groups, committees and boards much improved providing assurance and reassurance to executives, governors, and key stakeholders in regard to performance against a background of significant winter pressures and covid recovery
- Sixty-seven Key lines of Enquiry (Standards) are reviewed by GM ICB Wigan Designated Nurses - 35 out of 56 standards were rated as GREEN and therefore fully compliant. For the remaining 21 standards a rating of AMBER, denoting 'Partial compliance, action plans in place to ensure full compliance and progress is being made within agreed timescales' was agreed. No standards were deemed RED.

Please highlight any additional work you have planned for 2022/23 you would like to see included in the annual report

Area:

Strategic Principles- Place-based approach to early intervention and prevention & Building Back Better after COVID

Review data collection and internal safeguarding notification processes implementing necessary changes utilising Business Intelligence support to improve data integrity and influence future service developments both within the organisation and across the partnership

Appendix 3 – WSAB Partner Activity Reports 2021/22 –

Wigan Council Provider Management and Market Development Service

Wigan Council Provider Management and Market Development Service

Safeguarding in Your Organisation

Provide bulleted information about safeguarding developments in your organisation during this period in respect of the following – what have you done, why, how and what was the impact of the activity.

We have included up to 5 boxes to provide your top areas of work, please note the boxes expand:- WSAB key priorities you may wish to comment on within your organisational summary are on the WSAB Strategy on a Page included in your e-mail. You may wish to include other relevant activities your organisation has undertaken regarding any changes to policy, process, practice or capacity that positively affect safeguarding outcomes.

If possible, please describe any outcomes you have achieved / evidenced in respect of the work within the second column. The third column is for logging any further work planned within those areas you pick for 22/23 (if relevant)

Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Care Home Quality	Within 21/22 all care homes in the borough were rated as good or outstanding evidencing the partnership approach to working in quality care and accommodation. Elements include the supportive role that QPOs deliver with care homes / settings, and use of a co-designed self-assessment regarding safeguarding and care homes to drive areas of improvement / support	Further work to promote partnership working via re-establishing key processes such as Care Home Forum. Within this establish focus on safeguarding. Further work planned to establish QA activity to support and strengthen tier system
Be A Voice Campaign /	Across all services, implementing a transparent framework to promote information relating to areas of good practice and areas where officers, users and their families have an opportunity to highlight concerns / areas for improvement. This was underpinned by a policy framework to implement the approach	Further work planned under the principles via What's Up Champions
Area of Work General Engagement of Markets / Thematic Areas	Activity Undertaken 2021- 2022 Based on engagement work included work under the Autism Partnership board developing the approach to other areas including homecare, supported living, care homes etc. Approach is in line with CQC guidance around placing the service users voice at the centre of service design and implementation.	Activity Ongoing / Planned 22/23 Further work planned with thematic areas across 22/23
Area of Work Positive Behavioural Support (PBS)	Activity Undertaken 2021- 2022 New approach adopted to support very complex and challenging individuals, following a number of BLR's have researched a new model of support PBS (positive behavioural support). This will be rolled out across the in-house care and support teams to keep people safe allowing people we support to live their best lives in the community.	Activity Ongoing / Planned 22/23 Currently working with a national provider – Maybo and Northwest Training Academy to determine when and how we roll out the new training, approach, and awareness for our internal workforce.
Area of Work Commissioning Activity	Activity Undertaken 2021- 2022 Homecare, Supported Living and Extra Care all recommissioned across the borough this year, providers tested on their ethical approach including knowledge and application of best practice safeguarding procedures in Wigan. Post contract monitoring procedures in place with regular provider contract meetings specifically reviewing safeguarding with each individual provider. Also developing a quality assurance and performance dashboard which will enable thematic analysis of safeguarding activity according to place, type, provider to support a preventative approach. Customer engagement and feedback will be a key feature of this work providing a more direct route to people's experiences and any potential safeguarding concerns.	Activity Ongoing / Planned 22/23 Commissioning activity to be completed / finalised 22/23

Would you like to highlight any case examples which show organisations response to Board Priority Areas or work you’ve undertaken that highlight a positive safeguarding outcome. (Please specify each area as above separately):

Area:

Response to COVID included staff moving into areas of support work to help services cope with the effects of the crisis. Within Supported Accommodation / Living Service this included staff who came from Leisure Services, who began helping with simple tasks such as mealtimes etc. Very quickly they utilised their skills from their experience in leisure and sports provision and began wider support tasks around client’s activity and wellbeing. This became a key element of the support during the crisis and enabled service users to remain active with natural positive knock-on effects regarding their well-being. Because of this approach the service also saw a reduction in episodes within the service around behaviour as the new staff members were connecting in a very meaningful person-centred way. In total 16 people were re-deployed, all bringing unique skills to the service and key successes included service users reducing their diabetic medication as a result. Two members of staff have subsequently developed a programme to help tackle health inequalities and are now fully employed by Supported Living Service.

Please highlight any additional work you have planned for 2022/23 you would like to see included in the annual report

Area:

- Pressure Ulcer policy update
- Falls in Care Homes
- Reasonable Adjustments

Appendix 3 – WSAB Partner Activity Reports 2021/22 –

Wigan Council Housing Services

Wigan Council Housing Services

Safeguarding in Your Organisation

Provide bulleted information about safeguarding developments in your organisation during this period in respect of the following – what have you done, why, how and what was the impact of the activity.

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If possible, please describe any outcomes you have achieved / evidenced in respect of the work within the second column. The third column is for logging any further work planned within those areas you pick for 22/23 (if relevant)

Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
New Housing Model	Adapted within 21/22, a realigned housing offer with greater coherence and accountability to tenants and residents. Ensuring pathways between housing offer and social care support are effective ensuring a more understandable and connected offer is in place with clear links to safeguarding outcomes.	Further embedding of the principles and approach within 22/23
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Sheltered / Extra Care	New flagship scheme implemented 21/22 with different models of care tested for wider implementation. Key elements included testing out interface between hospital discharge, - prioritisation of people needed support because of vulnerability and wider safeguarding issues and ensuring vulnerable residents are protected with a safe place to live.	New schemes planned for 22/23
Area of Work	Activity Undertaken 2021- 2022	Activity Ongoing / Planned 22/23
Domestic Abuse / Hoarding / Trauma Informed	Employment of Hoarding Co-Ordinator and embedding a trauma responsive approach within this. Domestic Abuse – employment of staff with direct housing support for victims and families experiencing DA and in response to new DA bill. Other areas included strengthening both the target hardening and safe accommodation offer.	Housing specific Trauma plan to be developed and implemented

Appendix 4 - WSAB Financial Contributions

Income	2021/2022
Local Authority	£181,000
Wigan Borough Clinical Commissioning Group	£50,000
Wrightington, Wigan and Leigh Teaching Hospital NHS Foundation Trust	£15,000
Greater Manchester Mental Health NHS Trust	£12,000
Greater Manchester Police (through GMCA contribution)	£14,700
General Fund Contribution	£44,321
Total	£317,021