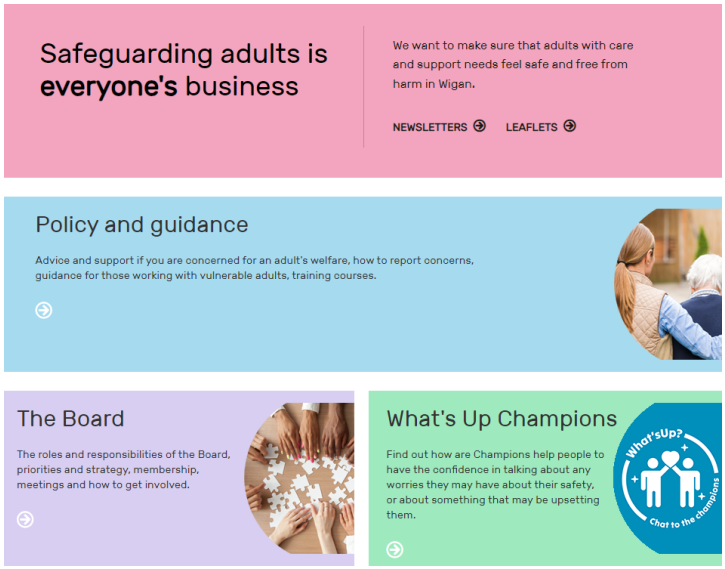
Wigan Safeguarding Adult Board Newsletter July 2024

Welcome to the Summer 2024 addition of the Wigan Safeguarding Adults Board Newsletter . We hope you find this newsletter useful and we welcome any feedback which you can send to us by emailing

wsabtraining@wigan.gov.uk

WSAB Website Re-Launch

Wigan Safeguarding Adult's Board are excited to announce the Re-launch of their website. This has been an ongoing project over the last 12 months to re-structure and refresh the website to offer more accessible information for the public and profes-sionals.
We are still working on the What'sUp Champion page which is currently being co-designed by the champions.
We encourage professionals to take a look and make yourselves familiar with where key policies and guidance sit so that you can utilise them in your practice.



You can access the website **here.**

If you have any questions or feedback for the Board regarding the website please email **wsabtraining@wigan.gov.uk.**

UMAY Safety App Lunch and Learn Sessions

The session will be an introduction to the UMAY Safety app. This has been commissioned by the Wig-an Borough Community Safety Partnership and launched very recently across Wigan. This brief ses-sion will outline how residents can share their routes with trusted contacts, find safe places when out and about, and make reports via the app in times of unease.

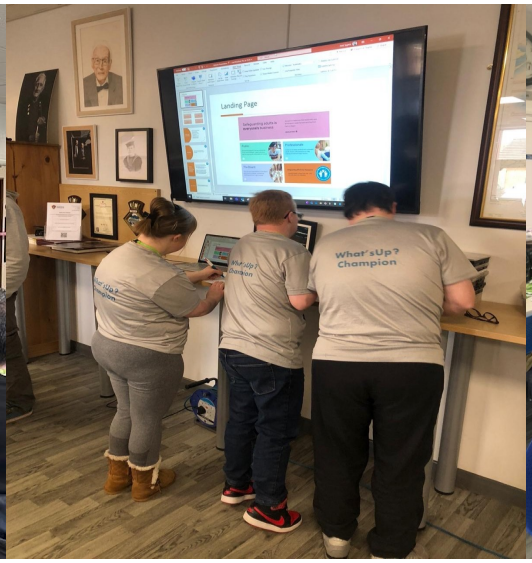
The dates are as follows:
Tuesday 9th July (12:00-12:30pm)
Wednesday 17th July (11:30am-12:30pm)
Thursday 1st August (12:00-12:30pm)
Friday 9th August (12:00-12:30pm)

You can book your place on any of the above sessions using the link below.
UMAY safety app, lunch and learn Tickets, Multiple Dates | Eventbrite

Safeguarding What'sUp Champions Update

What have the Safeguarding What'sUp Champions been up to in recent months....

- The champions have been involved in some co-production projects, including giving feedback on the UMAY Safety App.
- They are currently co-producing their own dedicated page on the WSAB website (we have an interim page on the website at present).
- We have scheduled the What'sUp Champion Network meetings up until the end of the year as requested by the Champions.
- We are currently working to formalise a project plan which is being co-designed with our champions, which will outline what we want to achieve and how we are going to achieve it.
- During our next What'sUp Champion Network meeting the champions will be co-designing a role profile and creating some posters for services across the borough.



Belongings Support Group

The belongings Support Group is for anyone living with clutter or hoarding in their home.

It is an opportunity to come and meet like-minded people for a brew and a chat. Group volunteer Tracey is available to speak to people beforehand if they are nervous about attending. Tracey says "The group is a light-hearted, safe space where we can learn from each other, give it a try, come and see"

The group meets at Leigh Library on the first Monday of the month 11-1pm and at Wigan Town Hall the last Wednesday of the month 5 -7pm. Family, friends, supporters and staff are welcome to attend and there is no need for a referral, just drop in.

For more information, please email MAPPT@wigan.gov.uk.

Belongings

A peer support group for anyone that has lots of belongings

Customer Relations Training and Toolkit

Adult Social Care Complaints Training – Book your place now via My Job:
As part of our commitment to supporting our staff to respond to complaints and issues effectively and confidently we now have a series of training available. There are 2 sessions which are face to face training sessions hosted by Lisa Entwistle (Customer Relations Manager).
To book your place login to ITrent and click on the learning tab.
Adult Social Care – Receiving, investigating and responding to complaints effectively Training.
This training is for colleagues in the Adult Social Care Directorate who are involved with investigating complaints and providing information for/ preparing formal complaint responses. The course will be delivered in-person and via a range of interactive activities. The course will provide information on how to produce an investigation plan and carry out an investigation. Participants will learn how to provide a quality complaint response, including adapting the language and style to suit the audience, and recognising the importance and effects of tone and phrasing.
Adult Social Care - Best Practice for Customer Service and Managing Challenging Behaviour Training
This training is aimed at those working in a frontline service and will focus on how to ensure the service we provide is professional, effective and person-centred from the outset. We want people to feel confident that when they contact Adult Services they will be listened to, and their concerns will be taken seriously and addressed promptly and effectively. The course will examine the principles of good customer service via a range of interactive tasks and activities. It will look at developing reflective listening skills and how to provide sincere apologies. Once you have booked your place, **please hold the time in your diary** and an invite will be sent out a few days before the training.

Customer Relations Toolkit
A toolkit is currently being developed to support the workforce. It will be distributed as a handout during Customer Relations Training and shared with the broader workforce, as we have received numerous requests for guidance on responding to customers, case recording, and managing challenging behaviours. The following toolkit will be available soon, so please watch for the notification when it becomes available:

- Case Recording Tips
- Customer Support Skills
- Managing Challenging Behaviour – Useful Phrases
- Effective Listening Skills

Customer Feedback Leaflet & QR Code
As part of service delivery in Adult Social Care, we want to hear customers feedback. This can be a complaint, compliment, or general comments. A leaflet is currently being developed to share with customers and providers, which can be handed out via visits. You can also share the QR code below and please add to your signature if possible, so we can encourage customers to feedback on the service they have received. Copies of the leaflet will be available shortly.
To find out more about our complaints procedure and to complete our online form, visit
www.wigan.gov.uk/AdultSocialCareComplaintsFeedback

- Contact us by phone on 01942 486 175
- Email **CustomerRelations-Adults@wigan.gov.uk**
- Write to us at Adult Services Customer Relations Team, Wigan Council, People Directorate, PO BOX , 100, Wigan, WN1 3DS

- Scan the QR Code and complete our feedback form.

Domestic Abuse MARAC Update

A MARAC (Multi Agency Risk Assessment Conference) is a meeting where information is shared about the highest risk domestic abuse cases, specifically those involving a risk of homicide or serious harm. During these meetings, representatives exchange relevant information and discuss strategies to enhance the safety of domestic abuse victims and their families, by creating an action plan. The voice of the victim at MARAC is represented by our Independent Domestic Violence Advisors (IDVA's).

In our borough, these meetings occur three times a week, with various agencies participating. The partnership continues to work diligently to support victims and families in our borough at the earliest possible opportunity to mitigate the devastating effects of domestic abuse. This includes our ongoing work with Wigan Borough Domestic Abuse Service & our dedicated helpline (01942 311365 Mon-Fri 8am-6pm), our drop-in services alongside our IDVA offer.

This year, the MARAC process has been reviewed to better align actions with identified risks, and collaboration with partners has led to a better shared understanding of risk and referral processes. This effort is complimented by the ongoing Multi-Agency Task and Co-ordination Group (MATAC) that continues to see significant reductions when working with repeat and serial perpetrators with an 81% reduction in Domestic Abuse incidents and crimes.

Thanks to these ongoing efforts, significant reductions have been observed. From the financial year 22/23 to 23/24, the total number of cases heard at MARAC dropped by 9% and repeat cases decreased by 18%.

We would like to thank our very own IDVA and Prevention Hub team's for their continued efforts tackling Domestic Abuse in our borough alongside the wider partnership response. These figures are showing that superb commitment and work is having a significant impact for our residents.

The partnership remains dedicated to tackling domestic abuse in our borough and providing early support to reduce risks for our families, this of course includes support for our staff.

For more information about domestic abuse and how to get support for yourself or someone you are concerned about, visit our dedicated webpage at **https://www.wigan.gov.uk/Resident/Crime-Emergencies/Domestic-abuse/**

Council staff can also access the Domestic Abuse staff policy & guidance by visiting our internal Hub page **Domestic abuse**

SafeLives defines a 'repeat' as ANY instance of abuse between the same victim and perpetrator(s), within 12 months of the last referral to Marac.

LOVE IS NOT ABUSE

Caring for Older Adults - Spotting the Signs of Domestic Abuse. WSAB have commissioned a video which highlights how domestic abuse can affect older people and the signs to look out for. Please feel free to circulate the video across your teams.

You can view the video **here.**

Learning and Improvement Update

Multi-agency work continues in auditing areas of Adult Social Care and our partners to identify good practice and drive improvement.

The audit work undertaken is completed with practitioners and partners to ensure we have a holistic approach to safeguarding. One of the areas we have identified through the audit is knowledge regarding overriding consent due to escalating risk.

WSAB have produced a fact sheet on Consent which you can find **here** to support you in your practice. Did you know that the duty to undertake a Section 42 Enquiry is not dependent on the consent of the adult once it has been established that they are at risk of abuse. Similarly, there is a duty to assess their needs for care and support, even if they decline this, where they lack mental capacity or are at risk of abuse.

There are a number of circumstances where a practitioner can reasonably override such a decision, including the person lacks the mental capacity to make that decision. This must be properly explored and recorded in line with the Mental Capacity Act. Also in circumstances where there are other people who maybe at risk, including children.

Carers Drop in at the Mental Health Support Hub

Do you have a caring role for someone with a mental illness or know someone who does?

Greater Manchester Mental Health Foundation now offer a **drop in session for carers at the Restbite Café at Atherleigh Park. The sessions are every Friday from 6pm-8pm.**

The sessions offer emotional support, educational sessions around Mental Health difficulties and provide lots of helpful information. You can meet other carers and share experiences.

There is no booking required.

For further information you can ring 01942 764400