



Prifysgol
Y Drindod
Univers
Trinity Saint

Learning from multi-agency reviews

Target Audience: Anyone who has involvement with domestic abuse & safeguarding children or adults in their role and with the ability to influence practice within their organisation.

Learning Outcomes:

- Opportunity to shape practice
- Reflect on cases
- Make a difference to how we work together
- Consider and identify risk
- Share good practice and learning
- Use a Think Family approach

Workshop Dates

(full day)

Monday 4th November

Wrexham

Monday 11th November

Cardiff

Thursday 14th November

Cardiff

Tuesday 19th November

Horsham



Working with Families



Multi-agency Working

Nathan Leynes

Every Child Matters, 2004



ECAY4005 Multi-Agency Working: Policy in Practice Theme 5: Social Services and Wellbeing (Wales) Act 2014

*Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives*



www.uwtsd.ac.uk

Learning Review

What did we look at in our previous Theme?



Safeguarding...

- Over-rides all other considerations
- Is the responsibility of everyone
- Has particular challenges for multi-agency work

The Background to the Act

Wales

Wales' statutory guidance, *In Safe Hands*, was reviewed, with a number of recommendations made from reviewing the term 'vulnerable' to ensuring there is a greater focus on care and support (Stewart and Atkinson, 2012). As a result of this review (Magill et al., 2010), the Social Services and Well-being (Wales) Act was passed in May 2014. The new Act, which has been heralded as encompassing the most significant legal change in Wales since devolution, requires local authorities to investigate when they suspect an adult with care and support needs is at risk of neglect or abuse. It also introduces adult support orders to provide Local Authority officers with the authority to enter premises to investigate if they suspect an adult to be at risk of harm. The Act has also established a national adult safeguarding board which will provide advice and support to newly established local safeguarding boards.

McIntyre et al. (2018 p.117)

The Social Services and Wellbeing Act revisited.

- The biggest changes are due to the Social Services and Well-being (Wales) Act 2014
- This major legislative change has had a significant impact on the safeguarding of children, young people and adults.

The Social Services and Wellbeing Act revisited.

- The Welsh Government has produced a short video outlining the progress made in the first year after the Act came into force.

Please watch on the next slide



Mae gofal a chymorth yn newid yng Nghymru
Care and support in Wales is changing

www.gov.wales/careandsupport



Uywodraeth Cymru
Welsh Government

Further legislation in relation to Safeguarding...

- [Well-being of Future Generations \(Wales\) act 2015](#)
- [Violence against Women, Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#)
- [Safeguarding Children and Young People from Sexual Exploitation: Supplementary guidance to Safeguarding Children: Working Together Under The Children Act 2004](#)
- [Prevent Duty Guidance, 2015](#)
- [Mandatory Reporting of FGM](#)
- [Health and Care Standards \(Wales\) April 2015](#)
- [Talk to Me 2: Suicide and self harm prevention strategy for Wales 2015-2020](#)
- [Response to the Supreme Court Judgment/ Deprivation of Liberty Safeguards 2015](#)
- [The Revised Caldicott Principles.](#)

Changes in terminology

- The Social Services and Wellbeing Act removed the term 'vulnerable adults'
- It was replaced with the phrase 'adults at risk'
- *Why do you think this change of terminology occurred?*
- The phrase vulnerable adults was seen as perpetuating the stigma associated with an impairment or a disability, and for the types of legal and policy responses deemed appropriate under such an understanding of vulnerability.

• Pritchard-Jones (2018)

Adults at risk as defined by the Act

Section 126 Adults at risk

- (1) An “adult at risk”, for the purposes of this Part, is an adult who—
- (a) is experiencing or is at risk of abuse or neglect,
 - (b) has needs for care and support (whether or not the authority is meeting any of those needs), and
 - (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Social Services and Wellbeing (Wales) Act (2014)

Local Authority duties as defined by the Act

126 Adults at risk

(2) If a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk, it must—

(a) make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken (whether under this Act or otherwise) and, if so, what and by whom, and

(b) decide whether any such action should be taken.

Social Services and Wellbeing (Wales) Act (2014)

Changes in terminology

- The old term of 'Child in Need' as under section 17 of the Children Act 1989 is removed.
- It has been replaced by the term 'child at risk'
- *Why do you think this change has been made?*

Child at risk as defined by the Act

Section 130 Duty to report children at risk

(4) In this section, “a child at risk” is a child who—

- (a) is experiencing or is at risk of abuse, neglect or other kinds of harm, and
- (b) has needs for care and support (whether or not the authority is meeting any of those needs).

Social Services and Wellbeing (Wales) Act (2014)

Abuse, neglect or other kinds of harm...

In safeguarding children and young people the themes of;

- suicide
- self harm
- child sexual exploitation (CSE)*
- Child criminal exploitation (CCE)*
- female genital mutilation (FGM),
- domestic abuse, and
- internet and technology-based abuse

have become much more prominent

National Safeguarding Team (NHS Wales), (2016)

Safeguarding children and adults boards

- The Act establishes six Safeguarding Boards for Children and six for Adults arranged in regions across Wales (a continuation of the Boards established by the Children Act 2004)
- representation on Boards from a range of statutory agencies, such as health, probation and the police, not just local authorities. Their aim is to strengthen consistency, ensure good practice and support culture change
- The Act also established a National Independent Safeguarding Board.



Why do you think they did this?

Welsh Government Guidance

- The Welsh Government have produced a number of Guides to support organisations and professionals
- These are focused on a number of different aspects of meeting the requirements of the Act
- However, an online search will often only lead you to one of the Guides
- Therefore, at present, it is best to access these via the Social Care Wales website.

<https://socialcare.wales/hub/statutory-guidance>

When things go wrong. Setting up Multi-agency Adult Practice Reviews

- Why set up reviews?
- Who would be involved?
- What would this do?



The Social Services and Wellbeing Act and Advocacy Referrals

The Act has established the following statutory principles;

- Local authorities **must** arrange for the provision of an independent professional advocate when;
- a person can only overcome the barrier(s) to participate fully in the
- assessment, care and support planning, review and safeguarding processes
- with assistance from an appropriate individual, but there is no appropriate individual available.

Social Services and Wellbeing (Wales) Act (2014)

The Social Services and Wellbeing Act and Advocacy Referrals

The Act establishes eligibility criteria for support in decision making in Section 6 (2) as follows;

The person *[deciding whether a service user needs support]* must—

- (a) in so far as is reasonably practicable, ascertain and have regard to the individual's views, wishes and feelings,
- (b) have regard to the importance of promoting and respecting the dignity of the individual,
- (c) have regard to the characteristics, culture and beliefs of the individual (including, for example, language), and
- (d) have regard to the importance of providing appropriate support to enable the individual to participate in decisions that affect him or her to the extent that is appropriate in the circumstances, particularly where the individual's ability to communicate is limited for any reason.

The Social Services and Wellbeing Act and Advocacy Referrals

The Advocacy Code of Practice, issued alongside the Act, defines the barriers that lead to the engagement of an Advocate as follows;

Part 55.

Local authorities **must** in partnership with each individual, consider whether that individual is likely to experience barriers to participate fully in determining their well-being outcomes and reach a conclusion on their needs for advocacy support.

Key barriers will include issues and situations that will impair individuals' ability to:

- Understand relevant information
- Retain information
- Use or weigh information
- Communicate their views, wishes and feelings

*Social Services and Well-being (Wales) Act 2014:
Part 10 Code of Practice (Advocacy)*

A brief Introduction to Advocacy

- Advocacy, statutory or non-statutory seeks to ensure that people, particularly those who are most at risk in society, e.g. disabled people, or those with mental health issues or dementia are empowered to:
 - Have their voice heard on issues that are important to them.
 - Their rights safeguarded and defended.
 - Have their views and wishes genuinely considered when decisions are being made about their lives.
 - To be included in decision making in the best way for them.

(Advocacy Matters, 2024)

Advocacy Code of Practice

The Advocacy Code of Practice is a set of guidelines for advocates and their managers, aimed at providing clarity, support and boundaries for their practice



Recognising quality
in independent advocacy

Code of Practice

Revised Edition 2014



(Advocacy QPM, 2014)

The Social Services and Wellbeing Act and Advocacy Referrals

Guided Study Activity –Quiz Time

- *Look at, and explore the Social Services and Well-being (Wales) Act 2014 and the Advocacy QPM (See Links)*
- *Then look at the Handout as a group.*
- *Each question is a scenario where you have to decide whether the person should lead to an Advocacy referral or not.*
- *Once you have decided you will be given more information*



Social Services and Wellbeing (Wales) Act 2014
Chapter 10 Code of Practice (Advocacy)



Advocacy QPM

References

- Estyn (No Date) *What is a Local Safeguarding Children Board (LSCB)?* Available at: <https://www.estyn.gov.wales/faq/what-local-safeguarding-children-board-lscb> [Accessed 17 November 2019]
- McIntyre, G, Stewart, A. and McCusker, P. (2018) *Safeguarding adults: Key themes and issues*. London. Palgrave
- National Independent Safeguarding Board Wales (No Date) *An Independent Safeguarding Voice* Available at: <http://safeguardingboard.wales/> [Accessed 17 November 2019]
- National Safeguarding Team (NHS Wales) (2016) *A Guide for Safeguarding Children and Adults at Risk in General Practice*. Available at: <http://www.wales.nhs.uk/sitesplus/documents/888/A%20guide%20for%20Safeguarding%20Children%20and%20Adults%20at%20Risk%20in%20General%20Practice%20September%202016%2002.pdf> [Accessed: 17 November 2019]
- Pritchard-Jones, L. (2018) Adults at risk": "vulnerability" by any other name? *The Journal of Adult Protection*, Vol. 20 Issue: 1, pp.47-58
- *Social Services and Wellbeing (Wales) Act 2014* Available <http://www.legislation.gov.uk/anaw/2014/4/section/126> [Accessed 17 November 2019]
- Welsh Government (2016) *The Social Services and Wellbeing (Wales) Act 2014: Working Together to Safeguard People – Volume 3 Adult Practice Reviews* Available at: [at:https://socialcare.wales/cms_assets/hub-downloads/Welsh_language_skills_in_your_workforce- Early_Years_and_Childcare.pdf](https://socialcare.wales/cms_assets/hub-downloads/Welsh_language_skills_in_your_workforce- Early_Years_and_Childcare.pdf) [Accessed 17 November 2019]