

Gateshead Safeguarding Adults Board

Strategic Plan 2024-2027

Update 2025

1. Strengthening Safeguarding

Strengthening Safeguarding practice across the partnerships and ensuring resources are available to support practitioners in their day-to-day safeguarding activities and that good practice is evidenced and practitioners can develop their knowledge and skills in this area.

NB Links to 2. Learning and Development

| Goal – What do we want to Achieve | | Initiatives or Action – How will be achieve our goal | Metric – How will we know we have achieved our goal | Lead | By When | Update |
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| 1.1 | The Gateshead SAB and partners will create a strong multi agency approach to safeguarding. This will be evidenced by data and assurances from partners around the quality and appropriateness of safeguarding concern referrals which meet the criteria for statutory safeguarding. | <p>We will develop a multi-agency data dashboard which includes:</p> <ul style="list-style-type: none"> • information on number of safeguarding concerns raised and conversion to S42 enquiry. • Breakdown of types of abuse and neglect. • Breakdown of location of abuse and neglect. • Source of concerns • Making Safeguarding Personal • Learning and Development data • Outcomes • EDI data to understand any changing demographics of the | <p>Key themes and areas for improvement will be identified and actions taken to provide additional support and resources to improve these areas, this could include but not limited to:</p> <ul style="list-style-type: none"> • ongoing multi-agency training • bespoke training • development of resources • support to partner safeguarding leads <p>Sharing good practice around decision making when considering raising a SG concern.</p> | Data Group, QLP Subgroup Quarterly action log/ report to the Board | September 2025 | Meeting with Subgroup chairs to discuss governance arrangements for Data Group. Agreed Data group would be a working group of the QLP, group will meet prior to QLP to review data and make proposals to QLP on actions to be taken to Board. QLP will feedback to board and request any support necessary. Dates for Data group and QLP are aligned. Data group has representation from ASC, Performance Team, SAB, Police, GHFT, STSFT. QLP Tor to be updated to reflect changes and addition of Data group. |

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| | | <p>safeguarding concerns received.</p> <p><i>NB See 3 for further detailed information on the development of the SAB Data Dashboard.</i></p> | | | | |
| | | <p>We will produce guidance for partners on what constitutes:</p> <ul style="list-style-type: none"> a general response to keep someone safe and to ensure their needs are met, or a formal safeguarding response under Section 42 of the Care Act 2014 a good safeguarding concern, including examples. | <ul style="list-style-type: none"> Guidance documents developed and published on the Gateshead SAB Website and Tri-X. Launch briefings held, attendance and evaluation recorded <p>Use of language</p> <ul style="list-style-type: none"> Consider changing the wording of "Safeguarding is Everyone's Business", to "Safeguarding Remains Everyone's Business". Consider changing to practitioners "Voice a Concern" they don't refer it as they must remain involved. Consider the development of a "Team around the Person" approach, rather than using the term "MDT". | QLP Sub Group, Workforce Development, SAB BM | July 2025 – L & D Officer work plan. | <ul style="list-style-type: none"> Understanding SG guidance has been produced and is available on the SAB Website. Multi-agency briefings have been held. <p>Actions</p> <p>Understandings SG briefings to be included as part of the annual training programme, other resources to be developed, animation, recorded PowerPoint.</p> |
| | | We will provide clear pathways of where | <ul style="list-style-type: none"> Further develop the "Understanding | QLP Sub Group | September 2025 | Links to the development of the portal for submission of SG Concerns |

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| | | <p>practitioners should refer if not to safeguarding:</p> <ul style="list-style-type: none"> • Produce clear information on the services within Gateshead that practitioners can refer to in relation to client safety rather than safeguarding. • Use data from re-referrals for S42 to provide common scenarios for common pathways, that can help practitioners to understand alternative pathways | <p>Safeguarding" guidance (1.1)</p> <ul style="list-style-type: none"> • Ensure the SAB website and LA Reporting Concerns site have additional information and links to other pathways. | | | |
| | | We will provide clear guidance on the information which must be included in a safeguarding referral. | Information available on the ASC website alongside referral link. | LA SG Team | September 2025 | Delayed due to the Mosaic portal not being launched |
| | | We will discuss and agree with partners a way forward regarding options for developing and implementing a universal referral mechanism through the Mosaic care management system. | <ul style="list-style-type: none"> • Evidence of partnership working • All referrals will be received using a single referral route. | All partners and LA SG Team (Task and Finish Group) | T & F group agreed all actions will be complete by October 2025 | <p>Task and finish group has agreed improved mechanisms for the submission of SG concerns from TWFRS, GHFT and GPs.</p> <p>Actions</p> <p>Stat partners to support work to streamline the SG concern referral process. Issues with</p> |

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| | | | | | | NEAS submitting concerns using the portal. |
| | | We will review the Decision-making tool in line with survey results and consult on the revised tool with partners across Gateshead including the PVI sector. | <ul style="list-style-type: none"> Decision Making tool is relaunched. Available on Gateshead SAB Website and Tri-X Evidence of Practitioner briefings. | QLP Sub Group | September 2025 | <p>Work has started on reviewing the tool, this has been hindered by the review of the process monitor and analyse the low-level concerns. Agreement from Commissioning is needed to progress.</p> <p>Action Links to the proposed recommendations from Independent Review, ensure this work is completed in line with the action plan.</p> |
| | | <p>We will undertake audits to review the quality of referrals being received from partners, on a regular basis.</p> <ul style="list-style-type: none"> A plan of audits on the quality of safeguarding referrals received by partners will be developed. An audit tool will be developed. Partners will receive feedback on the quality of the safeguarding referrals submitted from their agency and actions for improvement. | <ul style="list-style-type: none"> An annual audit plan will be in place Base line data will be available to evidence improvement or deterioration in the quality of safeguarding referrals The Board will receive regular updates on the findings of the audits. Audit activity will be a standard agenda item at QLP sub-group. We will request both multi-agency and single-agency audit activity to provide assurances. | All Safeguarding Leads | September 2025 | Planning an audit of the TWFRS referrals in July 2025 |

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| 1.2 | Increase Making Safeguarding Personal (MSP) compliance at referral stage. Ensuring all appropriate steps are taken prior to safeguarding referrals being made i.e. discussion with the adult, outcomes identified, risk plan in place, seeking consent. developing a person-centred approach to SG. The feedback and information received will be analysed. | We will further develop our training and resource offer on MSP including: <ul style="list-style-type: none"> • Face to face/ virtual training • Short video guidance • Guidance document | <ul style="list-style-type: none"> • Training and resources will be available for practitioners. • Resources will be available to access on the SAB Website and Tri-X. • Improvement in the numbers of concerns received where consent has been appropriately established. | QLP Sub Group | September 2025 – L & D Officer work plan. | One course delivered in early 2024. Action: The L & D Officer will be working on developing the training and resources around MSP. |
| | | We will include consent, and outcomes identified data information on the SAB Dashboard. Data analysis will be used to monitor this and make improvements across the partnership as required. | The SAB Dashboard will include data on consent and outcomes. | QLP Sub Group and Performance Team | October 2025 | The SAB dashboard now contains data on consent and outcomes. Further work has been undertaken to ensure the recording and reporting mechanisms within Mosaic provide accurate data. Action Further monitoring and analysis to be undertaken by the Data Sub Group. |
| | | We will seek assurances from partner agencies that staff are aware of their responsibilities under Section 42 of the Care act in Making Safeguarding Personal. | <ul style="list-style-type: none"> • Assurance from partner agencies that internal policies and practice guidance reflects the requirements of MSP under the care act. • The QLP Sub-group will review the partner assurance returns which will be undertaken through surveys and self- | All partners, QLP Sub Group | May 2025 | |

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| | | | audit and then provide the board with partner assurances. | | | |
| 1.3 | Protect vulnerable adults from abuse and neglect by those who are in a position of trust. | <p>We will Develop a Gateshead Safeguarding Adults Board People in a Position of Trust (PiPoT) Protocol to support the identification of people who may pose a risk to vulnerable adults.</p> <p><i>NB Links to 5. Prevention</i></p> | <ul style="list-style-type: none"> • PiPoT protocol is drafted. • PiPoT protocol is consulted upon and agreed by board member. • Partner agencies provide assurance that they have effective internal processes in place to deal with PiPoT cases. • Partner agencies provided data on the nature and number allegations, and outcomes of investigations on an annual basis. | GSAB BM, All partners | May 2025 | Drafted PiPot protocol to be finalised. |
| 1.4 | Ensure SAB guidelines and organisation policies assimilate, with partners reviewing policy and practice guidance to ensure it reflects accurately the safeguarding processes in Gateshead. This should stop practices such as "back covering" and passporting of risk. | <ul style="list-style-type: none"> • Partners will be required to review their policy and practice guidance and assure the board they accurately reflect the statutory Safeguarding Process in Gateshead. This will be undertaken using surveys and self-audit tools. • Data will be used to monitor referrals | <ul style="list-style-type: none"> • We will see a reduction in the number of referrals received which do not meet S42 criteria. • Assurance and evidence of policies and procedures in line with SAB policies will be available. | QLP Sub Group, All SG Leads | October 2025 | |

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| | | <p>which are continually submitted where the section 42 criteria is not met.</p> <ul style="list-style-type: none"> We will also identify through the SAB dashboard partners and agencies who do not submit SG concerns. Further exploration can then be carried out to ensure that agencies are following the care act statutory guidance, their own policies and procedures and the SAB MA policies and procedures around submission of SG concerns. Failure to submit SG concerns could be linked to organisational/ provider abuse. | | | | |
| Barriers - S42 is a well-known process and frontline staff feel comfortable that it manages risk, but it is very subjective. Challenges to develop a Team around the person approach when some agencies are set up for 'one and done' interventions | | | | | | |
| Barrier - GDPR is perceived to be a barrier, so people use s42 to circumvent this | | | | | | |

2. Learning and Development

The Gateshead SAB will provide a multi-agency learning and development offer to promote a culture of continuous learning to ensure we have a workforce which is knowledgeable and confident in safeguarding adults.

| Goal – What do we want to Achieve | | Initiatives or Action – How will be achieve our goal | Metric – How will we know we have achieved our goal | Lead | By When | Update |
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| 2.1 | Learning and development offer will be developed and delivered by representatives from partner agencies. | <ul style="list-style-type: none"> Gateshead SAB partners will identify named individuals across their agencies to support the delivery of a multi-agency learning and development programme to be delivered across the system. Delivery of the learning and development offer will be via a multi-agency partnership approach and encompass a range of resources such as formal classroom training, e-learning, workshops, 7-minute briefings, webinars, podcasts. | <ul style="list-style-type: none"> An identified pool of multi-agency safeguarding representatives supporting training delivery. SG training is delivered by representatives from multi-agency partners. Evidence of the commitment from partners to resource the multi-agency learning and development offer through training reports provided by Workforce Development to the board on a quarterly basis. | QLP Sub Group and Workforce Development | June 2025 – L & D Officer work plan | LA has funded the L & D Officer post to enable the SAB to progress with this area of its strategic plan. |
| 2.2 | Improve knowledge and understanding of the role | We will support the promotion of the work of agencies across | <ul style="list-style-type: none"> Evidence of attendance at multi- | Safeguarding Unit | November 2024 and annually. | <ul style="list-style-type: none"> SG week annual celebration ran in November 2024. Networking event |

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| | of other agencies across the partnership. | <p>Gateshead who work with adults at risk. This will include but not be limited to:</p> <ul style="list-style-type: none"> • Multi-agency networking events • Service briefings • Signposting • Information and guidance provided through the Gateshead SAB Website and Tri-X • Circulation of promotional material and information. • Use of "X" (Twitter) to highlight and promote the work of agencies both locally, regionally and nationally. | <p>agency networking events.</p> <ul style="list-style-type: none"> • Development of resources available via the Gateshead SAB Website and Tri-X • Access/ usage data from Website and Tri-X to be included in the data dashboard. • Evidence of circulation of promotional material from partners to board members. | | | <ul style="list-style-type: none"> • SAB Website updated working to include better information on partners and links to Our Gateshead. • Continued use of X to raise awareness of SG and the work of local and national organisations. • Data on comms included in the SAB Dashboard, X, website hits, Tri-x usage |
| 2.3 | Increase attendance levels at courses and reduce the levels of non-attendance. | We will formally introduce and implement a charging policy for non-attendance and cancellation, which will be administered and monitored by Workforce Development. | Data on attendance and non-attendance will be included in the SAB Dashboard on a quarterly basis. | Workforce Development | September 2025 – L & D Officer work plan | April 2025 the Charging Policy has been redrafted, it will be circulated for comment prior to being submitted to the board for approval. |
| 2.4 | Support wider access to training opportunities for practitioners. | <ul style="list-style-type: none"> • We will continue to explore new and innovative methods of training which takes into considers different methods of learning. | Evidence of new training resources | Workforce Development, QLP Sub Group | September 2025 – L & D Officer work plan | April 2025 a licence for CANVA has been purchased and ETh is working on the development of bitesize animations and resources to support the use of |

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| | | <ul style="list-style-type: none"> We will discuss the training offers from SAB, GSCP, Community Safety and DAP are discussed monthly at the Partnership Catch up meetings to ensure a joined up approach to training, reduce duplication, ensure appropriate advertising and promotion of the training offer from all partnerships. | | | | the animations by practitioners both individually and in teams. |
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| 2.5 | We will learn from Safeguarding Adult Reviews. | <p>We will develop and implement a robust assurance framework which includes:</p> <ul style="list-style-type: none"> Evidence from partners on how learning has been embedded into policies, procedures and practice guidance. Evidence of changes in practice. Barriers to implementing actions. Evidence of improvements in practice from implementation of changes. | <ul style="list-style-type: none"> Launch of assurance framework Assurance from partners that learning is embedded through use of the assurance framework. Reduction in repetition of types of abuse and neglect reported in SAR referrals evidencing changes in practice have improved outcomes for people at risk. | SARCC/ L & D Group | February 2025 – Partnership Officer work plan | <ul style="list-style-type: none"> Learning Register has been developed, work continues to finalise format and to ensure actions are captured and monitored regularly and any barriers recorded. The SARCC group will review the register at every meeting, Partnership Officer will highlight any issues or areas of concern. |
| | | <p>We will create a SAR learning register to clearly record the learning from SARs and themes from reviews. The register will be monitored to identify where we have not successfully implemented sustainable change in practice.</p> | <ul style="list-style-type: none"> Register is created and updated following a safeguarding adult review. Register is updated from partner agency feedback and evidence of improvements in practice or barriers to implementing actions. | SARCC | February 2025 – Partnership Officer work plan | As above |
| | | <p>We will provide specific training on themes identified from SARs:</p> <ul style="list-style-type: none"> Professional Curiosity | <ul style="list-style-type: none"> Training is made available to multi-agency partners. | Safeguarding Unit | Autumn 2025 – L & D Officer work plan | April 2025 – work has started on a short bitesize animation on the principles of MCA in relation to SG. |

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| | | <ul style="list-style-type: none"> • Application of mental capacity assessment in practice • Multi-Disciplinary Team meetings • Self-Neglect | <ul style="list-style-type: none"> • Evidence of attendance is provided through quarterly training reports and the Gateshead SAB Data Dashboard. | | | |
| | | We will review and update the resources on self-neglect which are available on the Gateshead SAB website and Tri-x. | Revised resources are available on the Gateshead SAB Website | GSAB Business unit | Autumn 2025 – L & D Officer work plan | |

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| | | <p>We will undertake an audit to check if SAR findings are referred to in safeguarding training across the partnership. This will be a requirement of all partners to update their training in relation to learning from SARs:</p> <ul style="list-style-type: none"> • An Audit tool will be developed. • An annual audit plan will be agreed. • Feedback and assurance will be provided to the board via the Joint L & D Subgroup. <p>We will develop a communication plan to ensure all partners understand how information will be disseminated, who will be responsible for this and how teams and practitioners should be updated.</p> | <ul style="list-style-type: none"> • Audit tool developed. • Audit plan in place. • Feedback to the board is provided on an annual basis. • Comms plan will be in place. | L & D Subgroup | January 2026 | |
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| 2.6 | We will have a Learning and Development, Quality Assurance Framework for Safeguarding Training. | <ul style="list-style-type: none"> • We will develop a quality assurance framework for safeguarding training. • The framework will ensure that both multi-agency and partner safeguarding training is provided in line with Care Act statutory guidance. • An audit schedule will be adhered to. | <ul style="list-style-type: none"> • Learning and Development Quality assurance framework in place. • Schedule of audits is undertaken periodically. • Assurance provided to the SAB on the quality of multi-agency and partner safeguarding training. | L & D Subgroup | January 2026 | |
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| 2.7 | We will monitor completion of safeguarding training across the partnership. | <p>We will request assurance from SAB partners on the % of their workforce who have undertaken level 1 – 3 training. (see CNTW as good example of reporting):</p> <ul style="list-style-type: none"> Partners will agree collectively the % targets be used. Partners will be asked to provide data/ information on a quarterly basis. The SAB Dashboard will be used to present this information. Partners will be asked to provide explanations on any reasons for failure to reach the targets specified. | <ul style="list-style-type: none"> Targets for completion of training will be discussed by the L & D Group for presentation to and agreed by partners. Partners will submit information on the % of their workforce who have completed Level 1 – 3 training, through survey and self-audit. SAB Dashboard will contain quarterly information from each partner on training. GSAB will develop a standardised template to capture partner data, inclusive of training compliance. | Safeguarding Leads, Data Working Group, L & D Sub Group. | September 2025 | |
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| 2.8 | We will look at how we ensure people across services and organisations are aware of safeguarding. | We will review the role, effectiveness, impact and need of the role of the Safeguarding Champions. | <ul style="list-style-type: none"> Review of the role of SG Champions is complete with clear recommendations for the future | GSAB Business Manager, Performance Team, QLP Subgroup | Autumn 2025 | |
| | | We will look at usage and effectiveness of the systems that house safeguarding information, policies and procedures | <ul style="list-style-type: none"> Update of website and Tri-X information is complete. | GSAB Business Manager | Autumn 2025 | The update of the SAB Website is complete, and all information reviewed. The work to review the information on Tri-X will be complete in Autumn 2025. |
| 2.9 | We will develop resources to be used by partners to develop internal training/ guidance for use within their own organisations | Resources will be developed from local learning, learning from SARs, national learning, data analysis etc. | <ul style="list-style-type: none"> Learning resources which provided in a variety of formats will be widely available on on/ through the SAB Website. | L & D Sub Group | Autumn 2025 | |
| | | The board will explore the use of AI to develop resources which are easily accessible to practitioners. | <ul style="list-style-type: none"> A report will be presented to the board on how AI can be used to support the development of learning resources. | L & D Sub Group | January 2026 | |
| | | We will develop a communication plan to ensure the SAB and partners are clear on how information and resources will be circulated and how these should be circulated within partner organisations. The plan will detail who is responsible for this within each agency. | <ul style="list-style-type: none"> Evidence will be received from partners that when learning resources are made available that safeguarding leads operationalise or socialise the learning. | L & D Sub Group | January 2026 | |

Barrier – agencies that works across more than this area found it difficult to land learning from Board, but conversely, it creates an opportunity to land lessons at a regional and national level

3. Data and Information

The Gateshead SAB will ensure there is a comprehensive dataset and dashboard which includes data from partners. Themes and trends are identified through the data presented and the board will take steps to address these.

| Goal – What do we want to Achieve | | Initiatives or Action – How will we achieve our goal | Metric – How will we know we have achieved our goal | Lead | When by | Update |
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| 3.1 | We will have an agreed dataset and dashboard (which extends beyond the statutory safeguarding return), providing clear and accurate multi-agency data across key partners and is reported and presented to the board on a quarterly basis. | Include base line data to enable the board to measure and evidence improvements and success. | <ul style="list-style-type: none"> The inclusion of base line data will be included in the SAB Dashboard (or as a minimum in the annual SAC Data return report) | LA Performance Team | September 2025 | <ul style="list-style-type: none"> Base line data included in SAB return for 2024/25. Data group considering how this can be incorporated into the SAB Dashboard. |

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| 3.2 | Including complaints data/ information in our dashboard. Details of where the complaint came from and the subject of the complaint will help us to triangulate information from the SAB Dashboard and the Provider Dashboard, to highlight areas of concern. | We will ask Health and LA, who routinely report on complaints as part of their governance, to provide highlight information to SAB. | Complaints are routinely reported on the SAB Dashboard on a quarterly basis. | LA Performance Team, Data Working Group | January 2026 | |
| 3.3 | Include Advocacy data and information within the SAB Dashboard. | <ul style="list-style-type: none"> • We will work with advocacy providers and commissioning services to ensure information on advocacy provision is included in the SAB Dashboard and provides not only assurance but helps to shape the decisions the board is making. • Information on advocacy support for CA Assessments, DoLs and SG to be included • We will included information on both statutory but also non statutory. | <ul style="list-style-type: none"> • Advocacy information is reported in the SAB Dashboard on a quarterly basis. • The board is assured that advocacy is made available for those who require it throughout the SG process. | YVC, Connected Voice, Commissioning | September 2025 | |

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| | | See 5.2 for further information on the advocacy data/ information to be collected. | | | | |
| 3.4 | <p>Information from the 3rd Sector (VCSE) which could support board decision making will be considered for presentation to the board.</p> <p>Links to Priority 5 Involvement and Engagement</p> | <ul style="list-style-type: none"> • We will discuss with Health Watch, YVC and Connected Voice what information would be helpful for the board. • We will agree how to engage with 3rd sector partners and how they will influence the development of this action. • We will consider how this information could be gathered and presented to the board. | <ul style="list-style-type: none"> • Meetings with Health Watch, YVC and Connected Voice have taken place. • 3rd sector are actively engaged in the process of gathering information • 3rd sector has been instrumental in developing the template for presentation of information to the board. | QLP Sub Group | January 2026 | |

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| 3.5 | Identify themes and trends, across all safeguarding areas, which will support identification of priority development and review areas. | <ul style="list-style-type: none"> We will analyse the data and quantitative and qualitative information we have access to support the development of the strategic plan. QLP Subgroup will undertake audits following identification of a theme or trend which requires further investigation. We will develop an audit tool to maintain consistency when undertaking audits. We will identify gaps in the safeguarding system to inform future | <ul style="list-style-type: none"> Feedback on findings from audits is provided to the board. Actions from audits are taken forward and monitored by the QLP Subgroup. Regular updates are provided from the QLP Subgroup on audits being undertaken, outcomes and progress with actions via QLP quarterly Assurance report. | SAB Chair, SAB BM, Performance Team, QLP Subgroup | From June 2025 | |
| 3.6 | Carry out a review and refresh of our media platforms to ensure they are up to date and effective for sharing information. | We will monitor the usage of the Tri-X system by partners and provide data and analysis to the board to enable a decision to be made on the continuation of the system. | Usage data is included in the SAB dashboard | GSAB Business Unit | April 2025 | <ul style="list-style-type: none"> Work to monitor the use of Tri-x continues using Google Analytics. Discussions with LA Digital Team to consider using the SAB Website or a GOSS platform to host the SAB policies, procedures and practice guidance. |

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| 3.7 | Develop a Provider dashboard which will be used to assure the board of the quality and standards of our commissioned services as well as highlight areas of concern. | <ul style="list-style-type: none"> • We will work with our Commissioning partners (LA and ICB) to design a Provider Dashboard. • We will identify gaps in the system to help inform future commissioning arrangements. | Dashboard is presented to the board on a quarterly basis. | LA and ICB Commissioning Teams | January 2026 | |
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4. Prevention of Harm

The Gateshead SAB recognises the need to prevent harm from occurring rather than responding once the harm has occurred.

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| 4.1 | Improve our engagement with staff, our customers and local communities to provide information which increases awareness of what constitutes abuse or neglect, embedding a culture across the partnership of “Safeguarding is the responsibility of all”. | <ul style="list-style-type: none"> We will monitor and analyse safeguarding data to inform themed communication messages. SAR referrals and data from partners will identify emerging themes to inform targeted preventative messages. | Themed communications disseminated via Website, 'X' (Twitter), email, training messages. | GSAB BM, GSAB Business Unit, QLP Subgroup, performance Team | September 2025 | Comms plan has been developed which identifies awareness days, information to be themed and included on X and website. |
| | | <p>We will continue to increase staff and public awareness raising through support of National Safeguarding Adults Week,</p> <p><i>NB Links to Learning and Development</i></p> | Campaign analytics for the week, monitor the use of website, social media, and news subscribers | GSAB BM, GSAB Business Unit, Workforce Development | November 2024 and annually. | <ul style="list-style-type: none"> SG week annual celebration ran in November 2024. Networking event Data gathered to evidence attendance and evaluation. |
| | | <p>We will promote the message of “Safeguarding is Everyone's business through:</p> <ul style="list-style-type: none"> Resources Videos Messages within training | <ul style="list-style-type: none"> Resources are available on the Gateshead SAB Website and Tri-X. Training is updated to reflect message. | GSAB BM, GSAB Business Unit, Workforce Development | On going to promote message. | Video has been developed and published highlighting SEB using drone footage from SG week. |

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| | | <ul style="list-style-type: none"> Engagement with service users and the wider community | | | | |
| | | <p>The board/ partnership business managers for SAB, GSCP, Community Safety and DAP will continue to support engagement across all partnerships through discussion and actions from the monthly Partnership Catchup meetings.</p> | <ul style="list-style-type: none"> Communication and engagement is a standing agenda item on the monthly Partnership Catch up meetings, which are attended by all Business Managers. | | | |
| 4.2 | Explore the creation of a multi-agency referral mechanism (MARM) to support complex individuals (e.g. dependant drinkers) which supports sharing of risk and identifies a lead partner to co-ordinate the case. | <p>Working with multi-agency partners we will explore the develop a multi-agency referral mechanism (MARM) which will be administered by the Gateshead SAB and promotes multi-agency working and reduces the passporting of risk between agencies. Key actions:</p> <ul style="list-style-type: none"> Map current multi-agency meetings to establish a clear rational for the development of a MARM. Carry out data gathering from other SABs (regionally and | <ul style="list-style-type: none"> Task and finish group created. Scoping/ mapping exercise is undertaken to understand the current structure of multi-agency meetings which support people with complex needs. Proposal to the Board is made on the advantages and disadvantages of developing a MARM. | GSAB BM, QLP Subgroup | July 2025 | Meeting with North Tyneside SAB to look at their MARM Framework. |

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| | | <p>nationally) to identify good practice.</p> <ul style="list-style-type: none"> • Consider cross partnership working arrangements with Community Safety, Public Health and Domestic Abuse Partnership to ensure a multi-agency approach to the management of high-risk cases. • Present proposals to the board on the development of a MARM or other frameworks to support the management of complex cases. | | | | |
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5. Involvement and Engagement

The Gateshead SAB recognises the importance of working with statutory and non-statutory partners to ensure we have robust systems in place to adequately represent the people who are involved in operational and statutory safeguarding.

| Goal – What do we want to Achieve | | Initiatives or Action – How will be achieve our goal | Metric – How will we know we have achieved our goal | Lead | By When | Update |
|-----------------------------------|---|---|--|-----------------------------------|--------------|--------|
| 5.1 | We will establish mechanisms to improve involvement, engagement, and communication with people who have experience of the safeguarding process, through the voice of the adult. | <ul style="list-style-type: none"> Identify and develop a systematic approach to gathering feedback on the effectiveness of SG processes from people who have been the subject of a safeguarding S42 enquiry and their experiences, their family and carers Identify under-represented groups, so that service delivery meets diverging needs We will consider how and when we can use the “How safe do you feel” question to measure people's feelings at varying points of the SG process. | <ul style="list-style-type: none"> Analysis on the feedback. Task and finish group established to develop an approach. Regular feedback to the board. | Task and Finish Group established | October 2025 | |

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| | | <ul style="list-style-type: none"> We will create opportunities to engage with staff across the system and seek feedback, so we understand the barriers, enablers, and challenges of front-line practice. We will ask practitioners what has changed and what has worked in practice and use multiple methods to gather qualitative data to analyse successful practice. | <ul style="list-style-type: none"> Staff surveys Polls Feedback from Engagement sessions | QLP Subgroup | October 2025 | |
| 5.2 | Monitor the usage and effectiveness Advocacy services across Gateshead in line with NICE guidance. | <p>We will request assurances from the Local Authority and commissioners on how advocates are involved in supporting people experiencing safeguarding concerns.</p> <ul style="list-style-type: none"> Assurance that local authorities have auditing processes in place to monitor how people and their advocates are included in | <p>Assurance reports provided from local authority Commissioning. Advocacy providers who are commissioned by the LA and advocacy providers who support non-statutory advocacy will also be asked to provide data/assurance to share a wider picture of advocacy across Gateshead.</p> | Commissioning and Advocacy providers (YVC, CVA) (statutory and non-statutory) | September 2025 | YVC presenting information to the Board in March to be agreed for inclusion in SAB Dashboard. Meeting with LA commissioning to discuss supply of data arranged for 27.02.05 |

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| | | <p>safeguarding processes.</p> <ul style="list-style-type: none"> • Work with advocacy providers and people involved to consider the effectiveness of the advocacy support provided • Advocacy providers report on the extent to which partner organisations fulfil statutory duties for advocacy and safeguarding. | | | | |
| 5.3 | Improve synergy and collaborative working with wider strategic partners | We will establish mechanisms to ensure there is collaboration in relation to cross cutting issues to encourage sharing of priorities and reduced duplication. | Annual priority setting event between Chairs and statutory partners from SAB, GSCP, Community Safety and Domestic Abuse partnership. | GSAB and GSCP Chairs and BMs | July 2025 | |
| 5.4 | Hold an annual challenge event to gather feedback on the effectiveness of SG processes and practice across the system and to identify priority areas for the next following year. | <p>We will arrange an event with representatives from all partner agencies (statutory and non-statutory) using an agreed format for gathering of information, SWOT analysis etc:</p> <ul style="list-style-type: none"> • What have we achieved • What do we still need to achieve | <ul style="list-style-type: none"> • Event attendance • Event feedback • Annual review of strategic plan • Revised strategic plan with updated priorities and actions for the coming 12-month period | GSAB Chair, BM and Business Unit | Ongoing – Annual | <ul style="list-style-type: none"> • Event took place in January 2025. • Representation from all statutory partners and well supported by non-statutory partners. • SWOT analysis undertaken and priority areas identified by statutory partners. • Review of progress with strategic plan 2024/25 provided at the event. • Revised strategic plan priorities for 2025/26 drafted. |

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| | | <ul style="list-style-type: none"> • What is working well • What needs to improve • Review priorities and actions from strategic plan on an annual basis. • Agree priorities and actions for proceeding 12-month period. | | | | |
| | | Develop an effectiveness survey tool for completion by board members on an annual basis to provide base line data on the effectiveness of the board. | <ul style="list-style-type: none"> • Effectiveness survey tool is developed and agreed. • Survey is circulated to board members on an annual basis. • Base line data is available to evidence improvements or deterioration in the effectiveness of the board. | GSAB Chair and BM | June 2025 | Durham SAB have provided a copy of their effectiveness survey for consideration. |
| 5.5 | Ensure the strategic plan, annual report and information on the work of the board is developed in easily accessible formats which are available to all. | <ul style="list-style-type: none"> • We will work with Health Watch to identify user groups to support this work. • Hold engagement sessions to discuss how SAB information can be provided in | <ul style="list-style-type: none"> • List of agencies who will work with Gateshead SAB identified. • Engagement sessions take place. • Accessible documents developed and | GSAB BM, QLP Subgroup. | July 2025 | |

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| | | <p>easily accessible formats.</p> <ul style="list-style-type: none"> Identify accessible formats to present information. Share and gain feedback on the accessible documents before publication. | <p>available on the Gateshead SAB website and Tri-X.</p> | | | |
| 5.6 | <p>Develop Communities of Practice, to increase collaboration, co-production, and share, knowledge, skills in experience.</p> | <ul style="list-style-type: none"> Work with partners and the 3rd sector to develop a framework for the development of communities of practice. Develop guidance on communities of practice to encourage engagement. Consider the areas of work which communities of practice can take forward and how they can support the board strategically. | <ul style="list-style-type: none"> We will have a communities of practice framework. We will pilot a community of practice. We will learn from the pilot and develop our framework and guidance. | <p>QLP and L & D Sub Groups</p> | <p>January 2026</p> | |