

North Lincolnshire Safeguarding Adults Board: Towards Appreciative Inquiry

Staff briefing: November 2018



This illustration was created by Joe Cooper for North Lincs SAB at their conference in October 2018. Delegates were asked to fill out a comment card which asked the question: 'if I had a magic wand, how would I improve safeguarding?'. This picture shows the comments made.

**What did we do?**

North Lincolnshire Safeguarding Adults Board (SAB) would like to move towards a culture of recognising and celebrating success. An 'appreciative inquiry' approach helps to do this by working through four stages:

- Discovery - appreciating the best of what is
- Dreaming - imagining how good it could be
- Designing - determining "what should be"
- Delivering - creating "what will be"

Agencies were encouraged by the SAB to put forward **case study examples** of where things have gone well in safeguarding practice and in wider health & social care. Sixteen case studies were gathered from a range of perspectives, including from service users or carers, practitioners, providers, statutory services and a health campaign.

From these case studies we began to build learning from positive practice examples.

### **What did we find from the case studies?**

The case studies highlighted key elements of good safeguarding, including:

- > The importance of **good planning**
- > Careful pacing and **relationship building**
- > **Keeping the person at the centre**
- > **Joint working** and commitment by all agencies to working together
- > Listening to **individual stories** to find out what people value from support
- > The value of **providing time for learning and sharing good practice**
- > **Learning from success**
- > **Good communication** and **sharing information**
- > **Working positively together**

Things that are **important to people who use services** included:

- > Being part of a **community** and maintaining a **social network**
- > Giving back to others and **feeling useful**
- > **Control** over daily life
- > The value of the **workforce**
- > Having **accessible information**

### **North Lincs Safeguarding Adults Board Conference 2018**

155 attendees including people who use services and colleagues from a wide range of partner agencies attended the event, which was held in October 2018.

The conference featured presentations on social work with adults to support safeguarding practice, learning from Safeguarding Adults Reviews, and supporting people with a learning disability to lead long and healthy lives. The SAB also showcased a very well received [video](#) about 'seriously good safeguarding'.

In afternoon workshops, we asked inspirational questions based on the themes above, to think about how to develop existing good safeguarding practice.



**Workshop groups also discussed what success could look like. Some ideas included:**

- > Not having a need for safeguarding because planning to prevent is perfect
- > I want to say, 'I want to' and for that person to listen to me and help me make that happen
- > Flexibility for positive risk taking
- > People feel in control and listened to. Their voice is heard.
- > People... feel confident, have access to all the information they need
- > Individuals are involved and contribute how they would like to.
- > Good morale
- > Continual learning and development
- > All managers share good practice
- > People able to contribute, seeking work, accessing support and services
- > Making friends, seeing family
- > Lower levels of crime
- > Feeling part of their community
- > Empowered and confident communities supporting each other.
- > People being able to help themselves, contact services for support, and make informed decisions.
- > Not being lonely or isolated.
- > Knowing your neighbour needs assistance, or that something has changed.
- > The person being able to make decisions for themselves with the necessary level of support
- > Promoting choice – everyone's independence is different
- > A happy, well trained, efficient workforce whose role is valued
- > Adult conversations, common goals and positive outcomes
- > Feeling of achievement and that you have made a difference
- > Reduced complaints, increased compliments
- > Reduced sickness levels and staff turnover
- > Sharing information and strong multiagency relationships
- > When we are all communicating effectively and understand one another.



The pictures above are from the North Lincs SAB video, and echo the ideas discussed in the workshop.

### **Next steps**

We have posed some questions and recommendations to the Safeguarding Adults Board, based on your suggestions. The board will keep colleagues from North Lincs informed of progress through their member network. The recommendations apply to all organisations across the multiagency partnership. This reflects that fact that safeguarding is everyone's business.

Recommendations are around things like:

- > Making sure staff have protected time to plan properly with people and build positive relationships
- > Ensuring that the person's voice is at the centre of discussions
- > Supporting the sharing of good practice within and across agencies and teams, including sharing individuals' stories where they are happy to
- > Supporting people to take positive risks
- > Using empowering and strengths-based practice with staff as well as with people who use services
- > Strengthening community networks and reducing social isolation.

**You can find out more about the work of the North Lincs Safeguarding Adults Board at this link:**

<http://www.northlincssab.co.uk/news-and-resources/>

