

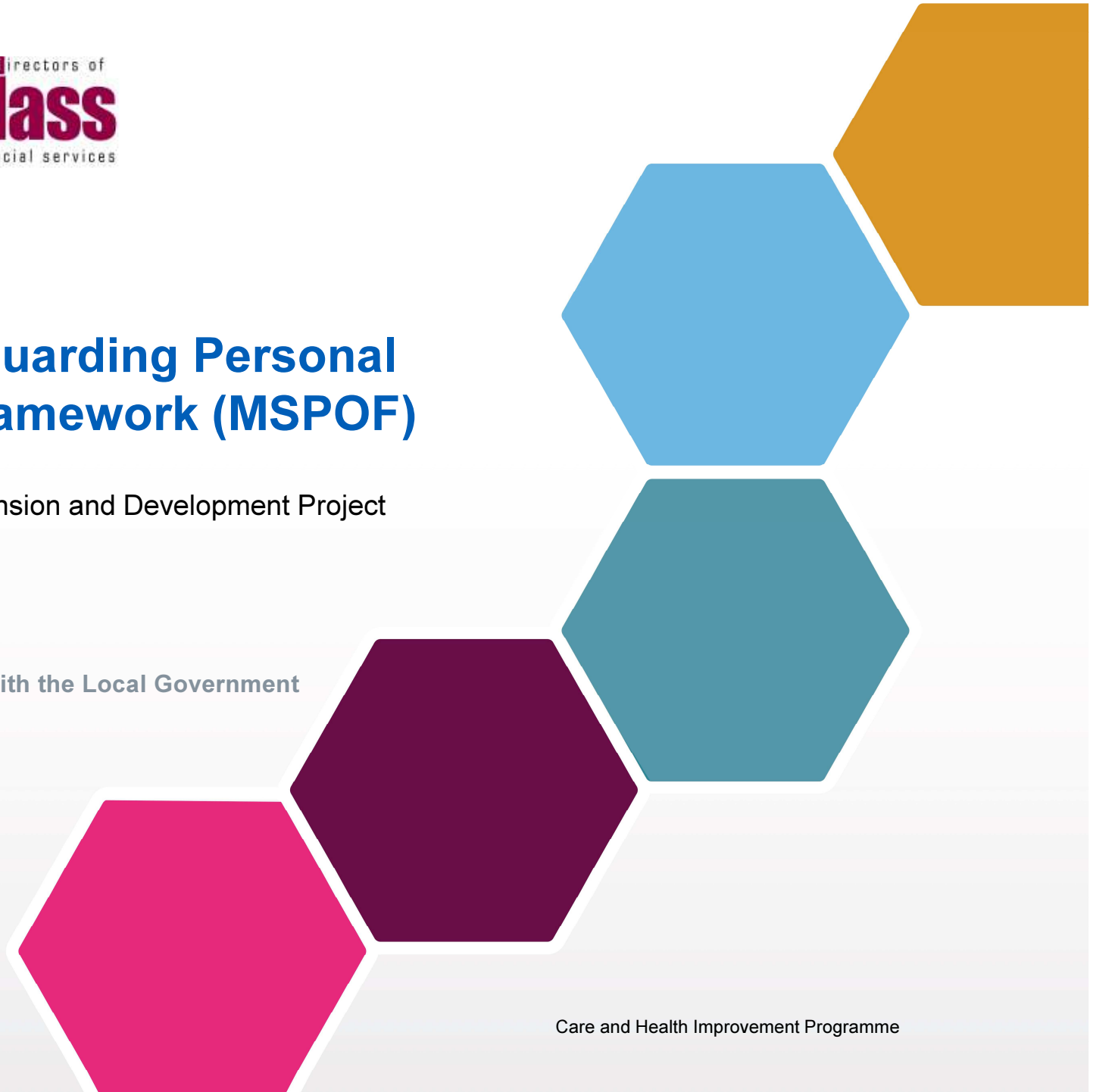


Making Safeguarding Personal Outcomes Framework (MSPOF)

Review of 2019/20 Expansion and Development Project

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Care and Health Improvement Programme



Background

Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop a personalised and outcomes focused approach to adult safeguarding work, and a range of responses to support people to improve or resolve their circumstances. Additional information on MSP maybe found [here](#).

An exercise known as the MSP Temperature check was undertaken in 2016 by the Association of Directors of Adult Social Services (ADASS), to examine local authority progress in implementing MSP. A number of recommendations were made from this exercise, which included the development of a MSP outcomes framework (MSPOF). Research into Practice for Adults (RiPfA) and the Institute of Public Care (IPC) were commissioned by ADASS, on behalf of the Local Government Association (LGA) Care and Health Improvement Programme, to work with stakeholders to create the framework which was endorsed and publicised by LGA and ADASS in June 2018 found [here](#)

In 2018/19 a pilot was undertaken to test the implementation of a voluntary national MSPOF data collection and reporting framework that would provide timely information to health and care practitioners and Safeguarding Adults Boards (SABs) to:

- Improve outcomes for vulnerable adults with care and support needs at risk of abuse or neglect
- Indicate areas for improvement in safeguarding practice
- Enable a robust mechanism for benchmarking and comparing results across in a consistent and standardised way
- Share good practice from local areas

A report on the voluntary activity of the MSPOF project 2018/19 is available [here](#)

2019/20 Expansion and Development Project

Following the successful pilot project in 2018/19, which established the viability of a national MSPOF voluntary data collection, feedback was received highlighting the potential for operational benefits locally. A business case was drafted to continue the project beyond the pilot phase. However this recognised further work was needed to increase the benefits and reduce the barriers to participation.

In July 2019 a new phase of the wider project titled Expansion & Development of the MSPOF was proposed and accepted by the MSPOF project Task and Finish Group.

This presentation provides a review of the progress that has been made during 2019/20 period and how these relate to the specified project deliverables.

Project Deliverables



EXPAND

Promote adoption of the MSP outcomes framework. Improve coverage in reporting best practice by encouraging voluntary participation in the data collection



REPORT

Produce tailored outputs promoting voluntary participation in the MSPOF and demonstrate the value it can bring through sharing best practice



ACCESS

Improving access to the existing learning enabling best practice to be shared and other useful materials to be signposted.



COMMUNICATE

Engage with stakeholders through national and regional events and networks to promote the benefits of voluntary participation in the MSPOF



IDENTIFY

Identify and understand the barriers to adoption and explore and share solutions.



LINK

Develop links with IT system suppliers to understand and promote the role they can play in encouraging the MSPOF.



SUPPORT

Encourage and support participating and other interested organisations.



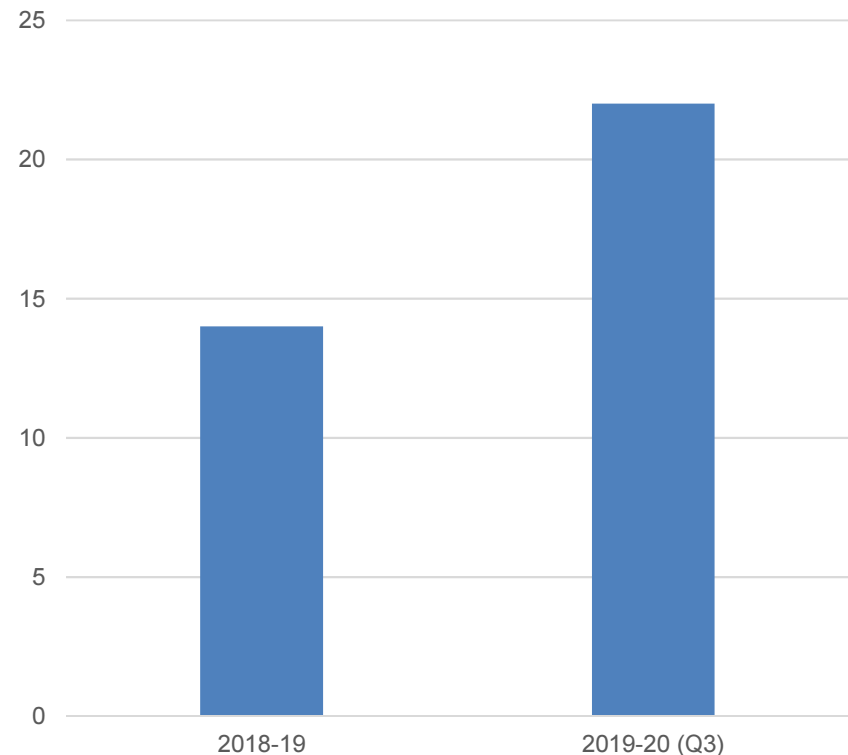
Expand

Over a 50% increase in participation in MSPOF to date.

More scheduled to join in quarter 4 prior to Covid-19 collection pause.

First examples of participants able to capture and report data across all MSPOF metrics occurred.

Cumulative Count of Unique Volunteer MSPOF Participant Organisations

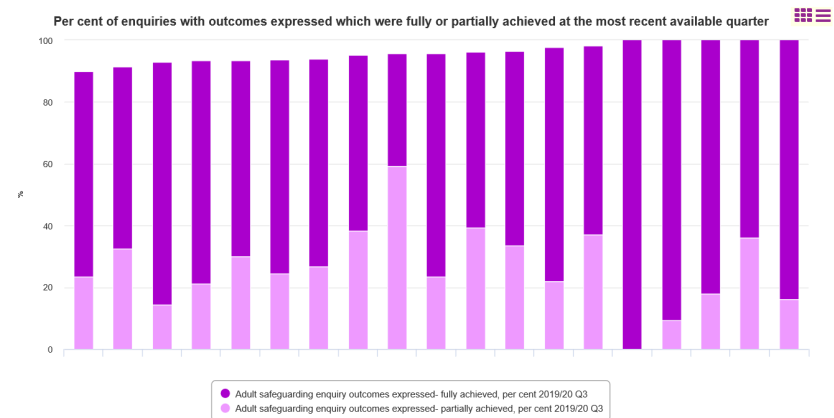
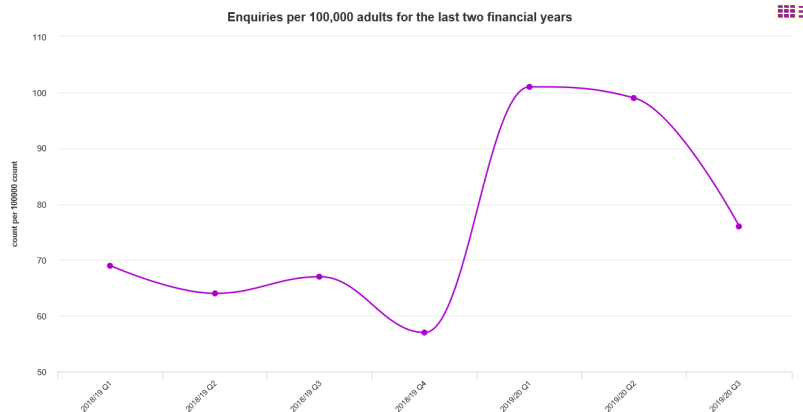
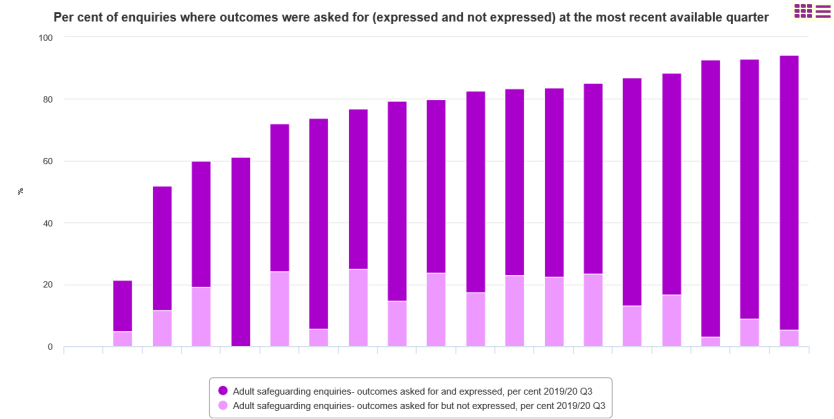
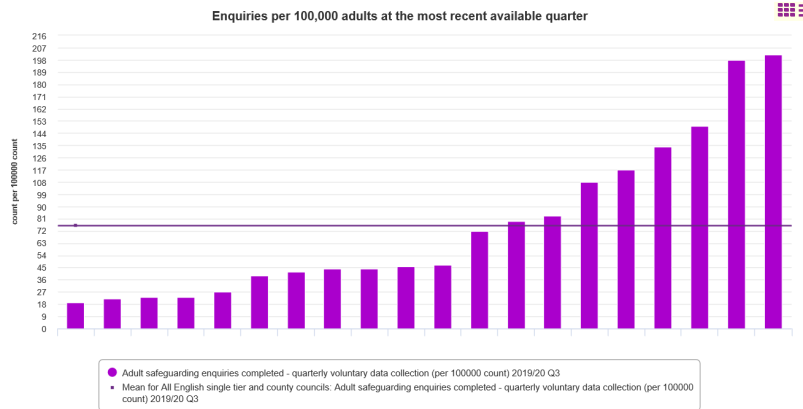




Report



MSPOF Reports Developed in LG Inform providing an online resource for MSPOF to explore and discuss different service models and best practice.





Access

Facilitation of quarterly MSPOF Task and Finish Group meetings acting as a forum where identification of best practice and signposting of developments and supporting materials can occur.

National workshops held facilitating national discussions of MSP providing reassurance that organisations are moving in the right direction.

Promotion of the “Knowledge Hub” in stakeholder events and in external communications.

Increased utilisation of Making Safeguarding Personal Local Government Association web page to bring together historic and more recent developments of the MSPOF and how it sits in wider work regarding MSP approach.

A screenshot of a web page for the 'Adult Safeguarding Community of Practice' (ASC). The page has a purple header with navigation links: GROUPS, PEOPLE, NETWORKS, HELP. Below the header is a dark grey bar with icons for FORUM, LIBRARY, BLOG, EVENTS, and MEMBERS. The main content area features a red square with 'ASC' in white, followed by 'Last activity - January'. Below this are links for 'You joined', 'Add to favourites', 'Subscribe', 'Leave the group', and 'This is a restricted group'. At the bottom, it says 'Started - March 2012' and '309 Members'. A banner at the bottom of the page reads 'NEED A SECURE, DIGITAL SPACE TO BRING STAKEHOLDERS TOGETHER? Find out more about Knowledge Hub digital networks'.

Adult Safeguarding Community of Practice

This Khub is open to councils and their partners to assist them to fulfil their safeguarding roles and responsibilities. It supports development and dissemination of adult safeguarding.

Facilitators

Alli Cooper, Emma Jenkins

NEED A SECURE, DIGITAL SPACE TO BRING STAKEHOLDERS TOGETHER?
Find out more about Knowledge Hub digital networks

A screenshot of the 'Making Safeguarding Personal' web page from the Local Government Association. The page has a purple header with navigation links: About, COVID-19, Our support, Case studies, Parliament, Topics, Publications, Events. Below the header is a dark grey bar with navigation links: Home, Our support, Care and health improvement. The main content area features the title 'Making Safeguarding Personal' and a sub-header 'We are working with ADASS to develop and deliver a support offer to help councils and their partners embed the Making Safeguarding Personal (MSP) approach.' Below this are several sections: 'What is MSP?', 'Making Safeguarding Personal toolkit', 'Making safeguarding personal case studies', 'MSP outcomes framework', 'Case file audit', 'Resources for Safeguarding Adults Boards', 'Working with risk', and 'Myths and realities of MSP'. On the right side, there are three vertical panels: 'Adult Safeguarding and Homelessness: a briefing on positive practice', 'Making Safeguarding Personal for commissioners and providers of health and social care', and 'Making Safeguarding Personal 2018/19 case studies'. At the bottom right, there is a photo of two people working together at a table, with a caption 'Briefing on working with risk for Safeguarding Adults Boards'.

Making Safeguarding Personal

We are working with ADASS to develop and deliver a support offer to help councils and their partners embed the Making Safeguarding Personal (MSP) approach.

What is MSP?

Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances. The work is supported by the LGA with the **Association of Directors of Adult Social Care (ADASS)** and other national partners and seeks to promote this approach and share good practice. A series of tools to support MSP, measure effectiveness and improve safeguarding practice is also available.

Making Safeguarding Personal toolkit

The fourth edition of the **MSP practice toolkit**, produced in January 2020, outlines an approach to and effective application of safeguarding, alongside a range of resources and practice based case examples.

Making safeguarding personal case studies

The **MSP case studies from October 2019** illustrate outcome focused practice in safeguarding adults in line with the MSP approach. They are from nine council areas who put forward case studies, with local areas welcome to put forward further case studies.

Making Safeguarding Personal for commissioners and providers of health and social care

This **briefing** published in October 2019 is designed support health and social care commissioners and providers to make positive differences by engaging with those who use services. Presentations are available from the national workshops which focused on what enables good practice to be developed and sustained.

MSP outcomes framework

The **Making Safeguarding Personal Outcomes framework (May 2018)** is designed to help inform practitioners, teams, councils, Safeguarding Adult Boards (SABs), their partners, and service users, of the extent to which they are making a difference to the safety of people who are at risk of, or who have suffered, abuse or neglect in their area. The **Making Safeguarding Personal outcomes project final report** outlines a report on a pilot project. The next phase will focus on rolling out the framework and on extending participation. **Find out how to get involved** in the current round of data collection and the benefits of doing so.

Case file audit

The **MSP framework** underlines the importance of including qualitative information in developing an understanding the difference that safeguarding support makes for people. It also refers to the significance of case file audit within this, with this **resource** providing some local examples of case file audit tools and guidance/methodologies.

Resources for Safeguarding Adults Boards

This suite of **resources** is intended to support Safeguarding Adults Boards (SABs) and partners in developing and promoting MSP.

Working with risk

This range of **resources** is aimed at those on working with risk in the context of Making Safeguarding Personal, with a focus on Safeguarding Adults Boards.

Myths and realities of MSP

Adult Safeguarding and Homelessness: a briefing on positive practice

Making Safeguarding Personal for commissioners and providers of health and social care

This briefing is designed to reinforce and build on earlier work on good practice when making safeguarding personal for health and social care commissioners and providers.

Making Safeguarding Personal 2018/19 case studies

These case studies illustrate outcome focused practice in safeguarding adults in line with the Making Safeguarding Personal approach. They are from nine council areas who put forward case studies.



Briefing on working with risk for Safeguarding Adults Boards



COMMUNICATE

Co-hosted with Research in Practice for Adults (RiPFA) national workshops: one in London and one in Manchester; c.60 delegates across both, the majority of whom had not attended previous workshops.

National workshops facilitating a broader dialogue around MSP and how the outcome framework can act as a mechanism to maintain ongoing discussions on this locally/ nationally. A note on the workshops is attached.

Arranged promotion of MSPOF to national Directors of Adult Social Services and senior social care data collection colleagues highlighting the benefits and synergies of the MSPOF with existing mandated national collections through NHS Digital national “September letter”



Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances. The work is supported by the LGA with the Association of Directors of Adult Social Care (ADASS) and other national partners and seeks to promote this approach and share good practice.

Further opportunities to review the data quality of elements of the SAC return are possible through participation of the voluntary Making Safeguarding Personal Outcomes Framework (MSPOF) quarterly benchmarking exercise run by the LGA and ADASS. This has been designed to be integrated with the MSP elements of the SAC. Participant local authorities will have opportunity for early review of findings and identification of data quality issues during the year, and prior to the opening of the annual SAC submission window. The data collection will be supplemented with two workshops during the year which will provide opportunities to share practice. Further details can be found on the LGA website⁸.



IDENTIFY

Communication with stakeholders through the quarterly MSPOF Task & Finish group and also the national workshops helped identify new barriers to participation but also helped explore barriers identified in the project pilot in more detail which then informed action:

Barrier	Action/s
IT systems which don't support the framework, or that don't communicate with each other	See project Link Objective
Understanding of MSP	Produced targeted briefing documents and communications to Safeguarding Adult Boards and other audiences. Clear points of contact for additional information to arrange calls / site visits.
Time and resource to gather the information	Be clear in communication that partial submissions are okay. Highlight where this information is already flowing in areas through the Safeguarding Adult Collection synergies
Professional nervousness about gathering feedback	Tailored sessions provided around this at the national workshop events. Resource from event signposted on Knowledge Hub.
The way in which the board may use the framework	Demonstrate how such feedback is been used and show how collective ownership and influence in this via the MSPOF task and finish group.



Link

To promote greater voluntary participation an objective existed to develop links with IT system suppliers to understand and promote the role they can play in encouraging the MSPOF.

Due to emerging developments surrounding a review of the national Adult Social Care Outcomes Frameworks (ASCOF), discussions amongst the project steering group (endorsed by the project SRO) agreed to park this objective, mindful that we did not wish to propose changes in IT system configurations, which were very likely to be changed again in the near future.

However links have been made between the MSPOF and the ASCOF review work project to identify areas of alignment and support in the future.





Support

Quarterly MSPOF Task and Finish Group meetings continued to be held as a forum for participants to support each other collectively and promote best practice and learning.

Support provided via email or telephone calls both for people:

- Looking to participate and requiring support for the collections portal
- Those with a more general interest in MSPOF throughout the project.

Site visits to organisations supporting how MSPOF might be utilised and aligned to support their local service provision.

Attended and presented at Safeguarding Adults Board meetings, promoting knowledge of MSPOF amongst partner agencies.



Summary

Progress has been achieved against all active deliverables in 2019-20 despite the Covid-19 lockdown late in the year.

Participation has increased during the year. Alongside this developments in reporting outputs have increased opportunities for additional insights to be ascertained relating to best practice in the delivery of MSP.

The well attended national workshops added to the ongoing discussions around successful MSPOF developments going forward.

Continued progress of the MSPOF and its work means that it is able to help support in future discussions and shape of the ASCOF in the future, if it is called upon to do so.