

## Appendix D

### **Making Safeguarding Personal Outcomes Framework Project Summary 2019/20**

The Making Safeguarding Personal Outcomes Framework (MSPOF) was developed to provide a means of promoting and measuring practice that supports an outcomes focus and person led approach to safeguarding adults. The framework aims to inform practitioners, teams, councils, Safeguarding Adults Boards (SABs) and their partners regarding 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. It is hoped that the framework will enable councils and SABs to better identify how practice is impacting on outcomes, indicate areas for improvement, enable bench marking and share best practice and learning.

The slides attached provide a summary of the activity undertaken during 2019/20, along with the output from 2 workshops that focused on the qualitative aspects of the MSPOF (see below)

The MSPOF framework itself consists of seven questions, including the MSP voluntary return that is part of the annual data collection process undertaken by NHS Digital. The framework was endorsed by the Association of Directors of Adult Social Services (ADASS) Executive and Local Government Association (LGA) in June 2018 and publicised in the ADASS Bulletin in July 2018. (see <https://www.adass.org.uk/media/6526/msp-outcomes-framework-may-2018-framework.pdf> )

During 2018/19 Councils were invited to join the pilot implementation phase and the focus of the project was on supporting them to use the framework and develop a national reporting mechanism using the LG Inform system as a vehicle for sharing data. The key deliverables for 2018/19 in summary were: implement the MSPOF; developing a national mechanism for collecting and collating data, using LG Inform; and identifying which IT systems can support the MSPOF and which cannot.(see <https://www.local.gov.uk/making-safeguarding-personal-outcomes-framework-project-summary-report-201819> ).

Due to Covid-19 the MSPOF project was paused. Participants were asked what they wanted to achieve in 2020/21 and what support might be helpful in changed circumstances. Those that responded said that they did not have the capacity to participate at present. However, there continues to be occasional enquiries regarding the project and interest in participation.

#### **Update report on Making Safeguarding Personal (MSP) outcomes framework workshops 2019**

Two workshops have been held, one in London and one in Manchester c.60 delegates across both, the majority had not attended the March 2019 workshops.

An emerging theme from both workshops was about how information gets cascaded to the correct people, when using the Safeguarding Adult Board (SAB) managers, or SAB Chairs

networks it was felt important to clearly mark who the information is aimed at. Regional safeguarding leads were felt to be a good conduit for information also.

At the London event all the delegates signed up to become pilot sites- those details will be forwarded to the project lead. Delegates at the Manchester event were more circumspect, with most wanting to check back in their organisation before committing. Delegates remained unaware that they could complete partial returns for the MSP Outcome Framework.

In asking what would support the programme moving forward, opportunities to share and discuss were again highlighted. A key way to do this was felt to be the reinvigoration of the LGA Knowledge Hub, and for that to be “the” place to host information. Face to face workshops and conferences were also felt to be of value, with perhaps this being broadly about the implementation of MSP, rather than a focus on the framework.

There was a request for a briefing to boards that “sells” the value of the MSP outcomes framework, what it is for, and how they can use it.

Practice is still not felt to be reflecting true MSP, and part of the issue is with language, and organisations still using “old” safeguarding language, while this is happening there was a view that we will struggle to change the culture. Articulating that MSP reflects the core values of social work and the embedding of Human Rights in practice would support the development of practice.

There was a request for clarity on the programme, what is the intended length of Phase Two, and what will happen after that.

In asking what enables using the framework (or makes it of value) delegates said:

- Can compare to see in moving in the right direction (this was not shared in the Manchester workshop where the value of using the framework for comparison purposes was questioned)
- Can network with other areas to see what doing differently (this was not shared in the Manchester workshop where the value of using the framework for comparison purposes was questioned)
- Mandatory questions within the forms
- Relevance of question (seeing the value)
- Using the information from audits to inform responses
- Effective uses of the information by the boards
- Incentives for completion
- Working with independent organisations to gather feedback
- Opportunities to network with others

- Events and conferences

Barriers to completing the framework that were identified included:

- IT systems which don't support the framework, or that don't communicate with each other
- Framework fatigue
- Understanding of MSP
- Time and resource to gather the information
- Lack of engagement of partner agencies
- Professional nervousness about gathering feedback.
- Recording processes which then become data drive rather than person-led
- Subjectivity and interpretation of feedback from people
- Lack of knowledge of MSP at the practice level
- The way in which the board may use the framework