

Best Practice Fact Sheet Number – 23

Making Safeguarding Personal

'Making safeguarding personal means [safeguarding] should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.' (Care and Support Statutory Guidance, The Care Act 2014)

What is it?	<p>The Making Safeguarding Personal (MSP) programme has been running since 2010. The Care Act 2014 guidance requires adult safeguarding practice to:</p> <ul style="list-style-type: none">• be person led• be outcome focused• enhance choice and control• improve quality of life, wellbeing and safety• aim towards resolution or recovery <p>MSP puts people more in control of their own safeguarding and generates a more person-centred set of outcomes.</p> <p>The key focus is to develop a real understanding of what the person wishes to achieve, recording their desired outcomes and seeing how well these have been met.</p>
Aims	<p>MSP is intended to make safeguarding more person-centred, develop more meaningful engagement of people in safeguarding and improve outcomes. It gives staff permission to spend time with people, asking them what they want by way of outcomes at the beginning and throughout the safeguarding process.</p>
How is this achieved?	<p>MSP requires the person at the centre of a s42 enquiry, to be consulted about what they would like to happen as a result of the enquiry and to have their views taken into consideration.</p> <p>Ask the person what they want to happen and how they want it to happen, at the start of a s42 enquiry (see Best Practice Factsheet No 13). Record this on CareFirst in the safeguarding adults assessment form (currently questions 4.1.10 to 12).</p> <p>Outcomes that people may wish to achieve as a result of a s42 enquiry include:</p> <ul style="list-style-type: none">• for the abuse to stop and to feel safer• to have help to protect themselves in the future• to have help to feel more confident• for the abuser to stay away from them• to be involved in what happens next• for people involved in their case to do what they say they will• for the Police to prosecute• to access any support available• to make more friends• something else

Establishing outcomes	<p>Once you are comfortable that you understand what people want, you need to decide with them what the best means of realising those outcomes might be. In some instances this might be tentative as you may wish to gather more information to discuss with them.</p> <p>The person's desired outcome may not always be achievable (for example if they wish for the Police to prosecute, but there is no evidence that a crime has been committed). In these circumstances, the person's view should still be recorded, but practitioners need to talk to them about why their desired outcome may not be achievable.</p>
Collaborative conclusion	<p>At the end of the s42 enquiry, talk to the person about how they feel about the outcome of the s42 enquiry and record their response on CareFirst in the safeguarding adults assessment form. Conversations about what the person wants to happen, should take place throughout a s42 enquiry, where possible.</p> <p>Questions you may wish to ask include:</p> <ul style="list-style-type: none"> • Have you got the goals you wanted? • Did we give you a chance to say what you wanted to happen next, and feedback to you? • Did you feel you were listened to? • Did we act on your wishes and views? • Do you feel as safe as you want to feel? • Do you feel happier as a result of the support about your concerns?
Independent Advocacy	<p>People who lack capacity or have substantial difficulty being involved in the s42 enquiry, who do not have an 'appropriate individual' to support them, should be referred for Independent Advocacy to support them to be able to express their views (see Best Practice Fact Sheet No 9).</p>
Links to wider practice	<p>The Making Safeguarding Personal approach is consistent with the Signs of Wellbeing and strengths-based approaches.</p>

Further guidance: [Norfolk Multi-Agency Safeguarding Adults Procedures](#)