

Norfolk Safeguarding Adults Board

Making Safeguarding Personal

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Making Safeguarding Personal

What is it?

The Making Safeguarding Personal (MSP) programme has been running since 2010. The Care Act 2014 guidance further embeds this approach by requiring adult safeguarding practice to:

- Be person led
- Be outcome focused
- Enhance choice and control
- Improve quality of life, wellbeing and safety
- Aim towards resolution or recovery

MSP puts people more in control of their own safeguarding and generates a more person-centred set of outcomes.

“Nothing about me, without me”

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.

Aims

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.

How is this achieved?

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.

There should be a discussion with the person or their advocate before a safeguarding concern is raised. In some circumstances, for example if other people with care and support needs are at risk, or the person lacks capacity with regard to the incident, the referral must be made regardless of the person's view, but the discussion with the person or their advocate should be held to help them understand why a referral is needed.

Outcomes that people may wish to achieve as a result of a s42 enquiry include:

- 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

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.

At the end of the s42 enquiry, the allocated social worker will talk to the person about how they feel about the outcome of the s42 enquiry and record their response on the social care electronic system. Conversations about what the person wants to happen should take place throughout a s42 enquiry where possible.

The social worker may ask:

- Have you got the goals you wanted?
- Did we give you a chance to say what you wanted to happen next and feed back 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

People who lack capacity or have substantial difficulty being involved in the s42 enquiry, who do not have an 'appropriate individual' to support them, must be referred for independent advocacy to support them.

This is a duty on the local authority under the Care Act and is to make sure that the person's voice is listened to and their views considered. An advocate can help a person to understand what is happening, including the risks of abuse that have been identified, and to think about the actions that might be taken to mitigate that risk.

Links to wider practice:

- The six core principles for safeguarding adults and the wellbeing principle (Department of Health, 2017), are at the heart of Making Safeguarding Personal.
- There should be an open and communicative culture that engages people receiving services in giving feedback to inform development of services.
- There should be a culture of dignity and respect that values and responds to people's feedback and participation.
- Professionals must work alongside individuals to prevent abuse and neglect, and to intervene at an early stage where there are concerns.
- The core principles of the Mental Capacity Act (2005) should be incorporated into safeguarding practice, and mental capacity assessment should be an early consideration in safeguarding adults support.
- Making Safeguarding Personal should be integral to all training.
- Recruitment and retention processes should be consistent with Making Safeguarding Personal values and principles.
- Lessons should be learned when things go wrong.

Further guidance:

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

[All LGA resources for Making Safeguarding Personal](#)

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