



*Safeguarding
& Protection*



Improving lives together

Safeguarding Annual Report 2023

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Safeguarding at Cygnet is underpinned by our belief that:

- > Safeguarding is everyone's responsibility: for services to be effective each person should play their part; and
- > We take a trauma informed, person-centred approach: to be effective it should be based on a clear understanding of the needs and views of children, young people and adults at risk of harm.
 - This annual report reflects the key safeguarding activities for both children and adults for 2023. The aim of the report is to provide assurance to the Board and our partners that we deliver sound and supportive practices to safeguard adults and children from abuse, neglect and maltreatment.
 - Effective safeguarding arrangements seek to prevent and protect individuals from harm or abuse, regardless of their circumstances. In the UK, the foundations of safeguarding legislation are held within the United Nations Convention on the Rights of the Child for children, and for adults, the European Convention on Human Rights and to that effect, underpin Safeguarding.
 - All colleagues have access to direct support from the Central Safeguarding Team in addition to the Safeguarding Leads for their respective areas of practice. Safeguarding is a central thread throughout all governance processes and at every level. Our commitment is that all individuals entrusted to our care receive the support they need to progress on their care pathway safely, in a way that is suited to their individual needs. We have zero tolerance to any form of abuse and foster a culture of openness. In addition to the Local Safeguarding Procedures at service-level, our network of Freedom To Speak Up Guardians and ambassadors encourage anyone to speak up about any concern.

Cygnet in Numbers

Co-produced our **Carer, Family and Friend Strategy** and proudly launched the **Cygnet Carer Network** for loved ones



First independent provider to achieve **Triangle of Care** accreditation



Our **11,500** staff supported **7,846** individuals across **150** services



94% of staff are aware of Cygnet's Freedom to Speak Up Guardian (Cygnet staff survey 2023)



We are proud our staff networks continue to thrive and be **a voice for our staff**



96% of staff know how to report concerns (Cygnet staff survey 2023)



27 external award nominations & finalists in numerous health & social care awards across the sector



100% education services rated **Good** or **Outstanding**



Held our **first ever** Freedom to Speak Up (FTSU) celebration event which recognised **190** FTSU



Established an **Expert by Experience** Advisory Board



Ambassadors and was attended by the NHSE's National Guardian's Office

All of our senior leaders and the Board are committed to an open and honest learning culture and speaking up is vital because it supports us in continuous improvement for all our service users, and the working environment for our staff.



Our Values

Integrity

We have Integrity

Guided by a strong moral code, we act with the best intentions and for the right reasons; making person-centred decisions based on individual assessment.

Trust

We Trust

Forming the basis of our therapeutic and working relationships, we work hard to build and maintain trust.

Empower

We Empower

We empower people to make informed decisions and forge their own path. We encourage people to take every opportunity.

Respect

We Respect

We treat people fairly as individuals. We understand the strength that lies in our diversity. We ensure people have the ability and support to make a positive difference.

Care

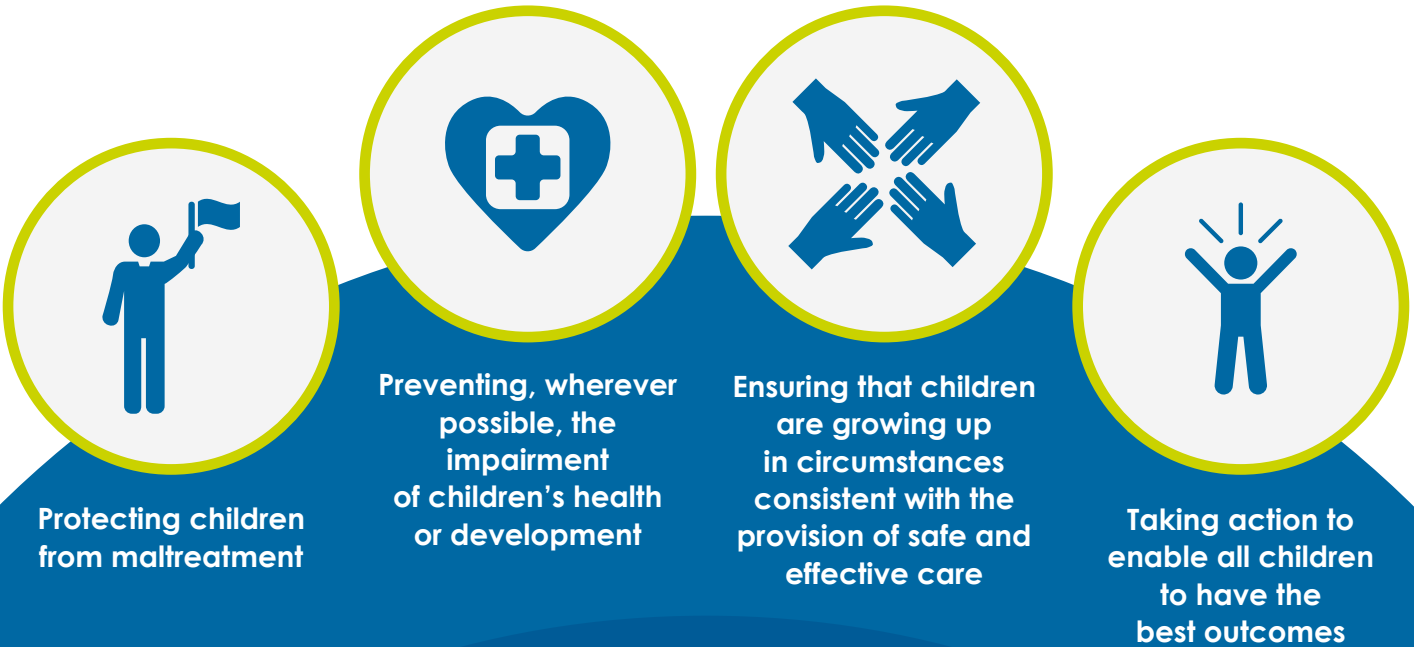
We Care

We listen to each other and care for each other. We care deeply about everyone who is part of the Cygnet community.

Improving lives together

Safeguarding Children, Young People And Adults At Risk

Safeguarding children and young people while promoting their welfare is defined as:



Child protection is defined as being part of safeguarding and promoting welfare. It is the work done to protect specific children who are suffering, or are likely to suffer, significant harm.

The Working Together to Safeguard Children (2023) guidance states that: 'Successful outcomes for children depend on strong partnership working between parents/carers and the practitioners working with them. Practitioners should take a child-centred approach to meeting the needs of the whole family.'

This child centred approach is supported by:

- > The Children Act 1989
- > The Equality Act 2010
- > The United Nations Convention on the Rights of the Child
- > The Domestic Abuse Act 2021
- > The Children's Social Care National Framework

"In the context of a child-centred approach, all practitioners should work in partnership with parents and carers as far as possible. Parents and carers need to understand what is happening, what they can expect from the help and support provided, what is expected of them and be supported to say what they think."

Working Together to Safeguard Children, 2023



Family And Carer Engagement In 2023

- > Safeguarding information was added to the carer's welcome pack available across services.
- > Cygnet commenced a new innovative service to support carers with access to an independent advocate. This is available to any carer who has a loved one staying in a Cygnet mental health hospital, specifically those within Cygnet's Health Care division. An advocate will help the carer to express their views and make sure their voice, opinions and experiences are properly heard.
- > The advocacy support will be provided by Black Belt Advocacy who have delivered support, training and qualifications to the Independent Advocacy community since 2007. They have a long history of supporting the very best practice within advocacy.
- > They have a dedicated advocate who will be available daily. This service is dedicated to support carers and is very distinct from the advocacy service that is available to patients, who already have access to advocacy through a dedicated service for patients and residents.
- > Members of the Central Safeguarding Team presented to and met with family/carers at events across the country.

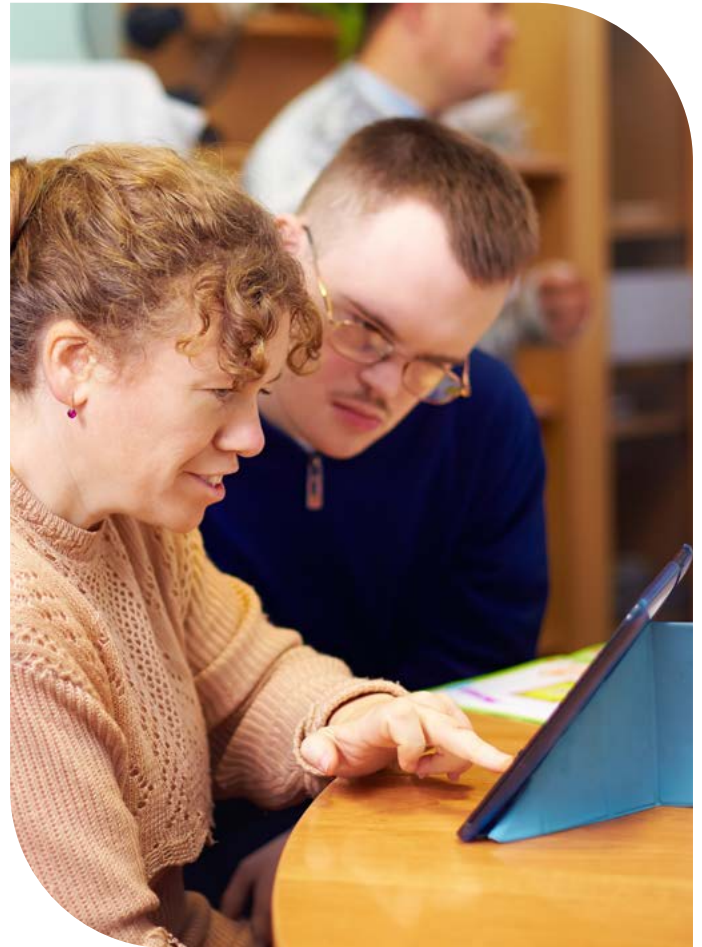
“Working collaboratively will mean parents and carers have the best chance of making changes, and practitioners can make fair and accurate decisions about how to support children and keep them safe. While collaborative relationships between practitioners and, parents and carers are important, the wishes and feelings of the child and what is in their best interest remain central to decision-making”.

Working Together to Safeguard Children, 2023

Mental Capacity And Deprivations Of Liberty Safeguards:

During 2023, the Central Safeguarding Team worked closely with the Group Mental Capacity Act and Deprivation of Liberty Safeguards Lead to ensure that policies, procedures and training is aligned and cross references each area of practice appropriately. At Cygnet we believe that whilst capacity should always be considered when recognising or responding to a Safeguarding concern, Mental Capacity should be something that isn't positioned in the Central Safeguarding Team exclusively and should be a dedicated resource in its own right.

- > Co-produced Mental Capacity Act posters were designed, with poster 1 (of 3) rolled out and shared digitally with all services, and a physical copy with Safeguarding Leads.
- > The Group MCA/DoLS lead joined the Central Safeguarding Team 3-weekly drop in sessions to provide support as an additional opportunity for services.
- > The Head of Safeguarding and Protection or the Group MCA/DoLS lead attended the NHS National Clinical Reference Group preparing for the Liberty Protection Safeguards then the resulting MCA Community of Practice, representing the independent sector amongst NHS colleagues.



Transitional Safeguarding

Transitional Safeguarding is an “approach to safeguarding adolescents and young adults fluidly across developmental stages which builds on the best available evidence, learns from both children’s and adult safeguarding practice and which prepares young people for their adult lives.” (Holmes & Smale, 2018) It focuses on safeguarding young people from adolescence into adulthood, recognising transition is a journey not an event, and every young person will experience this journey differently. Cygnet recognises these risks can be exacerbated by the experience of mental ill health or that these risks can negatively impact the mental health of the individuals in our care.

The Central Safeguarding Team has a Named Nurse for Safeguarding Children (including Looked After Children) and Adults, embracing a ‘Think Family’ approach by specialising in both age groups.

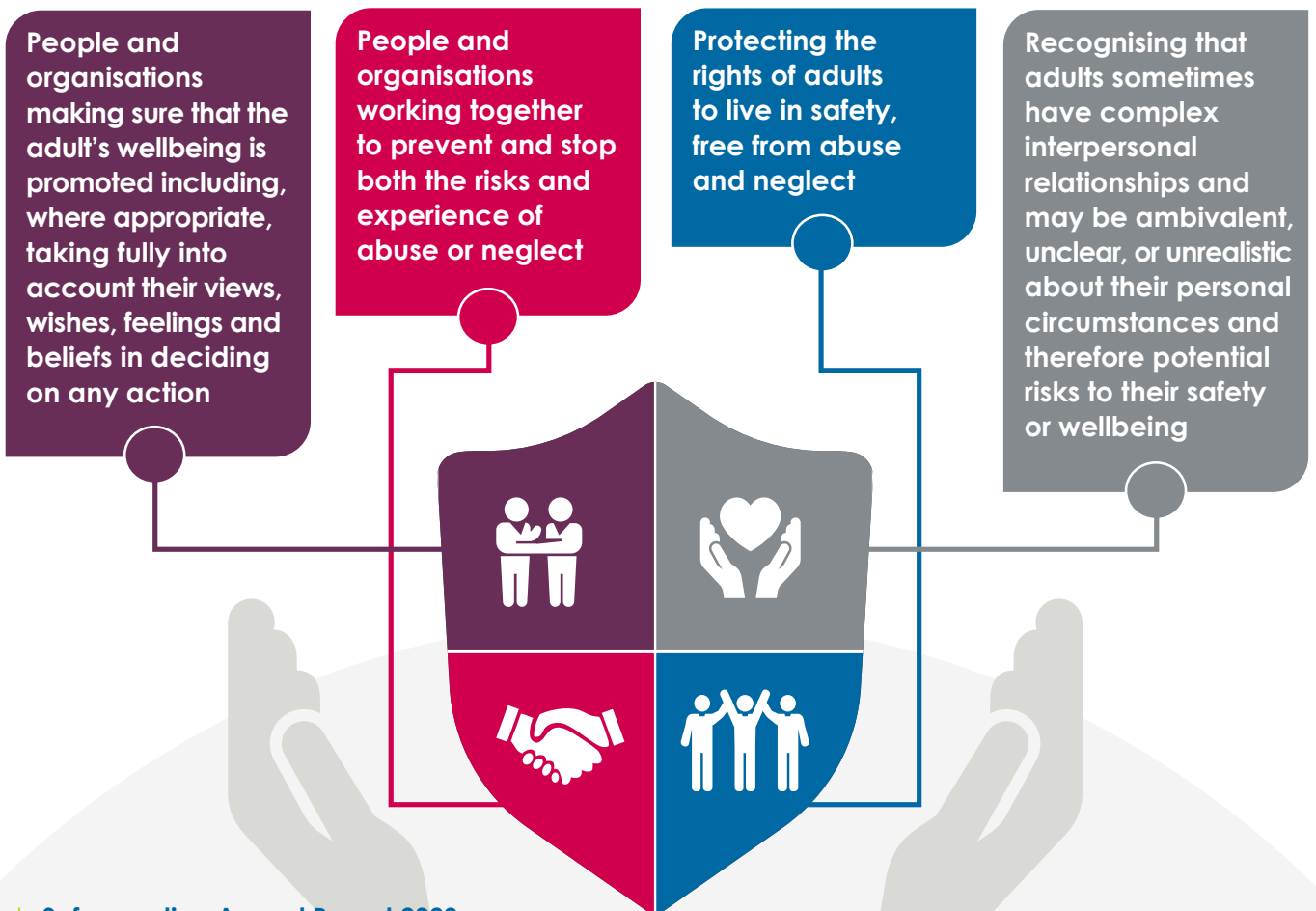
This role also incorporates Transition and both the Named Nurse and Head of Safeguarding are actively involved in dedicated Transitional Safeguarding work streams nationally.



In 2023, The Cygnet Head of Safeguarding co-authored the **Transitional Safeguarding: Knowledge Briefing for health professionals**, recognising that previous research and briefings had been aimed at Social Workers primarily. (published by Research in Practice)

Safeguarding Adults At Risk

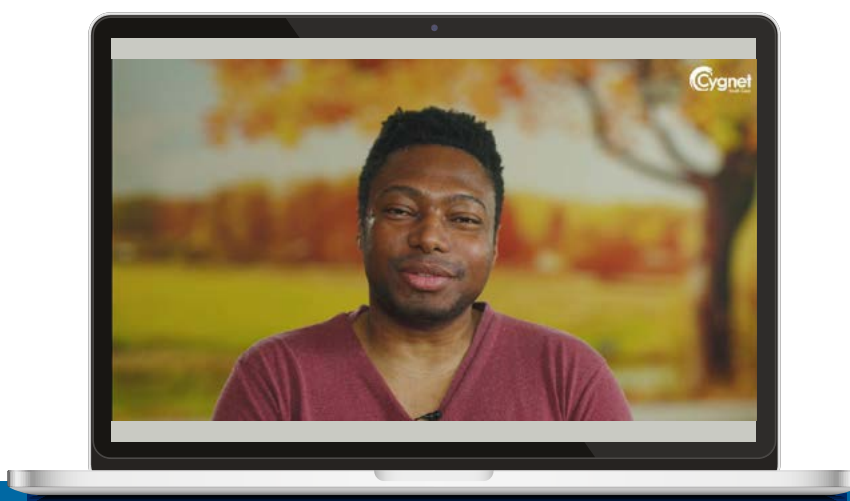
Safeguarding Adults at Risk of Abuse is defined in the Care Act (2014) as meaning:



Cygnnet has embedded the 6 principles of Making Safeguarding Personal into policy, procedure, systems and training for all staff. The principles are as follows:



Cygnnet worked with our Experts by Experience and service users to design and co-produce a video, made for service users, carers and family members, describing the 6 principles and explaining what they can expect from Safeguarding at Cygnnet:

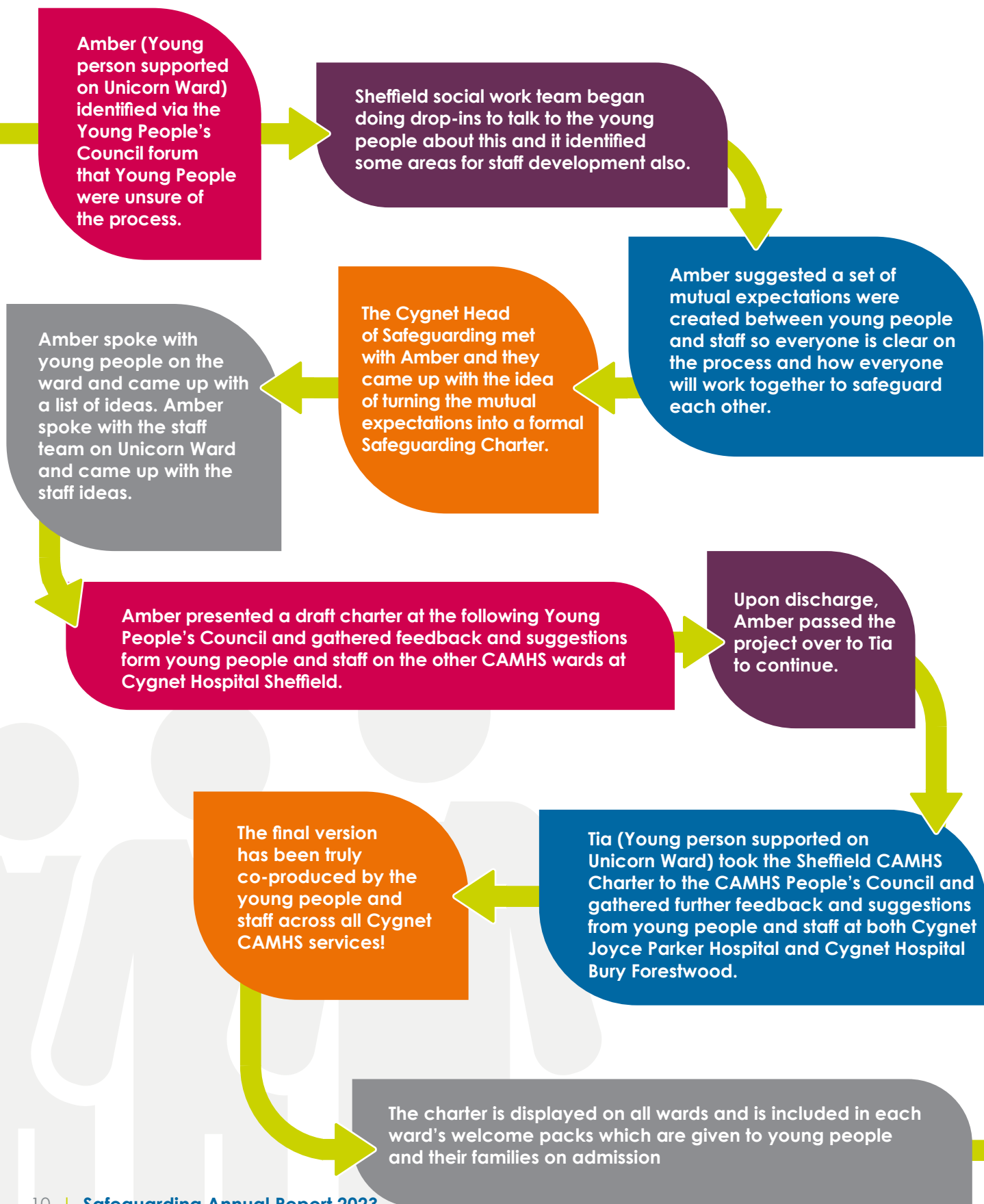


▶ Watch the video here or visit: vimeo.com/726063767

Co-production

Aligning with Cygnet's values, empowering the individual's we support also is a key Safeguarding Principle.

In 2023, building on the work undertaken in 2022 and embracing further co-production opportunities, the Cygnet CAMHS services piloted co-producing a safeguarding charter, this work was led by service users and charters are now on display in all CAMHS services.



CAMHS Safeguarding Charter

What safeguarding means to us...

As Young People, we commit to...

- > Respect the safeguarding protocol
- > Tell staff if there's something that worries us
- > We will follow the guidance and raise any concerns in relation to sharing a ward with people of different genders
- > We will report any concerns about relationships between Young People and staff
- > We understand that staff need to keep us safe and will follow the process in a sensitive way.
- > We know that information will need to be shared when planning discharge to keep us safe, and we will raise any concerns that may affect this
- > We will ask questions if we are not sure on updates
- > We will work together to keep everyone safe
- > We will work with staff around support and education for safeguardings

As staff, we commit to...

- > We ensure that safeguarding is everyone's responsibility
- > We do not use safeguarding as a threat
- > Keep up-to-date with our safeguarding training
- > Understand and recognise the signs of abuse
- > Listen and be non-judgemental
- > Offer ongoing updates around safeguardings
- > Explain that we cannot keep secrets and explain how safeguarding concerns will be reported and to who
- > Report any concern immediately using the internal notification form
- > Report concerns to external teams within 1 working day
- > Inform the police within 1 day (if needed) - we understand that you may not agree however we have a duty of care and protocol to report
- > Support you to tell your parents / carers (if appropriate)
- > Social Work team will have a 1:1 with you to discuss any safeguarding concerns
- > A care plan will be written within 3 days to make sure all staff are aware of how to support you with this concern
- > Always be open and honest in our discussions with you

The project was then further developed over 2023 and, in December, templates were shared with all Cygnet services, the development and presence of coproduced charters in adult services (Health Care and Social Care) will form a KPI in 2024.

Thank You for demonstrating our Strategic Priorities every day

Be The Best **○** You show **Integrity** by going above and beyond to keep everyone safe
Support More People **○** You exceed in our **Trust** of you by stepping up to support the NHS
Deliver Excellence **○** You display how much you **Care** by adapting to new ways of working
Value Our Staff **○** You demonstrate **Respect** by keeping morale up when times are tough
Innovation In Services **○** You act to **Empower** our service users by being creative and positive

Our Purpose, Vision And Mission

Purpose

We make a positive difference to the lives of the individuals we care for, their loved ones and all those who work with us.

Vision

To provide high quality, sustainable specialist services that: ensure service users feel safe and supported, staff are proud of, commissioners and service users select, and stakeholders trust.

Mission

To work together in a positive culture of openness, honesty and inclusivity, where we deliver safe, compassionate care for our service users, and our staff enjoy a fulfilling, rewarding environment in which to work.

Integrity

Trust

Empower

Respect

Care

02

Governance Arrangements

Cygnnet has a robust structure both locally and nationally for managing safeguarding and protection. Safeguarding across Cygnnet as a voice at Board level through the Executive Lead for Safeguarding, Cygnnet Director of Nursing, David Wilmott. There is also a robust safeguarding governance structure 'from floor to board' led by the Central Safeguarding Team who oversee and support colleagues with their practice.

Overall responsibility and accountability for Cygnnet's arrangements to safeguard adults at risk, children and young people are set out clearly in the safeguarding policies (available publically), these are overarching and are further strengthened by the expectation of local procedures that indicate to colleagues the site level governance structure and local area expectations including Local Authority, Safeguarding Adult Board and Children's Partnership expectations.

As a national provider of services to the NHS, Cygnnet adheres to the NHS Standard Contract, Schedule 32. Cygnnet has the following nominated Leads:

Named Professionals for Safeguarding Children (including looked after children) and for Safeguarding Adults, in Accordance with Safeguarding Guidance	Named Professional for Safeguarding Adults and Children - Jennifer Harkness Named Nurse for Safeguarding Adults, Children and Transition (Inc. Looked After Children) - Laura Smith
Child Sexual Abuse and Exploitation Lead	Named Nurse for Safeguarding Adults, Children and Transition (Inc. Looked After Children) - Laura Smith
Mental Capacity and Deprivation of Liberty Safeguards Lead	Lee Sharp - Mental Capacity Act and DoLS Lead
Prevent Lead	David Wilmott - Executive Lead, Prevent Lead
Domestic Abuse Lead	Philip Winterbottom - Head of Safeguarding

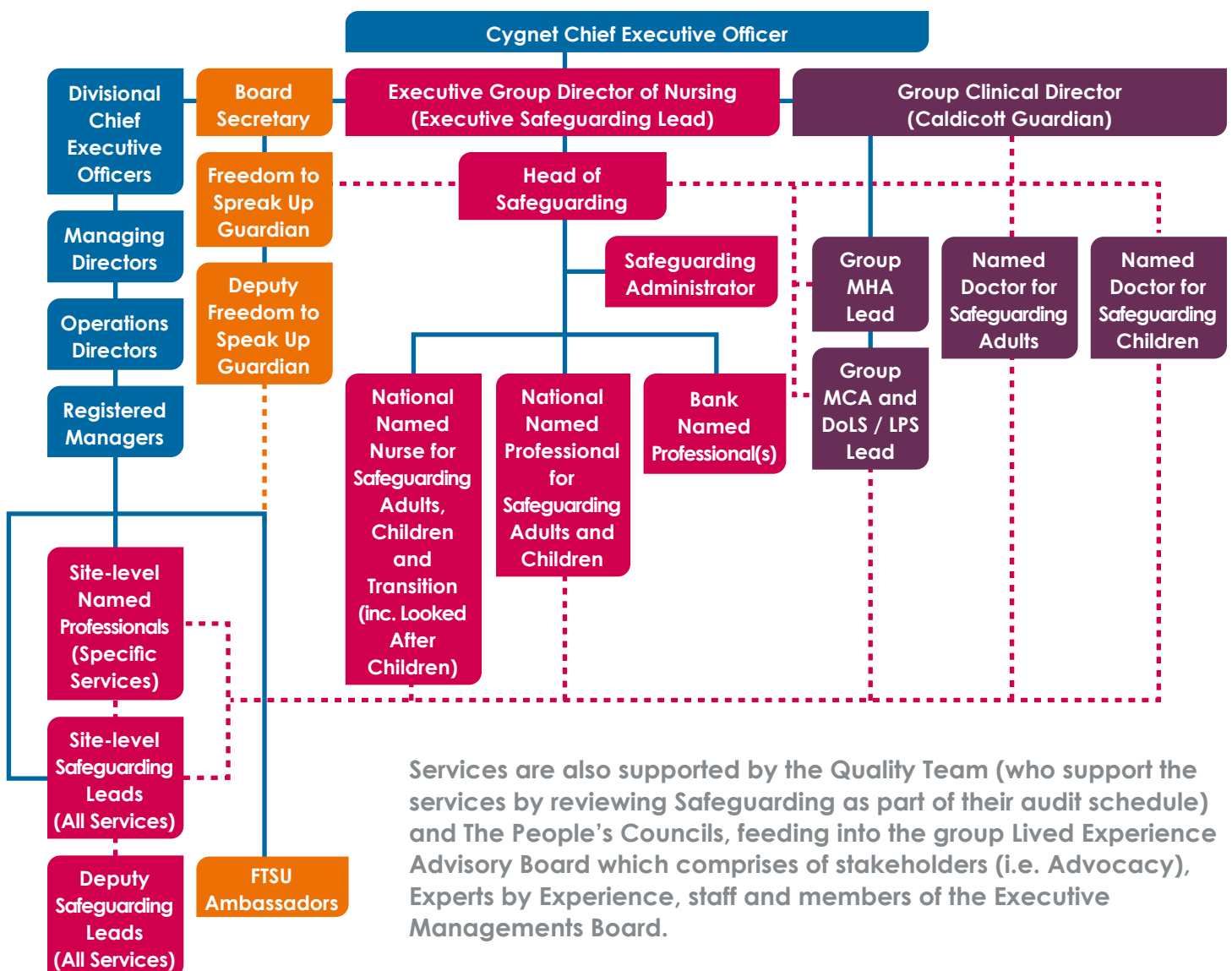


This means that Cygnet complies with the requirements and principles in relation to the safeguarding of children, young people and adults, including in relation to deprivation of liberty safeguards, child sexual abuse and exploitation, domestic abuse, radicalisation and female genital mutilation (as relevant to the Services) set out or referred to in:

- > The 2014 Act and associated Guidance;
- > The 2014 Regulations;
- > The Children Act 1989 and the Children Act 2004 and associated Guidance;
- > The 2005 Act and associated Guidance;
- > The Modern Slavery Act 2015 and associated Guidance;
- > Safeguarding Guidance;
- > Child Sexual Abuse and Exploitation Guidance;
- > Prevent Guidance;
- > The Domestic Abuse Act 2021.

Operational ownership and visibility of Safeguarding has been increased with the development of the governance structure; that includes Operational colleagues and peripheral structures that support safeguarding.

Cygnet has the following structure supporting colleagues with Safeguarding:



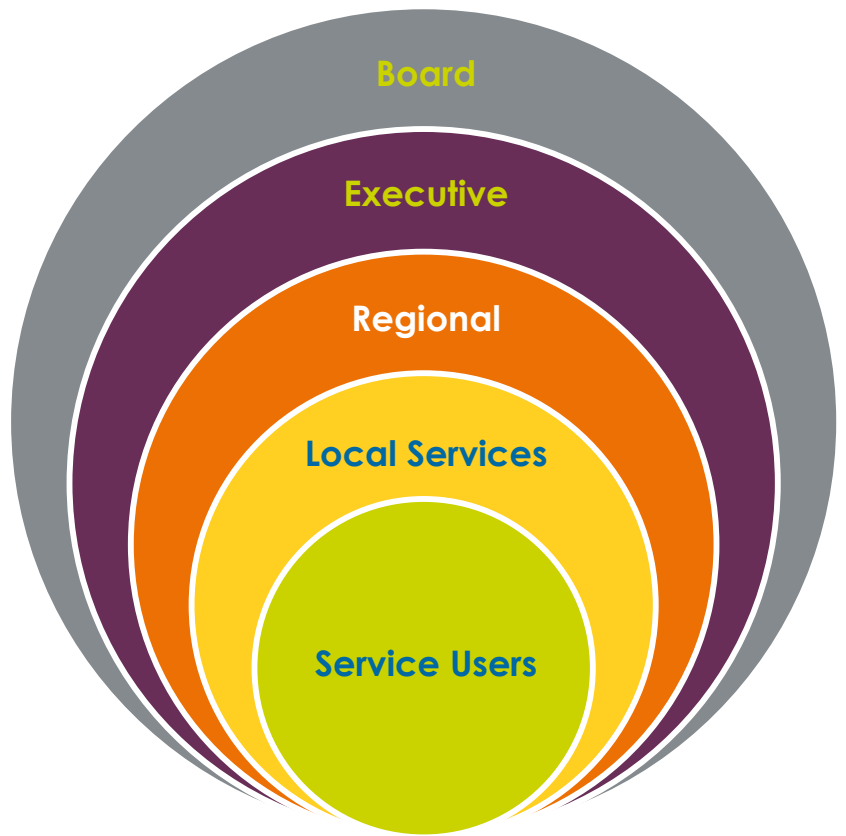
All Cygnet Colleagues

As Cygnet has grown we have adapted our governance systems and processes to ensure our services are effective, safe and sustainable and have the individuals we care for at the heart of all we do.

Quality and safety are at the forefront of how we work and we constantly monitor and review our services through our internal Quality Assurance, Safeguarding, Compliance and specialist teams.

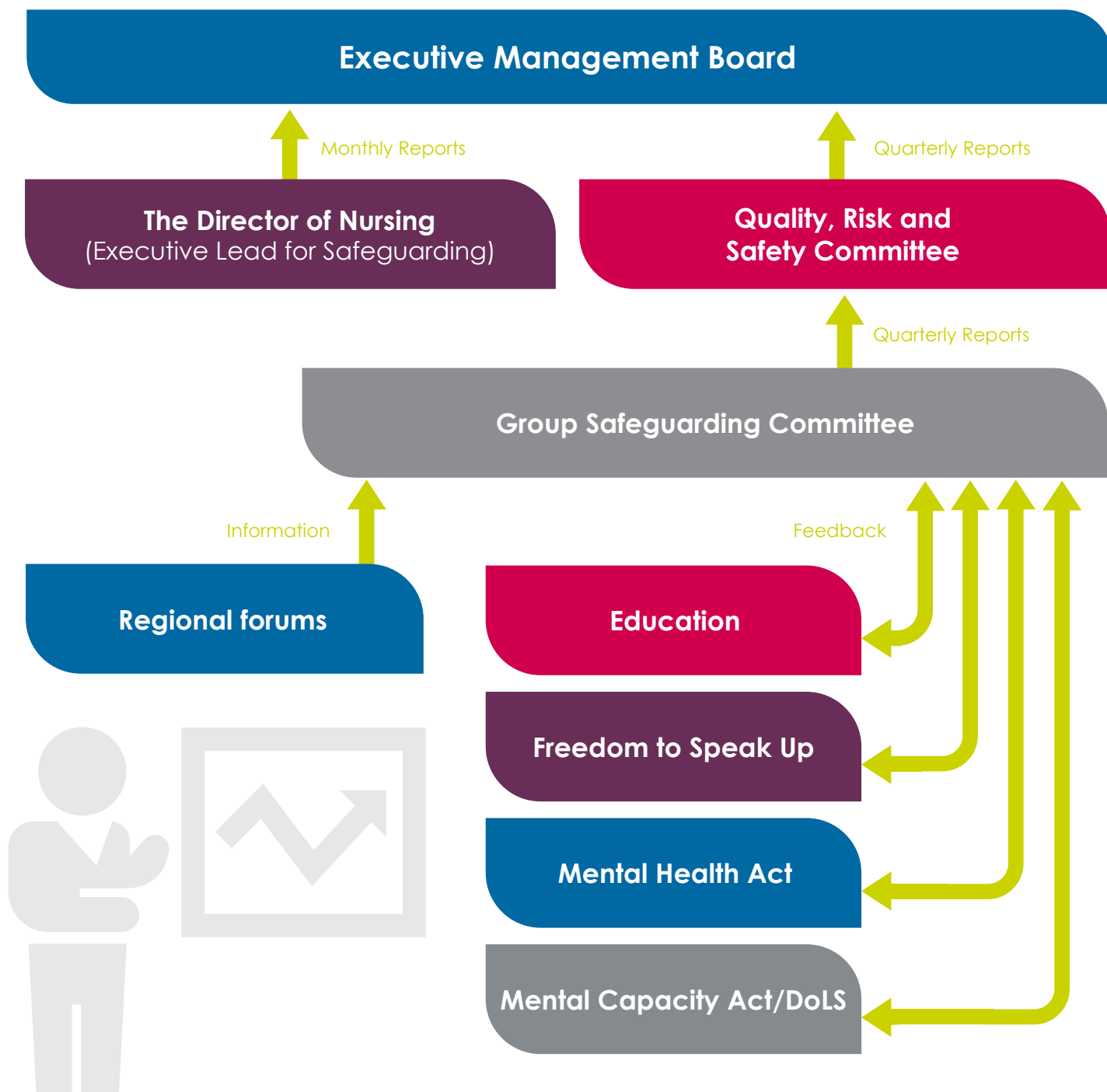
Our governance structures are underpinned by these key principles:

- > Our governance framework is such that we focus on high quality care and positive outcomes for those we look after and support
- > Our service user voice is integral to our governance processes. Our People's Councils and advocacy provision allow us to hear directly from those we look after
- > We work collaboratively and openly to provide services that are effective, safe and person-centred, where risks are managed appropriately
- > Our teams feel able to speak up and share information safely
- > We value positive relationships and collaboration within the communities we serve
- > We are open, accountable and we listen from service level to Board and vice versa



Cygnets' governance structures ensure that the Executive Board receives reports on safeguarding both monthly and quarterly:

The Director of Nursing (Executive Lead for Safeguarding) reports on safeguarding monthly to the Executive Management Board, the Group Safeguarding Committee receives information from Regional forums and in depth analysis of organisational safeguarding data amongst targeted feedback from different departments (Education, Freedom to Speak Up, Mental Health Act and Mental Capacity Act/DoLS) to produce a quarterly report which reports up to the Quality, Risk and Safety Committee, which in turn reports up to the Executive Management Board. This ensures that safeguarding is considered at Board level monthly with a greater analysis on a quarterly basis.



In 2023, representation of services at Regional forums more than doubled in each division compared to 2022, these forums will continue and we expect to see further increases in 2024.

- > Healthcare = 142% increase
- > Social care = 171% increase

Oversight of Incidents and Concerns

In July 2023 Cygnet adopted Datix as its incident management system to help provide 'live' view and analysis of safeguarding incidents, trends and crucially allow a proactive instead of reactive approach to analysing safeguarding data.

The safeguarding section was developed in conjunction with the Central Safeguarding Team with a pilot phase and testing from a variety of health and social care services.

User testing and feedback allowed for improvement to be made to the taxonomy and user flow. This new system design means that the Central Safeguarding Team can now track Safeguarding concerns in increasing detail and allows for greater analysis.



Relationships and Communication with Local Authorities

Whilst it is recognised that recruitment and retention challenges impact the whole health and Social Care sector, a lack of timely responses from Local Authorities when a concern is raised can impact services and the individuals in their care, during 2023 the Central Safeguarding Team worked alongside services to continually reduce the amount of concerns remaining open to the Local Authorities. Before moving to Datix in July 2023, these open concerns were tracked if over 8 weeks old, once the transition was made, all incidents remaining open on the older system were identified. Through targeted support and communication/relationship building between services and the respective Local Authorities, a reduction of 90.3% was achieved on average across the whole Cygnet Group.



Safeguarding Triangulation

- > Meetings between different teams to triangulate information, regular meetings are held between the following departments:
 - Externally commissioned independent Advocacy provider
 - Compliments and Complaints Team
 - Freedom to Speak Up Guardians
 - Carer/Family Engagement and Service User Feedback
 - The Risk Team
 - Group Investigations Manager
- > With Safeguarding embedded in a number of different governance processes, this allows for further triangulation in different departments and meetings. For example the:
 - Complex Case Review Panels
 - Site level governance
 - Regional Governance
 - Divisional Governance
 - Clinical Governance
 - Executive Management Board
- > Safeguarding is also represented in the Women's Network and LGBTQ+ Network by members of the Central Safeguarding Team

Safeguarding Committee membership has doubled to include these important colleagues:

- > Executive Safeguarding Lead, Executive Director of Nursing
- > Head of Safeguarding
- > Head of Education
- > Head of Learning and Development
- > National Named Professional, Safeguarding Adults and Children
- > National Named Nurse for Safeguarding Adults, Children and Transition (Inc. LAC)
- > Named Doctor Safeguarding Adults
- > Named Doctor Safeguarding Children
- > National Practice Development Lead
- > Group Social Work Lead
- > Expert by Experience Lead
- > Reducing Restrictive Practice Lead
- > Freedom To Speak Up Guardian
- > MCA and DoLS Lead
- > Social Care representative

Each Cygnet service has at least two Safeguarding Leads trained to an advanced level, the majority have more as services have structures that reflect the size and acuity of the service. In a number of Services these roles are held by Social Workers and unit/ward managers, in others these are members of the Senior Management Team, or the Registered Manager.

In 2023, the Social Care division committed to significantly increasing the number of Safeguarding Leads in their services by setting out to train the senior support workers and Team Leaders in addition to the Deputy Managers and Registered Managers, this has resulted in an additional 230+ Leads to be trained, this is due to be complete during 2024.

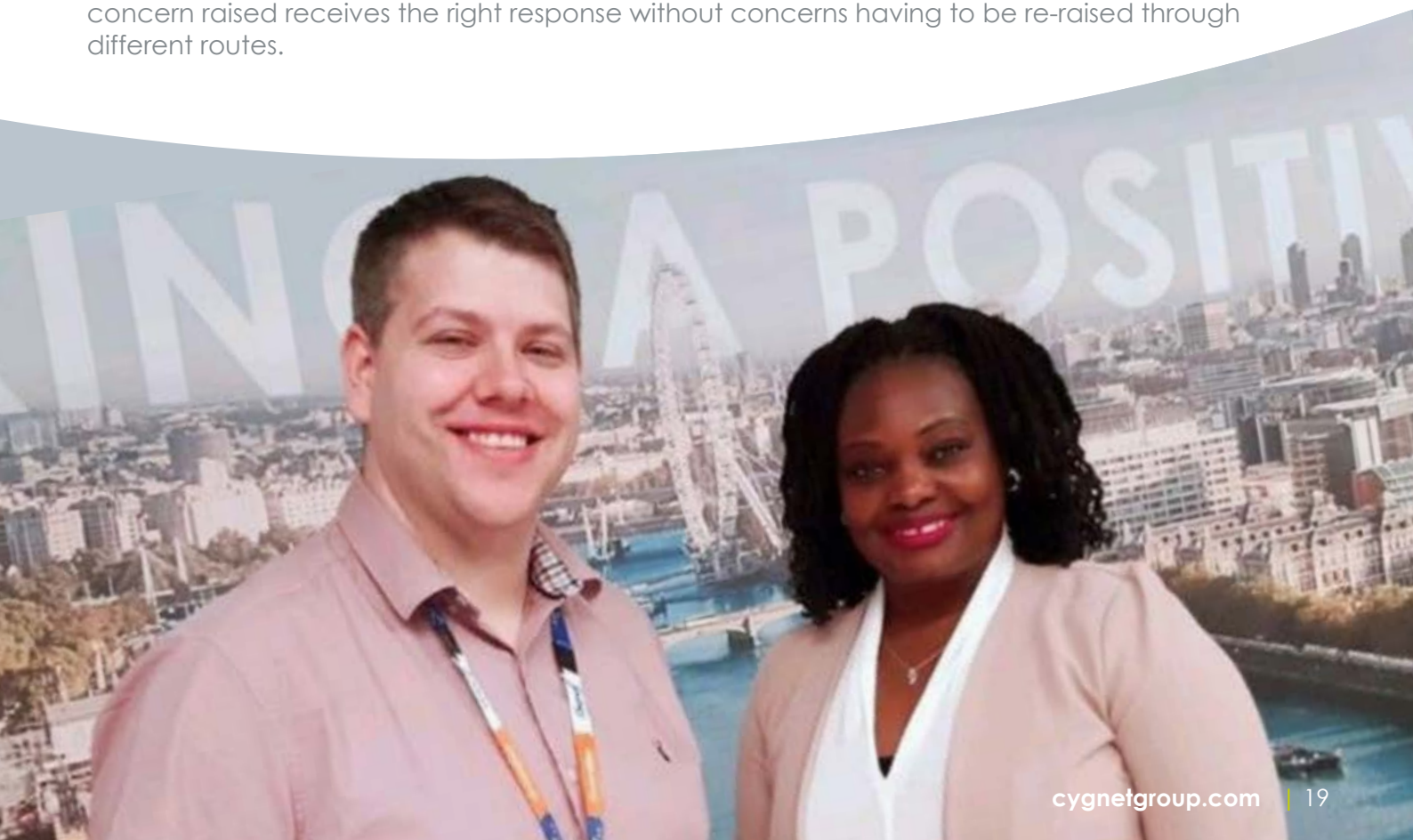
Freedom to Speak Up:

At Cygnet, speaking up is viewed as a positive action, and one that is encouraged and supported. It is vitally important that all staff feel able to speak up about any concerns. To ensure this can happen, we have a Freedom to Speak Up Guardian (FTSUG) and Deputy FTSUG who are supported by a network of FTSU Ambassadors around the organisation to further embed an open culture. The 'Amber Button' on our intranet where our staff can submit concerns anonymously if they wish, via the online form, we have also developed more materials that promote speaking up in the workplace. We have a short information video used during local inductions and as a refresher at team gatherings. More recently, our FTSU team developed a speaking up Managers Handbook, which has helped further clarify the importance of speaking up within the organisation. Whether it's related to quality of care, or about something affecting service user or staff safety, all concerns are addressed by our FTSU Guardian team. The role of the FTSU Guardian is to help improve staff experience of raising concerns and speaking up, to protect service user safety and quality of care, as well as ensure the promotion of learning and improvement.

The Freedom to speak up Guardian:

- > Operates independently, impartially and objectively whilst also working in partnership alongside individuals and groups throughout the organisation
- > Will seek guidance and where appropriate escalate matters to bodies outside of the organisation
- > Have open, honest conversations with leaders in Cygnet to promote change
- > Support staff who speak up and agree next steps with them collaboratively
- > Work closely with Freedom to Speak Up Ambassadors at sites, supporting them to influence change
- > Support the right to confidentiality wherever possible whilst also taking concerns forward

At Cygnet, the Freedom to Speak Up team are trained as Safeguarding Leads, and the Central Safeguarding Team are trained as Freedom to Speak Up Ambassadors. We operate a 'no wrong front door' approach to staff raising concerns, with the teams working closely to ensure any concern raised receives the right response without concerns having to be re-raised through different routes.



Communications

At Cygnet, we believe that it is important for Safeguarding to be front and centre in all colleagues minds. This means that Safeguarding needs to be visible.

In 2023, the Central Safeguarding Team continued and progressed a number of additional communication and visibility exercises on top of supporting colleagues.

These included, but are not limited to:

7 minute briefings created with the learning from Multi-agency reviews, a template has been created to allow services to submit their own to the Central Safeguarding Team for wider dissemination also.

Members of the Central Safeguarding Team were present and actively involved in different work streams at the primary national Safeguarding Networks:

- > Safeguarding Adults National Network
- > Safeguarding Childrens National Network for Named Professionals
- > Liberty Protection Safeguards Clinical Reference Group/Mental Capacity Act Community of Practice

Over 2023, the team achieve an overall 97% attendance rate at these networks with one or more of the team present and involved.

“Safeguarding isn’t just everyone’s business, at Cygnet it’s every day business.”

Sponsoring and chairing the Independent Health Providers Safeguarding Forum (IHPSF) (see below), Cygnet also hosted the IHPSF Annual Conference. Video’s and slides from the event are available at: <https://www.cygnetgroup.com/events/independent-health-providers-safeguarding-forum/>

In 2023, Cygnet was the first independent mental health provider to sign the NHSE Sexual safety in healthcare – organisational charter.

New Safeguarding and Protection wallpaper on rotation for all Cygnet Laptops and PCs across the business.

New online safety bulletins created and shared with staff, service user and family/ carers by the Cygnet Education Team.

Cygnet presented on Safeguarding in Mental Health Settings at Nursing Live alongside national experts.

Independent Health Providers Safeguarding Forum

- > The IHPSF acts as a community of practice which learns from excellence and shared best practice, it provides an opportunity to engage safeguarding colleagues within the independent sector; discuss safeguarding topics and share information, ideas, experiences and challenges.
- > The IHPSF provides a quarterly reflective forum via Microsoft Teams is open to all ‘provider level’ Safeguarding Leads for Independent health providers that provide services under the NHS Standard Contract. This means that in the forum is not for exclusively private providers, consultants or trainers.
- > The IHPSF is designed to complement the work of the NHS Safeguarding structure and the Forum Chair reports directly to the NHS England National Safeguarding Team or the Safeguarding Adults National Network (SANN).



Safeguarding Training: A New Approach

Safeguarding Individuals at Risk (Advanced for Safeguarding Leads):

At Cygnet we believe that our Safeguarding Leads should be trained in a way that facilitates learning from each other as well as from our Central Safeguarding Team. This means that our training offer brings colleagues from across the UK, different services, service lines and divisions; ensuring a multi-professional, multi-service and cross sector approach to training at an advanced level.



▶ [Watch the video here or visit: vimeo.com/890279786/52fd85db75](https://vimeo.com/890279786/52fd85db75)

In 2023, the Central Safeguarding Team trained 346 Safeguarding Leads at an advanced level. This approach was shared at the Independent Health Providers Safeguarding Forum in National Safeguarding Adults week 2023:

The course is led by the Head of Safeguarding who holds a Masters in Child Protection and Safeguarding Adults and is an Honorary Fellow, Institute for Health and Social Care, Buckinghamshire New University where he supports the module programme with a focus on Safeguarding Leadership and Safeguarding in Mental Health services.

In addition to service-level Leads, Advanced Safeguarding Lead training included colleagues from the following teams and departments:

- > Complaints and Compliments team
- > Regional Quality Managers
- > Freedom to Speak Up Guardians
- > National Expert by Experience Lead
- > Operations Directors and Area Managers
- > Regional Clinical Directors

Safeguarding Individuals at Risk (Intermediate) (Level 3 Training)

During 2023, Safeguarding training for all colleagues involved in the planning or delivery of care (level 3 colleagues) across the group averaged above 90% month on month, ending the year on **94%**.

The training assigned to all colleagues (Level 1 and 2) was consistently above 90% also and by December 2023 a Group average of **98%** was achieved. These compliance levels were achieved despite commencing the allocation of intermediate (Level 3) training for Children and Adults to all service user facing staff, including 'non-registered' care and support staff.

399 participatory Safeguarding training sessions were facilitated by the dedicated Safeguarding Trainers, with nearly 4000 colleagues booked on.



Safeguarding Individuals at Risk (Introductory) (Level 2)



The provision and delivery of training remains a priority, with the requirement that all staff are provided with the appropriate level of training, according to their role and responsibilities. Training delivered was in accordance with the Intercollegiate Document Guidance (Children 2019; Looked after Children 2020, Adults 2018), Keeping Children Safe in Education (2023) and the NHS England Prevent Training and Competencies Framework (2021, 2022) and is delivered at both Induction and as part of Cygnet Health Care Core Skills (Mandatory) Training Programme.

In 2023 the intermediate level of training was strengthened with additional content for staff including exploration of the impact of ACES, childhood sexual abuse and domestic abuse with 'Gavins' Story', a video produced by the Central Safeguarding Team with a survivor of abuse.



► Watch the video here or visit: <https://vimeo.com/787868799/bda84b34b4>

This programme of training includes:

Safeguarding Training	Equivalent training 'level'
Safeguarding Induction	Level 1 - At site, during induction, meeting Safeguarding Lead(s) and being taught the site's Local Procedures including reporting expectations
Safeguarding Individuals at Risk (Introduction)	Levels 1 + 2 - Intercollegiate Documents
Keeping Children Safe in Education	Keeping Children Safe in Education Statutory Guidance Education and CAMHS Colleagues only
Prevent Training	NHS England Prevent Competencies for Level 1-3
Safeguarding Individuals at Risk (Intermediate)	Level 3 - Intercollegiate Documents
Safeguarding Individuals at Risk (Advanced for Safeguarding Leads)	Level 3-4 - Intercollegiate Documents
Bespoke Safeguarding Workshops/Masterclasses 'Lunch and Learn' Safeguarding Sessions	Level 3-4 - Intercollegiate Documents Available on request to the Central Safeguarding Team
Board Safeguarding Workshop	Intercollegiate Document Board Level outcomes



Prevent WRAP and Prevent BPAT

Prevent BPAT and Prevent WRAP are statutory requirements for Cygnet (Section 26 of the Counter-Terrorism and Security Act 2015). The delivery of Prevent training in line with the NHS England Prevent Training and Competencies Framework (2021, 2022) is a condition of the NHS standard contract.

The Prevent training course was quality assured and commissioned, this is assigned alongside the introductory (Level 2) course to ensure that a wider staff group than contractually required received the training in both BPAT and WRAP.

The contractual training compliance target of 85% across all non-clinical (Level 1) and non-registered clinical (Level 2) roles regarding Prevent BPAT was achieved and the group average at the end of 2022 was 98%

04 Policies and Procedures

- > The revision of all safeguarding policies, procedures and associated forms was undertaken in line with the annual review schedule, and republished in March 2023.
- > Cygnet's Domestic Violence and Abuse Policy (and supportive guidance document) was published in July 2023.
- > The Admissions Policies were strengthened to include an increased number of safeguarding prompts.
- > Safeguarding in education was reviewed and revised policy prepared and published in time for the new school term to incorporate Keeping Children Safe in Education 2023.



05

Safeguarding Supervision

Cygnets commitment to safeguarding supervision is set out in the supervision policy, the Central Safeguarding Team provide supervision opportunities for Leads that align with Regional forums to ensure that an opportunity is provided to reflect on national trends in addition to service level concerns.

All service user facing colleagues have the opportunity to discuss safeguarding on a regular basis as safeguarding is a standard agenda item in all forms of supervision as a clear policy expectation.

During 2023 Safeguarding leads and managers all had the opportunity to join ad-hoc 1:1 Supervision with the Central Safeguarding Team in addition to the Regional Forums.

This approach ensured that Cygnets provides safeguarding supervision in a proportionate manner to the individual's roles and responsibilities at a frequency above and beyond the contractual obligation of 6 monthly for Level 3 colleagues.

In addition to contacting the Central Safeguarding Team directly, all Safeguarding Leads and Managers across Cygnets have the opportunity to join a 'Safeguarding drop in' which was held 3 weekly during 2023, meaning Safeguarding Leads at all levels could join and seek advice, discuss with colleagues, have reflective conversations and raise any potential concerns or trends.

Multi-agency Reviews

Two Safeguarding Adults Reviews were published involving Cygnets in the 2023 Period: The executive summary for 'Abi and Kim' was published by North Somerset Safeguarding Adults Board. The review highlighted learning areas for partner agencies alongside recommendations and NSSAB have identified a range of responses which form the basis of an action plan aimed at improving future practice. Cygnets Hospital Kewstoke continues to engage regularly with the NSSAB and the Action plan. Cygnets continues to explore and develop its practice, where possible, to ensure that the changes required are embedded into practice.

Bury Integrated Safeguarding Partnership published SAR 'Penelope', 16 actions have been agreed for other agencies involved as a result of the learning, no actions were assigned for Cygnets. The SAR notes a number of areas of good practice, the following relate to Cygnets Hospital Bury:

- > There is clear evidence of a gradual and appropriate approach to discharge. Responses to risk behaviours during the transition period were considered and appropriate with involvement of Penelope and her family
- > Involvement of potential placements commenced as early as practicable and there was good involvement of other external parties throughout Penelope's hospital admission
- > The implications of transition from child to adult services were fully considered. There is strong evidence of multi-agency working throughout the transition process across Cygnets, CSC and the Care Provider
- > The transition plan for Penelope was very person centred





At Cygnet, we believe that Safeguarding adults and children isn't just everyone's business, it is every day business. Our values align with the 6 principles of Making Safeguarding personal and our colleagues understand their responsibility to help safeguard adults and children from abuse and neglect.

Investment into Safeguarding and protection will continue into 2024 with further learning opportunities for staff, increased provision within the Central Safeguarding Team and a number of projects that support 2024 as 'the year of Empowerment'.

When safeguarding is done well, it permeates through every area of the business. The Central Safeguarding team will continue to work with and support all area of the business as well as working with commissioners and stakeholders to provide assurance.



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