



*Safeguarding
& Protection*



Improving lives together

Safeguarding Annual Report 2024

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**“If you feel, your all alone
Never hesitate, be in your zone
To be the best, learning new ways
Being vulnerable, with something to say
Report the matter, that’s at hand
The safeguarding group are there to stand
To support your needs, with your voice heard
Asking for help are your best words.”**

A poem from JH – Patient at Cygnet Hospital Derby

Safeguarding at Cygnet is Underpinned by Our Beliefs

- > Safeguarding is everyone's responsibility: for services to be effective each person should play their part.
- > 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 2024. 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

81% hospitals rated **Good or Outstanding**



100% **Good or Outstanding** OFSTED ratings



17% higher **CQC Good or Outstanding ratings** than the rest of the mental health independent sector



Cygnet sponsored and hosted its third sold out safeguarding conference in November 2024



572 safeguarding leads in place across the group, including representation in the SMT, clinical directorate, allied health professionals (OTs, Psychology, Social workers, SALTs), Managers, Nurses and Senior Support Workers



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

Our Strategic Priorities

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.

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



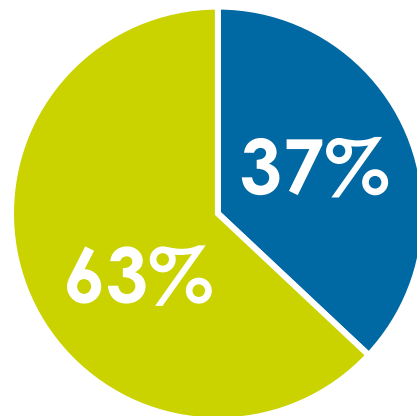
Family And Carer Engagement In 2024

- > Cygnet employs four carer ambassadors who sit on several steering groups and meetings to ensure the views and experiences of carers are heard and considered. The Carer Ambassadors have also been involved in a number of projects, including master classes and staff training.
- > In 2023 Cygnet commenced a new innovative service to support carers with access to an independent advocate. This is now 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, provided by Black Belt Advocacy have a dedicated advocate who is 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.

“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

- > Carers advocacy supported carers with a number of safeguarding concerns in 2024, **37% were raised directly to Local Authority team, the rest were raised directly to services.**



- > Carers Advocacy has supported associated areas where concerns may be raised, including complaints or other appropriate processes.
- > A Carers, Family and Friends virtual drop in is hosted by the Executive Director of Nursing, Head of Carer and Service User engagement with the support of Black Belt Advocacy each month.
- > Cygnet also launched the Cygnet Advice and Liaison Service (CALs) offering a further point of contact for relatives, carers and friends who require non-clinical advice or assistance regarding services.

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.

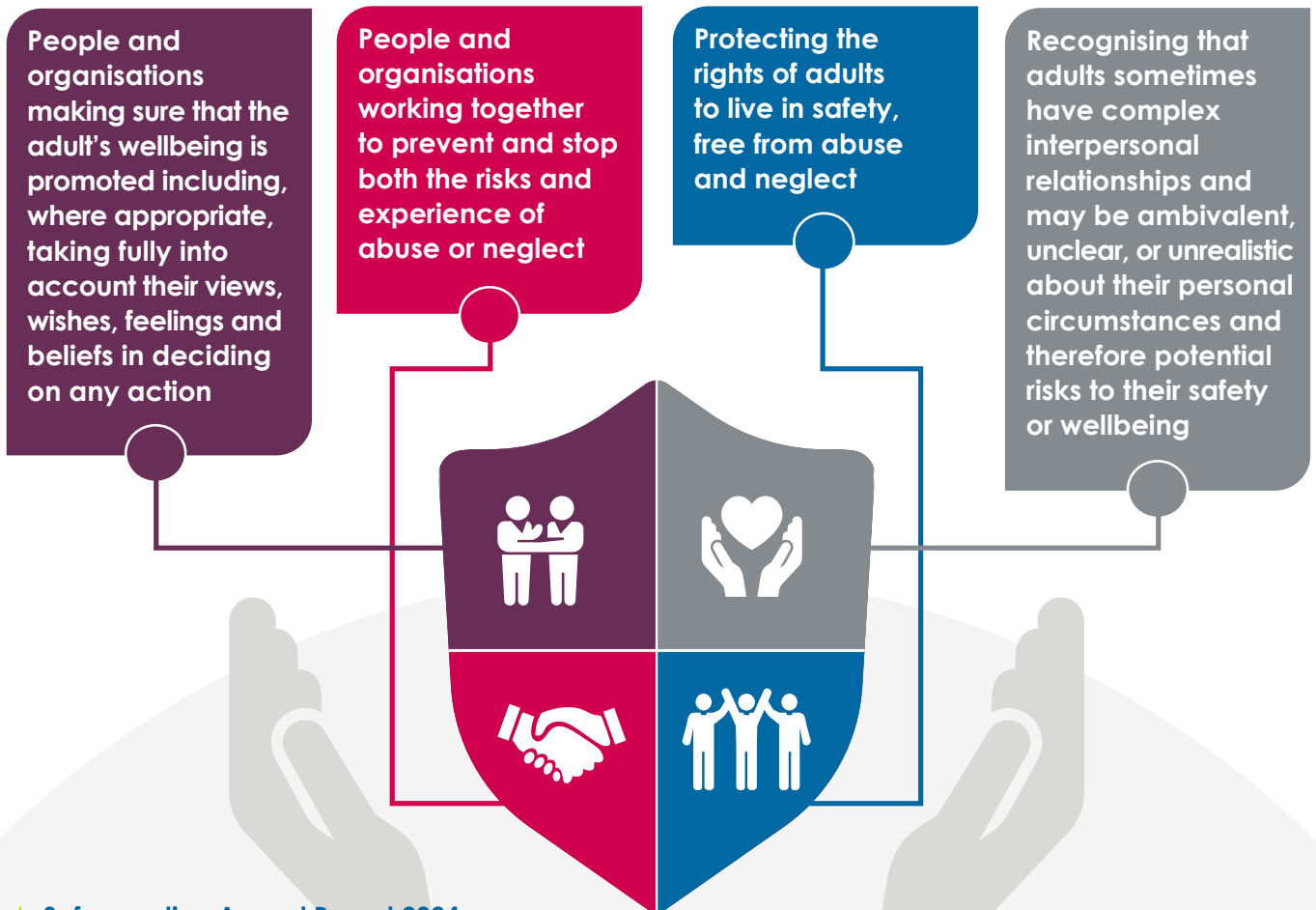
The Central Safeguarding Team has a Named Nurse for Safeguarding Children (including Looked After Children) and Adults, embracing a ‘Think Family’ approach by specialising in both age groups.

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



Safeguarding Adults At Risk

Safeguarding Adults at Risk of Abuse is broadly defined in the Care Act (2014) and Social Services and Well-being (Wales) Act 2014 as meaning:



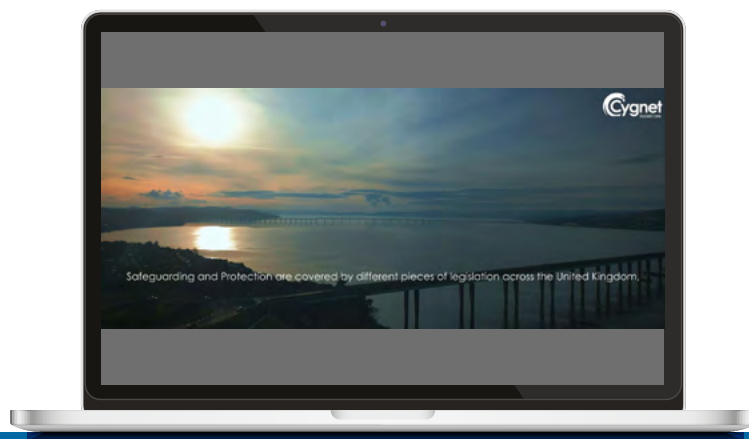
Cygnets embedded the 6 principles of Making Safeguarding Personal into policy, procedure, systems and training for all staff. The principles are as follows:



In January 2024, the Head of Safeguarding and Protection and Named Professional for Social Care traveled across the UK to meet with Service users in the Social Care division to record a new resource.

The new video builds on the previous work 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 Cygnets.

This video explores what the principles of Adult Support & Protection in Scotland, and then Safeguarding in England and Wales actually means to our residents, what's important to them, in their own words.



▶ Watch the video here or visit: vimeo.com/929919253

Co-Production and the Year of Empowerment

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

Building on the work undertaken in 2023 and embracing further co-production opportunities, the **Cygnet CAMHS co-produced safeguarding charter** (led by service users) inspired the **Central Safeguarding Team** to name 2024 as the 'Year of Empowerment'.

Empowerment as a principle of Safeguarding and Protection across the UK was discussed in a number of areas; Regional Safeguarding Forums, training and much more. A target was agreed of **50% of Cygnet services co-producing a Safeguarding charter to display**.



Elston House took **Making Safeguarding Personal to the next level** with the production of **individual co-produced Safeguarding Charters**.

Rather than producing one charter for the whole service, Management and staff worked with each resident and their family or carers individually to produce bespoke charters, **defining what Safeguarding means to them and how they would like any Safeguarding concerns about them to be supported**.

Examples of **innovative and person-centred approaches** include an easy-read / accessible version at Cygnet Churchill and Langdale House, and services **adopting innovative approaches** to both the **development and communication** of the charter. Sheffield Day services worked with family members to support the co-production of their charter and used photos of staff, family and senior managers **demonstrating or holding up written commitments to safeguarding actions**.





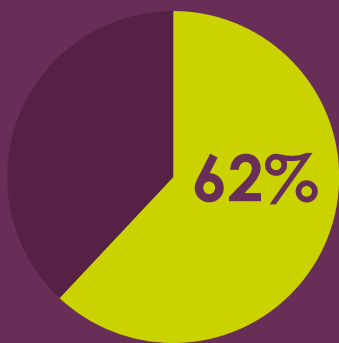
Cygnets Hospital Derby, inspired by the co-produced charters, commenced a new work stream at site, working with service users to not just co-produce charters, but **noticeboards, training materials for staff and service users, and events to promote new initiatives at site such as their 'Ditch the Snitch' campaign to encourage disclosures amongst peers.**



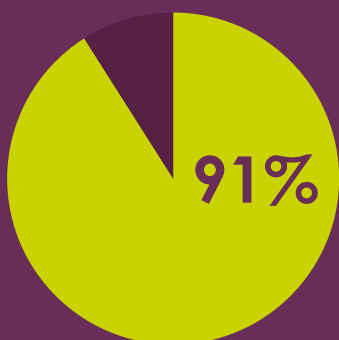
Co-produced and delivered training during National Safeguarding Adults Week in November included financial abuse, online safety and hate crime.

Ensuring that the voice of lived experience is recognised and valued, service users supporting this work were paid and continue to be involved in safeguarding projects in a paid capacity. They meet monthly and have more exciting projects planned in 2025.

By the end of the year **104 different services** (62% of Health Care services and 91% of Social Care services) had a **co-produced charter developed and on display.**



62% of Health Care Services



91% of Social Care Services

During 2024, Experts by Experience were trained at an advanced level and were represented in the Group Safeguarding Committees, **ensuring lived experience voice at all levels of governance across Cygnets.**





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 processes 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) - Summer Drakes
Child Sexual Abuse and Exploitation Lead	Named Nurse for Safeguarding Adults, Children and Transition (Inc. Looked After Children) - Summer Drakes
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

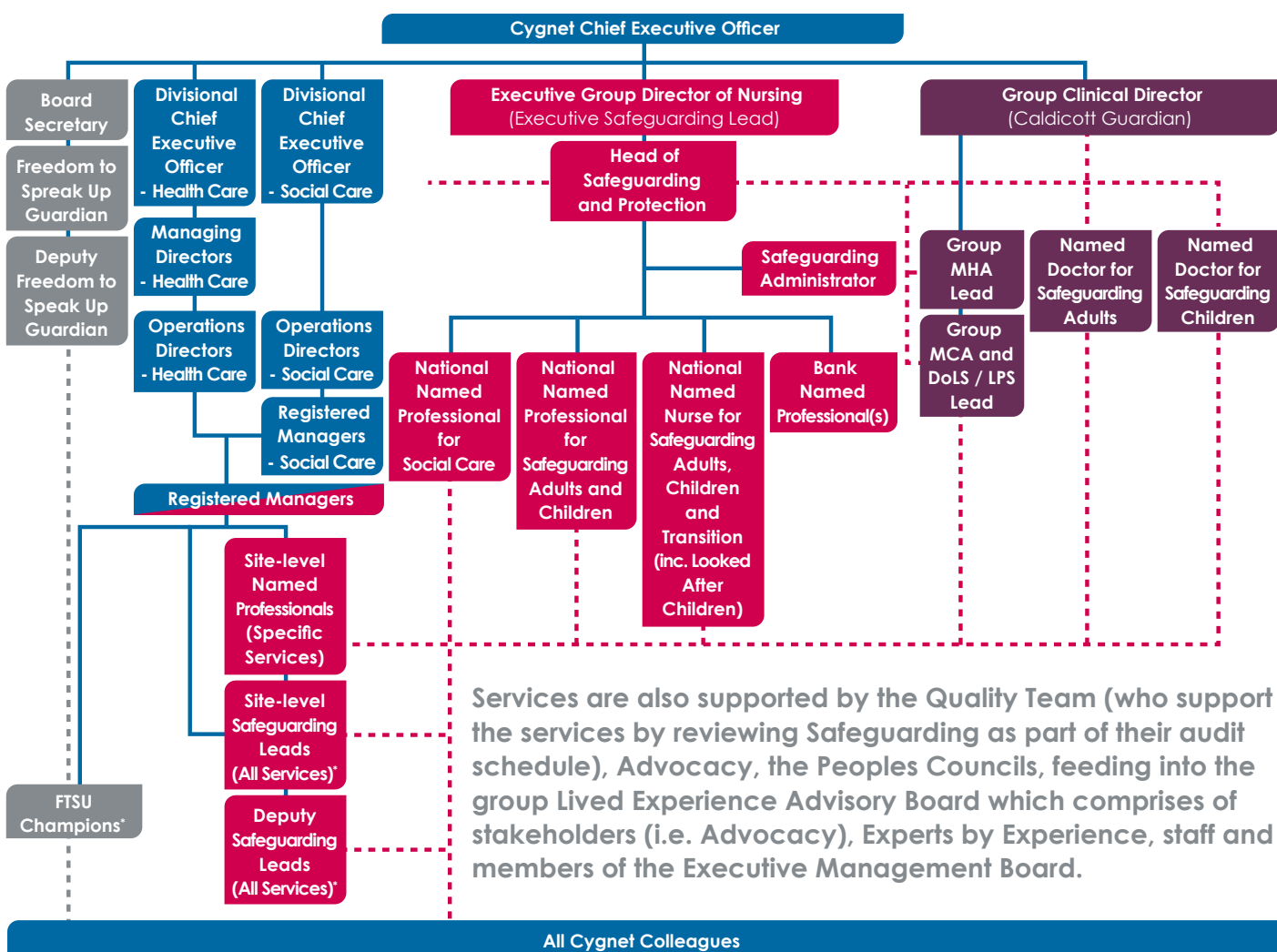


This means that Cygnet complies with the requirements and principles in relation to the safeguarding of children, young people and adults, including in relation to deprivation of liberty safeguards, child sexual abuse and exploitation, domestic abuse, radicalisation and female genital mutilation (as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



Services are also supported by the Quality Team (who support the services by reviewing Safeguarding as part of their audit schedule), Advocacy, the Peoples Councils, feeding into the group Lived Experience Advisory Board which comprises of stakeholders (i.e. Advocacy), Experts by Experience, staff and members of the Executive Management Board.

Cygnet Social Care increased its provision by employing a dedicated Named Professional for the division, in the year they visited over 45 different services as well as undertaking the core functions of the role. In 2025 this role will be crucial in leading on a number of divisional projects.

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

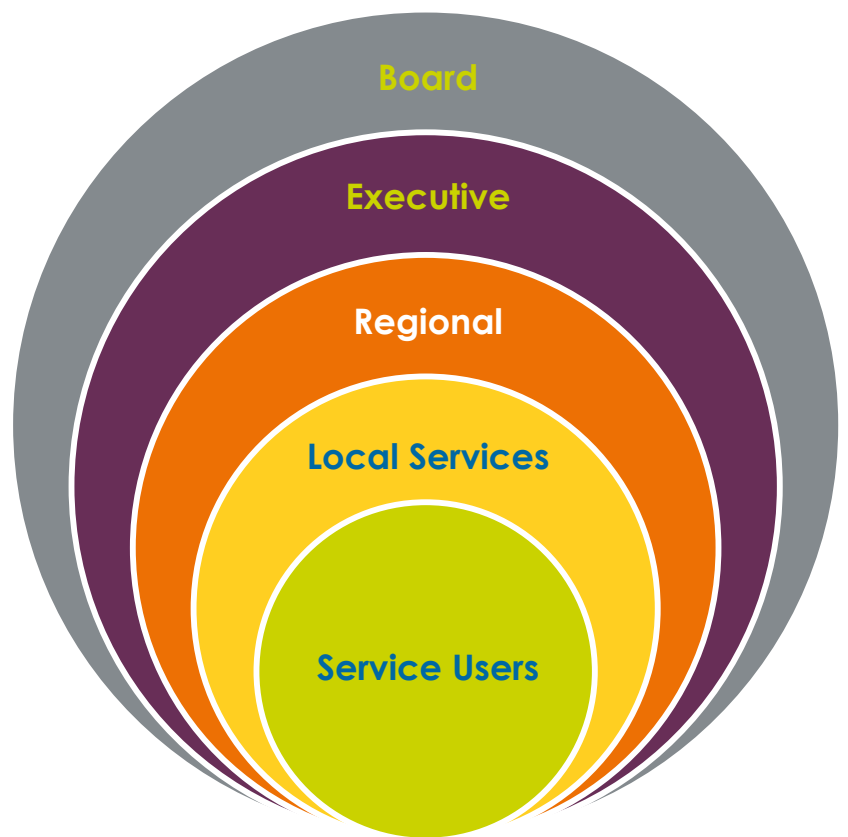
- > We work collaboratively and openly to provide services that are effective, safe and person-centred, where risks are managed appropriately
- > Our teams feel able to speak up and share information safely



97%

The 2024 staff survey which had a 77% response rate indicated that 97% of staff said; if they had a concern about malpractice, fraud or wrong doing they would know how to report it

- > 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



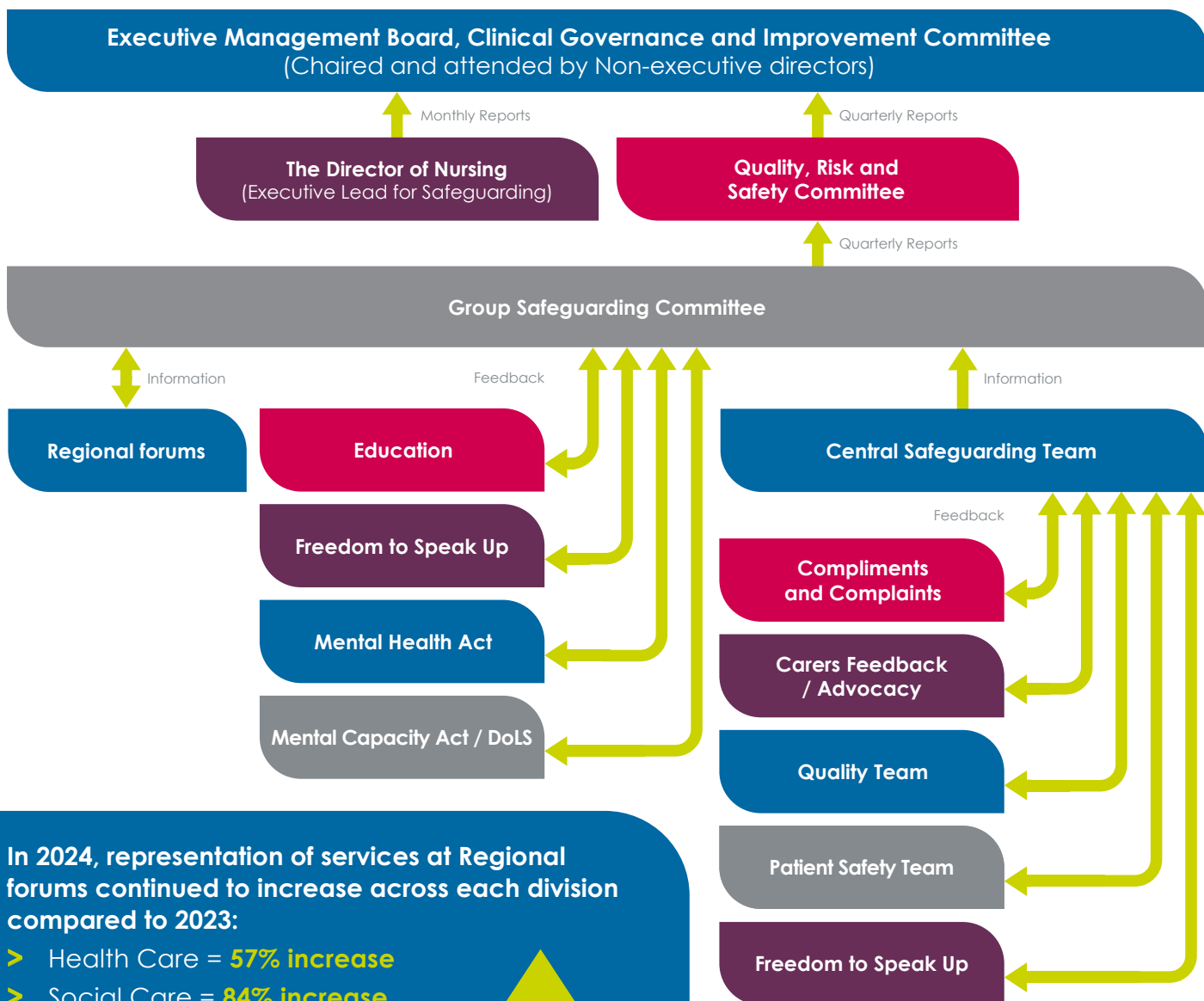
In addition to the Annual Report, Cygnet's governance structures ensure that the Executive Board receives reports on safeguarding both monthly and quarterly.

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.

This in turn reports up to the Executive Management Board, Clinical Governance and Improvement Committee (chaired and attended by Non-Executive Directors). This ensures that safeguarding is considered at Board level monthly with a greater analysis on a quarterly basis.

A review of all 2024 regional forums held highlighted key areas of good practice as well as areas staff find more challenging, or come across more frequently. In response to these themes the Central Safeguarding Team have developed the following resources to support staff:

- > Safeguarding Lead Resource Guide
- > Peer on Peer harm guidance and checklist
- > Incident Reporting Safeguarding Guide
- > Safeguarding Adults and Reporting Crimes to Police Guidance
- > Safeguarding incident report conflicts - Datix Dashboard
- > Updated Safeguarding Resource Pages which now includes all of the above and; up to date learning events, quick links to referrals and risk assessments, resources for further learning / reading



In 2024, representation of services at Regional forums continued to increase across each division compared to 2023:

- > Health Care = **57% increase**
- > Social Care = **84% increase**

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 includes these important colleagues:

- > Executive Safeguarding Lead, Executive Director of Nursing
- > Head of Safeguarding and Protection
- > 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
- > Named Professional for Social Care
- > 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

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.



At the end of 2024 there were **513** leads in roles across Cygnet



Mental Capacity and Deprivations of Liberty Safeguards

In 2024, the Central Safeguarding Team continued to work 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.

- > The Group MCA / DoLS lead joins the Central Safeguarding Team monthly 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 Mental Capacity Community of Practice, representing the independent sector amongst NHS colleagues
- > The newly appointed Named Professional for Social Care has worked closely with the Group MCA / DoLS lead to support staff with training and supporting resources

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.



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. By the end of 2024 there were 220 ambassadors across services.



External Engagement

Independent Health Providers Safeguarding Forum

- > In 2024 Cygnet continued to sponsor the Independent Health Providers Safeguarding Forum (IHPSF), by the end of 2024 the Forum's membership had grown by over 1150% since its inception. Membership now includes representation from an increasingly wide variety of independent health providers; from elective surgery to hospices, from online therapy providers to inpatient mental health and everything in between.
- > 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).



In November 2024 as part of National Safeguarding Adults week, the IHPSF hosted its first in person conference; this sold out conference brought members together to celebrate best practice and share experiences, challenges and opportunities to improve practice. The event was supported and sponsored by a number of key stakeholders including member organisations and the Royal College of Nursing.

Panel discussions prompted reflection and speakers representing a diverse range of experience, both professional and personal, shared lived experience. In 2025 the Forum will continue to grow and become a larger network, expanding to include Social Care providers too.



Additional External Engagement

During 2024, members of the Central Safeguarding team:

Presented at RCNi Live on how to improve Transitional Safeguarding practice by adopting new considerations around generation and intersectionality.

Joined the Standing Together against Domestic Abuse Health leaders forum.

Contributed to the review of the **Intercollegiate Guidance for Safeguarding Adults, and co-authored Accompanying Guidance**, ensuring that for the first time the independent sector was represented.

Supported the 2nd National SAR analysis through the Expert Reference Group.

Joined national task and finish groups convened by NHSE, including areas such as Professional Curiosity and Domestic Abuse and Sexual Violence.

Delivered lectures and facilitated seminars on Safeguarding Leadership at the Institute of Health and Social Care at Buckinghamshire New University.

Presented and spoke on Panel discussions at RCN Congress.

Further cementing links between the independent sector and stakeholders:

The Cygnet Head of Safeguarding and Protection was voted in as the Vice Chair of the NHS England Safeguarding Adults National Network (a Clinical Reference Group to the National Safeguarding Steering Group).

The Independent Health Providers Safeguarding Forum was invited into the NHS Safeguarding Strategic Community of Practice.

Work was commenced to develop national standards for provider led safeguarding investigations with Norfolk Safeguarding Adults Board, NHSE and others on behalf of Durham Safeguarding Adults Partnership.





▶ Watch the video here or visit: vimeo.com/890279786/52fd85db75

By the end of 2024 the Central Safeguarding Team had trained over 830 colleagues at an advanced level, with 513 actively in post holding the Lead role.

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

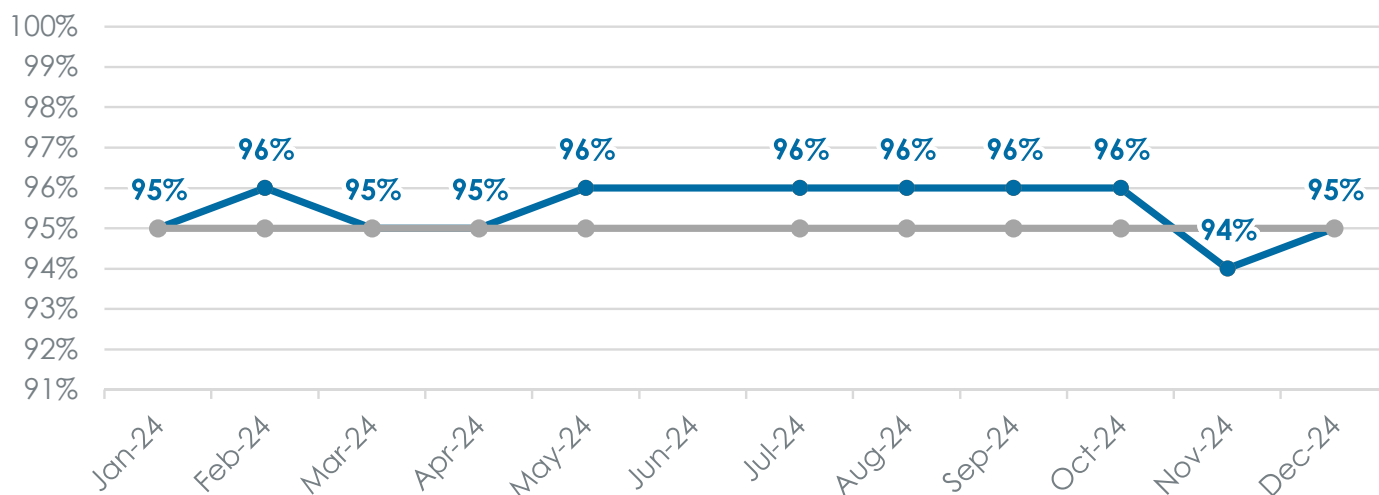
Using the approach to Advanced training for Safeguarding Leads described in the **2023 report**, The Central Safeguarding Team are able to develop and adapt training materials with an agile approach that is reactive to emerging risks or lessons learnt.

This has informed the Refresher training cycle for Safeguarding Leads, where instead of repeating earlier materials, a full day 'live case study' is utilised including immersive content such as a recorded video conference, answerphone messages and emails used to describe and inform an evolving situation throughout the day.

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

During 2024, Safeguarding training for all colleagues involved in the assessment, planning or delivery of care (level 3 colleagues) across the group averaged **above 94%** month on month, ending the year on **95%**.

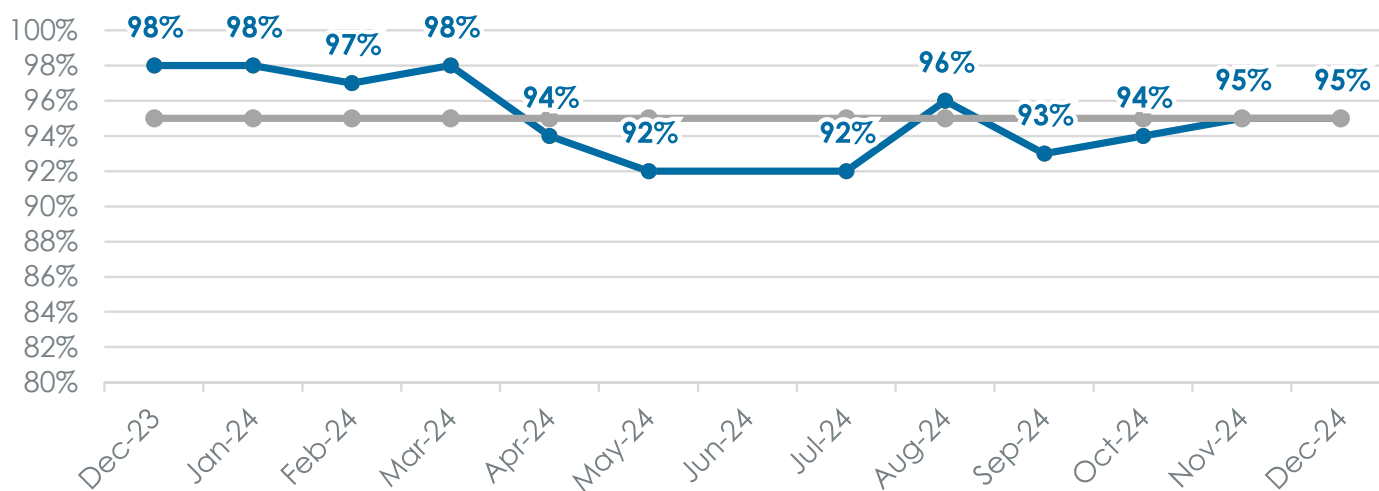
Safeguarding Individuals at Risk (Intermediate) Compliance %



Safeguarding Individuals at Risk (Introductory) (Level 2)

The training assigned to all colleagues (Level 1 and 2) was consistently **above 92%** also and by December 2023 a Group average of **95%** was achieved.

Safeguarding Individuals at Risk (Introductory) Compliance %



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 2024), Keeping Children Safe in Education (2024) 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.

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 Wales Safeguarding Procedures - Group A staff
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 Wales Safeguarding Procedures - Group B staff
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 2024 was 95%.

- > The revision of all safeguarding policies, procedures and associated forms was undertaken in line with the annual review schedule, and republished in April 2024
- > The development of a new Sexual Safety and Safe Relationship policy was developed and published in 2024
- > The Prevent policy was reviewed and revised in July 2024
- > 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 2024

Associated areas of policy and procedure are reviewed and updated / republished in line with the policy schedule, these are shared with stakeholders through contractual review or on request.



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 2024 the Central Safeguarding Team introduced a new method of supervision for all CAMHS Safeguarding Leads, in addition to all other avenues of supervision offered to Safeguarding Leads; those that work in CAMHS have quarterly face to face supervision with the Named Nurse for Safeguarding Adults and Children.

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 monthly during 2024. This meant 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 Adult Reviews involving Cygnets services were published in the 2024 period.

The executive summary for 'Eden' was published by Surrey Safeguarding Adults Board. The review highlighted learning areas and recommendations set for partner agencies. Cygnets identified internal learning as a result of the SAR process and actions were completed in response to this in advance of publication.

Wolverhampton Safeguarding Adults Board (Wolverhampton Safeguarding Together) published SAR 'Beth' where 14 recommendations were agreed for other agencies involved as a result of the learning, 3 of these were relevant for Cygnets;

- > Psychiatric inpatient services should review their process to ensure safeguarding concerns are shared when individuals are approaching discharge to ensure risks are responded to
- > All agencies should seek assurance that they do not place responsibility on adults who present with complex care and support needs to seek support
- > All agencies review their training in relation to Domestic Abuse and the Mental Capacity Act to ensure that this provides information about the signs of coercion and control in familial context and the impact that coercive control may have on decision making and capacity

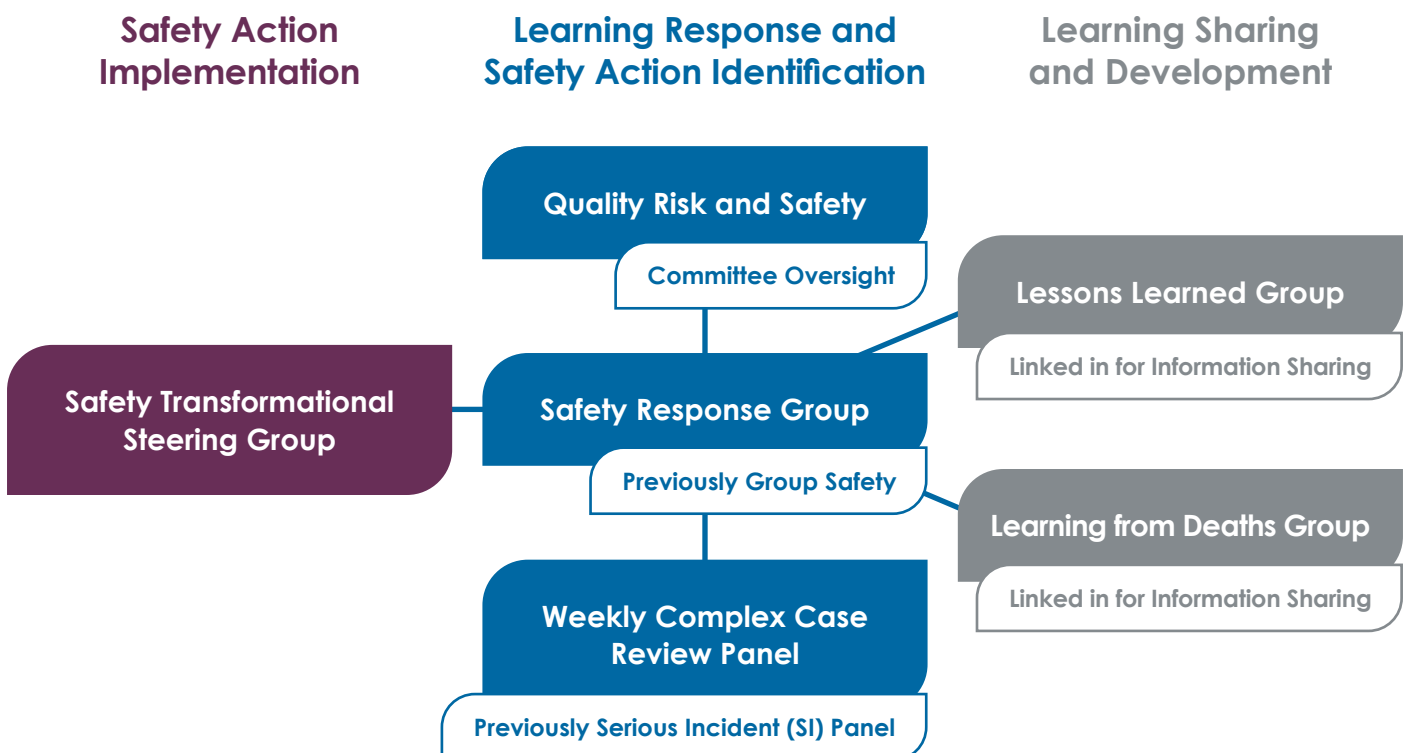


Safeguarding is embedded into the Patient Safety Incident Response framework

PSIRF is not used for safeguarding learning responses as it is primarily a patient safety response.

- > Safeguarding within PSIRF landscape is recognised via the National Priorities for comprehensive investigations
- > High profile safeguarding concerns require Cygnet to link in with necessary stakeholders to pursue and engage with the necessary investigation and / or review through our safeguarding teams and other external stakeholders
- > National priorities below include:
 - Death of person with learning disabilities (linking with LeDeR programme reviews and investigations)
 - Safeguarding incidents meeting criteria - Domestic Abuse Related Death Reviews / Child Safeguarding Practice Reviews / Safeguarding Adult Reviews / regional or national safeguarding reviews
 - Safety incidents involving a person in receipt of specialist mental health services which signifies an extreme risk for the patient, family and carers, staff or organisation and has potential for learning and improvement
 - Child Death
 - Mental health-related homicides
 - Deaths of patients detained under the MHA and / or due to problems in care
 - Never Events

A representative of the Central Safeguarding Team is present in the following levels of the framework.



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.

The Central Safeguarding Team are proud of the work undertaken by services across 2024 to empower the individuals in their care and look forward to expanding on a year of empowerment to a year of 'Explore, Engage and Empower' in 2025 with additional national projects to engage with stakeholders across the sector to improve practice on a national level. These projects include:

- A Group-wide Quality Improvement Project to improve the experience of service users and staff who experience domestic abuse
- Leading on the development of a Safeguarding Safety tool alongside national organisations, charities, academics and Royal Colleges

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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