

**Herefordshire Safeguarding Adults Board:**

**Roles and Competencies Framework for Multi-agency Partners 2022 – 2025**

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| **Version:** | **Final – Version 2** |
| **Date:** | **February 2023** |
| **Review Date:** | **February 2025** |
| **Document Owner:** | **Herefordshire Safeguarding Adults Board** |

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# Introduction

The aim of the competency framework is to promote the safety of adults with care and support needs, or adults who are at risk of, or experiencing, abuse or neglect (Care Act, 2014). It provides Herefordshire’s agencies with a bench mark of competence required for those who work with adults.

The Framework has been updated to reflect changing practice and is based on the 3rd edition of the National Competency Framework (Bournemouth University).

# The Competency Framework

* 1. The competency framework incorporates national standards and supports agencies to work towards achieving the Herefordshire Safeguarding Adults Board (HSAB) Business Plan / Priorities.
  2. The level of competence those groups of workers should hold remains the responsibility of each organisation to measure within their own performance management process.
  3. Any development activities will need to take into account the needs of a diverse workforce and the practical needs of individual organisations. This will mean that each organisation will develop their own approach to ensure that all staff have the relevant competency levels defined by their role.
  4. Competencies are role specific, based on responsibilities, skills and knowledge. Therefore levels of competencies are in place from universal, targeted and strategic.
  5. A range of delivery options will be used by partners and organisations to facilitate the development of competency.
  6. The majority of staff members in each organisation will require universal competencies.

Please note: Adult safeguarding competences should be reviewed annually as part of staff appraisal, in conjunction with individual learning and development plans and three yearly refresher training.

**A Competency Framework**

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| **Level** | **Description** |
| **Level 1: Universal – Awareness**  All staff working in multi-agency partner organisations, including voluntary and community groups, service providers, and statutory organisations. | Members of this group have a responsibility to contribute to safeguarding adults, but do not have a specific organisational responsibility or statutory authority to intervene. |
| **Level 2:** **Universal – Identification and Referral**  All practitioners and volunteers, who have regular contact with adult patients/service users, their families, carers, or the public. | This group have professional and organisational responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and West Midlands Procedures. This group need to work in a multi-agency context. |
| **Level 3:** **Targeted – assess, determine and consult**  Staff (from statutory and non-statutory organisations) working with adults who engage in assessing, planning, intervening and evaluating the needs of adults where there are safeguarding concerns.  **Level 4: Targeted – authorise/ specialist**  Specialist roles – named professionals and safeguarding leads (statutory and non-statutory organisations). | This group is responsible for ensuring the management and delivery of safeguarding adult services is effective and efficient. In addition they will have oversight of the development of system, policies and procedures within their organisation to facilitate good working relationships with allied agencies to ensure consistency in approach and quality of service. |
| **Level 5: Strategic**  Specialist roles – designated professionals, strategic management and leadership of safeguarding services (statutory and non-statutory organisations).  **Level 6: Strategic**  Chief Executive Officers, Trust and Health board executive and non-executive directors/members, commissioning body directors, Superintendent of police. This includes boards of private, independent and charitable health care and voluntary sector as well as statutory providers. Board members will be held accountable for ensuring adults at risk in the organisations care receive high quality, evidence based care and personalised safeguarding. | This group is responsible in ensuring that their organisation is fully committed to safeguarding adults at all levels, and have in place appropriate systems and resources to support this work in an intra and inter agency context. |

## Level 1: Universal - awareness

**All staff working in multi-agency partner organisations, including voluntary and community groups, service providers, and statutory organisations.**

This is the minimum level required for all staff working in these settings

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| **Level 1: Core Competencies**  Competence at this level is about individuals knowing the signs which may indicate possible abuse, harm or neglect and who to contact and seek advice from if they have concerns. Itcomprises:   * Recognising potential indicators of adult abuse, harm and neglect. * An awareness that adults experiencing stressful situations in their own lives may have caring responsibilities, for other adults or children. * An awareness of the importance of adults rights in the safeguarding context, and the essential knowledge of relevant legislation e.g., human rights acts and mental capacity legislation. * An awareness and ability to locate local policies and procedures and how to access support to respond to safeguarding concerns. * An awareness of appropriate action including reporting and documenting concerns safely and seeking advice. Particularly if uncertain whether a safeguarding need is present. * Building personal confidence, skills and knowledge to take immediate action through local safeguarding procedures. This should include the ability to escalate concerns if action is not taken.   **Demonstrating Competency:**  The set of core competencies can be demonstrated by their skills and attitudes:  Skills   * Able to recognise possible signs of adult abuse, harm and neglect as this relates to their role. * Able to identify an adult at risk of harm, abuse or neglect. * Able to seek appropriate advice and report concerns, and feel confident that they have been understood.   Attitudes   * Willingness to listen to adults at risk, families and carers and to act on issues and concerns. * Recognise how own beliefs, experience and attitudes might influence involvement in safeguarding work. Recognise how own actions impact on others. |

## Level 2: Universal – identification and referral

**All practitioners and volunteers who have regular contact with adult patients/service users, their families, carers or the public.**

This is the minimum level required for all staff working in these settings

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| **Level 2: Core Competencies**   * As outlined for Level 1. * Uses knowledge of what constitutes signs of adult abuse, harm or neglect. * Recognises obligations to act when a safeguarding concern is identified. * Recognises obligations to discuss with senior managers when acting on a safeguarding concern is against the expressed wishes of the person. * Understands how to access local safeguarding advice, supervision, networks and support. * Identifies, and refers to appropriate services, any other associated persons including carers and children at risk. * Practises in a manner that seeks to reduce the risk of abuse, harm or neglect. * Arranges advocates if required, communicating with people about safeguarding, risk and protection planning. This includes facilitating communication. * Understands own and colleagues’ roles, responsibilities, and professional boundaries, including what constitutes both organisational and professional abuse. Is able to raise concerns about conduct of colleagues. * Addresses the immediate safety of the person and ensures that a protection plan is put in place immediately when the risk of abuse is high. * Offers support to the safeguarding enquiry team, if requested.   **Demonstrating Competency:**  The above set of core competencies can be demonstrated by their knowledge, skills and attitudes:  Skills   * Able to document safeguarding concerns, and maintain appropriate record-keeping, recording the wishes and views of the adult at risk, differentiating between fact and opinion. * Able to share appropriate and relevant information between teams – in writing, by telephone, electronically, and in person within relevant information sharing protocols. * Able to identify where further support is needed, when to take action, and when to refer to managers, supervisors or other relevant professionals, including referral to social services.   Attitudes   * Recognises how own beliefs, experience and attitudes might influence professional involvement in safeguarding work. |

## Level 3: Targeted - assess, determine and consult

**Staff working with adults who engage in assessing, planning, intervening and evaluating the needs of adults where there are safeguarding concerns (from statutory and non-statutory organisations).**

This is the minimum level required for all staff working in these settings

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| **Level 3: Core Competencies**   * As outlined for Level 1 and 2. * Undertakes, contributes to, and supports inter-agency assessments or enquiries particularly when the enquiry needs to be undertaken by the person with the relationship with the adult. Gathers and shares information, including the person’s views on risk and risk management. Where appropriate, analyses risk including supporting others to undertake these activities. * Draws on professional knowledge and expertise of what constitutes adult abuse, harm or neglect to support others in fulfilling their adult safeguarding duties. * Undertakes capacity assessments within the framework of the relevant legislation (if appropriate to role) and is able to understand who needs to be included or consulted with in making decisions in a person’s best interests. * Discusses the situation with the person, documents and reports concerns, recording the wishes and views of the adult at risk. Undertaking history taking and physical examination in a manner that is appropriate for safeguarding and legal processes, as appropriate to the practitioner’s role. * Understands the role, remit and procedures of local safeguarding boards and panels. * Understands inter-agency frameworks and assessment processes, including the use of relevant assessment frameworks. * Understands the interface between safeguarding and the criminal justice system as appropriate to role. * Understands relevance of multi-agency audits and own role in multi-agency inspection processes. * Understands the principles of effective adult safeguarding supervision and peer support. * Understands what constitutes, asappropriate to role, forensic procedures and practice required in adult safeguarding, and how these relate to legal requirements. * Understands national and local frameworks for the assessment of risk and harm. * Understands the notion of proportionality. * Recognises that unforeseen events occur and people can take risks and make unwise decisions. * Understands the effects of carer behaviour and family factors on adults at risk of abuse, harm or neglect and the inter-agency response. * Knows when to liaise with expert colleagues about the assessment and management of adult safeguarding and adult protection planning. * Knows how to share information appropriately, taking into consideration confidentiality and data-protection issues and record decisions made. * Knows about models of effective professional interventions. * Aware of resources and services that may be available within one’s own and other agencies, including the voluntary sector, to support families. * Able to challenge other professionals when required and provide supporting evidence. * Able to provide support and supervision to junior colleagues and peers. * Able to contribute to inter-agency assessments and to undertake an assessment of risk when required. * Able to contribute to and make considered decisions on whether concerns can be addressed by providing or signposting to sources of information or advice. * Able to participate and chair multidisciplinary meetings as required (as appropriate to role). * Applies lessons from case reviews. * Identifies risks and contributes to risk assessments. * Able to contribute to/formulate and communicate effective safeguarding plans for adults at risk of abuse, harm or neglect. * Able to complete the audit cycle and/or research related to safeguarding as part of appropriate governance and quality assurance processes (as appropriate to role). * Understands the purpose and process of case reviews. * Contributes to and/or co-ordinates protection planning, resolution and recovery – as appropriate to safeguarding concern. * Undertakes regular documented reviews of own (and/or team) safeguarding practice as appropriate to role (in various ways, such as through audit, case discussion, peer review, reflective practice, supervision and as a component of refresher training). * Attends relevant multidisciplinary meetings to present supporting evidence within relevant information sharing protocols. If unable to attend contributes written reports or information as required/requested/ relevant in accordance with confidentiality and information sharing requirements. * Contributes to case reviews, panels, internal partnerships and local forms of review. * Works with other professionals and agencies, with adults and their families where there are safeguarding concerns in risk management and protection planning. * Applies the lessons learnt from audit and case reviews to improve practice. * Advises others on appropriate information sharing. * Undertakes supervision and provides support to staff members.   **Demonstrating Competency:**  The above set of core competencies can be demonstrated by their skills and attitudes:  Skills   * Able to act proactively to reduce the likelihood of abuse, harm or neglect to adults at risk. * Able to contribute to, and make considered judgements about how to act to promote wellbeing and to safeguard an adult when needed. * Able to present safeguarding concerns verbally and in writing for professional and legal purposes as required (and as appropriate to role). * Able to work with adults and carers where there are safeguarding concerns as part of the multi-disciplinary team and with other disciplines. * Able to communicate effectively with adults to recognise and to ensure those lacking capacity to make a particular decision or with communication needs have opportunity to participate in decisions affecting them. * Able to give effective feedback to colleagues. * Able to identify (as appropriate to role) associated medical conditions, mental health needs and other co-morbidities which may increase the risk of abuse, harm or neglect and be able to take appropriate action. * Able to assess (as appropriate to the role) the impact of, carer and family issues on adults at risk of abuse, harm or neglect including mental health needs, learning/intellectual disabilities, substance misuse and domestic abuse and long-term conditions.   Attitudes   * Supports a culture of inclusivity in diversity and equality for staff and patients/service users. Understands the importance and benefits of working in an environment that supports professionals and colleagues including knowing when to seek and offer support. * Creates and supports a working environment that enables professionals to develop skills and knowledge in adult safeguarding. * Understands the potential personal impact of safeguarding work on professionals and colleagues. Recognises when additional support is needed in managing adult safeguarding including support with all legal and court activities (such as writing statements, preparing for attending court) and the need to debrief in relation to a case or other experience where appropriate to role. |

## Level 4: Targeted – authorise/ specialist

**Specialist roles – named professionals and safeguarding leads (statutory and non-statutory organisations).**

This is the minimum level required for all staff working in these settings

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| **Level 4: Core Competencies**   * As outlined for Level 1, 2 and 3. * Able to lead and oversee safeguarding enquiry officer’s investigations when requested, to decide whether any action should be taken in the adult’s case, advising where necessary to make a safeguarding personalised and legal literate * Leads safeguarding quality assurance and improvement processes. * Be able to align national guidance to local practice. * Contributes as a member of the safeguarding team to the development of internal safeguarding policy, guidelines and protocols. * Able to effectively communicate local safeguarding knowledge, research and findings from audits and challenge poor practice. * Support and develop improvements in care/practice/local responses/services/act in response to identified locality knowledge needs. * Facilitates and contributes to own organisation audits, multi-agency audits and statutory inspections establish governance structure and annual reporting monitoring and review. * Works with HSAB to conduct safeguarding training needs analysis, and to commission, plan, design, deliver and evaluate teaching for staff in the organisations. * Undertakes and contributes to case reviews. * As appropriate to role, undertakes chronologies and the development of action plans using a root cause analysis approach (where appropriate) or other locally approved methodologies. * In conjunction with designated safeguarding lead, co-ordinates and contributes to implementation of action plans and the learning following reviews. * Works effectively with colleagues from other organisations, providing advice as appropriate. * Provides advice and information about safeguarding to the employing authority. * Provides specialist advice to practitioners, both actively and reactively, including clarification about organisational policies, legal issues and the management of adult safeguarding cases. * Provides safeguarding supervision and ensures appropriate reflective practice is embedded in the organisation, to include peer review. * Undertakes risk assessments of the organisation’s ability to safeguard/protect adults at risk. * Understands the role and procedures of coroner’s courts, court of protection and regulators professional bodies.   **Demonstrating Competency**  The above set of core competencies can be demonstrated by their skills and attitudes:  Skills   * Able to effectively communicate advice about safeguarding policy and legal/assurance frameworks. * Able to support colleagues in challenging viewsoffered by professionals and others, as appropriate. * Able to analyse and evaluate information and evidence to inform inter-agency decision making across the organisation. * Able to participate in a case review, leading internal management reviews as part of this function. * Able to support others across the organisation in writing a chronology and review about individual adults, summarising and interpreting information from a range of sources. * Able to lead service reviews. * Able to establish adult safeguarding quality assurance measures and processes. * Able to undertake training needs analysis, and to teach and educate health professionals. * Able to review, evaluate and update local guidance and policy in light of research findings. * Able to advise and inform others about national issues and policies and the implications for practice. * Able to deal with the media and organisational public relations concerning safeguarding with organisational support and guidance. * Able to work effectively with colleagues in regional safeguarding networks. * Able to promote research evidence and best practice in adult safeguarding.   Attitude   * As outlined in level 1, 2 and 3. |

## Level 5: Strategic

**Specialist roles – designated professionals, strategic management and leadership of safeguarding services (statutory and non-statutory organisations).**

This is the minimum level required for all staff working in these settings

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| **Level 5: Core Competencies**   * As outlined for Level 1, 2, 3 and 4. * Provides, supports and ensures contribution to safeguarding appraisal and appropriate supervision for colleagues across the organisation. * Leads training needs analysis, and commissions, plans, designs, delivers, and evaluates adult safeguarding single and inter-agency training and teaching for staff across the organisation. * Leads/oversees safeguarding quality assurance and improvement across the organisation. * Leads innovation and change to improve safeguarding across the organisation. * Takes a lead role in conducting case reviews across the organisation. * Gives appropriate advice to specialist safeguarding professionals working within partnership organisations. * Takes a strategic and professional lead across the organisation on all aspects of adult safeguarding. * Provides expert advice to increase quality, productivity, and to improve health and wellbeing outcomes adults at risk and those identified with safeguarding concerns.   **Demonstrating Competency**  The above set of core competencies can be demonstrated by their skills and attitudes:  Skills   * Able to lead in serious case reviews, drawing conclusions and developing an agreed action plan to address lessons learnt. * Able to plan, design, deliver and evaluate inter-agency safeguarding training for staff across the organisation, in partnership with colleagues in other organisations and agencies. * Able to oversee safeguarding quality assurance processes across the organisation. * Able to influence improvements in safeguarding services across the organisation. * Able to provide practice supervision, appraisal, and support for named professionals. * Able to lead multidisciplinary team reviews. * Able to evaluate and update local procedures and policies in light of relevant national issues and developments. * Able to arbitrate and reconcile differences of opinion among colleagues from different organisations and agencies, escalating issues if necessary to board, regional or legal colleagues. * Able to proactively deal with strategic communications and the media on safeguarding. * Able to work with public health officers to undertake robust safeguarding population-based needs assessments that establish current and future health and wellbeing needs and service requirements across the population. * Able to provide an evidence base for decisions around investment and disinvestment in services and to safeguard adults and articulate these decisions to executive officers. * Able to deliver high-level strategic presentations to influence organisational development. * Able to work in partnership on strategic projects with executive officers at local, regional, and national bodies, as appropriate.   Attitude  As outlined in Levels 1, 2, 3. |

## Level 6: Strategic

**Chief Executive Officers, Trust and Health board executive and non-executive directors/members, commissioning body directors, Superintendent of police. This includes boards of private, independent and charitable health care and voluntary sector as well as statutory providers. Board members will be held accountable for ensuring adults at risk in the organisations care receive high quality, evidence based care and personalised safeguarding.**

This is the minimum level required for all staff working in these settings

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| **Level 6: Core Competencies**  **Chair:**   * To seek assurance that the role and responsibilities of HSAB are properly discharged. * To understand the potential causes and consequences of gross negligence. * To promote a positive culture of adult safeguarding across the board through assurance that there are appropriate policies and procedures for adult safeguarding and safeguarding (including regular updating) and that staff, volunteers and patients are aware that the organisation takes adult safeguarding seriously and will respond to concern about the welfare and wellbeing of adults at risk. * To appoint an executive director or equivalent lead for adult safeguarding. * To ensure there are effective adult safeguarding processes throughout the organisations. * To ensure there is appropriate access to advice from dedicated named and designated professionals. * To ensure that operational services are resourced to support/respond to the demands of adult safeguarding effectively. * To ensure that an effective strategy for adult safeguarding is resourced and delivered including access to support. * To ensure and promote appropriate safe, multiagency/interagency partnership working practices including information sharing protocols.   **Executive Director:**   * To ensure that adult safeguarding is positioned as core business in strategic and operating plans and structures. * To understand the potential cause and consequences of gross negligence. * To oversee, implement and monitor the ongoing assurance of adult safeguarding arrangements. * To ensure the adoption, implementation and auditing of practice, policy and strategy in relation to adult safeguarding. * Within commissioning organisations to ensure the appointment of dedicated designated adult safeguarding professionals or equivalent. * Within commissioning organisations to ensure that provider organisations are quality assured for their adult safeguarding arrangements. * Within both commissioning and provider organisations to ensure support of named/ designated lead professionals across primary and secondary care and independent practitioners to implement safeguarding arrangements. * To seek assurance that there is a programme of safeguarding training and continuous professional development, including recognised specific mentoring to support for formal adult safeguarding leads. * Working in partnership with other groups including commissioners/providers of health care (as appropriate), local authorities and police to secure high quality, best practice in adult safeguarding. * To seek assurance that serious incidents relating to safeguarding are reported immediately and managed effectively including the sharing of lessons learnt. * To ensure that any allegations against staff members are appropriately investigated and managed.   **Board Members:**   * All board members should have Level 1 core competencies in safeguarding and must know the common presenting features of abuse, harm and neglect and the context in which it presents to health care staff. * In addition, board members/commissioning leads should have an understanding of the statutory role of the safeguarding adult’s board including partnership arrangements, policies, risks and performance indicators; staff’s roles and responsibilities in safeguarding; and the expectations of regulatory bodies in safeguarding.   **Demonstrating Competency**  The above set of core competencies can be demonstrated by their skills and attitudes:  Skills   * To be able to recognise possible signs of adult abuse, harm or neglect as this relates to their role. * To proactively to seek appropriate advice and report concerns. * To have the appropriate board level skills to be able to challenge and scrutinise safeguarding information to include; performance data, serious incidents, partnership working and regulatory inspections to enable appropriate assurance of the organisation’s performance in safeguarding.   Attitude  In addition to the attitudes and values at Level 1, 2, 3:   * Personal commitment to listen and to act on issues and concerns, as well as an expectation that the organisation and professionals within it value and listen to adults at risk. * Commitment to work in partnership with other organisations/patients and families/ carers to promote high quality safeguarding. * Commitment to promote a positive culture around safeguarding within the organisation. |

# Reporting and Review

Each organisation is responsible for ensuring that their staff members hold the professional competencies required for their roles. This will be reported to HSAB through assurance reports on request from the HSAB Training and Workforce Development Sub-Group, and as part of the annual HSAB Self-Assessment.

# Appendix A: Sources of possible learning and development opportunities

* Register for the Herefordshire Safeguarding Partnerships Bulletin – [Register here](https://herefordshiresafeguardingboards.us8.list-manage.com/subscribe?u=ea611918c42bb49280bc90c7f&id=d17e2cbef7)
* Join HSAB Practitioner Forums (3 times per year) – info will be shared through the Herefordshire Safeguarding Partnerships Bulletin
* Read and understand own organisation’s safeguarding policies, guidance and learning resources.
* [HSAB website](https://www.herefordshiresafeguardingboards.org.uk/safeguarding-adults-board): Read and understand HSAB policies, guidance and resources, including:
  + [Complex Adults Risk Management policy (Herefordshire and Worcestershire)](https://www.herefordshiresafeguardingboards.org.uk/professional-resources/adults-policies-guidance)
* Attend HSAB safeguarding courses – [www.herefordshirecpd.co.uk](http://www.herefordshirecpd.co.uk)
* [Making Safeguarding Personal](https://www.local.gov.uk/our-support/sector-support-offer/care-and-health-improvement/making-safeguarding-personal#:~:text=Making%20Safeguarding%20Personal%20(MSP)%20is,improve%20or%20resolve%20their%20circumstances.) – LGA and ADASS;
* [Multi-Agency Working and Information Sharing Project 2014 (HM Government)](https://www.gov.uk/government/publications/multi-agency-working-and-information-sharing-project)
* [Safeguarding in Colleges: Best Practice](https://www.gov.uk/government/publications/safeguarding-best-practice-in-colleges)
* [NIACE Safer Practice, Safer Learning](https://www.excellencegateway.org.uk/content/import-pdf4619)
* [PREVENT, WRAP and Channel Home Office e-learning](https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html)
* [SCIE e-learning](https://www.scie.org.uk/e-learning)
* [RIPFA - Research in Practice for Adults](https://www.researchinpractice.org.uk/adults/)
* [Virtual College Safeguarding Courses](https://www.virtual-college.co.uk/)

**Version Control**

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| **Document Owner:** | **HSAB** |
| Approved By: | T&WD – November 28, 2023  HSAB Executive Group – January 16, 2023 |
| Implementation Date: | February 2023 |
| Next Review Date: | February 2025 |

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| **Version** | **Date** | **Description Of Change** | **By** | **Pages Affected** |
| 1.0 | 27/7/18 | Creation of separate HSAB Competency Framework | Ali Chambers | All |
|  | 23/8/18 | Inclusion of comments from JWFDG Members | JWFDG Members |  |
|  | 4/10/18 | Additional feedback from JWFDG | JWFDG Members |  |
|  | 1/11/18 | Inclusion of feedback back boards partners |  | All |
| 2.0 | 23/02/2023 | Updated, condensed guidance.  Amended language so it is more inclusion of roles outside of health and social care | T&WD | All |

**Consultation Log**

Members of Training & Workforce Development – Consulted on Version 2

* Herefordshire and Worcestershire Health and Care NHS Trust – Alison Wills
* Wye Valley NHS Trust – Cath Holberry
* NHS Integrated Care System – Sarah Dempsey, Jeremy Newell
* West Mercia Police – Julie Taylor
* Herefordshire Council – Community Wellbeing Directorate – Michelle Lewton-Jones
* Herefordshire Council – Talk Community – Emily Lowe
* Herefordshire Council – Commissioning Team (Care Providers) – Bronwen Williams
* Hoople Cares – Stephen Weller
* HVOSS (Community Sector) – Karen Hall
* Partnership Team – Angela Wilson