

## 2015-18 BUSINESS PLAN

### Introduction

A review of the priorities agreed for 2016-17 took place in November 2016 and future improvement opportunities were identified for populating the work plans for 2017/18, these align to the existing priorities:

- Partnership working
- Prevention and protection
- Communications and engagement
- Operational effectiveness

<b>Strategic Priorities</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
<b>Aim</b>	To develop relationships across agencies that deliver positive changes to safeguarding	To ensure that Herefordshire residents can recognise safeguarding concerns and know what to do	To deliver the messages from the board and recognise the voice of those we safeguard	To ensure safeguarding knowledge, processes, systems and structures are embedded across all agencies
<b>Focus for 2017/18</b>	<p>All partners have a shared and universal understanding of safeguarding</p> <p>Define and understand involvement from voluntary sector</p> <p>Active participation from all partners</p> <p>Multi-agency focus</p> <p>Sharing the right data</p>	<p>Service user involvement</p> <p>Greater focus on prevention</p>	<p>Awareness raising</p> <p>Understanding the work of the board</p> <p>Reach to smaller / community organisations</p> <p>MCA and DoLS</p>	<p>Challenge single agency issues</p> <p>Shared learning</p> <p>Embed MSP</p> <p>Embed competency framework</p> <p>Better tracking of outcomes against priorities</p>

Strategic Priorities	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
	Shared understanding of other boards priorities			
<b>Strategic board work plan</b>	<p>Single agency contributions to annual report</p> <p>Address recommendations from MSP review</p> <p>Promote MSP across all partner agencies</p>	<p>Review prevention strategy</p> <p>Monitor prevention work plan</p>	<p>Ensure the messages from the board are communicated in a timely and consistent manner</p> <p>Ensure the voice of those who have been safeguarded are considered in the work of the board</p> <p>HSAB partners to ensure MSP messages and awareness are cascaded to staff</p>	<p>Publish annual report on the effectiveness of local safeguarding arrangements</p> <p>Ensure the needs of adults at risk are addressed in the JSNA and HWB strategies</p>

Sub group work plans

<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
<b>Executive group</b>	Monitor relevant sub group work plans  Monitor actions arising from peer review  Learning from other areas including DHR's, SAR's and SCR's  Risk register	Monitor relevant sub group work plans  Risk register	Monitor relevant sub group work plans  Risk register	Monitor relevant sub group work plans  Risk register

<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
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<b>Policy and Procedures</b>	<p>Maintain up to date HSAB procedures that align with sub regional arrangements and address cross border issues.</p> <p>Embed MSP protocols into practice</p> <p>Embed MCA protocols into practice</p>	Embed self neglect policy into practice	Launch of new policies	<p>Report to Executive group</p> <p>Embed new policies</p> <p>Contribution to the annual report</p>
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<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
<b>Communications</b>	Promote RIPFA as a resource	<p>Promote community resilience for town and parish councils.</p> <p>Raise understanding and awareness of the advocacy offer</p>	<p>Raise awareness of adults at risk</p> <p>Sharing of best practice and case studies</p>	<p>Report to executive group</p> <p>Contribution to annual report</p> <p>Raise awareness of partner agencies</p>

<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
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<b>MCA and DoLS</b>	Develop suitable tools for all professionals to aid understanding  Multi agency audit	Gather evidence of the voice of those without capacity	Raise awareness of MCA and DoLS <ul style="list-style-type: none"> <li>• Website</li> <li>• Roadshow</li> <li>• Newsletter</li> </ul> Increase awareness of the Court of Protection  Increase the understanding of consent	Report to executive group  Contribution to annual report
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<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
<b>Performance and Quality Audit</b>	Monitor multi-agency and single agency scorecards  Programme of multi-agency audits  Introduce multi-agency MSP audit	Monitor results of the support provided via the Domestic Violence, Substance Misuse and Reducing Reoffending work plans held by the Community Safety Partnership (annual)	Introduce 7 minute learnings for findings from audit and SARs  6 monthly reports from MIR evaluating their work with vulnerable groups	Report to executive group  Monitor the effectiveness of services provided to adults at risk via 6 monthly report from Q and R team

		<p>Audits to include the voice of those without capacity</p> <p>Adapt LA audit format to include the voice of the carer</p> <p>Monitor support provided to carers and young carers</p>		<p>Continue to review performance measures and reporting</p> <p>Contribution to the annual report</p>
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<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
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<b>Workforce Development</b>	Practitioner forum  Engage with front line staff and use their experiences to inform HSAB activity  Ensure learning from MSP review is aligned to competency framework	Empower staff to deliver person centred care  Empower staff to professionally challenge	Ensure competency framework is embedded across all partners	Report to executive group  Develop safeguarding supervision standards  Develop guidance to support partner agencies to evaluate training  Contribution to the annual report
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<b>Delivery group</b>	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and engagement</b>	<b>Operational effectiveness</b>
<b>Safe Voice</b>			Obtain views of safeguarding and services  Develop independent arrangements to verify SU feedback of the safeguarding experience (MSP)	Review of user facing material

	<b>Partnership working</b>	<b>Prevention and protection</b>	<b>Communications and / or engagement</b>	<b>Operational effectiveness</b>
<b>Key Outcome Measures – How will we know how successful we have been</b>	<ul style="list-style-type: none"> <li>• Partner agencies are committed and attendance at meeting is at least nn% (yet to be agreed)</li> <li>• The board is aware of voluntary organisations and the work that is undertaken to support the safeguarding agenda</li> <li>• Other boards are aware of the work of the board and engage effectively when required</li> </ul>	<ul style="list-style-type: none"> <li>• Production and publication of a prevention strategy</li> <li>• Partner agencies and providers are aware of legislation and raise appropriate referrals</li> <li>• MCA and DoLS are embedded into practice</li> <li>• MSP is embedded into practice</li> </ul>	<ul style="list-style-type: none"> <li>• Messages from the board are effectively disseminated</li> <li>• Communities are aware of what safeguarding is</li> <li>• Individuals are aware of what safeguarding is</li> <li>• Communities are aware of Mental Capacity Act</li> <li>• Individuals are aware of Mental Capacity Act</li> <li>• Communities are aware of Deprivation of Liberty Safeguards</li> <li>• Individuals Communities are aware of Deprivation of Liberty Safeguards</li> <li>• Communities are aware of Lasting Power of Attorney</li> <li>• Individuals are aware of Lasting Power of Attorney</li> </ul>	<ul style="list-style-type: none"> <li>• Service providers deliver quality care</li> <li>• Staff are well trained / supervised</li> <li>• Learnings from SARs are embedded into practice</li> <li>• Priorities are tracked effectively</li> </ul>



