

MEETING:	Cabinet
MEETING DATE:	3rd December 2015
TITLE OF REPORT:	Outcome of safeguarding adults peer challenge and action plan
REPORT BY:	Director for adults and wellbeing

Classification

Open

Key Decision

This is not a key decision

Wards Affected

County-wide

Purpose

To consider the outcome of the Adult Safeguarding Peer Challenge undertaken in September 2015 and agree the council's response to the areas for improvement identified.

Recommendation(s)

THAT:

- (a) the outcome of the review attached at appendix 1 be noted;**
- (b) the action plan attached as appendix 2 be approved as the response to the areas for improvement identified; and**
- (c) any further actions necessary be identified to secure improvement.**

Alternative Options

- 1 No alternative options are listed as this is a report to enable cabinet to consider and approve the proposed actions in response to the peer review team's identified areas for improvement and make further recommendations.

Reasons for Recommendations

- 2 The council is required to submit a response to the report outlining how it intends to address each of the identified areas for improvement, the timescales for action to be undertaken, and the monitoring and evaluation arrangements.
- 3 To provide cabinet with an opportunity to comment and make further recommendations as part of the improvement process of a key priority area for the council.

Key Considerations

- 4 As the centrepiece of its programme of sector-led improvement, the statutory directors of adult social services from all 14 local councils across the West Midlands region have agreed to deliver a process of peer challenge. Every council was subject to such a challenge during the 18 months running to summer 2015, and Herefordshire volunteered to be the first council to go through the process for a second time. The programme is monitored by the regional Adult Social Care Sector-Led Improvement Board, which is chaired by Martin Reeves, Chief Executive of Coventry City Council. In addition to the individual site visits, the regional programme also incorporates an annual desktop peer challenge, in which all 14 councils, including Herefordshire, participate. The process developed by the West Midlands is widely seen as an exemplar and is being adapted for use in a number of other regions across the country
- 5 The safeguarding peer challenge was undertaken over three days from 1 September 2015.
- 6 The review was led by Ian James, director of adult social care, Solihull Metropolitan Borough Council and supported by the following people:
 - Kevin Rudge – Expert by Experience
 - Councillor Ken Meeson– Cabinet member Sandwell
 - Karen Capewell – strategic manager (Stoke on Trent)
 - Sarah Hollinshead-Bland – adult safeguarding manager (Shropshire)
 - Eddie Clarke – WMADASS peer challenge programme lead
- 7 The Peer Challenge team was provided with a number of key documents prior to the visit including a self-assessment completed by the adults and wellbeing directorate leadership team.
- 8 During the onsite visit, the review team interviewed a number of stakeholders including:
 - Service users and carers (both at the council offices and at the service locations)

- Front line staff and managers
- Members of the safeguarding board and sub groups (including independent chairs across children's and adults)
- Clinical Commissioning Group senior leaders
- Senior leaders within NHS provider organisations
- Members, health overview and scrutiny and group leaders
- Adults and wellbeing directorate management team
- Commissioners
- Project teams
- Independent and voluntary sector providers
- Key stakeholders and partners including Healthwatch, Herefordshire Carer Support Service, Herefordshire Disability United
- Making it Real Board
- Director of children's wellbeing
- Community Safety partnership representatives

- 9 Following the receipt of the findings from the peer challenge, the report has been shared initially within the council, the Herefordshire Safeguarding Adults Board support unit and independent chair to undertake a high level analysis of where work is currently underway and where we need to further develop our work plans.

Scope of the review

- 10 As part of the West Midlands peer challenge process, the host council outlines the scope of the review. In this instance, the following questions were set to provide the focus for the review:
- Has the new governance and membership of the safeguarding adults board delivered change and do action plans have sufficient focus and pace?
 - What impact is Making Safeguarding Personal having on the confidence of the workforce and practice?
 - How effective are benchmarking and performance management arrangements and how could service user/carer feedback be utilised?
 - How could partnership engagement and involvement be strengthened?

Key findings from the review

- 11 The main points identified during the peer challenge visit:
- Adult safeguarding has had a higher profile and planned development over the last year

- There are strengths related to the appointment of the new independent chair and the opportunity to look at cross cutting issues by the business unit for the Safeguarding Children's Board (SCB), Herefordshire Safeguarding Adults Board (SAB) and the Community Safety Partnership (CSP)
- A business plan is in place which will be supplemented by a board strategic plan later in the year
- Making Safeguarding Personal (MSP) has begun to be implemented and is understood by adults and wellbeing staff
- The independent chair of the HSAB should be supported to improve the accountability of the council and partners to the chair and the board
- A multi-agency training plan for adult safeguarding should be developed along with a targeted performance framework that looks at outcomes and quality as well as levels of activity
- The safeguarding documentation should be reviewed as well as further guidance arranged for staff on the Care Act principles and the new Safeguarding requirements
- The above actions should strengthen the foundations and platform for taking safeguarding delivery forward with Partners

Key strengths

12 As part of the Peer Challenge review, the team identified a number of key strengths within the service area including:

- There has been significant progress on adult safeguarding in the last year with the appointment of an independent chair, a revised Herefordshire Safeguarding Adults Board membership and structure and preparations for the Care Act
- The board is now in a good position to have a greater impact
- Making Safeguarding Personal has begun to be implemented with an auditing of outcomes
- Partnerships across agencies are positive and all are committed to adult safeguarding
- There has been good political leadership
- The business unit for children's and adult safeguarding and community safety provides a good foundation for cross-cutting work

Key areas of focus

13 Where the review team identified some of the critical areas requiring focus, these areas have been prioritised as part of the action planning process and a number of changes have been initiated. These include:

Further information on the subject of this report is available from
Martin Samuels, director for adults and wellbeing on Tel (01432) 260048

- A number of people talked about safeguarding feeling disjointed and this was observed by the team in terms of the various safeguarding leads
 - The safeguarding executive group membership does not include the independent chair and the sub-groups report to the executive group. There appears to be some fragility about the arrangements
 - Clarifying the role and membership of the executive group
 - The Herefordshire Safeguarding Adults Board should have a strategic plan which covers a period of three or five years
 - The competency framework for adult safeguarding needs updating to reflect changes in the Care Act
 - The health overview and scrutiny committee (HOSC) has not included adult safeguarding in its work programme
 - Lack of training to partners on Making Safeguarding Personal
 - The number of people currently in receipt of services who will be reviewed by the end of the financial year is projected to be 60%. Reviews link to safeguarding in that if they do not receive a review for a year or more the council and partners cannot be assured that people are safe and receiving appropriate care and support, especially people with complex needs
 - There were varied views on the effectiveness of the partnership arrangements in the Board with some people feeling it was still very council led. Equally there is a need for Partners to make a full contribution to the board and its agenda
 - Service user and family carer engagement should be more consistent and at early stages based on co-production principles and resourced appropriately
- 14 The action plan, attached at Appendix 2, is an iterative process and will continue to be refreshed and updated as part of the improvement plans. Cabinet will be kept informed of progress against the action as part of the corporate performance reporting process.

Community Impact

- 15 The implementation of the action plan will deliver further improvement towards achieving the council's priorities of enabling residents to live safe, healthy and independent lives.
- 16 Vulnerable adults and their carers will experience different approaches to service delivery as a consequence of the implementation of the actions set out in the plan and through the delivery of the wider improvement programme.

Equality and Human Rights

- 17 As the action plan is implemented, equality impact assessments will be carried out where relevant.

Financial Implications

- 18 It is anticipated that the actions will be delivered utilising existing capacity and absorbed within current work programmes. Where new actions arise, this will be considered by the most appropriate resources and work reprioritised as necessary. .

Legal Implications

- 19 The local authority is legally required to comply with all legislation and any relevant statutory guidance, which includes NHS and Community Care Act (1990); Mental Capacity Act (2005); Deprivation of Liberty Safeguarding (2009); Mental Health Act (1983); and the Care Act 2014.

Risk Management

- 20 The risks associated with the failure to implement the action plan are:

- Reputational risk – this is both from a professional (Peer Challenge, LGA and ADASS) perspective and to the service users, staff and key partners
- Operational and practice risk – there is a risk of failing to understand and meet the individual outcomes for service users and carers including safeguarding

Ongoing risks to the implementation of the action plan will be identified and captured as part of the risk management process within the adults and wellbeing directorate governance and also the equivalent safeguarding adults board risk framework.

Consultees

- 21 The action plan has been developed via consultation from a number of people and will continue to be developed as the findings and recommendations report back into the various safeguarding bodies.

Appendices

Appendix 1- Herefordshire Peer Challenge Feedback and Recommendations

Appendix 2- Action Plan

Background Papers

None identified.