

ADULT SOCIAL CARE PEER CHALLENGE (SEPTEMBER 2015) - ACTION PLAN APPENDIX 2

No.	Recommendation	Lead	Our Response	Links to current work or projects	Updated position ()	Status	Priority (H/M/L)	By When	Monitoring and Evaluation
1	The Team recommends that the roles of the strategic, operational and business unit leads for safeguarding be clarified and made clear	Assistant director ASC operations/ business unit manager	Safeguarding Adults lead and Head of Safeguarding posts have recently been reviewed and put through job evaluation, these posts have now been recruited to. The business unit lead role will now be defined.	None		Operational and strategic reviews completed. Business manager role in progress	L	January 2016	Safeguarding Adults Executive
2	The Team recommends that the Independent Chair be supported to take on clear accountability for the whole SAB structure	Independent chair HSAB	The chair's role is to hold board members to account for delivery as distinct from being personally accountable. This can be reflected within the constitution and terms of reference of board, executive and sub groups. It will also form part of the ongoing monitoring of board member activity	SAB development days and SAB business unit board member performance monitoring		Ongoing	M	April 2016	Safeguarding Adults Board

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3	The Team recommends that the role and membership of the Executive Group is reviewed and clarified	Independent chair HSAB / business unit	Safeguarding Adults Board independent chair and business unit will review and clarify current membership and report to board and sub groups as appropriate	None		New	M	January 2016	Safeguarding Adults Board/Business Unit
4	The Team recommends that a Strategic Plan be developed for the next 3 or 5 years that builds on the vision and priorities of the Board	Independent chair HSAB / business unit	SAB plan is currently under development by independent chair and business unit for other members to consider. This will be reviewed at the forthcoming SAB development days	SAB business planning	Draft being prepared and circulated for comments	In progress	M	April 2016	Health Overview and Scrutiny

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5	The Team recommends that a multi-agency training plan be developed with associated resources where possible	Independent chair HSAB / workforce development sub group	<p>There is a competency framework that holds individual agencies accountable for their training plans. As part of reviewing this framework, agencies will be required to evidence their plans around safeguarding training</p> <p>The workforce development sub group will consider this as part of its monitoring of the competency framework</p>	Part of the work programme for the workforce development group		In progress	H	February 2016	Safeguarding Adults Board
6	The Team recommends that a Performance Framework is finalised that is relevant and focused in its content	Independent chair HSAB /PAQA	Performance scorecard currently under development by PAQA and due for sign off in January 2016	PAQA programme of work	Further discussion with partners and business unit manager as there is still a resource requirement to administer the framework moving forwards.	In progress	H	January 2016	Safeguarding Adults Board
7	The Team recommends that an accountability agreement is developed for holding partner agencies to account for their contribution to the Board and its Strategic Plan	Independent chair HSAB	Agreed.	This is part of the Board's ongoing constitutional work		Ongoing	L	April 2016	Safeguarding Adults Board

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8	The Team recommends that HOSC includes adult safeguarding in its work programme	Director adults and wellbeing/cabinet lead health and wellbeing	Agreed. The strategic plan and constitution already has a commitment to present the annual report to HOSC (this is not a Care Act requirement).		HOSC will be approached with this recommendation	In progress	H	December 2015	Safeguarding Adults Board
9	The Team recommends that Elected Member training should include a workshop for all Members	Director adults and wellbeing /monitoring officer	Adult safeguarding is a mandatory module of induction for all members and is provided via an online training facility to monitor completion rates. Additional briefings and refresher sessions are scheduled periodically and a survey on the effectiveness of induction training is carried out			New	L	April 2016	Director of AWB/Cabinet Lead

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10	The Team recommends that the Joint Review Sub-Group consider the SAR process and how it can ensure that Reviews are conducted effectively from a range of options in the future and how shared learning events can be held.	Head of children's safeguarding / Business unit	Options for the Safeguarding Adults reviews will be considered by the Joint Case Review sub group in November 2015 and recommendations put forward to Board in terms of future developments of review programme			New	H	January 2016	Safeguarding Adults Board
11	The Team recommends that lay members be considered for membership of the Board	Independent chair HSAB	Agreed. The makeup of the SAB will be reviewed as part of the upcoming development sessions. This will include consideration of lay member participation in the SAB as well as other partnership options.	SAB Board development sessions	Development sessions have been planned for Nov/Dec 2015	In progress	L	January 2016	Safeguarding Adults Board
12	The Team recommends that the Business Unit completes and agrees a delivery plan for each Board and an action plan for discussing and addressing cross cutting issues over the next 1-2 years.	Business unit manager and chairs of HSAB/HSCB & CSP	The scope of the unit is currently under review. The relevant Boards will consider a single action plan for cross cutting issues that go across the CSP/HSAB/HSCB – as opposed to action plans for each Board	Business of the Boards	The SAB has a business plan which details the work of the sub groups, cross cutting issues should be the subject of a cross board discussion and agreement informed by the JSNA.	In progress	M	April 2016	Business Unit Manager and Board Chairs

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14	The Team recommends that the terminology and processes are reviewed to ensure consistency with the Care Act	Head of safeguarding	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project. Training and Development plan	Currently under review by the Head of Safeguarding and Performance Lead Training and development will take account of changes and make necessary arrangements to meet training needs	In progress	M	April 2016	DASS/DLT
13	The Team recommends that the future development of MSP is informed by and coordinated with the wider personalisation agenda	Head of safeguarding	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project. Training and Development plan	Currently under review by the Head of Safeguarding and Performance Lead – Training and Development will take account of changes and make necessary arrangements to meet training needs	In progress	M	April 2016	DASS/DLT
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15	The Team recommends that managers and staff be advised about the flexibility of timescales in appropriate circumstances	Head of safeguarding / head of operations	<p>This work has started and will be ongoing as part of Head of Service, Team Lead, Senior Practitioner and frontline staff meetings and supervision.</p> <p>Future training and development around the MSP agenda will also take account of the recommendation and ensure that the message is clearly communicated</p> <p>Future communications from the performance team will include a clear message that explains about the flexibility of timescales</p>	<p>Service and Team meetings.</p> <p>Future training and development for MSP</p> <p>Weekly performance reporting</p>		<p>Leads for all work streams updated.</p> <p>Initial work complete</p> <p>Future work is now ongoing and is business as usual</p>	H	November 2015	Head of Safeguarding/ Head of Operations

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16	The Team recommends that the availability of advocacy be reviewed with a view to improving prompt access	Commissioning							
17	The Team recommends that communication and briefings be considered for Providers on any significant legislative and practice changes.	Head of safeguarding /commissioning officer (targeted support)	<p>Communications have been sent to care home / nursing home and Dom Care providers on policy and legislation changes. This includes updates at all provider forums</p> <p>This remains under review to ensure consistency of practice.</p>	Ongoing work with the provider forums such as the residential and nursing, links to the managers forum, the Learning Disability Board, and Carers.	<p>The local authority is currently looking at how to engage more effectively with providers.</p> <p>Current provider forums are used to provide information and an adult social care email distribution list is being set up. Currently considering a pilot newsletter to see if this is a consistent way of getting information out to our provider and therefore this will offer opportunity to providers to get involved in any significant legislative changes and practice. Providers are being engaged more in commissioning developments and policy changes to better understand how policy and legislative changes may affect them so we can better support them.</p>	<p>Progressed and have updated contact lists.</p> <p>Provider event on the 18th November 2015.</p>	H	Early January 2016	<p>LT to monitor and act as a co-ordinator for this.</p> <p>Evidence will be emails/newsletters and minutes of meetings.</p>

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18	The Team recommends that training and briefings be considered for all partner agencies on MSP	Independent chair HSAB /workforce development group	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project. Training and Development plan	Currently under review by the Head of Safeguarding and Performance Lead – Training and Development will take account of changes and make necessary arrangements to meet training needs	In progress	M	April 2016	SAB Chair
19	The Team recommends that the Concern Form and Guidance be reviewed to incorporate MSP principles and self-neglect.	Head of safeguarding	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project.	Currently under review by the Head of Safeguarding and Performance Lead	In progress	M	April 2016	DASS/DLT
20	The Team recommends that outcomes be recorded at the Concern stage and all main referrers be advised and assisted to do so	Head of safeguarding	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project.	Currently under review by the Head of Safeguarding and Performance Lead	In progress	M	April 2016	DASS/DLT
21	The Team recommends that a process and guidance be produced for when the Council wishes an Enquiry to be made by another agency/organisation.	Head of safeguarding	All MSP documentation and process will be reviewed and linked to the ongoing system development for Mosaic project.	Mosaic project.	Currently under review by the Head of Safeguarding and Performance Lead	In progress	M	April 2016	DASS/DLT

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22	The Team recommends that further guidance and training on the MCA be considered for managers and staff	Assistant director ASC operations /workforce development manager	<p>Advanced MCA and DoLS training for all Heads of Service, Team Leads and Senior Practitioners developed and mandated for attendance.</p> <p>Review of existing MCA/DoLS training to be completed by Workforce Development. – mandated for all staff</p>	Training and Development Plan	Advanced training delivered in October/November 2015.	In progress	H	January 2016	DASS/DLT
23	The Team recommends that the options for regular service user and family carer feedback mechanisms are considered	Engagement lead	The council has a Making it Real Board with new terms of reference and a work programme to facilitate this action.	<p>Making it Real Board agenda</p> <p>SAB Board communications sub group</p>	<p>Following the production of new terms of reference, the board now has an elected chair and a working model in place which is working well.</p> <p>An Engagement Lead has been appointed to provide the necessary links between service user feedback and commissioning requirements.</p>	Ongoing	M	Jan 2016	SAB Chair

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24	The Team recommends that in arranging any engagement and feedback mechanisms the Council consider whether existing groups and forums can be used effectively	Engagement lead	The Making it Real Board is being promoted within the organisation and externally to recruit new members.	An Engagement Gateway facilitated by Healthwatch continues to be used as a method for sharing advice and information relating to engagement activity.	A shared engagement calendar has been now been published. The council's engagement lead is liaising with the commissioning team to raise awareness and encourage utilisation of this shared resource.	Ongoing	M	Jan 2016	SAB Chair
25	The Team recommends that feedback always be given after any consultation	Engagement lead	The appointment of an Engagement Lead is helping officers manage events and consultations more effectively as well as ensuring feedback is provided.		Engagement Lead appointed. Now business as usual	Complete	H	N/A	N/A
26	The Team recommends that the draft Performance Framework be reviewed and finalised with core, relevant information agreed on activity, quality and outcomes (link to recommendation 6)	Independent chair HSAB /PAQA	See Item 6		Links to action 6 – will be treated as one and the same. The SAB Chair has acknowledged that we need a PAQA dashboard and a SAB dashboard, this is being progressed by PAQA and Chair.				

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27	The Team recommends that the Board consider how the Annual Report can be circulated widely and presented to the statutory agencies.	Independent chair HSAB /Business Unit	Each agency will be required to present the report to their Executive Boards The report will also be presented to HOSC and added to HSAB website		A wider communication strategy will be considered by the Communication and engagement sub-group	In progress	H	December 2015	SAB Chair
28	The Team recommends that the Council considers how the performance on case reviews can be increased	Head of operations	Business case for increased resource has been completed and agreed. Locality teams have also been asked to nominate a review lead for each area.	Performance monitoring Recruitment Plan	Recruitment underway but unsuccessful in appointments following first round of interviews Leads identified	In progress	H	November 2015	DASS/DLT
29	The Team recommends that the Council considers how it can improve co-production and make it more consistent	Engagement Lead	The appointment of an Engagement Lead is helping officers manage events and consultations more effectively as well as ensuring feedback is provided.	Transformation Programme	Engagement Lead appointed. Now business as usual	Business as usual	H	N/A	DASS/DLT

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30	The Team recommends that the Council considers how Providers could assist in communicating changes and plans	Commissioning officer (targeted support)	<p>Agreed.</p> <p>This will be considered as part of the development working with the newly formed Herefordshire Care Providers Group who will be integral to in assisting in communicating plans and changes.</p> <p>Providers are engaged in future commissioning projects such as the development of a new home care service</p>		This is current and ongoing work. Providers will be invited to actively work with us to seek solutions and share these ideas with their peers.	Ongoing	H	Ongoing	LT to provide evidence through TOR, minutes from meetings, continued meetings with providers. Emails and project briefs.

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31	The Team recommends that the Council considers how Providers can be kept informed if they are in a safeguarding monitoring role	Head of quality and contracts	<p>Contract management and quality teams are now in place to manage the relationship between the council and the provider market.</p> <p>A new quality framework is being implemented to ensure that all quality, safeguarding and performance issues are captured to support a proactive approach to relationship management.</p> <p>All contracts are being risk assessed (volume, value, performance, political risk etc) to ensure that Council contract management / quality monitoring resources are allocated appropriately.</p>	New Quality Framework		In progress	H	December 2015	

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32	The Team recommends that the Board considers how the focus on prevention can be improved	Independent chair HSAB	The Board and Local Authority are exploring how our local understanding of 'loneliness' and 'vulnerability' might be used for some targeted prevention activity (possibly with HWFRS and the keeping safe process). Accepted this is but one initiative of a broader agenda.	Chair has already had some discussion with Det Supt Steve Ecclestone and the OPCC, once a negotiated and agreed position has been established written confirmation will be sought.	Links made between SAB Chair and Local Authority Leads	Ongoing	M	January 2016	SAB Chair
33	The Team recommends that the Board Chair requests a report from West Mercia Police and that the Board discusses the proposals and implications, following liaison with other Boards in the Police Force's area.	Independent chair HSAB	<p>This relates to the fact that during the peer review it was commented upon that under reorganisation WMP are intending to put the adult safeguarding work into general crime investigation department (CID).</p> <p>This is the case and needs to be part of a formal consultation/communication with the board (s). Formal letter being drafted to WMP.</p>			In progress	L	December 2015	SAB Chair