

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

Strategic Priorities	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Aim	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
Focus for 2017/18	All partners have a shared and universal understanding of safeguarding Define and understand involvement from voluntary sector Active participation from all partners Multi-agency focus Sharing the right data Shared understanding of other boards priorities	Service user involvement Greater focus on prevention	Awareness raising Understanding the work of the board Reach to smaller / community organisations MCA and DoLS	Challenge single agency issues Shared learning Embed MSP Embed competency framework Better tracking of outcomes against priorities

Strategic Priorities	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Strategic board work plan	<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

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

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Policy and Procedures	<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>	<p>Embed self neglect policy into practice</p>	<p>Launch of new policies</p>	<p>Report to Executive group</p> <p>Embed new policies</p> <p>Contribution to the annual report</p>

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Communications	Promote RIPFA as a resource	Promote community resilience for town and parish councils. Raise understanding and awareness of the advocacy offer	Raise awareness of adults at risk Sharing of best practice and case studies	Report to executive group Contribution to annual report Raise awareness of partner agencies

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
MCA and DoLS	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"> • Website • Roadshow • Newsletter Increase awareness of the Court of Protection Increase the understanding of consent	Report to executive group Contribution to annual report

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Performance and Quality Audit	<p>Monitor multi-agency and single agency scorecards</p> <p>Programme of multi-agency audits</p> <p>Introduce multi-agency MSP audit</p>	<p>Monitor results of the support provided via the Domestic Violence, Substance Misuse and Reducing Reoffending work plans held by the Community Safety Partnership (annual)</p> <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>Introduce 7 minute learnings for findings from audit and SARs</p> <p>6 monthly reports from MIR evaluating their work with vulnerable groups</p>	<p>Report to executive group</p> <p>Monitor the effectiveness of services provided to adults at risk via 6 monthly report from Q and R team</p> <p>Continue to review performance measures and reporting</p> <p>Contribution to the annual report</p>

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Workforce Development	<p>Practitioner forum</p> <p>Engage with front line staff and use their experiences to inform HSAB activity</p> <p>Ensure learning from MSP review is aligned to competency framework</p>	<p>Empower staff to deliver person centred care</p> <p>Empower staff to professionally challenge</p>	<p>Ensure competency framework is embedded across all partners</p>	<p>Report to executive group</p> <p>Develop safeguarding supervision standards</p> <p>Develop guidance to support partner agencies to evaluate training</p> <p>Contribution to the annual report</p>

Delivery group	Partnership working	Prevention and protection	Communications and engagement	Operational effectiveness
Safe Voice			<p>Obtain views of safeguarding and services</p> <p>Develop independent arrangements to verify SU feedback of the safeguarding experience (MSP)</p>	<p>Review of user facing material</p>

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