

PETERBOROUGH SAFEGUARDING ADULTS BOARD IMPROVEMENT PLAN 2010/12

	OBJECTIVE	ACTION	BY WHEN	BY WHOM	OUTCOME MEASURES	RESOURCES	APRIL 2010 POSITION
JOINT PLANNING AND CAPABILITY	A: Formalise quality assurance and performance management further	Regular consideration of comparative analysis of activity data (including the safeguarding data already collected for Care Quality Commission)	From April 2010	Data analysis & quality assurance staff, and new safeguarding coordinator	Pointers for managers for how to further improve the receiving of and response to safeguarding concerns	Officer time (in both Trusts involved)	Increasing use of data since early 2009
	B: New specialist safeguarding team	Create and recruit to team (as decided in February 2010)	September 2010	NHS Peterborough	New team exits	Officer time	Decision being implemented
PREVENTION	C: Strengthen the training for safeguarding	Commission training to further strengthen the receiving, assessing, investigating and completing work about safeguarding concerns	After appointment of new safeguarding coordinator	Jenny McIntyre, training sub-group and new safeguarding coordinator	Those who respond to and investigate safeguarding concerns are always well trained	Officer time and training budget (in both Trusts involved)	Improvement began early 2009
RESPONSE TO SAFEGUARDING CONCERNS	D: Further improve how safeguarding concerns are received, assessed, investigated – and the work completed	Review and refine the work stream that starts with an alert about a safeguarding concern and ends with the completion of the required work	After appointment of new safeguarding coordinator	New safeguarding coordinator and their team	Alerts and referrals about safeguarding concerns always result in highly effective responses – in line with policy and procedures	Officer time (in both Trusts involved)	Improvement began early 2009

PETERBOROUGH SAFEGUARDING ADULTS BOARD FURTHER WORK PROGRAMME 2010-2012ⁱ (Standards 1 and 2)ⁱⁱ

JOINT PLANNING AND CAPABILITY

OBJECTIVE	ACTION	BY WHEN	BY WHOM	OUTCOME MEASURES	RESOURCES	APRIL 2010 POSITION
1.1 Include lessons from serious case reviews in quality assuring safeguarding arrangements	Ongoing task to identify and plan response to lessons from all/ any Serious Case Reviews	From April 2010	June Steffanelli, senior managers (across partnership) and new coordinator	Lessons from serious case reviews improve safeguarding within individual organisations and across partnership	Officer time	Some progress in 2009
1.2 Ensure that membership of board continues to meet national policy	To be kept under review	From April 2010	Chair of safeguarding board	The board has the right range of membership	Officer time	Good range of membership
1.3 Review policies, procedures and protocols to ensure they remain up to date	Regular review and revision in light of changes/ developments	Ongoing	New safeguarding coordinator	Safeguarding policies, procedures and protocols are always up to date	Officer time	Currently up to date
1.4 Champion safeguarding across the partnership	Communicating the safeguarding vision to leaders across partnership organisations	Ongoing	The champions in each organisation & new coordinator	Importance of adult safeguarding is well appreciated through-out all partners	Officer time	Right direction
1.5 Explore and develop congruence with arrangements for safeguarding children within Peterborough	Dialogue with Children's Safeguarding Board about a consistent Peterborough approach to processes that are similar for children's and adults' safeguarding; for example, serious case reviews, tracking who trained for what, and external communications strategies.	From when new coordinator appointed	New safeguarding coordinator	Partners and the public can see similarities of approach in similar processes.	Officer time	New action

PETERBOROUGH SAFEGUARDING ADULTS BOARD FURTHER WORK PROGRAMME 2010-2012 (Standards 3 to 5)

OBJECTIVE	ACTION	BY WHEN	BY WHOM	OUTCOME MEASURES	RESOURCES	APRIL 2010 POSITION
2.1 Strengthen the training about safeguarding awareness	Identify all resources available to commission safeguarding training – and negotiate and develop training approach about safeguarding awareness	Ongoing	Jenny McIntyre and training sub-group	People whose work brings them into contact with vulnerable adults know about safeguarding and how and when to make a safeguarding referral	Officer time	Good work done since early 2009 – but more to be done
	Target training using analysis of safeguarding data, and unsatisfactory safeguarding practice identified in inspection reports			Training gets to where it is most needed		
2.2 Safeguarding vulnerable adults is reflected in other key local policies and activity	Ensure Multi-Agency Protection Panel Arrangements (MAPPA), Crime and Disorder Reduction Boards, domestic violence Multi-Agency Risk Assessment Conferences (MARAC), Joint Strategic Needs Assessment (JSNA), Safeguarding Children’s Board, & Safer Peterborough Partnership include safeguarding focus	From when new coordinator appointed	New safeguarding coordinator	All other key Peterborough forums, that have a dimension about preventing harm and neglect, include a component about safeguarding vulnerable adults	Officer time	Need is factored into plans
2.3 Ensure there are safeguards when individual budgets/ direct payments used	Develop tools and procedures to ensure safe practice through individual budgets, direct payments etc	Ongoing	Tim Bishop	Adults using individual budgets/ direct payments are safeguarded	Officer time	Ongoing work
2.4 Focusing on quality assurance about unsatisfactory safeguarding in regulated services	Focus by Board on unsatisfactory safeguarding shown in inspections in Peterborough & in homes where there are Peterborough people. Encouragement to such services to improve	Ongoing	Jackie Collins and team	Improved safeguarding practice within regulated homes and domiciliary care (reported by Care Quality Commission)	Officer time	Bring work more into view of the board

PREVENTION

PETERBOROUGH SAFEGUARDING ADULTS BOARD FURTHER WORK PROGRAMME 2010-2012 *(Standards 6 to 9)*

RESPONSE TO SAFEGUARDING CONCERNS

OBJECTIVE	ACTION	BY WHEN	BY WHOM	OUTCOME MEASURES	RESOURCES	APRIL 2010 POSITION
3.1 Formalise quality assurance further	Further emphasis to ensure that case recording of safeguarding cases is of a high standard. Ongoing case audit by managers; and the independent audit of cases previously planned for	Ongoing	Managers and (independent audit) Gerald O'Hagan (consultant)	Audit informs managers and practitioners – improving response to safeguarding alerts and referrals	Officer time	Management audit since 2009 has made a positive difference
3.2 Ensure sufficient capacity to note strategy meetings – across all settings that carry out investigations	Increase numbers of existing administrative staff (in all settings) who have note-taking skills – and deploy them, and the extra capacity within the new specialist team	Ongoing	Operational managers	There is sufficient capacity to note decisions taken and issues identified at safeguarding strategy meetings	Officer time	Issue acknowledged – and some additional capacity in new team
3.3 Ensure computer systems strongly support safeguarding work and data collection - in all settings where concerns are responded to and investigated	Consolidate and develop existing initiatives	Ongoing	John Bain and new Coordinator	Computer systems (in both Trusts) work well for those responding to and investigating safeguarding concerns – and those who need to analyse and use data about this activity	Officer time	Significant progress and development within RAISE
3.4 Have a communications strategy for all those who respond to safeguarding concerns and carry out investigations	Information, purpose and vision about the safeguarding direction and developments communicated to managers and staff doing core work	Ongoing	Senior managers, Amie Barber and the Communications sub-group	Those involved in dealing with alerts/ referrals and investigations are well informed about the improvements and developments in safeguarding	Officer time	Aide memoire produced and circulated to relevant staff

PETERBOROUGH SAFEGUARDING ADULTS BOARD FURTHER WORK PROGRAMME 2010-2012 (Standards 10 and 11)

ACCESS AND INVOLVEMENT

OBJECTIVE	ACTION	BY WHEN	BY WHOM	OUTCOME MEASURES	RESOURCES	APRIL 2010 POSITION
4.1 Ongoing initiatives to inform the public about what adult safeguarding is – and how to make a relevant referral	External communications strategy (for example, to re-establish link on Council website to Adult Safeguarding part of NHS Peterborough website)	Ongoing	Amie Barber and communications sub-group	Wider public in Peterborough has easy access to information about adult safeguarding	Officer time	Communications sub-group exists
4.2 Expand consultation about safeguarding issues with vulnerable adults and carers	Through wider use of partnership boards and forum meetings	Ongoing	Alison Reid and team	Representatives of the range of vulnerable adults are consulted with about safeguarding issues	Officer time	Consultation has started
4.3 Involvement of service users and carers in dialogue with those monitoring services with unsatisfactory safeguarding practice	Representative users and carers have conversations with contract monitoring staff who visit services that inspection reports show have (or have had) unsatisfactory safeguarding practice	From April 2010	Jackie Collins, Alison Reid and teams	Users and carers say they can see unsatisfactory safeguarding practice is tackled and is reducing	Officer time	New action – yet to start
4.4 Ensure advocacy is available for vulnerable adults to help them talk about any safeguarding issue	Include advocacy for safeguarding in work of all organisations in the partnership that leads the safeguarding work	Ongoing	Advocacy specialists within partnership	Vulnerable adults can use advocates to help them communicate about any safeguarding matter	Officer time	Recent relevant recruitment in NHS Peterborough

ⁱ The work programme does not include what already achieved through the action plan drawn up in 2009

ⁱⁱ The standards are in the Association of Directors of Adult Social Services (ADASS) publication *Safeguarding Adults*. Please see ADASS publication on their website:

<http://www.adass.org.uk/old/publications/guidance/safeguarding.pdf>

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