

## Appendix One.

### Hillingdon Safeguarding Adults Action Plan 2009/10 - Nick Ellender, SA Service Manager.

The action plan for the Safeguarding Partnership Board is structured to reflect the delivery of the key objectives. Sub-groups of the SAPB and individuals are responsible for delivering the key actions as indicated within the action plan below.

#### Perspective 1 - Serving our Communities and Customers (customers)

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
<b>Objective A1 - Effective services and arrangements exist to prevent abuse and harm.</b>					
1	Ahead of a full revision of the SA policy and procedures, a practitioner's guide for front line ASC LBH staff is completed	<ol style="list-style-type: none"> <li>1. Review other Local Authority Policies.</li> <li>2. Complete practitioner's guide</li> <li>3. Disseminate to new SA Service staff</li> </ol>	NE	May 09	<ol style="list-style-type: none"> <li>1. <u>Completed</u> – reviewed four other LA policies and obtained other information from London SA leads group.</li> <li>2. <u>Completed</u>.</li> <li>3. <u>Completed</u> – Issued to all SA service staff May 09</li> </ol>
2	SA policy and procedures to be reviewed and improved.	<ol style="list-style-type: none"> <li>1. Review best practice guidance and other LA policies.</li> <li>2. Integrate pan-London guidance into local policy.</li> <li>3. Integrate outcome of national consultation on 'No Secrets' into local policy</li> <li>4. Ensure policy incorporates changes in current law.</li> <li>5. Amended SA policies and procedures are reviewed again to ensure fitness for purpose and compliance with best practice</li> </ol>	PS sub group	<p>April 10</p> <p>April 10</p>	<ol style="list-style-type: none"> <li>1. <u>Completed</u> - As in 1 above and reviewed ADASS best guidance practice.</li> <li>2. <u>On track</u> – new draft guidance being developed.</li> <li>3. <u>On track</u> SAPB agreed to proceed with interim policy pending national outcome.</li> <li>4. <u>On track</u> – new Mental Capacity and Deprivation of Liberty guidance to be grafted onto SA procedures.</li> <li>5. <u>On track</u> – see 3 above.</li> </ol>
3	Review all existing referral and recording systems	<ol style="list-style-type: none"> <li>1. Templates for recording referrals, decisions, meetings and reports to be</li> </ol>	NE	April 09	<ol style="list-style-type: none"> <li>1. <u>Completed</u> and available to SA staff</li> </ol>

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
		<ul style="list-style-type: none"> <li>reviewed.</li> <li>2. Processes to be mapped.</li> <li>3. Matching of processes to new 'protocol' adult social care system</li> <li>4. Recording and referral processes within partner agencies confirmed.</li> </ul>	<ul style="list-style-type: none"> <li>NE</li> <li>NE</li> <li>PS sub group</li> </ul>	<ul style="list-style-type: none"> <li>April 09</li> <li>May 09</li> <li>Sept 09</li> </ul>	<ul style="list-style-type: none"> <li>2. <u>Completed</u> - Part of preparation for implementation of Protocol system.</li> <li>3. <u>Completed</u> – Currently amending some processes to improve the system.</li> <li>4. <u>On track</u> – recognise more work needs to be done to ensure better referral processes.</li> </ul>
4	Prevention is given greater priority	<ul style="list-style-type: none"> <li>1. SA Service LBH identifies and care manages high-risk cases, in partnership with other agencies, to prevent harm</li> <li>2. Contract monitoring is strengthened</li> </ul>	<ul style="list-style-type: none"> <li>SA Service LBH</li> <li>Commission-ing and contracts</li> </ul>	<ul style="list-style-type: none"> <li>June 09</li> <li>On going</li> </ul>	<ul style="list-style-type: none"> <li>1. <u>Completed</u> - SA Service operational policy reflects this.</li> <li>2. <u>On track</u> – Re-structuring of Contract team to strengthen inspection and contract compliance</li> </ul>
<b>Objective A2 - The community recognises abuse, knows that it is unacceptable and can report concerns easily.</b>					
1	Complete a survey to establish levels of understanding of safeguarding adults in the community	<ul style="list-style-type: none"> <li>1. Draft the terms of reference for the survey, scope, method and questions</li> <li>2. Agree and implement the survey</li> <li>3. Evaluate the findings and make recommendations to the SAPB</li> </ul>	PQ sub-group	Sept 09	<ul style="list-style-type: none"> <li>1. <u>On track</u> – structured resident focus groups are taking place as part of the preparation for the safeguarding adults communications campaign. The results will be presented to a future SAPB meeting. Being led by the LBH communications team.</li> <li>2. <u>On track</u> – focus groups scheduled.</li> <li>3. <u>On track</u>.</li> </ul>

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
2	Deliver a communications campaign in Hillingdon to raise awareness of safeguarding adults	<ol style="list-style-type: none"> <li>Proposals for a communications campaign agreed</li> <li>Delivery of agreed campaign</li> <li>Evaluation of communications campaign</li> </ol>	Comms Sub-Group	Jun 09 Mar 10 Feb 10	<ol style="list-style-type: none"> <li>On Track - Key messages agreed at SAPB. Focus group work to help shape the campaign. Finalised plan expected Sept.</li> <li>To follow from 1 above.</li> <li>To follow from 2 above</li> </ol>
<b>Objective A3 - Safeguarding concerns are taken seriously and are responded to quickly and consistently to keep people safe.</b>					
1	The SA team LBH, as lead service agency, is accessible and responds quickly and proportionately to concerns.	<ol style="list-style-type: none"> <li>The referral pathway is clear to all partner agencies</li> <li>Levels of response are consistent, with management oversight.</li> <li>Priority is given to working jointly with partner agencies and with the vulnerable person.</li> </ol>	SA service (NE)  NE	July 09  July 09	<ol style="list-style-type: none"> <li>Completed – New ASC structure disseminated but identified that referral pathway not familiar to all agencies. To be reinforced.</li> <li>Completed – Activity report and audit confirmed.</li> <li>Completed – Identified increased cases of joint working and partnership in investigations.</li> </ol>
<b>Objective A4 - Service users are actively involved and their feedback used to safeguard people.</b>					
1	Establish arrangements for an expert by experience role as part of the SAPB	<ol style="list-style-type: none"> <li>SAPB agree a preferred option for an expert by experience arrangement</li> <li>Arrangements for an expert by experience are put in place</li> </ol>	PQ Sub-Group	Sept 09	<ol style="list-style-type: none"> <li>On track – proposal for an expert by experience to be presented to the Safeguarding Adults Partnership Board on 19/08/09. Recommendation is to recruit an expert.</li> <li>On track – subject to agreement by the Board, a job description will be presented and signed off at the Board meeting on 7 October 2009.</li> </ol>

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
2	Users of the service have their views recorded on what outcomes they want and these are included in protection plans and/or reviewed at closure.	<ol style="list-style-type: none"> <li>1. Investigations explicitly record service user's desired outcomes</li> <li>2. Protection plans and closure review to include user feedback</li> <li>3. Incorporate learning into practice</li> </ol>	SA Service	<p>May 09</p> <p>May 09</p> <p>On - going</p>	<ol style="list-style-type: none"> <li>1. <u>Completed</u> – Forms specific part of SA procedures on Protocol</li> <li>2. <u>Completed</u> – As in 1 above.</li> <li>3. <u>Completed</u> – Monthly staff meeting incorporates learning from practice.</li> </ol>

**Perspective 2 - Building a Culture for Success (staff and culture)**

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
<b>Objective B1 - All staff and volunteers in all partner agencies recognise that abuse is unacceptable, understand their responsibility to safeguard vulnerable adults, and take action to keep people safe.</b>					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action they would take	<ol style="list-style-type: none"> <li>1. Draft the terms of reference for the survey, scope, method and questions</li> <li>2. Agree and implement the survey</li> <li>3. Evaluate the findings and make recommendations to the SAPB. Feedback results to sub-groups</li> </ol>	PQ sub-group	Sept 09	<ol style="list-style-type: none"> <li>1. <u>Completed</u> – draft terms of reference, survey questions and method presented to the SAPB.</li> <li>2. <u>On track</u> - survey has now gone live – due to close 4<sup>th</sup> Sept 2009.</li> <li>3. <u>On track</u> – results from the survey will be available by the end of Sept 2009 and will be presented to the SAPB on 7<sup>th</sup> Oct with recommendations.</li> </ol>
2	Awareness training tailored at the right level for different staff/volunteers and knowledge gained on how to report concerns.	<ol style="list-style-type: none"> <li>1. Re-evaluate and amend existing awareness training.</li> <li>2. Partner agencies to identify target groups of staff / volunteers</li> <li>3. Programme for 09/10 and staff trained</li> </ol>	Training sub-group	tbc	<ol style="list-style-type: none"> <li>1. <u>Completed</u> – Comparison made within partner agencies and other Councils.</li> <li>2. <u>On track</u> – Partner agencies within sub-group agreed to identify staff within their organisations</li> <li>3. <u>On track</u> – Draft programme of training submitted for SAPB consideration Aug 09.</li> </ol>
<b>Objective B2 - All staff and all volunteers in all partner agencies have the right skills, knowledge and competency to contribute to keeping vulnerable adults safe.</b>					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action	See B1 above			

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
	they would take				
2	Staff are trained in the procedures and in new legislation (deprivation of liberty / mental capacity) relevant to SA	1. SA service and partners identify training needs of relevant staff / managers. 2. Programme of training to match needs is set up.	Partners  Training sub group	July 09  August 09	1. As in 2 above 2. <u>On track</u> - Draft training programme, with level and range of competencies required, to SAPB Aug with a view to commencing latter part of the year.
3	New SA Service LBH staff are inducted and trained.	1. Induction workshops for all staff 2. Practice / policy workshops on-going	NE	May 09	1. <u>Completed</u> . 2. <u>On track</u> - integrated into staff meetings and specific meetings re the SA module within Protocol.
<b>Objective B3 - There is a culture of effective partnership working across agencies to keep people safe, underpinned by robust governance arrangements.</b>					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action they would take	See B1 above			

**Perspective 3 - Achieving Value for Money (resources)**

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
<b>Objective C1 - Resources are dedicated to safeguarding vulnerable adults and are well managed, in an open and transparent way.</b>					
1	Move from Pilot SA team to dedicated SA Service in LBH is complete and funded.	<ol style="list-style-type: none"> <li>1. Recruitment to vacant posts is completed.</li> <li>2. Management and performance framework in place.</li> </ol>	NE	May 09	<ol style="list-style-type: none"> <li>1. <u>Completed</u> – All posts filled with the exception of one.</li> <li>2. <u>On track</u> – Delay in generic performance reports being in place, but SA activity is able to be monitored.</li> </ol>
<b>Objective C2 - Resources are maximised through partnerships and regional working to keep people safe.</b>					
1	Explore with other safeguarding adults partnership boards options for joint working / sharing of resources	1. contact neighbouring safeguarding adults partnership boards to discuss options for joint working	PQ Sub-Group	Nov 09	1. <u>On track</u> – contact with other local safeguarding adults partnership boards to discuss options for joint working will take place in the Autumn.

**Perspective 4 - Strengthening Planning and Performance (processes and systems)**

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
<b>Objective D1 - There are high standards and robust partnership procedures that are applied appropriately and consistently to keep people safe.</b>					
1	Review and establish quality monitoring arrangements when the safeguarding adults procedure is revised.	1. recommend to the safeguarding adults partnership board quality monitoring requirements for the new safeguarding adults procedures	PQ Sub-Group	Mar 10	1. <u>On track</u> – quality monitoring arrangements to be reviewed when new procedures are available.
<b>Objective D2 - Effective and responsive partnership arrangements are used to monitor, check and demonstrate the difference safeguarding practice makes.</b>					
1	Complete a review of how SAPB partners organisational ensure the effectiveness of safeguarding in their own organisation	1. contact all SAPB leads to establish monitoring / audit arrangements 2. Identify areas for development / common themes. 3. Make recommendations to the SAPB and individual organisations to strengthen monitoring	PQ Sub-Group	Nov 09	1. <u>On track</u> – all partner agency leads to collate organisational information about audits during Sept / October as a follow up to the staff survey 2009. 2. <u>On track</u> - Results from the collection of audit information to be discussed at the Oct/Nov 09 meeting of the Perf and Quality Sub-group. 3. <u>On track</u> – recommendations will be presented to the SA Partnership Board.
<b>Objective D3 - Monitoring and performance information is used to continuously improve safeguarding practice.</b>					
1	Establish effective performance and activity reporting to the SAPB	1. Agree performance and activity reporting to the SAPB 2. Present a revised report to the Board	PQ Sub-Group	July 09	1. <u>Completed</u> – information to be reported / presented to the SAPB has been agreed – performance and activity information and progress on business plan targets.



Ref No:	Task	Actions	Lead	Target Dates	Resources Required
					2. <b>Completed</b> – performance report scheduled to be presented to the SAPB on 19/08/09.
2	Review the Business Plan priorities of the Board and agree a revised plan for 2010 onwards	<ol style="list-style-type: none"> <li>1. Hold a workshop with SAPB partners to review the priorities and achievements of the Board</li> <li>2. Agree changes to the Business Plan</li> </ol>	PQ Sub-Group	Feb 10	<ol style="list-style-type: none"> <li>1. <b>On track</b> – business planning workshop to be scheduled during Nov 2009 with members of the SAPB.</li> <li>2. <b>On track</b> – revised business plan to be presented to a meeting of the SAPB.</li> </ol>