Adult Social Care and Adult Safeguarding Peer Challenge Action Plan – May 2014

Ref	Area for Consideration	Lead Officer	Action Required/Underway	Timeframe
1.	**People Directorate: Vision, Strategy and Leadership**			
1.1	Embed a Council wide approach to deliver the transformation agenda	N Revely	Ensure that People Directorate 'Plan on a Page' is central to LA and partners Transformation Programme.	July 2014
1.2	Communicate the vision of prevention and demand management, via community capacity and co-design and structure of the People's Directorate	F Brown	Use extended SLT to enhance plan on a page and ensure senior ownership. Review structure within extended SLT and other elements of council to ensure capacity exists to focus on this area. (linked to 1.5)	September 2014
1.3	Make better use of evidence based data to inform the strategic direction and drive the change via delivery plans.	G King	Review current data sets, review suite of performance & intelligence information available, agree refresh of JSNA with DPH. Council to implement Intelligence Hub.	September 2014
1.4	Review and simplify governance structure to ensure appropriate reporting mechanisms to provide assurance and avoid duplications	F Brown	Governance review underway. Implement quarterly performance and governance clinics with each HoS. Rationalisation of planning groups with health and council partners. Agree approach to interface with People / Place Boards	August 2014
1.5	Ensure adequate management capacity is available to deliver change	N Revely	Use available intelligence through Core Assets, PWC , Peer Challenge to review structure of 2nd and 3rd tier to deliver both business as usual and transformation plans.	August 2014
2.	**People Directorate: Resource and Workforce Management**			
2.1	Commissioning strategies must interlink with financial savings targets	G King	Link with 1.3 to ensure composite picture of performance, finance and commissioning is available. DMT to consider revised governance arrangements for co-ordinating plan on a page and integration with health.	July 2014
2.2	Ensure the local authority trading company can diversify and change services quickly enough	G King	Review 3 year business plan and sign off via Board for LATC alongside plan for mutualisation.	September 2014

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2.3	Ensure there is a robust training needs analysis and workforce development plan around future changes / structures, eg BCF	L Sahota	Workforce development and planning is a work stream of Care Bill and Children and Families Act Programme Board and will be similarly considered in the work on the Customer Journey and the BCF.	On-going
3.	**People Directorate: Service Delivery and Effective Practice**			
3.1	Incorporate into a sustainable prevention strategy further work around co-located and virtual teams building on current practice in mental health, dementia, virtual wards, etc	L Sahota	The development of Integrated Locality Teams will go a long way towards addressing this recommendation. The Care Homes / Extra care and Closer Working with GPs pilots areearly examples of effective preventative work through partnership working.	COMPLETE
3.2	A front-facing, accessible resource directory will be critical around advice, information and signposting	L St. Louis	Prototype IAG directory now available on the web. Agreement needed on future requirements in light of Care Bill and Children & Families Act. Governed via the Care Bill Board	On-going
4.	**People Directorate: Commissioning and Managing the Market**			
4.1	Creation of Provider Forums to facilitate discussion around SCC strategic intentions	S Lowes	Market engagement strategy to be embedded within revision of MPS& Social housing	May 2014
4.2	Refresh Market Position Statement in light of future demand and a surplus residential care market	S Lowes	Revision to be completed with 13/14 activity/demand	May 2014
4.3	The model for contract review and provider management needs to be embedded in the commissioning directorate	G King/S Lowes	The Integrated Commissioning Service will have a separate contract and performance function - which will embed the learning from recent Audits of the current process	April 2014
4.4	Stronger engagement with services users in service redesign and co-production	L Sahota	? link with 5.2 and 2.1 Some arrangements already in place – LD Partnership Board, Self- directed Support User Group, Older Families Carers Group, Sunderland People First and Carers Management Group.	COMPLETE

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			We do need to more routinely capture service user experience feedback (?link with 4.3) and for this to be used in service redesign. Engagement is a Work stream of the Care Bill and Children and Families Programme Board	
5.	**Safeguarding: Local Safeguarding Board**			
5.1	MOU needs to be agreed to clarify role and responsibilities and arrangements with SAB and other Boards	S Lowes	MOU drafted which sets out the expectations of SSAB and other Boards – discussion is required regarding next steps for the MoU	June 2014
5.2	Immediate attention should be given to service user engagement and experience across the safeguarding agenda& safeguarding carers group	L Arbon	Recent appointment of post holder who will be focussing on developing engagement processes within operational safeguarding procedures – work programme to be developed including annual sample of cases within safeguarding process; focussed work with individuals and their families	Recruitment – completed Work Programme – May 2014
5.3	Partner funding needs to be secured as the SAB becomes statutory	S Lowes	Discussion to take place at May Board regarding the funding of the SSAB infrastructure– CCG funding is secured for 14/15	May 2014
5.4	There needs to be a more consistent use of metrics and outcomes by SAB	J Akehurst/S Lowes	Safeguarding dashboard is being developed – to be discussed at May Board	May 2014
5.5	Seek better co-ordination between the SAB and LSCB whilst ensure the two very different development priorities of these boards are completed	M Boustead	Review of subcommittees has commenced with view to understand the future co-ordination of the SSAB and SSCB priorities	June 2014
5.6	In the light of being an outlier, the SAB needs to understand the profile of SCC with regards to safeguarding data and associated benchmarking	J Akehurst/S Lowes	Safeguarding Dashboard will support the Board to better understand the profile in Sunderland – comparative analysis will be built into the dashboard	May 2014
5.7	The provider market risk particularly around CQC/Care	S Lowes	Included in Forward Programme of Work	COMPLETED

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	Homes should be reported to SAB			
5.8	The current status of the Business Management Group and its terms of reference should be clarified to ensure how it links with the SAB	S Lowes	Reviewed ToR – outcomes explicit within the ToR; minutes of BMG will be shared with SSAB at each meeting	COMPLETED
5.9	Review SAB membership including director level attendance	N Revely	Membership reviewed – appropriate representation at NHS Partners at Director level. Executive Director of People Services (Council) is committed to attend	COMPLETED
5.10	Consider the creation of a robust Case File Audit process that feeds into SAB to provide assurance about effective frontline safeguarding activity	L Arbon/J Akehurst G King & L Sahota	Case File Audits are part of the Quality Assurance subcommittee work programme; process is being progressed. Agree data sharing in IT systems Review Case File Audit Tool	May 2014 – to report to SSAB July 2014
5.11	SAB to carry out a baseline audit of need in preparedness for the Care Bill	S Lowes	Added into Forward Programme of Work – part of development day agenda	September 2014 - part of SSAB Development Day
5.12	Establish formal links between regular DV reporting and the SAB	S Douglass	Reporting from Safer Sunderland Partnership – seeking assurances from safeguarding perspective is built into Forward Programme of Work	July 2014 – to report at SSAB
5.13	A robust process needs to be developed to ensure that the SAB is able to learn from audit reviews and SCRs	D Lagun	Proposal to revise ToR of the Case Review Subcommittee to embed learning and improvement	May 2014
5.14	Consider co-location of adult safeguarding teams to promote a better service user experience	BMG	Establish Options Appraisal. Combine 'business units' to support LCSB and SSAB	September 2014
6.	**Safeguarding: Delivery and Effective Practice**			
6.1	Continue to embed understanding of the new safeguarding thresholds with a view to reviewing within one year of implementation	L Arbon	Review of Thresholds to be built into Operational Safeguarding Service work programme	Review – November 2014
6.2	Be clearer on the definitions and language used in safeguarding to ensure a consistent understanding and application of the process	L Arbon/J Akehurst	To be discussed at Quality Assurance Subcommittee – as procedures and processes all have common language/definitions – the	June 2014

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			application of the common language requires monitoring	
6.3	Ensure adequate recording throughout the safeguarding process	L Arbon/J Akehurst L Sahota	This is built into the new operational procedures; requires monitoring by the Quality Assurance Subcommittee	June 2014
6.4	Inadequate access via SCC website in relation to safeguarding needs urgent attention	S Lowes/K Dimmock	Meeting arranged with Corporate Communications to progress	April 2014
6.5	SCC to consider the offer to carers of support and counselling and advocacy to service users in safeguarding cases	L Sahota & G King	Re-tendering exercise for Advocacy Services is underway, which will ensure services are in place; operational procedures need to reflect the offer available to family carers	July 2014
7	**Case File Audit: People's Experiences of Safeguarding**			
7.1	IT systems supporting safeguarding are under-developed	L Arbon/G King	Upgrade to Version 28.2 of AIS (IT System used across care management and safeguarding); enhanced safeguarding capabilities will be available	August 2014
7.2	Little analysis displayed in case management files and risk assessment, these are substantial in safeguarding work – identification of indicators of risk of abuse needs structured approach	L Sahota Jim Usher	Review documentation used in safeguarding investigations and staff training to be rolled out	September 2014
7.3	Outcomes for individuals are not yet used in a consistent and structured way – this makes assessment of impact and progress difficult	L Sahota/L Arbon	Review operational procedures to understand how outcomes for individuals are documented within the safeguarding process	June 2014
		J Akehurst	Use of case file audit tool to monitor progress	June 2014
7.4	Strategy meeting minute taking and availability of minutes is problematic	F Brown Head of Transactional services	Review of business support arrangements for operational safeguarding is currently underway	June 2014