

Public Document Pack



Democratic Support

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

Please ask for Amelia Boulter,
Democratic Support Officer
T 01752 304570
E amelia.boulter@plymouth.gov.uk
www.plymouth.gov.uk/democracy
Published 15 January 2014

PLYMOUTH SAFEGUARDING ADULTS BOARD

Friday 24 January 2014
1 pm
Windsor House

Members:

Jim Gould, Independent Chair

Carole Burgoyne, Paul O'Sullivan, Jenny Winslade, Stuart Palmer, Odette Coveney, Mike French, Karen Grimshaw, Dave Simpkins, Councillor Sue McDonald, Phil Smale, DS Paul Northcott, Becky Morris, Debbie Butcher, Roslynn Azzam, Jane Elliott Toncic, Pete Aley, Mandy Cox and Paul Francombe.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

PLYMOUTH SAFEGUARDING ADULTS BOARD

1. WELCOME AND INTRODUCTIONS

The Chair to welcome everyone to the meeting and to note apologies.

2. MINUTES (Pages 1 - 6)

To agree the minutes of the meeting of 4 October 2013.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest.

4. CHAIR'S URGENT BUSINESS

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

5. TERMS OF REFERENCE (Pages 7 - 12)

6. INTEGRATED SAFEGUARDING PATHWAY

7. AUDIT (Pages 13 - 28)

- Devon Audit
- Partner's Audit

8. CORPORATE SAFEGUARDING PLAN (Pages 29 - 48)

9. SERIOUS CASE REVIEW UPDATE

10. PERFORMANCE UPDATE

11. BUDGET UPDATE (Pages 49 - 52)

- Training
- Board

12. FRANCES REPORT - LESSONS LEARNT

13. ANY OTHER BUSINESS

14. FUTURE AGENDA ITEMS AND CONFIRMATION OF MEETINGS

15. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE MEETING)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

This page is intentionally left blank

Plymouth Safeguarding Adults Board**Friday 4 October 2013****PRESENT:**

Jim Gould, Independent Chair.

Also in attendance: Rozlyn Azzam, Jeff Baines, Carole Burgoyne, Debbie Butcher, Karen Grimshaw, Dave Simpkins, Phil Smale, Jane Elliot Toncic, Steve Waite, Jenny Winslade and Mike West (representing DS Paul Northcott).

Apologies for absence: David Bowyer, Mike French, Councillor Sue McDonald, Becky Morris, Nicky Nendick, DS Paul Northcott, Paul O'Sullivan and Stuart Palmer.

The meeting started at 1.00 pm and finished at 2.20 pm.

Note: At a future meeting, the Board will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

25. MINUTES

Agreed that the minutes of 5 July 2013 were a true and accurate record.

With regard to minute 23, agreed that the board need to develop CNS awareness. An officer to provide a report for the next meeting of the board. The Democratic Support Officer to check minutes for understanding on 'CNS'.

26. DECLARATIONS OF INTEREST

There were no declarations of interest other than those declared by the Chair.

27. SAFEGUARDING WEBSITE Tri.X

Sam Sposito, Project Officer provided the board with a presentation on the Safeguarding Website Tri.X. It was reported that they reviewed the Plymouth Safeguarding Children website and as a result used their template to update the Safeguarding Adult webpages to make it easier to navigate and link to pages of interest and for better alignment of both websites. The launch of the full website is 11 November 2013.

They also explored whether the Safeguarding Adults Board should have their own logo. Several logos produced for the board to own and would now consult with service users on the most appropriate logo. They felt it was important to emphasise that the board is multi-agency.

In response to questions raised, it was reported that links could be added to the website with Devon, Torbay and Cornwall to ensure better links and easier navigation to neighbouring authorities.

The website would have its own domain name and discussions were taking place with Tri.X on apps that are mobile and tablet friendly.

Agreed that the board were happy with the progress to date on the Safeguarding website Tri.X and await the new logo.

28. **MULTI-AGENCY POLICIES AND PROCEDURES SIGN-OFF**

Debbie Butcher, Head of Safeguarding reported that there was a mandate to proceed with the plan and training process. The board had discussions around the links between 1 and 2 and how to get from alert to referral and which organisations should lead and what information to bring to the table.

The Policy and procedures group can now stand down but we do need to think about sub groups and how policy and procedures are implemented which may need further discussion.

Agreed that –

1. Rozlynn Azzam and Jane Elliot Toncic to make amendments to the flowhart.
2. the Health Policy is circulated with the minutes.

29. **PEER REVIEW UPDATE**

Debbie Butcher, Head of Safeguarding provided the board with a peer review update. It was reported that Debbie Butcher met with the LGA link, Jonathan Trubshaw. Project meetings established and in calendars, will move to project scope and roll out the training programme. The draft programme needs a bit of work and then can be circulated to the board.

Agreed that the latest project plan is circulated with the minutes.

30. **PERFORMANCE UPDATE**

Debbie Butcher, Head of Safeguarding and Roslynn Azzam, Deprivation of Liberty Lead Officer reported on the latest performance. The number of alerts remained unchanged. Case conclusion was different with 91 per cent of referrals going onto a full investigation. They were looking to appoint a chair to support staff with this and commissioned chairing sessions to take place at the end of October, beginning of November.

In response to questions raised, it was reported that 27 per cent was a considerable increase, confidence levels of staff and the changes to the way safeguarding is managed had an impact. It was also reported that the people chairing the meetings had never undertaken that role before and was more down to recording and addressing actions. This had resulted in the team undertaking a case review and have spent the summer going through each case and have pulled out some key learning points.

Agreed that the following management actions –

- Make use of benchmarking data from other areas to consider how the number of alerts in Plymouth this year compares to recognised comparator authorities by population. This will be done post the release of the 2nd cut of national AVA data.
- Consider whether screening, triage, and quality improvement activities are affecting the number of recorded safeguarding alerts and possible implications on outcomes for vulnerable people.
- Continue with structured and systematic review to ensure that all open safeguarding cases from this recording period have a conclusion recorded as soon as that information is available.
- When full information is available, carry out further analysis of trends in the number of investigations where abuse is substantiated and consider whether this raises any training needs.
- By mid-November 2013, consider the first 6 months of data for next year's adult protection government return in order to identify any possible issues with recording or reporting and to identify any emerging trends that may have implications for practice.
- Safeguarding case studies to be shared with the board at the next meeting.

31. **SERIOUS CASE REVIEW UPDATE**

Karen Grimshaw, Chair of Serious Case Review Subgroup reported that the case was subject to Independent Police Complaints Commission and this had now concluded and now continue with the panel. IMR update and ready for panel to meet and review findings. The panel will have a clearer communications strategy for Plymouth Safeguarding Adult board. There are some clear commissioning recommendations that we can feedback on way services are delivered.

It was also reported that another SCR was coming through and more details would follow shortly.

Agreed that the Action Plan response from Plymouth City Council to the Serious Case Review is circulated with the minutes.

32. **FINANCIAL ABUSE AND SAFEGUARDING ADULTS**

The Chair deferred this item to the next meeting.

33. **ANY OTHER BUSINESS**

Debbie Butcher, Head of Safeguarding reported that on the regional programme linked with Torbay working on self-neglect.

The Chair reported that he has received a letter from the Leader of the Council, Councillor Evans requesting that the PSAB instigate a review of care homes.

Debbie Butcher, Head of Safeguarding asked whether the board at future meetings look at lessons learned and the interface with the Care Quality Commission. This can be added to agenda as a part II item. Commissioning process at next board to have a more detailed discussion can pull together a small group to look at and bring to the board under part II.

Jenny Winslade, Chief Nursing Officer, NEW Devon CCG provided the board with an update on Winterbourne View Stocktake and Francis Report.

Winterbourne View Stocktake

An Action Plan was now in place across the CCG areas and would be monitored through the Partnership Commissioning Board. Concerns have been raised on how we look at supported living and communities and regular reviews were taking place on how neighbourhoods provide support.

Francis Report

A stock take of the report was undertaken and restructured the action plan. The Programme Board to map the actions and networking events would be taking place on how we learn the lessons. Jenny had provided the Devon Health and Wellbeing Board with a presentation on this and happy to provide the same presentation to the SAB.

Agreed that –

1. the Plymouth Safeguarding Adults Board receive at its next meeting an update on work being undertaken with Torbay on self-neglect.
2. the Chair to instigate a review of care homes following a letter received from the Leader of the Council.
3. commissioning arrangements to be discussed by the board at its next meeting as a part II item.
4. the Plymouth Safeguarding Adults Board to receive a presentation on lesson learned from Francis report.

34. **FUTURE AGENDA ITEMS AND CONFIRMATION OF MEETINGS**

The next meeting will take place on Friday 24 January 2014. Agenda items for the next meeting –

- Sample of safeguarding studies;
- Local Government Review;
- Plymouth City Council's Corporate Safeguarding;
- Transition from children to adult services (presentation on the Journey of the Child);
- Financial abuse and safeguarding adults;
- Presentation on lessons learned regarding Francis Report;
- Commissioning under Part II.

35. **EXEMPT BUSINESS**

There were no items of exempt business.

This page is intentionally left blank



Plymouth Safeguarding Adults Board

TERMS OF REFERENCE 2014/15

Purpose

The purpose of the Plymouth Safeguarding Adults Board is to lead the development, monitoring and evaluation of multi-agency processes and procedures in order to safeguard adults at risk from abuse and significant harm. It will ensure quality assurance systems are in place across commissioned services; commission Serious Case Reviews to be undertaken and implement lessons learned from these.

Membership

As far as possible, organisations within Plymouth will designate particular, named people as their SAB member.

Such members shall be persons with a strategic role in relation to safeguarding and promoting welfare of ADULTS AT RISK within their organisation and will be authorised to:

- Speak for their organisation with authority
- Commit their organisation on policy and practice matters
- Hold their organisation to account

The membership of the Safeguarding Adults Board shall be in accordance with the requirements set out in “No Secrets” Guidance 2000.

The statutory organisations are required to co-operate with the local authority in the establishment and operation of the Board and have shared responsibility for the effective discharge of its functions.

Chair: Jim Gould, Independent Chair

Vice Chair: Carole Burgoyne

Membership: Plymouth City Council Portfolio Holder for Safeguarding Adults;
Plymouth City Council Director for People;
Plymouth City Council Head of Safeguarding and Quality Assurance;
Plymouth City Council Assistant Director Joint Commissioning and Adult Social Care;

Plymouth City Council Safeguarding Manager;
Plymouth City Council Assistant Director for Homes and Communities;
North East and West Devon Clinical Commissioning Group;
Plymouth, Devon and Somerset Fire and Rescue;
Care Quality Commission Compliance Manager;
Plymouth Hospitals Trust;
Plymouth Community Healthcare;
Devon and Cornwall Police Head of Public Protection;
Plymouth City College Safeguarding co-ordinator;
Devon and Cornwall Probation;
Managing Director Partnerships – Joint Commissioning NHS

Frequency: Quarterly

Policies and Procedures

The SAB has a specific role in relation to the development and implementation of policies and procedures. In that regard the SAB shall:

- Develop policies and procedures for safeguarding and promoting the welfare of Adults at Risk in the area of the authority, including policies and procedures in relation to:
 - The action to be taken where there are concerns about the adults safety or welfare, including thresholds for intervention and as examples:
 - Setting out thresholds for referrals to The People Directorate who may be in need and processes for robust multi agency assessment of an Adult at Risk.
 - Clear thresholds and processes and a common understanding of them across local partners
 - Training of persons who work with Adults at Risk or in services affecting their health or welfare.
 - It is the responsibility of the SAB to ensure that single agency and multi-agency training on safeguarding and promoting welfare is provided in order to meet local need.
 - This covers training both by single agencies to their own staff, and multi-agency training where staff from more than one agency train together.
 - Recruitment and supervision of persons who work with Adults at Risk.
 - Investigation of allegations concerning persons who work with Adults at Risk, including policies and procedures based on national guidelines, to ensure that allegations are dealt with properly and quickly.
 - Safety and effectiveness of welfare of Adults at Risk who are privately placed.
- Other policies and procedures, particularly in relation to the convening and functioning of Adult Protection Procedures in the Mental Capacity Act and Deprivation of Liberty Safeguards.

Communication and Raising Awareness

Communicating to persons and bodies in Plymouth the need to safeguard and promote the welfare of Adults at Risk, raising their awareness of how this can be done and encouraging them to do so.

Monitoring and Evaluation

The SAB will monitor and evaluate the effectiveness of what is done by the Local Authority and Board Partners individually and collectively to safeguard and promote the welfare of Adults at Risk and advise them on ways to improve.

The SAB has a key role in achieving high standards in safeguarding and promoting welfare, not only through its co-ordinating role but also by evaluation and continuous improvement.

In order to evaluate performance the SAB will audit case files, looking at the involvement of different agencies, and identifying the quality of practice, and lessons to be learnt to promote best practice.

Serious Case Reviews

1. The SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs) if —

- (a) There is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult, and
- (b) Condition 1 or 2 is met.

2. Condition 1 is met if —

- (a) The adult has died, and
- (b) The SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).

3. Condition 2 is met if —

- (a) The adult is still alive, and
- (b) The SAB knows or suspects that the adult has experienced serious abuse or neglect.

4. The SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the Local Authority has been meeting any of those needs).

5. Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to —

- (a) Identifying the lessons to be learnt from the adult's case, and
- (b) Applying those lessons to future cases.

Involvement of Other Agencies and Groups

In addition the SAB shall make appropriate arrangements at a strategic management level to involve others in its work as needed. Details of associate members of the SAB are set out below:

- The Coroner's service
- Dental health services
- Drug and alcohol misuse services
- Drug Action Teams
- Housing, culture and leisure services
- Housing providers
- Local MAPPAs
- Other health providers such as pharmacists
- Sexual health services
- The CPS
- Housing Services
- Health and Safety Executive

The involvement of these organisations will be dependent upon their particular role in service provision to Adults at Risk or role in public protection. There may be other organisations the SAB will need to forge links with by either by inviting them to join the SAB, or through some other mechanism

Other Activities

The SAB, where appropriate, may determine to promote individual initiatives with partner organisations, for example in relation to domestic abuse. Its role is co-ordinating and ensuring the effectiveness of what its member organisations do, and contributing to broader planning, commissioning and delivery. The SAB is not an operational body that is expected to deliver services directly to Adults at Risk.

Governance Arrangements

The SAB recognises that to work most effectively it will have strong links with other partnerships including:

- Plymouth Safeguarding Children's Board
- NEW Devon CCG Partnership Board
- Health & Wellbeing Board
- Multi-Agency Public Protection Arrangements (MAPPAs)
- South West Peninsula SABs
- Joint Commissioning Partnership
- Caring Plymouth

The Plymouth Safeguarding Adults Board (SAB), together with the Executive Group, will progress its work with sub groups:

- Lead Officer Group
- Serious Case Review sub group
- Quality & Assurance sub group
- Policies & Procedures sub group
- Learning & Development sub group

Each of these sub groups will be chaired by a member of the SAB, delegated officer of SAB member, or officer in attendance at SAB full board meetings and the terms of reference for each group will be agreed by the Board, and reviewed each year.

The SAB shall if appropriate give consideration to the need for additional or ad hoc sub groups to enable it to undertake its work effectively.

The SAB will also develop formal links with each of the service user/carer strategic planning groups to ensure Safeguarding is being taken forward at both strategic planning and policy levels and operationally.

PSAB Meeting Structure

- The SAB shall meet at least four times in each year. At the first meeting in each new financial year the dates of its future meetings shall be agreed.
- The SAB shall be chaired by the Independent Chair. In his absence, the SAB shall be chaired by the Vice Chair.
- Wherever possible the SAB shall make any decisions/recommendations on the basis of a consensus of agreement between all parties present.
- Where a decision on matter is necessary and no consensus exists, the decision shall be taken by a simple majority on a show of hands of the members present. In the event of an equality of votes the Chair shall hold the casting vote (but it is not the intention of the SAB that the casting vote shall be utilised unless it is unavoidable).
- The SAB will commission sub groups and task and finish activities to deliver its agreed business plan. All sub groups and task and finish activity will have terms of reference agreed by the SAB and will be led by an agreed Board member to ensure governance accountability and reporting structures to the SAB.
- Agendas and papers for Board meetings will be circulated the week before the date of the Board meeting.
- Substitution of members may be permitted at the discretion of the Chair but this will be in line with the member's accountability agreement for the Board and should not occur more than once in a yearly cycle of meetings.

Authority

- Each partner shall authorise its representative to make decisions at SAB meetings.
- All partners commit themselves to be actively involved in the decision making processes and ensure they contribute to the annual work plan of the SAB.

Standards of Conduct

- The Partners and Board Members will comply with all statutory requirements both local and national, and other guidance on conduct and probity, and ensure good corporate governance.
- No member, officer or any partner shall put themselves in a position whereby duty and private interest conflict.
- Members of the SAB have all signed a Partnership Agreement and in signing such an agreement these Terms of Reference are deemed to be agreed and accepted.

Memorandum of Understanding

The members of the SAB shall each sign a Memorandum of Understanding which sets out a series of commitments that the agencies / organisations and the individual representatives agree to. The Memorandum of Understanding, once agreed, will be reviewed at the first meeting in each new financial year and amended if appropriate.

Administering Authority

The administering authority will be Plymouth City Council.

The SAB expects Plymouth City Council to maintain an effective management and staffing structure to manage its programme within the constraints of the resources allocated to this purpose.

Performance Monitoring and Scrutiny

The SAB will introduce an effective performance management model which will include:

- Annual Business Plan
- Annual priorities / objectives
- LOG and Sub-group work plans / programmes
- Reporting to partners and other stakeholders

Such performance information will be publicly available and each partner has the right to scrutinise any aspect of the SAB programme through its own scrutiny/overview mechanisms.

These Terms of Reference will be reviewed on an annual basis.

Response to Devon Audit Partnership Report**Matters Arising 1**

Recommendation – A Safeguarding Administrator has been appointed and checks all open alerts for status and time frames to action accordingly. Quarterly and weekly checks are carried out. A Safeguarding Pathway has been established with 2 Advanced Practitioners responsible for timely completion of records. Number of Case Conferences are low compared to family group, however protection plans are in place.

Matters Arising 2

Review of the Multi Agency Policy and Procedures have taken place. TRIX have been commissioned to produce an interactive manual. All procedures reviewed and published in 2013.

Matters Arising 3

The role of Independent Chair Adults Safeguarding has been established and recruited to and is on the document library.

Matters Arising 4

Partnership agreement is being progressed. Governance structure has been reviewed.

Matters Arising 5

Information sharing agreement for Safeguarding Adults has been signed between statutory partners.

Matters Arising 6

Karen Howard no longer has access to PCC systems.

Matters Arising 7

A risk register/plan is in place and monitored by Corporate Chief Executive and Leader of Council.

Matters Arising 8

Audit of partners safeguarding arrangements to be programmed in early 2014.

Matters Arising 9

Terms of reference reviewed in 2013.

Matters Arising 10

Action completed.

Matters Arising 11

Quality and performance subgroup to be re-established disbanded during period of restructure picked up through Assistant Director Senior Management Team.

Matters Arising 12

Funding arrangements to be reviewed in 2014.

Matters Arising 13

Budgets to be reviewed and set in 2014, however safeguarding budget was reviewed in 2013 and areas where no costs incurred removed.

Matters Arising 14

Partially implemented.

Matters Arising 15

Partially implemented.

Matters Arising 16

Budgets to be reviewed as above.

Matters Arising 17

No action

Matters Arising 18

Implemented

Matters Arising 19

Advocacy commissioned to pick up Service User feedback.

This page is intentionally left blank

Client	Director for People
System	Adult Safeguarding

Matter Arising 1	Recommendation
<p>The information initially available for the 2010-11 Abuse of Vulnerable Adults return was not adequate to enable a submission to be made. Additional work had to be undertaken to collect the required data before it could be reconciled and the submission completed. The lack of up to date information being available at any given point in time reduces the effectiveness of the safeguarding process and could potentially increase the risks faced by vulnerable adults.</p>	<p>All staff involved in the Adult Safeguarding process must be reminded of the importance of the timely completion of records. Access to up to date information is essential to ensure the safety and protection of vulnerable adults and also assist in the completion and submission of statutory returns.</p> <p>Where possible, a quarterly check should be carried out on the data to ensure that adequate information is available to complete the return.</p>
<p>Original Management Response</p>	
<p>The Head of Modernisation and the Safeguarding Adult Manager are working with the Safeguarding Adult Quality and Performance sub-group to improve the completion of records. The AVA data bench marking exercise has evidenced an extremely high result in the area of protection plans being offered to service users. Although there is a lack of formal case conferences recorded, staff are finding creative ways of encourage service users to agree to protection plans. In this respect, Plymouth is leading the way nationally in service user led Safeguarding.</p>	
<p>Follow Up - Action Taken to Date</p>	
<p>Discussion with Kerrie Todd, Safeguarding Adults Manager.</p>	
Conclusion	Status
<p>The safeguarding referral process has changed and the information collection process is still fragmented by the existence of the HUBs, however the information for the returns is due to be generated from the CareFirst 6 system. Further work needs to be undertaken in around six months to confirm that the information is available for the production of the return.</p>	<p>On-going</p>

Matter Arising 2	Recommendation	
<p>At the time of the audit review, Version 2 of the Safeguarding Adults Multi Agency Policy and Procedures document was available in the PCC internal document library. The most recent revision/review took place in June 2011 and resulted in the publication of Version 3 which can be found on the PCC public website. However, page five of Version 3 shows that it is Version 4 whilst the introduction on page six starts "This document is the third version".</p>	<p>The Safeguarding Adults Multi Agency Policy and Procedures document in the Plymouth City Council internal document library should be updated to the current version to ensure that staff have the best and most recent guidance in relation to the safeguarding of adults. It should be ensured that when the policy is reviewed or revised in future, the internal document library is updated.</p> <p>The current policy should be updated to ensure that it consistently shows the correct version number.</p>	
Original Management Response		
<p>Version 3 of the Plymouth Multi-Agency policy and procedures has now been uploaded onto the Safeguarding Adult Website and the project officer will ensure it is also updated in the internal document library.</p>		
Follow Up - Action Taken to Date		
<p>Review of the Safeguarding Adults Multi Agency Policy and Procedures on the PCC intranet and the PCC public website.</p>		
Conclusion	Status	
<p>Although it was suggested that this issue had been actioned, review of the current documents found this to be inaccurate as the documents still contained the issues originally identified.</p>	<p>Not Implemented</p>	
Matter Arising 3	Recommendation	
<p>The Safeguarding Adults Manager has access to a role profile for the Independent Chair (Adult Safeguarding). The Plymouth City Council role profile listing does not contain a role profile for the Independent Chair (Adult Safeguarding).</p>	<p>The relevant information should be supplied to Plymouth City Council Human Resources to enable them to add the Independent Chair (Adult Safeguarding) role profile to the approved listing.</p>	
Original Management Response		
<p>Due to the recent PCC restructure the issue of the chair and their role profile is currently under discussion.</p>		
Follow Up - Action Taken to Date		
<p>Due to the on-going changes within the PCC People Directorate this item cannot be assessed at this point in time.</p>		
Conclusion	Status	
<p>Further work is required in 2013/14 to confirm the recommendation has been actioned.</p>	<p>On-going</p>	

Matter Arising 4	Recommendation
A formal Partnership Agreement is not in place for the Multi Agency Safeguarding Adults Board.	The implementation of a Partnership Agreement will ensure that the governance structure in place to safeguard adults is clearly defined along with the responsibilities of the partners involved, ultimately strengthening the adult safeguarding provision.
Original Management Response	
A formal Partnership Agreement is to be presented in draft to the SAB on 21st Oct 2011 for discussion.	
Follow Up - Action Taken to Date	
It has been confirmed that a partnership agreement has been drawn up and the final version was dated 4th January 2012. This was reviewed by the auditor and as of 1 June 2012 had been signed by some but not all of the partners. The minutes of the SAB meeting held on 13th January 2012 show under point 7 that the partnership agreement has been agreed in principle. The Adult safeguarding Manager advised that work is on-going to obtain the signatures for all partners.	
Conclusion	Status
Further work is required in 2013/14 to confirm the recommendation has been actioned.	Partially Implemented

Matter Arising 5	Recommendation
Although there are agreements in place for the sharing of information between local agencies such as the NHS, PCT and Police, a specific agreement relating the sharing of information for the safeguarding of adults was not identified. Without a formal agreement in place staff and the board could be in breach of Data Protection legislation.	The Plymouth City Council Corporate Information Manager has advised that a description of the information that is being exchanged between all parties and how the exchange occurs should be in place and signed by all. This should be included in the partnership agreement.
Original Management Response	
Devon and Cornwall Police are currently reviewing the Information Sharing Protocol. There will be a delay in the new document being completed due to the retirement of the force's information officer. This is an ongoing agenda item of the quarterly Pan- Devon safeguarding meetings and is a concern to all four L.A's.	
Follow Up - Action Taken to Date	
Review of the SAB Partnership Agreement found that section 14.1 states "This partnership agreement will uphold the principals of the Information Advice (No Secrets 2000)". Discussed with the PCC Adult Safeguarding Manager who advised that this is almost complete and will be forwarded in due course to be signed up to.	
Conclusion	Status
Although underway, a formal information sharing agreement has not yet been finalised for use. Reliance on a partner agency limits the ability to expedite the process.	On-going

Matter Arising 6	Recommendation	
Karen Howard (Safeguarding Manager, Health Service) has access to the Plymouth City Council Systems including an email account. The listing on the Carefirst register shows an expired account, however formalisation of access could not be identified.	Access to Plymouth City Council Systems by non Council employees must be formally reviewed and recorded. A request for access should be forwarded to Timothy Anderson, Systems Administrator.	
Original Management Response		
Karen Howard is the joint PCT/PCC Domestic Abuse Lead Officer. Contact will be made with the systems administrator to ensure that a formal record and request is in place for access by non PCC employed staff.		
Follow Up - Action Taken to Date		
Contacted Timothy Anderson on 21 June 2012 to request confirmation of notification. As at 30 July 2012 no response has been received.		
Conclusion	Status	
Further work is required in 2013/14 to confirm the recommendation has been actioned.	On-going	

Matter Arising 7	Recommendation	
An adult safeguarding risk register is not in place.	Consideration should be given to drafting a risk register for the adult safeguarding area. Areas that should be considered include but are not limited to: <ul style="list-style-type: none"> • Continuity of the safeguarding provision; • Financial risks to the safeguarding provision; • Maintenance of governance structures and memberships; • Changes in government legislation; • Ability to comply with statutory returns. 	
Original Management Response		
A meeting has been arranged with the Commissioning Team to address the issues raised.		
Follow Up - Action Taken to Date		
This was discussed with the Safeguarding Adults Manger who advised that the register was with PCC Legal for review, however no problems are anticipated.		
Conclusion	Status	
A risk register has been drafted but has not yet been formally finalised as it is currently being reviewed by the PCC Legal Department. Further work should be undertaken in 2013/14 to confirm that the original recommendation has been actioned.	Ongoing	

Matter Arising 8	Recommendation	
<p>Section 3.18 of the No Secrets document shows details of the "Annual Policy and Service Audit" to be carried out by the multi agency management committee. There are a number of self review and improvement processes in place including annual reports, Joint Improvement Programme and the multi agency policy review but they do not fully meet the needs of section 3.18.</p>	<p>Section 3.18 of the No Secrets document should be reviewed by the Safeguarding Adults Board. The nature of existing reviews carried out by each member, including this audit, should be considered against the requirements detailed.</p>	
<p>Original Management Response</p>		
<p>At the July 2011 SAB, members were asked to complete a short review of their safeguarding arrangements. These will be presented to the October 2011 SAB. If necessary a fuller audit of members safeguarding arrangements will be required.</p>		
<p>Follow Up - Action Taken to Date</p>		
<p>The October 2011 Safeguarding Adults Board minutes show discussion under point 3 of "Top 20 TIPS" the requirement for agencies to self assess their safeguarding policies which would seem to link into the overall requirements for an annual Policy and Service Audit. The minutes recorded that only three partner agencies had returned information and the remaining partners were requested to complete for the January 2012 meeting.</p>		
<p>Conclusion</p>	<p>Status</p>	
<p>Although work appears to have been started to implement this recommendation, the October 2011 SAB minutes do not clearly record that the work being undertaken is linked to section 3.18 of the No Secrets document. Furthermore the lack of completion by partner agencies reduces the effectiveness of the process and review of the January 2012 SAB minutes found no further mention of the item. Further work is required in 2013/14 to confirm the recommendation has been actioned.</p>	<p>Partially Implemented</p>	

Matter Arising 9	Recommendation	
<p>The Safeguarding Adults Board's Terms of Reference (TOR) are very basic and provide no detail on frequency of meetings or minimum quorate numbers.</p>	<p>The Safeguarding Adults Board (SAB) Terms of Reference should be reviewed and updated to include basic details of the operation of the Board. This includes the appointment frequency of the Chair, the number of SAB meetings to be held each year, the target members such as NHS, Fire Service, Police Authority, creation of sub groups and any other items which will clarify the operation of the Board. Detailed governance and operational information and requirements should be set out separately in the SAB partnership agreement.</p>	
<p>Original Management Response</p>		
<p>The SAB have agreed Version 3 of the Multi-agency policy and procedures which included a whole section on values and beliefs of agencies signed up to Version 3. This document is a robust statement of commitment for SAB members to work to. In addition, the new partnership agreement sets out governance information and the LOG terms of reference sets of operational guidance.</p>		

Follow Up - Action Taken to Date	
The Partnership Agreement has been reviewed and was found to include a comprehensive Terms of Reference. The minutes of the SAB meeting held on 13 th January 2012 show under point 7 that the partnership agreement has been agreed in principle.	
Conclusion	Status
The SAB partnership Agreement is in the process of being signed by all Safeguarding Adult Board members. Once signed this item will be fully addressed. Further work is required in 2013/14 to confirm the recommendation has been actioned.	Partially Implemented

Matter Arising 10	Recommendation
The minutes for the Safeguarding Adults Board do not show that members have been given an opportunity to declare any interests relevant to items on the meeting agenda.	An opportunity should be given at the start of each Safeguarding Adults Board meeting, for members to declare interests that they may have with regards items on the agenda. Similar opportunities should be given at subgroup meetings.
Original Management Response	
This is covered in the new partnership agreement due for initial review by the SAB on 21st October 2011.	
Follow Up - Action Taken to Date	
The Partnership Agreement was reviewed and found to contain the requirement for members to declare relevant interests and review of the January 2012 minutes show the opportunity to declare interest was given and used.	
Conclusion	Status
The inclusion of the requirement to declare interests at meetings in the partnership agreement and the evidence of the recent SAB meeting confirms that this item has been addressed.	Implemented

Matter Arising 11	Recommendation
A Terms of Reference was not identified for the Safeguarding Adults Quality and Performance Subgroup.	Terms of Reference should be in place for all Safeguarding Adults Board sub groups. These should be periodically reviewed and approved by the Safeguarding Adults Board.
Original Management Response	
Terms of Reference for the Quality and Performance Group will be written in draft following the safeguarding risk review meeting with the Commissioning Team.	
Follow Up - Action Taken to Date	
The SAB Partnership Agreement was reviewed, responsibilities for the supporting subgroups were found to be detailed in Appendix 4. The minutes of the SAB meeting held on 13 th January 2012 show under point 7 that the partnership agreement has been agreed in principle.	
Conclusion	Status
Relevant requirements have been documented and when all partners have signed the agreement this item will be considered fully implemented. Further work is required in 2013/14 to confirm the recommendation has been actioned.	Partially Implemented

Matter Arising 12	Recommendation
<p>The annual Section 75 Letter of Agreement states "This Letter of Agreement applies to the financial year 2010-11 only, and should be reviewed prior to the financial year 11-12". The requirement for review prior to the next financial year was also recorded on the 2009-10 agreement letter. The PCT contribution to the Joint Deprivation of Liberty and Safeguarding 2010 -11 budget was agreed in June 2010, invoiced on 18th November 2010 and received by Plymouth City Council on 18th January 2011.</p> <p>The funding arrangements for each financial year are not being agreed prior to the financial year, as required by Section 75 of the National Health Service Act 2006. In addition invoicing and payment are not occurring within a reasonable time-scale.</p>	<p>It should be ensured that annual funding arrangements are agreed prior to each financial year, as documented. This will help to ensure consistent provision of an effective safeguarding service and allow invoices to be raised in a timely manner.</p>
Original Management Response	
Updated Letter of Agreement is currently being drawn up by Kerrie Todd and Karen Howard.	
Follow Up - Action Taken to Date	
The letters were requested and supplied by Christine Vowles via Kerrie Todd. Agreement information was sent for 2010/11 and 2011/12.	
Conclusion	Status
Specific agreements have been drafted for the funding to be provided by not only the PCT but the NHS and Devon and Cornwall Police to PCC for the safeguarding provision and training.	Implemented

Matter Arising 13	Recommendation
<p>The information contained within the general ledger shows that budget areas do not have a provision entered, when based on previous years, there should be an expected cost. Advertising and agency are two examples. Additionally, a number of areas show inadequate/inaccurate budget estimates.</p>	<p>The annual budget should be set based on previous experience and realistic expectations for the year ahead.</p>
Original Management Response	
This is annually reviewed with input from PCC Finance.	
Follow Up - Action Taken to Date	
The 2012/13 budget figures from the general ledger were obtained and reviewed.	
Conclusion	Status
As at the 1 st quarter of 2012/13 the number of areas with a spend but no budget was minimal and included two areas where costs had not been incurred in 2011/12. However it should be noted that comment has been made in Matter Arising 16.	Implemented

Matter Arising 14	Recommendation	
<p>A sample of 18 Service users with an alert date after 31st March 2010, were selected. The electronic protection files in the councils "A to Z" electronic filing system were reviewed. The aim was to confirm the use of the paperwork put in place to support the adult protection process, implemented in January 2011. All 18 had an alert form in place which had been completed by the single point of contact. Only four contained the new response form and three contained a strategy meeting form. The remainder were using either the SS2A form for a variety of purposes or contained no additional paperwork. An additional three closed cases, with a total of five alerts, were reviewed with the Adult Protection Administrator. The lack of adult safeguarding paperwork and use of SS2A forms was consistent with the 18 cases. The testing undertaken during the audit clearly shows that staff are not using the correct documentation which combined with the lack of protection information within the A to Z, is increasing the risk to vulnerable adults.</p>	<p>The specifically designed supporting paperwork is the main evidence of the process and work undertaken, therefore it must be fully and consistently completed. The Safeguarding Adults Team have previously visited staff to provide guidance, this action should be continued where it is felt that staff require further training. It is noted that a new proof of concept team is in place and new processes may be implemented based on the working practices of the Proof of Concept Team.</p>	
Original Management Response		
<p>Due to the introduction of the new Proof of Concept Team and the planned reorganisation of Adult Social Care there are now more discussions about the value of the new paperwork. These discussions are being held with the Chair of the Safeguarding Quality and Performance Sub Group and the Safeguarding Managers from both PCC and the NHS.</p>		
Follow Up - Action Taken to Date		
<p>No further review undertaken at this time due to the implementation of the new HUBs changing the process.</p>		
Conclusion		Status
<p>Further work is required in 2013/14 to confirm the recommendation has been actioned.</p>		<p>On-going</p>

Matter Arising 15	Recommendation	
<p>21 electronic files on the A to Z were reviewed in order to establish that protection plans were designed to give specific outcomes. Although protection plans were not relevant in all cases, only one file contained a protection plan and that plan did not use the document created to support the safeguarding process.</p>	<p>As previously recommended, a consistent approach to adult safeguarding is required and there is specific documentation in place to support this.</p>	
Original Management Response		
<p>Due to the introduction of the new Proof of Concept Team and the planned reorganisation of Adult Social Care there are now more discussions about the value of the new paperwork. These discussions are being held with the Chair of the Safeguarding Quality and Performance Sub Group and the Safeguarding Managers from both PCC and the NHS.</p>		

Follow Up - Action Taken to Date	
No further review undertaken at this time due to the implementation of the new HUBs changing the process.	
Conclusion	Status
Further work is required in 2013/14 to confirm the recommendation has been actioned.	On-going

Matter Arising 16	Recommendation
<p>The training budget and actual figures as shown in the Plymouth City Council financial records since 2008 are:</p> <ul style="list-style-type: none"> • 2008/09 budget was £10,000 with an actual spend of £27,129. • 2009/10 budget was £43,627 with an actual spend of £37,778. • 2010/11 budget was £10,000 with an actual spend of £11,700. • 2011/12 budget is £10,000 with an actual spend of £25,103 and a further £10,077 committed. <p>The provision of training to those who may make an alert or be involved in the safeguarding process is an essential part of providing an effective safeguarding service to users.</p>	<p>Budgeted figures should accurately reflect the costs expected to meet the provision of services. This will allow a balanced budget to be set so that resources can be committed throughout the year as needed without concerns over affordability.</p>
Original Management Response	
This issue will be addressed with the safeguarding adult's workforce development officer when she returns from sick leave. LOG will continue to oversee the training arrangements.	
Follow Up - Action Taken to Date	
A review of the General ledger was carried out to confirm the end of year figures for 2011/12 and the year to date position for 2012/13. The budgeted figure for 2012/13 was set to £10,000.	
Conclusion	Status
The budgeted figure has remained at £10,000 for the 2012/13 year and has already incurred costs of around £3,000 with another £4.5k committed. Based on the 1 st quarter actual expenditure alone, the budgeted provision is again insufficient therefore it is not considered that this recommendation has been fully implemented.	Not Implemented

Matter Arising 17	Recommendation	
A review of the Keep Yourself Safe Alerter Training was carried out in 2011 by the Social Inclusion Unit which identified areas where changes could be made in order to make improvements.	Efforts should be made to review the areas identified within the KYSS report where feedback identified improvements that could be made. Review and progress should be reported to the Safeguarding Adults Board.	
Original Management Response		
A detailed independent review of this training element is being presented to the October 2011 SAB and is available to the audit team.		
Follow Up - Action Taken to Date		
The October 2011 SAB minutes were reviewed and found to contain detailed information on a multi-agency training strategy.		
Conclusion	Status	
The information presented to the SAB is considered sufficient to confirm that work has been undertaken in respect of alerter training and therefore it is considered that this item has been addressed.	Implemented	

Matter Arising 18	Recommendation	
Currently an email is sent to notify an investigating team that a referral has been received.	The potential to send a notification of an alert within Carefirst 6 should be investigated. Although not able to store all required information, Carefirst should be considered as the prime record and link to the A to Z. The correct use of Carefirst including the sending of alerts will ensure that there is evidence in place to support the actions taken by staff.	
Original Management Response		
The reorganisation of adult social care will ensure this recommendation is met.		
Follow Up - Action Taken to Date		
Further review work has not been carried out.		
Conclusion	Status	
The implementation of the HUBs should have addressed this issue. Further work is required in 2013/14 to confirm the recommendation has been actioned.	On-going	

Matter Arising 19	Recommendation	
<p>Discussion with the Safeguarding Adults Manager identified that the service user feedback provided by the Plymouth Highbury Trust is not providing enough quality information. Statistical information is useful to monitor trends but detailed information is needed to improve services.</p>	<p>User feedback is an essential and positive step in ensuring that the safeguarding provision is meeting its objectives. A review of the feedback process should be undertaken with a view to increasing the return of quality information and views to support any yes/no answers provided.</p>	
Original Management Response		
<p>An alternative option for reviewing service user feedback will be presented to LOG in December 2011. The option would entail a more personal approach than the use of a set questionnaire.</p>		
Follow Up - Action Taken to Date		
<p>Requested update from Adult Safeguarding Manager who advised that this has not been reviewed but the Assistant Director for Joint Commissioning and Adult Social Care has requested that this be reviewed. 2010/11 results were forwarded.</p>		
Conclusion	Status	
<p>Work has not yet been undertaken in relation to this issue although the Safeguarding Adults Manager advised that this is something that will be undertaken. Further work is required in 2013/14 to confirm the recommendation has been actioned.</p>	<p>Not Implemented</p>	

This page is intentionally left blank

Corporate Safeguarding Improvement Plan

Purpose and Description	Work Stream	Project Manager:
<p style="text-align: center;">Corporate Safeguarding Improvement Plan</p> <p>The strategic aim and purpose of this plan is to ensure safeguarding processes, policy and procedures are owned and embedded across all Council departments and commissioned services, so that children, young people and vulnerable adults are effectively safeguarded by all staff and the commissioned agencies that work with them.</p> <p>The Corporate Safeguarding and Improvement Plan will be owned & led by elected Members, Cabinet Members and DCS, the Leaders of the Council, the Chief Executive, the Plymouth Safeguarding Children’s Board (PSCB) & Plymouth Safeguarding Adults’ Board (PSAB), who have a statutory role in ensuring the delivery of safeguarding outcomes contained within the plan.</p> <p>We will do this by adopting the following core safeguarding principles, applicable across the work of the Council and commissioned services:</p> <ul style="list-style-type: none"> • The safety and wellbeing of all children & young people and vulnerable adults and the recognition of the diversity of their needs, is at the centre of everything we do; • All children, young people and vulnerable adults have the right to live their lives free from physical, sexual and emotional abuse, neglect, exploitation, domestic abuse and oppression; • Safeguarding is everybody’s business and all council employees have a duty to ensure service users are protected from harm; • All children, young people and vulnerable adults have a right to confidentiality. However, we will ensure information is shared appropriately and swiftly where there is a safeguarding issue, in line with Working Together 2013 & “No Secrets” Guidance 2010; • The Council will take lead agency responsibility for safeguarding within the multi-agency partnership, including a role in promoting public awareness; • We will strive to be a values-led, learning organisation, and to adopt and promote best practice in all we do, by working to the following key safeguarding priorities: <ol style="list-style-type: none"> 1. Working collaboratively with the PSCB & PSAB, we will provide joint leadership in co-ordinating, ensuring and promoting safeguarding outcomes across the multi-agency partnerships, and within council and commissioned services, including 	<p style="text-align: center;">Project Sponsor: Carole Burgoyne</p>	<p style="text-align: center;">Joint Management – Debbie Butcher Siobhan Wallace</p>

Corporate Safeguarding Improvement Plan

<p>promoting public awareness of safeguarding issues;</p> <p>2. We will ensure all Council staff and Members fully understand their roles and responsibilities in relation to safeguarding, and are equipped to fulfil these, including an understanding of when and how to escalate concerns where necessary;</p> <p>3. We will be proactive in responding to new national initiatives and guidance, and to lessons learned from Serious Case Reviews and Domestic Homicide Reviews;</p> <p>4. We will ensure providers' and commissioned services' contracts clearly reflect expected standards and practice, and are in line with National Care Standards, Winterbourne View, and Francis Report recommendations etc.;</p> <p>5. We will embed robust quality assurance arrangements, so that we can be confident of evidence-based safeguarding interventions that have a measurable impact on the lives of children, young people and vulnerable adults;</p> <p>6. We will develop a comprehensive prevention and early intervention strategy to promote the wellbeing of children, young people and vulnerable adults, and to ensure any safeguarding issues are addressed at the earliest opportunity.</p>						
Deliverables	CSC/ ASC	Timescale	Actions	RO	AO	Progress
Priority 1: Leadership						
<p>1.1 Review and clarify governance arrangements between the Council and PSCB, PSAB and the Health & Wellbeing Board, in line with WT13 and national guidance and recommendations.</p>	CSC	August 2013	<p>Action: Childrens and Adults Safeguarding Boards to provide minutes to evidence review on track and/or completed.</p>	AB/JG	SW	Action is completed by CEX through appraisal of Independent Chair
	ASC			DS/JG	DB	Report to CMT January 14
<p>1.2 Disseminate Childrens Safeguarding threshold document to Adult Social Care staff and to external stakeholders which covers responsibilities for safeguarding and service provision for families to staff and partner agencies.</p>	CSC	August 2013	<p>Previous Threshold Documentation has now been reviewed and new document developed. To be approved by Childrens Safeguarding Board in Dec 2013.</p>	AB	SW	Reviewed and updated document agreed at PSCB Exec and awaiting approval by PSCB 06/12/13 Safeguarding Adults Board January 17 th 2014

Corporate Safeguarding Improvement Plan

1.3 Ensure the Leader of the Council, The Cabinet members for Children and Adults, the Chief Executive and CMT are all equipped to, and fulfil their leadership responsibilities for safeguarding children, young people and vulnerable adults. Including ensuring that all relevant policies, procedures and practice are robust.	CSC	September 2013	Develop ½ day training programme for Cabinet Members and CMT and roll out training programme. Democratic Support to facilitate and ensure programme is built into future induction for Members.	AB	SW	Training programme for Cabinet Members has been developed and is scheduled for 7 th January Training programme has been completed by ASC Training programme to be rolled out to CMT and SMT January 2014
	ASC			DS	DB	
1.4 Review the current infrastructure for safeguarding children, young people and vulnerable adults, including the administration and co-ordination of LADO and vulnerable adult alerts, identifying areas for unification between children & adult social care	CSC	January 2014	Examine potential for efficiencies and realign.	AB	SW	Review of business management support to both Boards to commence January 2014. Review of LADO Business Manager role
	ASC			DS	DB	
1.5 Develop a SMART plan for continuous professional development in order to embed safeguarding	CSC	September 2013	Officers designated. Lead officers in Children and ASC & to develop plan for approval.	AB	SW	Comprehensive single agency training plan in place and impact

Corporate Safeguarding Improvement Plan

practice, ensure staff retention and minimise organisational risk.	ASC				DS	PF	evaluated and monitored by Professional Development service manager	
							Workforce development plan in place	
1.6 The Council will contribute to, and shape, the National Policy through its role within ADASS / ADCSS Sector-led improvement and wider relationship with CCG.	CSC	Ongoing	Ongoing work to support national programmes.	CB	AB		Safeguarding Managers linked into ADASS / ADCSS work streams.	
	ASC		Peer Challenge in Adult Social Care to commence December 2013	CB	DS		Peer Challenge on Child protection planning being sought for January through Regional ADCS Network	
Priority 2: Equipping All Staff and Members								
2.1.1 Review and publish core principles, policies & procedures for safeguarding children and young people, including	CSC	July 2013	Tri.x implemented in children's services.	AB	SW		Peer Challenge Implementation Plan in place	
							Completed	

Corporate Safeguarding Improvement Plan

arrangements for transition, informed by the range of new and revised statutory guidance. Policy and procedures for transitions in place.					DS	DB	Completed
2.1.2 Review and publish Multi-Agency policies and procedures in respect of Adults at Risk.	ASC	November 2013	Tri.x project commissioned in adults services.	DS	DS	DB	Completed. Tri.X launch November 2013. New web page for Safeguarding Adults went live November 2013.
2.2 Produce and publish a Plymouth City Council safeguarding training plan with appropriate monitoring arrangements across childrens and adults services.	CSC		Currently Safeguarding training strategies are separate and therefore we will align into one strategy - Child Protection training. Safeguarding training is available to all PCC staff via Boards	AB	SW		Needs of members and CMT met as per 1.3 above. Reviewed banding of PSCB Training and written guidance to support managers in identifying and accessing appropriate levels of training for staff across PCC is now contained within the Learning & Improvement framework. Review of single agency training

Corporate Safeguarding Improvement Plan

<p>2.3 Review PCC induction and training to ensure all front-facing staff recognise a safeguarding concern and know what to do as a result. Establish and implement a plan for relevant Public Health staff to receive training.</p>	ASC	30 th January 2014			DS	DB	plans is being collated and details will sit underneath PCC training strategy.	Training strategy in place but needs review in line with revised policy and procedures. This has commenced. Complete	
	PCC			All staff joining PCC given "Safer Working" leaflet and Safer Working info reinforced as one of 3 key pieces of info via buddying workshops and included within induction log	HR OD team				
	PCC / Public Health			Processes to ensure Safeguarding is addressed in induction and transfer of public health staff, and CPD requirements are being routinely met to be reviewed.			Gary Wallace	Training public health staff has not started	

Corporate Safeguarding Improvement Plan

CSC	Detailed single agency induction package addresses Safeguarding concerns. Raft of single agency training and access to PSCB safeguarding training ensures safeguarding is understood as core business.	November 2013	Ongoing	SW				Child Protection training and Adult Protection Investigator training is on track and rolling programme in place.
CSC	All front line adult social have completed rolling programme of child protection training. Adult Protection Investigator training has commenced.	October 2013	Ongoing	SW	AB			Safer recruitment guidance available for all agencies. Leaflets reviewed and published on PSCB website.
CSC	2.4 Produce and publish good practice guidance in relation to safer recruitment and good practice safeguarding policies for organisations working with families, children and vulnerable adults.	January 2014	Ongoing	SW	DS			Safer recruitment guidance and support now available through Quality Improvement and Assurance Team.

Corporate Safeguarding Improvement Plan

Priority 3: Being Responsive						
<p>3.1 Produce and publish corporate guidelines for the safe use of the Internet and mobile communication technologies by staff, children, young people and vulnerable adults. This includes guidance for the assessment of risk and harmful behaviours online.</p>	CSC	September 2013	<p>ICT and Information security policies in place.</p> <p>PSCB offers a monthly training day for assessment of risks to children and young people, and protection of online professionals, available to all PCC staff.</p> <p>The SW Peninsula LSCBs Child Online Safety Group is working towards a generic guidance booklet for practitioners Target Date April 2014. Target date will be met.</p>	AB/JG	TS	<p>Regional work stream in place</p> <p>Report to CMT – awaiting confirmation of date.</p> <p>Ongoing work is to adopt corporate guidance for the interface between employee/service user online contact and networking (such as Facebook), advise on Departmental requirements for Acceptable Use Policies (AUPs), & to produce guidance to assist the understanding of risks and dangerous online behaviours for children and vulnerable adults.</p>
	ASC		Work stream to include tailored package of training for vulnerable adults.	DS/JG	DB	<p>Adults programme to be aligned to this work stream - January 2014</p>

Corporate Safeguarding Improvement Plan

<p>3.2 Review current service provision for children & young people at risk of child sexual exploitation, and staff training requirements & lead on developing a multi-agency strategy for Plymouth.</p>	<p>CSC</p>	<p>July 2013</p>	<p>AB/PSCB Peninsular M&CSE Group MACSE has been reviewed in light of learning from Operation global and is chaired by HoS with a full implementation plan; leading on developing city wide strategy and service.</p>	<p>AB/JG</p>	<p>Completed review of provision and MACSE leading on developing a co-ordinated offer for therapeutic support via BASE/CAMHS/ NSPCC</p> <p>PCC staff attended 2 conferences plus follow up seminars on CSE. A new, custom-written CSE multi-agency training course has been written and is under test for full roll-out to all partner agencies by the PSCB from April 2014.</p> <p>Missing Persons officer sited within A&A.</p> <p>REACH team - Creation of a multi-agency specialist team hosted by the Integrated Youth Service, ensuring the early identification</p>
---	------------	------------------	--	--------------	--

Corporate Safeguarding Improvement Plan

		ASC			DS	DB	and mapping of children and young people vulnerable to CSE. Covered in Safeguarding Adults Training.
		CSC	September 2013	Commissioning specialist training aligned to strategy and roll out	KL		Completed.
<p>3.3 Domestic Abuse Strategy</p> <ul style="list-style-type: none"> Implement all recommendations in the Domestic Abuse Strategy; Raise awareness of signs of DA through enhanced training, including DASH risk assessment and adherence to the Best Practice guide for DA for frontline workers. 		ASC		Fully implement the 2 new commissioned DA victim support services	FF		Completed: Both services commenced on 1.12.13
				Ensure all members of PDAP have internal HR policies	DP		PCC now has one for employees; others members on-going
				Agree new MARAC protocol	EC & SW		Protocol being finalised

Corporate Safeguarding Improvement Plan

			Provide Community Perpetrator Programmes	SW & DB	Community perpetrator programmes delivered; evaluation being carried out now to inform future provision. 148 staff trained on 1 day awareness raising, 29 fully trained DASH risk assessors	
			All ASC frontline staff to attend DASH risk assessment training			
Priority 4: Commissioning Standards in relation to Children's and Adults' Commissioned Services						
<p>4.1 Publish good practice safeguarding policies and procedures, and ensure externally commissioned services understand contractual requirements. All contracts reflect specific safeguarding clauses and whistleblowing policies and procedures in commissioned services, in relation to children and adults.</p>	JC & ASC	August 2013		DS	Completed	
	CSC		Contracts including the jointly commissioned framework contract for children's placements, commissioned with Peninsula partner authorities, and services commissioned jointly with the NEW Devon CCG, include specific clauses relating to safeguarding and whistleblowing and	AB/FF	Completed	Implementation of safeguarding is tested in evaluations and in contract monitoring and site visits, as well as during specific investigation visits, or in action plans to address concerns about service

Corporate Safeguarding Improvement Plan

<p>4.2 Review commissioning plans, and undertake the changes required by the statutory guidance "Working Together 2013", Frances Report, and Winterbourne View recommendations for children and adults, and future implementation of the Health & Social Care Bill.</p>	<p>CSC</p>	<p>Report to CMT</p>	<p>Internal audits of Children's and Adults commissioning have concluded that contracting and commissioning arrangements are compliant and robust.</p>	<p>AB / PSCB</p>	<p>Complete</p>	<p>delivery. Provider forums are regularly held and service improvement themes have been identified jointly with Ofsted. 4 events have been held in 2013 and areas such as CSE and positive behaviour support have been addressed. Key providers have attended the recent PSCB conferences on CSE</p>
<p></p>	<p></p>	<p></p>	<p></p>	<p></p>	<p>For example the internal audit of Children's Independent Placements (October 2013), reviewed placements & concluded that internal controls are of a good standard.</p>	<p></p>

Corporate Safeguarding Improvement Plan

	ASC		<p>Winterbourne View Action plan in place – safeguarding policies.</p>		<p>Devon Audit Team to audit all safeguarding procedures in January 2014 Compliance against Care Bill recommendations to be developed and actioned through SAB by 31st March 2014.</p>	
<p>4.3 Ensure service improvement plans are put in place for commissioned organisations not meeting standards.</p>	CSC		<p>Service improvement plans are put in place for any independently commissioned service where standards are not being met. Ofsted opinions and the outcomes of safeguarding strategy meetings are monitored on a daily basis. If there are serious concerns a system is in place to quickly share information across the Peninsula using either an advisory note or a formal suspension so that new placements are not made and all existing placements are reviewed with CSC. If improvements are not</p>	AB/FF	<p>Complete</p> <p>Currently out of 140 sites on the Peninsula list 12 are suspended and so on-going investigations are taking place jointly with Peninsula partner authorities Senior staff within all 5 local authorities are involved in quality assuring this work.</p>	

Corporate Safeguarding Improvement Plan

			made further contractual action is taken.						
	JC & ASC	Audit completed August 2013		DS	DB	In Place - Evidence through QAIT (Quality Assurance & Improvement Team)			
Priority 5: Quality Assurance									
5.1.1	CSC	June 2014		TL/CB	AB	Not Started First review June 2014 Proposal that this is brought forward to April 2014			
5.1.2	ASC	June 2013		TL/CB	DS	In Place			
5.2	CSC	August 2013	Progressed via PSCB LAPP subgroup- PSCB seeking assurance re single agency auditing and QA across PCC through this work	AB	PSCB / ASC	Audit tool and process developed and in pilot- 3 rd & 4 th tier managers undertaking monthly			

Corporate Safeguarding Improvement Plan

<p>learning from Serious Case Reviews, and Domestic Homicide Reviews; and monitor impact.</p>			<p>stream.</p>		<p>audits alongside front line workers from December. Deep dive audit requested from Torbay Jan 2014 Frontline staff and managers across PCC participate in Multi-agency case audits facilitated from PSCB. Learning from Serious case reviews and domestic homicides disseminated via PSCB training, poster campaigns, PSCB website, CSC single agency training and staff briefings. Content of training regularly updated. Impact of training monitored through feedback and evaluations.</p>	
---	--	--	----------------	--	--	--

Corporate Safeguarding Improvement Plan

		Completed	PSAB	DS	Within current resources	November 2013	ASC	November 2013	DS	PSAB	Completed
5.3 Monitoring and review arrangements of all contracts and individual commissioning arrangements are in place	CSC	Complete All Peninsula placement providers are site visited annually and mechanisms have been developed that ensure that feedback from CSC and other key staff is collected on a regular basis.		AB/FF	Quality assurance mechanisms are in place to ensure that the safeguarding policies and procedures for independently commissioned services are regularly reviewed. Contract monitoring meetings are regularly held with providers and safeguarding issues are discussed and any concerns addressed.						
	JC & ASC		DB	DS	Tendering cycle will ensure strategic review of commissioning plans and all contracts will be reviewed annually.						
5.4 Establish an escalation and risk management plan for services that are not meeting quality standards and where there is significant risk to the health and wellbeing of children	CSC	Completed		AB/FF	Escalation and risk management procedures are in place to ensure that where serious concerns are identified a system is in						

Corporate Safeguarding Improvement Plan

and vulnerable adults who use those services.	ASC	June 2013	Milestone 1 – Identify lead officer for Quality Surveillance Group Milestone 2 - Identify early warning mechanisms and reporting policy.	DS	DB / CMc / JCP	Completed Joint Commissioning represented at Local Quality Surveillance Group. Process built into safeguarding policies and procedures	
Priority 6: Early Intervention & Prevention							
6.1 Ensure the timely implementation of Early	CSC	June 2013	The Early Intervention and Prevention Strategy	AB	SW	On track	

Corporate Safeguarding Improvement Plan

<p>Intervention and Prevention Strategy and Programme Plan for Children and Families across the partnership and including Directorates and commissioned services.</p>			<p>is delivered through a programme plan monitored by a partnership sub-group of the Children and Young Peoples Partnership.</p>		<p>Good progress has been made, achievements include; recognition as one of 20 Pioneer Places by the Early Intervention Foundation, delivery of the Families with a Future Programme, development and delivery of an Integrated Early Childhood Service, workforce development and strengthening the links between GPs and Head Teachers. Challenges for the next quarter are; development of a robust process and coordination of support when children and families exit from specialist services, continue to improve performance from all services supporting children, young people and family's mental</p>
---	--	--	--	--	--

Corporate Safeguarding Improvement Plan

						health, a focus on Speech, Language & Communication and continue to expand our commitment to an Early Help Assessment in line with the requirements of WT13	
						Completed	
6.2 Review the VARM (Vulnerable Adults Risk Management Meeting) Policy and Procedures and publish strategy.	ASC		All policies and procedures for safeguard adults have been reviewed and published safeguard adults prevention strategy to be developed in 2014 - this will be a new piece of work	DS	DB	Completed	
<p>■ Completed ■ In progress ■ Not yet commenced</p>							
Quality							
Risk Log							
Key Risks							
<ul style="list-style-type: none"> Increase in safeguarding referrals and child protection plans to CSC and rise in numbers of vulnerable adults with more complex needs. Delays in recruitment and increased demand means current staffing levels become insufficient 							
Mitigating Actions							
							<ul style="list-style-type: none"> Critical to maintain on-going recruitment and retention at current levels

Corporate Safeguarding Improvement Plan

<ul style="list-style-type: none"> • Introduction of training strategy and Staff Survey reflects poor confidence levels in safeguarding vulnerable adults and children. • Review of Adults Multi-Agency Policies and Procedures delayed. • CAF process not embedded in ASC front line staff • Absence of Safeguarding Policy and procedure in commissioned services • Delay in implementation of a Quality Assurance Process. • Induction and training across front line staff does not include safeguarding training 	<ul style="list-style-type: none"> • All front line staff across Housing and Adult Social Care will have refresher Child Protection Training by Sept 2013; • Investigator training to commence autumn 2013. • SAB to monitor and escalate to lead organisations; • Appointment of Safeguarding Adults Manager. • Adult Social Care front line staff to access CAF training June 2013; • Adult Social Care Inspection project plan in place. • Quality Reviews to focus on safeguarding policy; • Outcomes to be reported into CCG and LAT; • Remedial actions to be taken by commissioners, including service improvement plans. • Commissioned work stream in place to further develop Safeguarding Dashboards, to incorporate children’s service provision. • Early engagement of HR via CMT. 	<p>Completed</p> <p>Recruitment completed New procedures in place</p> <p>Training being rolled out and quality assurance system in development</p> <p>Completed actions against this risk.</p> <p>Health safeguarding dashboards in place</p> <p>On Track –training strategy in place</p>
---	--	---

Governance

<ol style="list-style-type: none"> 1. This Corporate Safeguarding Plan will be signed off by CMT and elected members for Children and young People, Public Health and Adult Social Care. With six monthly updates. 2. In delivering to this plan, we will work collaboratively with the PSCB & PSAB, who hold the statutory responsibility for ensuring safeguarding outcomes across the multi-agency partnership. 3. Lead officer in relation to Joint Commissioning Partnership – Craig McArdle 4. Lead Officers in relation to PSCB Tony Staunton. Lead officer in relation to PSAB is Debbie Butcher
--

SAFEGUARDING ADULTS

Update on Training Strategy January 2014

Rosalyn Azzam /Julian Mouland



The Workforce Development Sub Group (Task & Finish Group) was established in 2013 and has met twice (August and September 2013).

Julian Mouland has been appointed as Independent Chair and his portfolio will include strategic oversight of the Safeguarding Adults training strategy. The training strategy and budgets are currently under review in order to reflect key lessons from recent SCRs, the revised multi-agency policies and procedures and any gaps in knowledge identified through internal Management Reviews and the SIRI reporting. Where we identify specific gaps in learning and development as a result of the review, we will be developing and commissioning additional courses in order to improve safeguarding practice, for example the Leadership Programme for Registered Managers (Safeguarding Module) and Systems Learning for SCRs (SCIE) . We have additionally commissioned training for people who chair conferences and complex strategy meetings to be delivered in January 2014.

Training Currently Delivered and Budgets

Training	2011-12	2012-13	2013-14 (estimated)
Full day alerter	950	1439	1725
½ day refresher	350	179	660
Investigator	71	0	150
Registered Managers	46	39	45

Current Safeguarding Adults training budget

The training budget allocated for 2013/14 was £33,000. This is a historic allocation from Adult Social Care baseline budgets and is not a true reflection of the resource required. The full day Alerters Training is always oversubscribed. Several agencies have requested increased availability of places which has not been possible.

As a budget comparison, the total PSCB training expenditure budget for 2013/14 is approximately £95k. Children's social care has an additional budget of £128,000 from the professional development budget for training related to safeguarding children which includes 28 topics. (See appendix 1)

There is a higher demand for alerters than 3-yearly refresher, possibly due to turnover of staff or organisations' record-keeping which leads to requests for alerter training rather than refresher training when training records are not available. This training is well received. There has been some discussion of charging organisations to attend, however we may see a fall in numbers and we are keen to secure a good response to the training and to improve reporting.

Proposal

Level 1: The Social Care Institute for Excellence Safeguarding Adults e-learning has been loaded onto the Plymouth City Council Learning Pool (e-learning platform) and can be made available free of charge to all health, social care and 3rd sector provider staff working with vulnerable adults. At present, the registration of learners is coordinated in the workforce development office.

Level 2: Those who are identified as requiring face to face Safeguarding Adults training should complete the e-learning and also attend a 3-hour Alerters workshop. This workshop can be repeated every 3 years, removing the need for the distinction between alerter and refresher. This will include, at minimum, all Plymouth City Council Adult Social Care staff and staff providing care or support to vulnerable adults employed by an agency commissioned by Health or Adult Social Care. The board and training sub-group can advise further; however it will no longer be the intention to provide free face to face alerters training to anyone in the city working with vulnerable adults. Plymouth Community Healthcare has elected to provide this level of training to their own staff. Some training at this level is also offered reactively in response to safeguarding investigations in provider organisations where this is a recommendation of a case conference.

Level 3: This multi-agency training will include investigators training, chairing training and other topics as agreed by the board or training sub-group. It can also include training for registered managers, as agreed with the Quality Assurance & Improvement Team.

Strategic Managers and Elected Members will continue to have an annual update tailored to their requirements to ensure they are updated and competencies are covered for their roles.

Mental Capacity Act and DOLS

Mental Capacity Act and DOLS training is currently provided by the Deprivation of Liberty Safeguards officer and includes 'Introduction to MCA' and 'DOLS awareness' for care home staff, DOLS for managers of care homes and regular updates for DOLS Best Interest Assessors. An annual legal update for best interest assessors should also be commissioned. Further workshops for application of the MCA in care homes and MCA awareness for domiciliary and supported living staff should also be commissioned separately.

Adult Social Care Safeguarding Training

All Social Workers, Support Planners and Occupational Therapists to attend alerters training.

All Social Workers and OTs to attend Investigators training.

Support planners to attend alerter refresher every 3 years.

No requirement for SW and OT to attend alerter refresher once they have attended investigator.

Investigator or other level 3 training should be undertaken annually.

All staff should attend Introduction to Mental Capacity, Introduction to DOLS, Training on assessing capacity and training on Best interest decisions. Workshops were delivered in 2013/14 to all staff; however there is a need for further training and a rolling programme for new staff.

There is a gap in respect of safeguarding training for GPs and any training will need to reflect specific recommendations falling out of a current SCR. We are proposing that training to this cohort involves oversight from the Safeguarding Adults Board in order to be assured that this is delivered in accordance with Plymouths Multi-Agency Policies & Procedures and SCR action plans.

Appendix I

Children's Social Care.

Children's Social Care has an approximate budget of £128,000 from the professional development budget for training related to safeguarding children which includes the topics listed below.

Safeguarding

Assessing Families Training (3 days)

Assessing Parenting (3 days – Home Inventory)

Safeguarding and Assessment Analysis Framework (2 days – currently on hold whilst other training is compared).

Assessing Families Refresher (half day)

Assessment Skills (level 1, incorporating 4 factor risk assessment)

Staying Safe (5 days)

Early Brain Development for Newly Qualified Social Workers

Good Practice in Case Recording

What do we know about non offending Partners?

What do we know about male sex offenders?

What do we know about female sex offenders?

Sexual Exploitation Training

Supervision of Workers undertaking Assessment of Adolescents Harmful Sexual Behaviours.

Sexual Behaviours in Pre-pubescent Children

Understanding Sexual Behaviour in Pre-pubescent Children & Learning Facilitation training (for advanced practitioners)

Professional Dangerousness (Newly Qualified Programme only)

Child Protection with Disabled Children (Newly Qualified Programme only)

Child Protection and the Reviewing Process (Newly Qualified Programme only)

Linked to Safeguarding

Attachment Focused Parenting Training (3 days)

Direct Work with Children and Young People (2 days)

Direct work with children and young people for core assessments (2 days)

Communicating and Undertaking Direct Work with Children and Young People (2)

Essential Best Practice in Court for Newly Qualified Social Workers (2 days)

Public Law Outline training

Supervision training (3 days)

Traffic Light Assessment Training (2 days)

Practice with challenging service users

In My Shoes (2 days) (There is a CP option and a Child in Need option)

This page is intentionally left blank