

## Action plan for LGA Peer Challenge recommendations

Area and recommendations	Actions /update	Lead officer/s	Timescales/ RAG
(Area 1. Service Delivery and Effective Practice) Review the language used across the system to ensure everyone understands what is meant	Language of pathways/teams/hubs is confusing and the Adult protection pathway will now be known as the adult safeguarding team (in PCH). The safeguarding unit (in PCC) will remain of the same name. Comms sent to all staff to confirm.		
(Area 1. Service Delivery and Effective Practice) Be clear about your processes and tell staff, partners and the public what they are	Protocol for safeguarding practice across agencies is being reviewed, to include a revised protocol between the CCG and their provider agencies, PCH and PHNT. Processes are on the agenda for March Policy & Procedures sub group for reporting to the board in April.	JET/Dave Simpkins/Sue Baldwin/Geoff Baines /Karen Grimshaw. JET/partners	March Policy & Procedures sub group, April SAB
(Area 5. General considerations/integration) Clearly communicate what is meant by integration and confirm that people understand	Since the Peer Challenge, regular staff consultation sessions have occurred regarding integration and regular fortnightly integration bulletins are sent out. Multi-agency understanding to be tested at SAB sub groups.		
(Area 1. Service Delivery and Effective Practice) Consider whether the Adult Protection Pathway should respond to all alerts rather than to those receiving commissioned services	This is the case already.		

(Area 1. Service Delivery and Effective Practice) Consider whether the Public Protection Unit should respond consistently with above	Access to police public protection unit is established and they respond appropriately to cases raised with them. Police are currently considering access arrangements linked to the establishment of a MASH within CSC.		
(Area 3. Performance and Resource Management) Implement a performance management framework using the “dashboard”	The AD and interim Senior Manager have established and described a rigorous, systematic approach to ASC performance management and reporting based on Dashboard data. Performance is monitored and shared with the senior management team and Advanced Practitioners fortnightly, in partnership with the Performance and Research Officer, with a focus on identifying trends and improvements. To be communicated at team level, SMT and DMT	DS/Rob Sowden/Graham Wilkin	
(Area 4. Working Together /PSAB) Review SAB sub-groups	New Chairs priority for SAB. Review meetings are underway between now and April SAB.	JET/Andy Bickley/Julian Moulard	
(Area 1. Service Delivery and Effective Practice) Review out-of-hours response to adult protection alerts	OOHs manager will reiterate to his staff the expected response to callers that will include dealing with any emergency safeguarding issue, recording concerns to pass onto day time Adult Safeguarding Team for action the next working day. There is a clearly defined system for this process. All agencies have been updated and asked to feed back any further concerns.		
(Area 1. Service Delivery and Effective Practice) Develop a feedback process for alerters	Carefirst alert form reviewed and amendment requested. Safeguarding team managers to embed in practice via team meetings, supervision and practice guidance.	Mary Cox  Team APs	1 <sup>st</sup> April  Ongoing

<p>(Area 5. General considerations/integration) Review integration arrangements so that hand-offs are not increased</p>	<p>Statutory safeguarding functions of the Local Authority will be embedded in the Safeguarding Unit and the retained client function. The Safeguarding Unit will oversee, scrutinise and sign off all safeguarding investigations and outcomes for adult social care within PCH and all other agencies.</p>	<p>DS/ Craig McArdle/JET</p>	
<p>(Area 4. Working Together /PSAB) Confirm governance arrangements for the SAB</p>	<p>The PSCB governance protocol with HWB is being adapted for SAB. SAB Independent Chair will sign off and present to April SAB.</p>	<p>JET/AB</p>	<p>April 2015</p>
<p>(Area 4. Working Together /PSAB) Consider strengthening the Board support and whether this could be shared with the LSCB</p>	<p>Discussion with partners led to an agreement about safeguarding oversight by the local authority as lead agency in respect of alert outcomes and policies from 1<sup>st</sup> April. Clarification gained from discussions with CSC that PSCB require a different specification for their board support. Adult Safeguarding Manager will be linked to the SAB Independent Chair and a part time safeguarding support officer will provide business management support in this respect, with a planned review of these arrangements.</p>	<p>DS/JET/ JM</p>	<p>April 2015</p>
<p>(Area 4. Working Together /PSAB) Publish Board minutes earlier and make them easier to find on the website</p>	<p>PAUSE service user group reported to SAB Jan 15 as happy with current arrangements regarding their link to the board. SAB website to be reviewed including the siting of minutes, to improve access and clarity.</p>	<p>JET</p>	<p>July 2015</p>