

# **Health & Adult Social Care Select Committee**

## **Update Report**

Title: Safeguarding Adults Peer Review

Date: 21<sup>st</sup> June 2016

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## Update – Peer Review

1. To comment on the strengths/areas of improvement identified through the Peer Review
2. Clarify what HASc would want by way of progress monitoring CHASC in the delivery of the Peer Review Action Plan



# PEER REVIEWS - CONTEXT

- The Local Government Association (LGA) in partnership with the Association of Directors of Adult Social Services has developed a sector led improvement programme for local authority adult services. Peer Review is an approach that has been adopted.
- The programme aims to improve adult services and close a gap that was once filled by the Care Quality Commission (CQC) when it stopped inspecting and rating local authority adult social services.
- A Review took place between 2<sup>nd</sup> November and 4<sup>th</sup> November 2015 and was led by a team from Oxfordshire County Council and supported by the LGA/ADASS Regional Lead Project Manager.
- Draft Peer Review Report December 2015 (signed off March 2016)
- Action Plan in place since January 2016



# WHO WAS INVOLVED IN THE REVIEW?

Commercial and voluntary sector care service providers

Health Watch

## Safeguarding Adults Board:

- ☐ Independent Chair
- ☐ Board Development Manager
- ☐ Fire & Rescue
- ☐ Police
- ☐ Ambulance Service
- ☐ NHS Trusts

## Buckinghamshire County Council:

- ☐ Lead Member for Adult Social Care and Lead Member for Adult Safeguarding staff
- ☐ Adult Social Care (ASC) staff, including the DASS, managers, operational, commissioning and contract & monitoring



# METHOD OF REVIEW

- ☐ Pre-review survey
- ☐ Analysis of data provided
- ☐ Case file audit (12 cases)
- ☐ Interviews and focus groups
- ☐ Web based research



# FOCUS OF ENQUIRY

- ☐ BCC Leadership
- ☐ Policy and practice
- ☐ Workforce Development (Training)
- ☐ Service user and carer involvement
- ☐ Partnerships – operational and strategic
- ☐ Buckinghamshire Safeguarding Adults Board (BSAB)



## KEY FINDINGS – STRENGTHS

1. Evidence from the review showed that all adults had been safeguarding appropriately
2. **Involvement of service users and carers** was rated as excellent
3. **Partnership working** with the CVS was strong and in some areas rated as excellent
4. Staff and partners showed **passion and commitment** to work together and make people safe
5. Excellent **political sign-up** - Clear accountability and ownership through operational staff to DASS, CEO and Members
6. **Communication** internally and externally was good in a number of areas
7. Good links with **Prevent and Channel**
8. **Workforce** – staff training was good where over 88% staff had attended safeguarding training in the previous 12 months



# KEY FINDINGS – AREAS FOR DEVELOPMENT

1. **Workforce** – need to address the number of agency staff and need to ensure succession planning
2. **Policies and Practice** –improve the number of people providing feedback on their experience of the safeguarding process; ensure effective engagement/consultation when launching new policy and procedures
3. **Communication** – clarify roles and responsibilities of Principle Social Worker and safeguarding lead managers; improve communication with providers so that they know when a safeguarding enquiry has ended
4. **Structure and Function** of the safeguarding teams were not always well understood; First Response, MASH, Assessment and Planning Team
5. **Database** – review and improve the system for recording and reporting safeguarding activity (AIS); ensure that ethnicity is recorded on the system
6. **BSAB** - ensure that the BSAB's multi-agency policy and procedure is reviewed to comply with the Care Act 2014; develop a strategic plan for 2016-17; establish an integrated training plan; develop a communication strategy; develop a clear quality assurance framework





# PROGRESS SO FAR...

Action Plan in place since January 2016

Progress has been made in a number of areas of development:-

- ❑ **Workforce** – recruited permanent Head of Safeguarding; campaign initiated generating interest for practitioner posts
- ❑ **Policies and Practice** – new policy and procedures launched following extensive consultation; new centralised system for informing service users of the closure of safeguarding enquiry and requesting feedback via survey
- ❑ **Communication** – new policy and procedure clarifies safeguarding roles and responsibilities at practice and strategic level; new process in place to notify provider organisations of the progress of safeguarding enquiries



## PROGRESS SO FAR...

- ❑ **Structure and Function** – safeguarding teams have now been merged into one team with one line management structure; streamlined and simplified and colocated at the Multi Agency Safeguarding Hub (MASH). This has created efficiency, reduced costs and improved service delivery
- ❑ **Database** – some remedial work has been undertaken to improve the system whilst BCC decides whether to remain with the service provider (Northgate) or change provider as we are approaching the end of the contract
- ❑ **BSAB** – recruited new Independent Chair, restructured the Business Unit to increase efficiency whilst reducing costs; strategic plan and business plan signed off, new policy and procedure in the process of being launched
- ❑ **User Feedback Survey** – reported overall high satisfaction with safeguarding service



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**Questions?**

