Buckinghamshire County Council

Safeguarding Adults
Peer Review
Action Plan

January 2016

Author: Lee Fermandel, Interim Head of Service
Responsible Officer: Ali Bulman, Director Service Provision

1. Introduction and background

1.1 As part of the South East Directors of Adult Social Services (SE ADASS) Regional Programme, Buckinghamshire County Council (BCC) Adult Social Care requested an external view safeguarding arrangements. These reviews are intended to support Adult Social Care and partners — supporting the improvement of services and performance, whilst not straying into regulatory territory.

1.2 The review addressed the following key lines of enquiry:

- 'Are Safeguarding practices, policies, procedures in place and working effectively?
- Is the Quality Assurance Framework for Safeguarding embedded in the system and working in practice?
- Does operational practice follow best practice principles, policies and procedures?
- Is training comprehensive, effective and applied in practice?
- Is there effective service users and carers engagement?
- Is there effective partnership working in operational and strategic safeguarding (including the SAB)?
- Are the policies and procedures in place, are they Care Act compliant and in line with Making Safeguarding Personal?'

1.3 The peer review report and this action plan addresses the following areas:

- Leadership
- Operational policies and practice:
  - Are Safeguarding practices, policies, procedures in place and working effectively?
  - Is the Quality Assurance Framework for Safeguarding embedded in the system and working in practice?
  - Does operational practice follow best practice principles, policies and procedures?
  - Are the policies and procedures in place, are they Care Act compliant and in line with Making Safeguarding Personal?
- Is training comprehensive, effective and applied in practice?
- Is there effective service users and carers engagement?
- Is there effective partnership working in operational and strategic safeguarding
- Buckinghamshire Safeguarding Adults Board (SAB)

1.4 The agreed outcomes of the peer review were:

- To present the key findings to the DASS; Lead Cllr and senior managers
- To provide a report for the DASS
- The report (and action plan) will be discussed at Scrutiny Committee and SAB .

• Provide feedback to the ADASS Safeguarding Network.

1.5 The review team comprised of the following:

• Seona Douglas, Deputy Director Adult Social Care, Oxfordshire County Council
• Karen Fuller, Area Service Manager, Oxfordshire County Council
• Sue Lee, Adult Safeguarding Board, Hampshire
• Robyn Noonan, Area Service Manager, Oxfordshire County Council
• Steven Turner, Safeguarding Business Manager, Oxfordshire
• Jane Simmons, ADASS SE Regional Programme Lead, Sector-Led Improvement.

1.6 Support was provided prior to and during the review by the Safeguarding Lead and Safeguarding Administrator.

1.7 The team held a number of interviews and focus groups with:

• Commercial and voluntary sector care service providers
• Health Watch

Safeguarding Adults Board:

  • Chair
  • Board Development Manager
  • Fire & Rescue
  • Police
  • Ambulance Service
  • NHS Trusts

Buckinghamshire County Council:

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

1.8 The review team were provided with an extremely comprehensive range of information about safeguarding in BCC and the SAB. This included:

• Adult Social Care Service Plan
• Development Plan
• BCC team structures
• MASH Review report
• Governance arrangements
• Minutes of the meetings
• Policies and procedures
• Qualitative/quantitative data
• Quality Audit Framework
• Service user and Safeguarding Adults Survey Reports

1.9 BCC carried out a survey which was provided to the Review Team prior to the visit. 119 people from BCC and 44 people from partner organisations.
1.10 The overall finding of the peer review was that for all of the files seen, there was evidence that people were appropriately safeguarded.

2. Action Plan

2.1 The Action Plan RAG rating is as follows:

RED   **Risk of missing or has missed target**
Amber   **Risk of variation or most of target met, but not fully**
Green   **On track, no concerns**
Blue   **Completed**

Action Ref.	Action Theme	Action Description	Priority	Status	Update	Completion Date
1	**Leadership**	More visibility of senior operational leads across some of the key organisations	Low	Completed	Operational Leads Forum to be re-introduced	May 2016
				On track	Review SAB membership to ensure all key operational leads are represented	July 2016
2	**Workforce**	Recruit permanent staff in order to reduce reliance on agency staff	Medium	Completed	Recruitment campaign has been initiated and there has been some reduction in agency staff. Recruited permanent HoS	March 2016
		Investigate the perception that staff leave and return to the Council as consultants	Medium	Completed	To raise this matter at the forthcoming staff conferences. Analyse feedback from staff surveys	May 2016
		Develop a workforce strategy which takes into account of Children's Services structure and roles so that there is parity across services	High	On-track	Selena Gardiner leading on developing a workforce strategy for ASC	July 2016
		Ensure that all staff have access to and attend relevant safeguarding training	Medium	Completed	Training Needs Analysis and targeted training	March 2016
3	**Communication**	MASH Front Door - merge First Response with Safeguarding Assessment and Planning Team	Low	Completed	Teams merged under one management structure and now located at the MASH. Contact number for the MASH is published on the SAB and BCC website	January 2016
		Share the internal MASH review	Medium	Completed	MASH review report and action	January 2016

		findings with relevant partners			plan shared with partners at the MASH OP and Strategic Boards	
		Clarify the role of the designated safeguarding manager	Medium	Completed	Revised Policy and Procedure clarifies roles for both operational (practice) and strategic management roles	March 2016
		Clarify role of the QiCT in relation to safeguarding enquiries	Medium	Completed	Discussion between HoS and Contracts Service Manager regarding role of QiCT – agreed boundaries	March 2016
4	**BCC Policy and Practice**	Ensure any new policy and procedure is consulted on and that there is a clear communication strategy on launch	High	Completed	Consulted with a wide range of stakeholders on the revised policy and procedure incl. service users and carers	January 2016
		Develop Communication plan	High	Completed	Communication plan in place for launch	February 2016
		Launch Policy and Procedures	High	Completed	Roadshow events, team meetings and workshops	March/April 2016
		Develop good practice around case closure for all ASC	High	Completed	Centralised system developed to inform people subject to safeguarding enquiries and relevant others about closure	March 2016
		Increase feedback from service users on their experience of safeguarding services	High	Completed	Centralised system now in place to post survey questionnaires to all service users / representatives at the end of enquiries	March 2016
		Involve service users and carers at a strategic level	High	Completed	Service user and carer group established and now represented on the BSAB	December 2015
		Ensure that notes/actions from safeguarding meetings are distributed in a timely manner	Medium	Completed	Guidance and standardised tools in place to ensure timely distribution of notes and actions	December 2015

		Discuss with community pharmacist in the QiCT about managing medication issues in the residential care sector	Low	Completed	HoS discussed and agreed with pharmacist in April 2015 a process where Safeguarding Team can access her for advice and support on medication concerns. HoS to revisit this and clarify roles and responsibilities	January 2016
		Ensure that care providers receive confirmation of closure of safeguarding enquiries/intervention	Medium	Completed	Centralised system developed to inform care providers of the closure of safeguarding enquiries	March 2016
5	**Recording Data**	Ensure effective use of data to inform safeguarding services at operational and strategic level	Medium	Partially Completed	HoS reviewed the database with contract management and business continuity. Agreed to develop into Access Database Database to be discussed at Leadership to agree format and distribution lines.	June 2016
						June 2016
				On-track	Test and roll-out new safeguarding AIS version	July-August 2016
						January 2016
		Ensure that ethnicity details is recorded on AIS	Medium	Completed	Data management meetings established to improve data quality	
						March 2016
					All Senior Managers met with Business Systems to specify recording and reporting specification. Error check in place and monitoring and corrective actions taken	

		Rectify the problems associated with AIS safeguarding module	Medium	Completed	New assessment tool added to support practitioners recording enquiries	March 2016
6	**Safeguarding Adults Board**	Review membership, Sub-Committees and how they will be supported by the business support function of the SAB	High	Completed	Independent Chair began the review but not yet complete SAB Coordinator and HoS working with Chairs of the Sub-Committees to review ToRs	July 2016 May 2016
		Develop a Strategic Plan	High	Completed	HoS drafted a Strategic Plan informed by feedback from the BSAB Planning Day	February 2016
		Consult and sign off strategic plan	High	Completed	Strategic Plan to be consulted on and signed off by the BSAB	May 2016
		Review the Business Work Plan for 2016-17	High	Completed	HoS reviewed and drafted Business Plan for 2016-17	March 2016
		Consult and sign off business plan	High	Completed	Business Plan to be consulted on and signed off by BSAB	May 2016
		Develop and launch Multi-Agency Policies and Procedures that are Care Act compliant.	High	Completed	HoS commissioned consultant to re-write the draft Multi Agency Policy and Procedure	April 2016

		Sign off new policy and procedures	High	Completed	Policy Sub Committee to sign off – will be done outside of meeting	April 2016
		Upload content on to the new interactive webpage	High	Completed	Web developer to update the interactive PDF to incorporate changes	April 2016
		BSAB sign off new interactive webpages	High	Completed	Sign off by BSAB	May 2016
		Launch P&P	High	Completed	Launch MA Policy and Procedure	May 2016
		Clarify for providers how to report abuse, thresholds and how to complain / challenge safeguarding decisions	Medium	Completed	The updated policy and procedure provides clarity on the reporting process and thresholds	May 2016
		Develop escalation procedure for managing challenging decisions	Low	Completed	Escalation procedure developed and to be included in the MAPP and will deal with challenging decisions	March 2016
		Launch procedure in line with launch of the Multiagency Procedures	Low	Completed	Launch of escalation procedure	May 2016
		Establish an integrated training plan to include Care Act training for the BSAB. Ensure all staff have the requisite training for their role	High	Completed	HoS working with Interim Business Manager and Training Manager to align BCC Learning and Development Framework to the SAB. This will save SAB approx. 20K and BCC 10K	April 2016
		Report on training needs	Medium	Completed	Training needs analysis	April 2016
		Courses aligned to BCC and advertised	High	Completed	Develop a programme of multi-agency training to cover levels 1-3	April 2016

		Train the trainers to deliver training at a local level	Medium	On track	SAB Business Manager to train local trainers to deliver level 1 courses	September 2016
		Review the need for a revised communication and publicity strategy	Medium	On track	SAFE Sub-committee are leading an awareness campaign	July 2016
		Establish key metrics for the SAB and agree how the data is collated and analysed	High	Partially Completed	Framework agreed but not yet clear on the responsibility for partner agencies to provide meaningful data	July 2016