



Dudley Safeguarding Vulnerable Adults Board

Business Plan 2011

1. Board members to assure themselves that staff and managers in all relevant agencies know how to recognise and manage concerns appropriately.

No.	KEY ACTIONS	RESPONSIBLE MANAGER	TIMESCALE	PROGRESS REPORT	OUTCOMES FOR USERS OF SERVICES AND THEIR CARERS
1.1	A Review is carried out of the organisational arrangements for the management of adult protection work within DACHS	Assistant Director Learning Disabilities and Mental Health	May 2011	<p>A review of the organisational arrangements was carried out. The Assistant Team Managers were trained to chair strategy and case conference meetings and have been undertaking this task since March 2010.</p> <p>The minute taking resource for Safeguard meetings was enhanced from September 2010. The Access Team became operational to deal with all new safeguarding referrals from June 2010.</p> <p>The current organisational arrangements are under review.</p>	Organisational arrangements enhanced to improve service delivery.

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1.2	A Review is carried out by the Board of the effectiveness of cross-agency safeguarding arrangements, together with a whole systems analysis of capacity and where initiatives can be joined up.	DSVAB (Dudley Safeguarding Vulnerable Adults Board)	June 2011	<p>Information gathered re Cross Agency Safeguarding arrangements and a Partnership Evaluation Exercise carried out in July 2010.</p> <p>The Board's Executive Group will consider revision of terms of reference, relationship with Children's Safeguarding, review of membership, relationship with Health and Wellbeing Board.</p>	The Board will be more effective in monitoring the safety of vulnerable adults.
1.3	A comprehensive check is carried out with all partner agencies that they have key requirements in place.	Interim Head of Safeguarding	Regular monitoring/reviews within current framework.	All partner agencies confirmed they had requirements in place regarding safeguard procedures; whistle blowing, safe and recruitment practice. This was audited by commissioning in 2010. Regular contract monitoring, client reviews and safeguard meetings continue to monitor these requirements	Accountability for Safeguarding Adults work is recognised by each partner organisation's executive body.
1.4	Voluntary and independent community sector organisations understand their role and responsibilities in Safeguarding Adults.	Interim Head of Safeguarding	March 2011	Voluntary agencies represented now on subgroups of the Board. Age UK undertook a workshop on Financial Abuse in June 2010. In 2010 1703 staff from the independent sector received training. MCA and DoLS training planned for 2011.	<p>Organisations are more aware of their responsibilities and more involved in the safeguarding agenda.</p> <p>More referrals have been received regarding safeguarding concerns from these sectors.</p>

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1.5	Under-reporting of the number of referrals relating to adults under 65 with Mental Health needs is addressed	DWMHT Director	March 2011	<p>Although the numbers have not increased the audit shows compliance with the procedures for those which have been reported.</p> <p>Awareness raising re financial abuse planned for 2011 with service users.</p> <p>The Mental Health Trust has appointed Head of Service for Safeguarding to promote the agenda.</p>	Providers and service users to be encouraged to report safeguarding incidents.
1.6	Care homes' compliance with minimum standards for protection and staff training is improved	Commissioning Unit	December 2011	<p>Commissioning Team/PCT Social Work Teams have undertaken reviews on several homes where Home has been rated as poor.</p> <p>System to monitor alerts in this "poor rated Homes" in place via Heads of Service Meetings.</p> <p>Quality Assurance Process to be developed in 2011 with PCT, Commissioning and Safeguarding Teams</p>	Head of Service meetings, following individual safeguarding process, has strengthened compliance with safeguard procedures.

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1.7	NHS Trusts to continue training for their own staff and to maintain accurate records of staff who have been trained	DPCT Director of Patient Experience DGH Director of Nursing DWMHT Director of Governance	Support and Learning Sub Group in 2011	Training sub group collates data for NHS Trusts. Training strategy altered to include competency requirements for staff.	Number of NHS staff receiving Awareness & Practice Issues training has increased and information collated in partnership.
1.8	More structured opportunities are created for sharing and learning across teams	Interim Head of Safeguarding	April 2011	Good practice shared in training re chairing meetings, involvement of service users/carers in conferences, managing investigations. Programme of training established for new staff. Heads of Service meeting brings together practice from various Teams.	Good practice shared in day to day work and training.

2. Ensure that the safeguarding and protect policy and procedures fully address all areas of vulnerability and are implemented consistently.

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2.1	A Review is carried out of the governance and accountability arrangements which were introduced for DSVAB in early 2009	DSVAB (Dudley Safeguarding Vulnerable Adults Board)	May 2011	Governance is in place and Annual Report 2009 presented to Boards as planned together with SCR Exec Summaries to H & WB Partnership. Review of these arrangements prior to Annual Report 2010 is planned by the Executive Board.	Governance arrangements maintained to ensure the Board is accountable.
2.2	Protection Plans are in place and are regularly reviewed.	Interim Head of Safeguarding	Reviewed at audits throughout 2011	Protection Plan – training was undertaken in January – March 2010. Audit of cases and data set indicates the cases that require protection plan and whether this was appropriately discussed at case conferences. Reviews of protection plans are taking place as indicated in data set.	Services users and their carers are protected after a safeguarding incident.
2.3	Effective risk assessment and analysis are in place. Care Plans include risk assessments which address safeguarding for each client. (4.14) Care reviews make links to relevant safeguarding actions.	Interim Head of Safeguarding	Reviewed at audits throughout 2011	Risk assessment pro forma now in operation and audits analyse the management of risk. Contract monitoring and reviews of service user's care ensures information about risk assessments in place for vulnerable adults.	The consideration of risk demonstrated more effectively for service users.

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2.4	A 'root cause' analysis is carried out where several reports are received on the same individuals / establishment	Interim Head of Safeguarding	As required throughout the 2011	The Head of Service meeting is a mechanism used to monitor repeat concerns regarding individuals/establishments.	Concerns about care homes are monitored effectively in a multi agency framework.

3. Ensure victims of abuse and safeguarding referral are appropriately involved and given feedback in a timely manner.

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3.1	Service users are involved in the work of the Board	Interim Head of Safeguarding	December 2011	<p>Keeping Safe Sub Groups meeting and reporting to Partnership Boards planned for 2011.</p> <p>Partnership Evaluation Tool completed. Community Engagement Workshop took place in February 2011 to comment on work of the Board and plan for future focus.</p>	Service users continue to be offered a variety of opportunities to influence the development of Safeguard Policy.
3.2	Services Users receive information on the Safeguard Process in a timely manner.	Interim Head of Safeguarding	December 2011	<p>Audit of the statistical information demonstrates the timescales, the information shared and the protection plans in place.</p> <p>In 2011 a questionnaire to victims of abuse will be used to monitor this.</p>	Service users and their carers are informed about the progress of a safeguard referral.

4. Increase the Community Safety Partnership focus on safeguarding and hate crime within a preventative strategy that addresses the impact of abuse and hate crime on victims. Cont.....

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4.1	Plans and targets for Safeguarding Adults are included in other plans / strategies e.g. older people; learning disability; mental health	Interim Head of Safeguarding Asst Directors	Ongoing as strategies are revised throughout 2011.	In 2010 Revised Learning Disability Strategy includes a section on Safeguarding. Revised draft MH Strategy includes a section on Safeguarding OP and PD strategies have been amended to include safeguarding.	All service strategies reflect safeguarding requirements
4.2	Links are in place with the Children's Safeguarding Board.	Interim Head of Safeguarding	September 2011	Senior representation on both Boards in operation. Joint initiatives planned throughout 2011 on forced marriage and audit work.	Children's and Adult Safeguarding work remains co-ordinated
4.3	Safeguarding Adults is a key theme within the Community Safety strategy	Head of Community Safety	September 2011	Data for safeguarding shared, referral routes established. The strategy for Hate Crime and the SCR outcome identifies requirement for training for staff on Hate Crime.	Staff to become more aware of issues specific to Hate Crime to ensure they are addressed and managed appropriately.
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4.4	'Safeguarding Adults'	Interim Head of	September 2011	Work with Learning Disability	Partners, the general public and

	messages are actively promoted to the public. The Partnership has an information and publicity strategy.	Safeguarding		<p>service users, Community Centre staff completed in 2010. Mental Health service users identified to receive financial abuse awareness in 2011.</p> <p>Schools/Colleges to be targeted in 2011 to continue to raise awareness amongst staff groups and students to promote safeguarding.</p>	carers are more aware of how to refer concerns re vulnerable people.
4.5	Public information is available in the form of leaflets and on the Council's website in a range of accessible formats catering for the general public; service user groups and specific communities. A variety of media is used to disseminate this information on a regular basis so that vulnerable people are aware how they can protect themselves and seek help.	Interim Head of Safeguarding	September 2011	<p>Leaflet on the safeguarding process is being piloted in LD Services and will be delivered mainstream in 2011.</p> <p>Leaflet re safeguarding updated in July 2010 to include all vulnerable groups and to update contact numbers.</p>	<p>Information is updated as services change.</p> <p>A leaflet about the process for safeguarding will ensure alleged victims are supported in the process.</p>

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4.6	Information from the revised JSNA has been used to inform preventative strategy and analysis of vulnerable groups	Interim Head of Safeguarding	September 2011	Work has commenced on updating JSNA.	Improved analysis of vulnerable groups to enable better targeting of safeguarding messages.
4.7	Specific vulnerable groups have been identified for promotion/prevention activity, to ensure all vulnerable groups have been reached e.g. people with learning disability are protected from sexual harassment	Interim Head of Safeguarding	September 2011	<p>Data Set analysed. Financial Abuse Awareness training delivered to vulnerable adults and staff re hoax callers and scams for people in their own homes. Plan to role out to Mental Health Groups in 2011.</p> <p>Keep Safe and Hate Crime workshops delivered May – July in Day Services for People with Learning Disability. In 2011 these workshops to be delivered to college students.</p>	Targeting of safeguarding messages now operational.

5. Identify and strategically address poor practice in delivery of health and social care services, championing person centred approaches in all areas.

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5.1	Robust performance	Interim Head of	Audit work	Three audits have been completed	The Council and DSVAB monitor the

	management and quality assurance arrangements are in place, including evidence on outcomes delivered and performance indicators.	Safeguarding	throughout 2011.	and reporting arrangements in place with the Board.	application of the procedures to ensure risks are effectively managed.
5.2	Collection of accurate data on numbers/ quality of referrals / investigations / protection plans and outcomes with interpretation of trends is taking place in line with the national data collection on adult protection.	Management Information Team Manager	December 2011	Data Set includes qualitative and quantitative data – reported regularly to the Board.	Data quality is monitored and any trends scrutinised to focus future work of the Board.
5.3	Information is obtained from service users and carers on a regular basis about their experiences of safeguarding.	Interim Head of Safeguarding	November 2011	RIPFA work completed re standards and questionnaire for service users developed and to be implemented in 2011.	Service user experience will contribute to learning from practice and further development of safeguarding work.
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5.4	Audit of attendance at conferences and strategy meetings to be carried out	Interim Head of Safeguarding	September 2011	Analysis of attendance presented to Board in 2010 with improvements to attendance identified and actioned by Board Members. To be further reviewed in September 2011.	Improved multi- agency response to Safeguarding

5.5	The Safeguarding module of AIS is implemented	Interim Head of Safeguarding	September 2011	<p>AIS has been purchased and installed for Care Management. The module for Safeguarding to be operational by January 2011.</p> <p>Analysis of the information collated from this data to be scrutinised by the Quality and Performance Sub Group in 2011.</p>	Recording in adult protection cases is improved.
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6.0 Improvement Plan for Partnership Evaluation Outcomes

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6.1	To examine the range of delivery options that would achieve the greatest efficiency.	Board Members	September 2011	The DSVAB Business Plan identifies the set of priorities for safeguarding. These priorities can be set by National Government	To ensure the Board considers issues which are relevant to those it seeks to support.

				Guidance and Regulation, Cabinet Members, Senior officers of Lead Agencies, SCRs. The Business Plan is the focus for monitoring progress and presentation to the Board and to the LSP ensures agencies have the opportunity to consider collectively and within their agencies how they should deliver the objectives outlined.	
6.2	The Policy and Implementation Group to be responsible for undertaking regular EIA's on the breadth of the work of the partnership.	Policy and Implementation Sub Group.	December 2011	EIAs to be completed for Board projects which have the most significant impact on safeguarding within Dudley.	To ensure that the impact of the Boards Policies address the diverse population of Dudley residents.
6.3	The Safeguarding Board Partnership to effectively plan and coordinate engagement activity in a joined up way with other partnerships.	Head of Safeguarding	December 2011	Partnership engagement to be an integral part of the promotion, prevention and training Strategy throughout 2011. Consultation Event planned for February 2011 involving Community Safety, Children's Services, Trading Standards and DACHS.	Service users are aware of the work of the Board and feel it is relevant and responsive.
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6.4	Communities to be given opportunities to get involved in activities over and above being informed and	Keeping Safe Sub Groups for Learning Disabilities & Mental Health	December 2011	Work with Mental Health service users in conjunction with Trading Standards planned for 2011 to raise awareness re safeguarding	Communities aware of potential breadth of abuse.

	consulted.			concerns/financial abuse.	
6.5	A challenge process consolidated to ensure the partnership is held to account for previous actions and future planning.	Asst Director, Chair of Board	December 2011	Structure of the Board to be reviewed to ensure that partnership is held to account for actions and future planning.	The work of the Board remains relevant to service users and carers requirements.
6.6	To engage communities and /or their representatives in the challenge process.	Quality and Performance Sub Group	September 2011	Stakeholders representing service user groups met in February 2011 to seek views on future plans for delivering safeguarding.	The Procedures to be updated to reflect service user experiences.
6.7	A common level of competence and understanding is in place for Board and Sub Group Members.	Interim Head of Safeguarding/Training Officer	December 2011	Induction/training to be offered to new members throughout 2011.	To ensure Board Members are aware of the work of the Board and their contribution to this with vulnerable adults in Dudley.
6.8	Risk Management to be better coordinated through the Board.	Quality & Performance Sub Group.	December 2011	Risk management to be part of the compliance arrangements within care plans and to be identified in safeguard procedures.	To ensure risk is managed appropriately for service users.

7. Action Plans from the Two Serious Case Reviews for 2011

No	KEY ACTIONS	RESPONSIBLE MANAGER	TIMESCALE	PROGRESS REPORT	OUTCOMES FOR USERS OF SERVICES AND THEIR CARERS
7.1	All agencies of the Board to audit recording against current individual agency practice standards to ensure the totality of the work with any individual is recorded.	Board Members	November 2011	In 2010 DACHS carried out audits which asked partner agencies to comment upon the safeguarding process. Partner agencies were more involved in audit work in the coming year.	All agencies to ensure their records meet practice standards and promote collaboration.
7.2	Procedures for the management and collation of repeat referrals/contacts relating to individual vulnerable adults should be developed and implemented with routine reports to senior managers.	Board Members in DGOH, PCT, DACHS, Police, DWMHT.	September 2011	Pilot exercise in June 2010 demonstrated value of shared interagency information. Meeting in January 2011 to develop a protocol for this.	Vulnerable individuals are responded to in a multi agency setting.
7.3	All agencies should identify gaps in the training needs of staff with service user patient contact in relation to vulnerable adult procedure.	All Board Members	September 2011	Board members in September 2010 asked to confirm strategy for safeguarding training within their organisation.	Staff employed to support vulnerable adults are appropriately trained.
7.4	A policy to be developed to ensure that vulnerable people known to health services are tracked and monitored for non attendance of appointments.	Health Managers	September 2011	Safeguarding training within PCT and DGOH has raised awareness of vulnerability. Policy to be developed in 2011.	Vulnerable people who avoid support are identified.

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7.5	DGHFT to have in place contractual arrangements with PFI providers to ensure staff working with vulnerable adults have received appropriate training.	DGHFT Board Members	September 2011	Negotiations with PFI providers in place and training requirements identified.	Vulnerable adults are supported by appropriately trained staff.
7.6	The Mental Health Trust should examine ways of ensuring there is effective coordination of people accessing their day services.	DWMHT - Hassan Omar	September 2011	The manager of the day service to ensure all service users who have had a service for several years have an up to date assessment on record from the CMHT with outcomes identified.	Information within agency services is up to date and outcome focussed.
7.7	The Safeguarding Board should agree and implement a plan to ensure relevant staff have greater awareness of harassment and hate crime and know how to respond to it.	Interim Head of Safeguarding	November 2011	Hate Crime consultation period has ended and the strategy has been agreed at Strategic Board in November 2010. Delivery plan for this strategy is in progress.	Staff understand the issues specific to Hate Crime and the resources available.