

Report to: **Scrutiny Committee for Adult Social Care**

Date: **27 November 2008**

By: **Director of Adult Social Care**

Title of report:: **Safeguarding Vulnerable Adults Progress report**

Purpose of report: **To update the Adult Social Care Scrutiny Committee on the progress of the Safeguarding Vulnerable Adults agenda in East Sussex and make Members aware of the measures that have been put in place to strengthen these arrangements.**

RECOMMENDATIONS:

The Scrutiny Committee for Adult Social Care are recommended to:

1. **Note the content of this report and receive further reports on a quarterly basis in recognition of the importance of the Council's role in respect of Safeguarding Vulnerable Adults in East Sussex.**
 2. **Agree to receive specific training in respect of Safeguarding Vulnerable Adults.**
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1. Financial Appraisal

1.1 There are no increased costs arising from the report recommendations. The actions will be delivered within existing resources.

2. Background and Supporting Information

2.1 In July 2008, the Commission for Social Care Inspection (CSCI) undertook an inspection in East Sussex in respect of three areas, including Safeguarding Vulnerable Adults. Safeguarding work in East Sussex received a rating of "adequate" in this inspection (out of a possible four ratings of Poor, Adequate, Good and Excellent) and our future aim is to achieve at least a "good" rating.

2.2 Local authorities have a responsibility to follow the Department of Health guidance outlined in No Secrets policy guidance and co-ordinate a multi-agency approach to safeguarding against abuse and take action when someone is being abused or is at risk of abuse.

2.3 Adult Social Care have devised an Action Plan (attached as Appendix 1) to address areas of development identified from the CSCI Service Inspection and the Department's own analysis of Safeguarding case work. These developments include establishing a robust approach to quality assurance that will:

- prioritise and drive practice and service development
- Inform Strategic Workforce Planning with respect to Safeguarding
- provide confidence that Safeguarding work led by the Council or its partners is of a satisfactory standard
- contribute to the wide process of Performance Management and,
- support the strategic work of the Safeguarding Vulnerable Adults Board

This programme of action will strengthen the governance, management and operation of Safeguarding Vulnerable Adults in East Sussex (described in Appendix 2).

3. Current Position

3.1. At a strategic level, the multi-agency safeguarding work across East Sussex is managed by the Safeguarding Vulnerable Adults Board which has recently been revised and re-launched. The Board's draft Terms of Reference are contained at Appendix 3. This Board will be supported by four Steering and Working Groups covering specific safeguarding related areas including:

- Communications and Raising Awareness
- Operational Practice
- Workforce Planning
- Performance, Quality and Audit

3.2 We have established a systematic approach to auditing the quality of case files across the Operational Division (details of which are contained at Appendix 4), developing team action plans to deal with Safeguarding Vulnerable Adults issues at a local level.

3.3 Work is underway to develop a method of reporting key performance data to improve Safeguarding. In addition, a scoping workshop is planned for 25th November, 2008 to develop an approach to capture user feedback on Safeguarding interventions. This will be in place by March 2009. These activities are supported by an internal Safeguarding Adults Board comprising senior operational managers with responsibility for Assessment and Care Management.

3.4 The Safeguarding Vulnerable Adults Service has been reconfigured to support developments in relation to the quality and consistency of Safeguarding work, working across agendas to support the transformation towards personalised care. Putting People First makes it clear that a core part of a personalised system is an effective way of enabling people to make supported decisions built on appropriate safeguarding arrangements. A recruitment process is now underway to appoint four Safeguarding Vulnerable Adults Co-ordinators who will focus on ensuring the quality and consistency of practice across all client groups, localities and settings (see Appendix 5 for Job Description). The role of the Departments safeguarding lead is also being revised and consulted upon to reflect the areas identified for development (see Appendix 6, draft, Lead Safeguarding Vulnerable Adults Manager, Key Responsibilities).

4. Conclusion and Reason for Recommendation

4.1 The area of Safeguarding Vulnerable Adults needs to be given a higher and more systematic profile. Changes in the way vulnerable people receive services and support, may lead to a greater risk as people receive more individual services and our ability to safeguard becomes more of a challenge.

4.2 The Commission for Social Care Inspection place great emphasis on Safeguarding and there are clear expectations on local authorities to ensure that effective strategic planning and operational arrangements are in place and that forward plans includes measurable outcomes for improvement. CSCI requires us to have comprehensive procedures, policies and training within a multi-agency framework and robust governance arrangements. Developments have already been initiated and should continue as best practice is firmly embedded in East Sussex.

KEITH HINKLEY
Director of Adult Social Services

Contact officer(s): Name: Angie Macdonald, SVA Lead Manager
Local Member(s): All

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BACKGROUND DOCUMENT: None

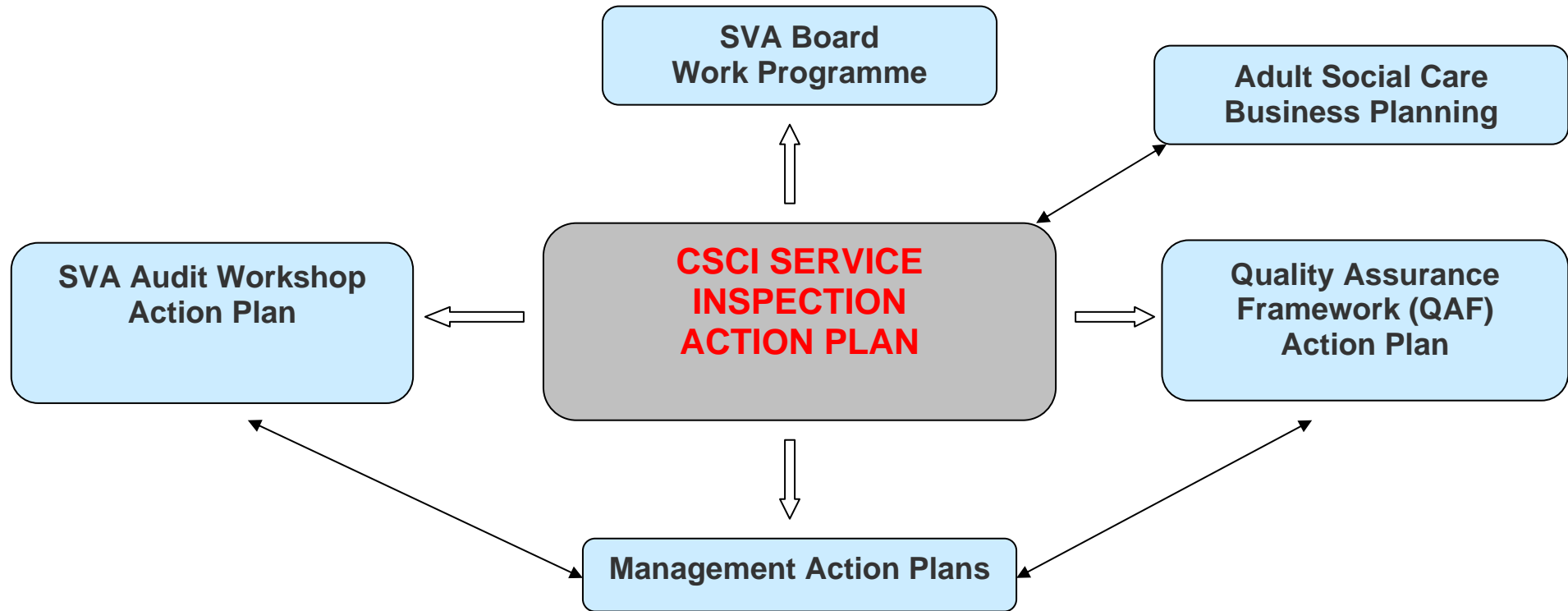
Appendix 1

Quality Assurance Framework (QAF) Development Action Plan

| QAF Work stream | Actions | Owner | Timescales | Outputs/Outcomes |
|---|---|---------------|---|---|
| Regular audits of practice | This is noted for information only. A separate action plan has been developed to deliver an audit regime. | Mark Stainton | See stand alone quality audits action plan. | Service users will benefit from case work interventions that are proportionate, sensitive and well managed. The quality of practice will continually improve. |
| Feedback from users on their experiences of safeguarding interventions. The aim is to ensure that the voice of users is heard in terms of their experiences and how they define quality. | Sam to agree leadership of a Task and Finish group to establish an approach to capturing users experiences of safeguarding intervention. Scoping project target date – 25 November 08 . | Sam Williams | Scoping workshop will set subsequent timescales 25 th November 2008 | Users will increasingly report satisfaction with safeguarding process and outcomes. |
| Feedback from other stakeholders – the aim being that stakeholders regularly provide feedback on the implementation of the policy and procedures, the quality of work and operational issues. | We need to decide how best to receive feedback and input from a wide range of stakeholders countywide. Rather than SVA post holders outreaching to a range of services, the way forward could be in terms of the sub-groups that sit below the SVA executive board. This would mean that stakeholders participate in the implementation and | Keith Hinkley | tbc | Stakeholders will have channels for feeding back on the quality of safeguarding practice and this will result in change that can be measured against practice standards. Lateral links with the community safety strategy will also be stronger |

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| | <p>delivery of the boards vision and strategic priorities. It is proposed that stakeholder feedback is considered in the context of the board and sub-groups arrangements in future. Also to consider Annual Conference as a means for gaining Stakeholders feedback.</p> | | | <p>and formalised through the new board and governance arrangements.</p> |
| <p>Monitoring of process and outcomes through a minimum data set (MDS). The aim is to ensure that a balanced scorecard of data and information drives improvements in practice and outcomes.</p> | <p>Phase 1: Task group to define MDS requirements at practitioner, team and service level. Gap analysis in relation to requirements and current state of reports. Action and resource plan to close the gap. Phase 2: Define requirements at departmental and board level, gap analysis and action/improvement plan.</p> | <p>Sam Williams Sam Williams</p> | <p>31st March 2009</p> | <p>Management data and information will support the performance management of SVA work. DMT will receive a quarterly report on performance and the board twice yearly reports.</p> |
| <p>Quality circles facilitated by Adult Protection co-ordinators. The aim is that front line staff contributes to continuous practice improvements by participation in regular solution focused quality circles.</p> | <p>The first task in for the newly appointed Adult Protection co-ordinators is to define the approach. This will involve: Purpose Scope Deliverables Mode of operation Their training and skills needs Relationship to line managers Resources required</p> | <p>Angie Macdonald</p> | <p>Contingent on appointment</p> | <p>Quality circles will demonstrably result in solutions to practice issues .and will drive quality improvements. Over time, an audit trail will provide evidence of changes being made.</p> |
| <p>CEO and member scrutiny. The aim is to ensure that the CEO and lead member are</p> | <p>The quarterly performance reports submitted to DMT (MDS/ balanced scorecard) will also be submitted to CEO, lead member and Scrutiny.</p> | <p>Keith Hinkley or Mark</p> | <p>As soon as the quarterly DMT report is</p> | <p>The CEO and lead member will be regularly updated on safeguarding activity, trends, outcomes and the</p> |

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| regularly informed of the performance and quality of safeguarding activity. | | Stainton | approved. | performance of the service. This will provide them with opportunities to ask questions about performance and hold the service to account. |
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CSCI Service Inspection Action Plan - this action plan has been developed in response to the CSCI Service Inspection report recommendations. The action plan contains key milestones and deadlines for completing the action. For SVA, SMART targets will be developed with Partners and included in the ASC Business Plan and 2009/10 Council Plan.

QAF - this action plan progresses the actions in relation to quality improvements such as feedback from users and stakeholders; monitoring of processes and outcomes and supporting the performance management of SVA work.

SVA Audit Workshop Action Plan - this action plan has been developed following the audit workshop of 9th September 2008 involving a wide range of staff in implementing actions and solutions.

Management Action Plans - these action plans have been developed by service/team areas following the Case File Audits.

The SVA Board Work Programme – this will comprise of activities relating to the development, performance and monitoring of all Safeguarding work, monitoring progress against the CSCI Service Inspection Action Plan.

Appendix 3

East Sussex Safeguarding Adults Board Terms of Reference

This document sets out the terms of reference for the East Sussex Safeguarding Board.

The Board has been established to facilitate and develop effective multi-agency protection arrangements. The key principles of the Board are:

- To ensure that all contact with vulnerable adults within East Sussex are based on the requirement to prevent, investigate and take action where an adult protection concern exists.
- To ensure the different services and professional groups should co-operate to safeguard vulnerable adults across East Sussex.
- To ensure the effectiveness of agencies' activity to safeguard vulnerable adults.

The principal areas of activity that the Board are responsible for is outlined below.

The Board will have responsibility for:

- Ensuring multi-agency policies for safeguarding vulnerable adults are in place.
- Overseeing the performance and monitoring of all Safeguarding work relating to vulnerable adults including agreeing to set up Serious Case Reviews.
- Submitting an annual report on its work to member organisations and the public.
- Supporting agencies in East Sussex to develop robust policies and training strategies to safeguard vulnerable adults.
- Developing user and carer involvement as appropriate.
- Communicating the need to safeguard and promote the welfare of vulnerable adults to professionals and the public.
- Ensuring links with other related Strategic Agendas.
- Making links with other areas of policy and good practise guidance.

- To oversee the development of Information Systems which support the gathering of information necessary to carry out the evaluation of policy and procedures.
- To agree priority work and resources to support the work of sub-groups.

- Monitoring progress against the CSCI service inspection Action Plan

Membership

There should be the appropriate level of representation at Board level from Key organisations that play a role in Safeguarding, who are able to make decisions, allocate resources on behalf of their organisations and hold their organisation to account. Board Members should also be prepared to report on their organisations activities where appropriate.

The Board will include:

- Local Authorities
- Sussex Police
- Regulators of services
- User and Carer representatives
- Voluntary sector representatives
- Provider representatives
- Primary Care Trusts covering East Sussex
- Other NHS Care Trusts of whose hospitals or facilities are situated within East Sussex
- South East Coast Ambulance Services

There will be links to and from groups and partnerships that may not be on the Board, but are key stakeholders in the Safeguarding Vulnerable Adults agenda. Additionally, with the agreement of the Chair, others may be co-opted onto the Board to assist in meeting the terms of reference and objectives.

Chair of the East Sussex Safeguarding Adults Board

This is the director of Adult Social Care in recognition of the Local Authority's lead coordinating role.

The Director of Adult Social Care has specific responsibilities under statutory guidance issued by the Department of Health.

This role description reflects that guidance:

- Maintain a clear organisational and operational focus on Safeguarding Vulnerable Adults
- Ensure relevant statutory requirements are met
- Meeting Protection of Vulnerable Adults (POVA) requirements
- Ensure all services within their remit remain focused appropriately on Safeguarding Vulnerable Adults
- Promote equality of opportunities that eliminates discrimination in respect of Adult Social Care services

Governance

The East Sussex Safeguarding Adults Board is accountable to the East Sussex County Council Cabinet through the Lead Member for Adult Social Care. The Board will produce a quarterly report for consideration by Lead Members and will produce an annual report available to Partner Boards and other agencies.

Confidentiality

Members of the Board will be individually responsible for respecting the confidentiality of sensitive information shared.

Meetings

The East Sussex Safeguarding Adults Board will meet xxxxx with agreed agenda's and meetings recorded. The Board Members will receive regular briefings on board activities and there will be an annual meeting to consider priorities. Members will be expected to contribute throughout the year and disseminate key messages to their respective agencies.

Additional meetings of the Board may be called in exceptional circumstances by the Chair.

Sub-groups

The East Sussex Safeguarding Adults Board has established a number of sub-groups to carry forward the specific functions of the Board and implement its work plan.

The sub-groups are:

- Communications and Raising Awareness
- Operational Practice
- Workforce Planning
- Performance, Quality and Audit

Short life groups may also be established to undertake specific functions of work projects including Serious Case Reviews.

In addition, there is an elected member's reference group that is made up of councillors from different political groups to consider service developments and improvements. This group will receive regular briefings and monitor progress of the East Sussex Safeguarding Board.

The terms of reference for all the sub groups need to be agreed and a key task will be for all these groups to complete this by January 2009.

Appendix 4

SVA Case File Audits

The following paragraphs detail the ongoing tasks and responsibilities for Heads of Service, Operations Managers and Practice Managers in respect of the SVA audit process.

- Practice Managers to audit four case files each month and to give feedback to the relevant staff members and report to their Operations Manager on any issues and action required.
- Operations Managers to audit four case files each month and to give feedback to the relevant Practice Manager and report to their Head of Service on any issues and action required. The Head of Service will then report this to the Assistant Director (Operations)
- Heads of Service to audit four case files each month and give feedback to the relevant Operations Manager and the Assistant Director (Operations)

Guidance and a template for undertaking the above case file audits has been already circulated.

- Following the first SVA Peer Review Audit, and the ongoing Management Audit, it is my expectation that Practice Managers will develop an Action Plan to address the issues identified as a result of the audits. The Action Plan should comprise issues to be addressed within the team, by individuals or across the department and should be agreed by Operations Managers in the first instance and signed off by Heads of Service

There will be a further Safeguarding Peer Review in January 2009 and by then the case file audit tool will have been modified, however you should use the existing audit tool in the meantime for the Management Case File Audits.

- Practice Managers will review Infoview weekly to ensure all client information is accurate, procedures are being followed and timescales met
- Operations Managers will review Infoview weekly and feedback to Practice Managers and report to their Head of Service on any issues and actions required

The above actions are in addition to the essential requirement that all managers and staff comply with Policy and Procedures. In particular that:

- all Safeguarding cases are discussed by staff in supervision and that this is recorded by supervisors in the supervision record and by the supervisee in the case file
- supervisors to confirm the level of investigation, reason and appropriateness of actions agreed at the case conference or strategy meeting, protection plans and case closures and that, as required, this is fully recorded and countersigned

- Investigating managers will be required to agree and sign off closure of all level 1 and 2 investigations. The Investigating Manager's line manager will be required to agree and sign off closure for all level 3 and 4 investigations
- Investigating Managers to review all Safeguarding case files on a weekly basis, and report to their line manager on any issues arising and actions required
- Supervisors and managers will ensure they are satisfied with the quality of practice and recording on all Safeguarding files and will be expected to countersign case files accordingly

Appendix 5

EAST SUSSEX COUNTY COUNCIL

Job Description

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|---------------------------------|---|
| DEPARTMENT: | Adult Social Care |
| LOCATION: | Countywide |
| JOB TITLE: | Safeguarding Co-ordinator |
| GRADE: | Single Status Grade 13 |
| RESPONSIBLE TO: | Practice Manager or Operations Manager |
| MAIN PURPOSE OF THE JOB: | Support the implementation of the Sussex Multi-agency Policy and Procedures for Safeguarding Vulnerable Adults. |

KEY TASKS

1. To provide appropriate casework supervision for Assessment/Care Management staff within the Team through the use of planned and regular individual and group sessions.
2. To ensure a high standard of practice and to assist in the formulation and successful implementation of agreed care plans for clients.
3. Carry an agreed caseload of complex cases and those requiring a high level of professional input.
4. To support effective multi-disciplinary case work where required
5. Oversee and support the duty system as appropriate within the Team.
6. To provide case management of on-going case work where appropriate.
7. In conjunction with the Practice Manager, to encourage and develop and lead a learning climate in the Team.
8. To provide consultation, advice and support on a daily basis to all Assessment/Care Management staff.
9. To undertake a lead role in the Team in relation to agreed service developments.
10. Chair meetings and reviews as appropriate to the work of the Team
11. To attend staff meetings, supervision and training as required including participation in the Performance Management System.

12. To carry out all duties safely so as not to endanger oneself or anyone who might be affected by the discharge of these duties.
13. To undertake any other such duties as may reasonably fall within the purview of the post, as required by the manager/supervisor, ensuring that all duties undertaken are done so in accordance with departmental policies. Practices, procedures and standards, including Equal Opportunities/Anti-Discriminatory practice
14. To apply consistently the principles of Equal Opportunities, as embodied in the County Council's policies and practices throughout the duties outlined above
15. To undertake available training opportunities and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of County Council services.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Appendix 6

Lead Safeguarding Vulnerable Adults Manager Key responsibilities

To ensure full implementation of the Sussex Multi Agency Policy for Safeguarding Vulnerable Adults, on behalf of the County Council, with Adult Social Care as the lead agency.

Across ASC:

- Support the development and implementation of a quality assurance system identifying areas for improvement.
- Support the development of an internal Safeguarding Adults Board that will manage the quality assurance system.
- Identify areas of improvement for the authority, and put in place strategies for improvement.
- Increase user and, where appropriate, carer involvement in the SVA process and in determining the effectiveness of intervention.
- Lead and ensure the effectiveness of locality and county wide forums.
- Represent Adult Social Care on key strategic partnerships.
- Development work to support Operational Teams in implementing robust recording and reporting systems.
- Support the major work plan associated with the CSCI Service Inspection.

Across ESCC:

- Act as ESCC main contact/lead officer for Safeguarding Vulnerable Adults (SVA).
- Represent the Council on regional fora and development groups, for example the SE Regional Network of Safeguarding Managers.
- Provide specific advice to managers across the County Council in matters related to Safeguarding adults.
- Put in place a system for tracking and monitoring advice given.
- Design and develop robust monitoring arrangements that confirm compliance with the SVA procedures across the County Council.

- Provide an interface between Safeguarding Children and Safeguarding Adult services.

Support the full implementation of the Sussex Multi Agency Policy for Safeguarding Vulnerable Adults **across all relevant agencies and organisations**. They are the local code of practice for East Sussex and West Sussex County Councils, and Brighton & Hove City Council and have been endorsed by a wide range of statutory and voluntary organisations.

- Report to the Multi agency Safeguarding Adults Board.
- Promote public awareness of safeguarding responsibilities.
- Lead safeguarding partnerships with key organisations across Sussex, to include activity to promote preventative measures.
- Produce an annual report drawn from the collated data analysis which provides a strategic direction for the Multi Agency Safeguarding Adults Board.
- Ensure that effective strategies are in place to guide work force planning and development, to include a robust safeguarding training strategy.
- Provide strategic interface with the Department of Health and national policy.