

Business Plan Objectives for 2013-16

To ensure that North Tyneside Safeguarding Adults Board is in line with ADASS guidance, the priorities for 2013-16 will be:



Outcomes

- Measure outcome for individuals
- Focus on Safer Recruitment
- Improve customer feedback

Our focus should be on achieving the outcomes individuals involved in safeguarding desire. By focusing on an individual's expressed outcome the process becomes more person centred. In identifying and achieving outcomes ADASS highlights the importance of working with advocates and of understanding the role of family carers. It is also important to remember that people often want more than one outcome, which ADASS recognise might be hard to reconcile and the individual's wishes may change throughout the process.

ADASS goes on to advise that Safeguarding Adult's Boards must have a way of knowing what works and how they are making a difference to people's lives.

Leadership

- Effective SAB
- Effective Strategic plans
- Quality Assurance Framework

The SAB has the strategic leadership role for Safeguarding adults at risk. The SAB therefore must be effective in its make up, with individuals from a senior level representing their agencies. All agencies need to work well together and the SAB needs to have clear goals, which are monitored regularly. ADASS states that to achieve this Safeguarding Adult's Boards should be supportive to all partner agencies, but also has the responsibility for holding partners to account.

Service Delivery

- National learning influences practice
- Suitably trained workforce
- Data to highlight trends

In order to achieve good Service Delivery at a local level there needs to be responsive specialist services. These need to be able to support people with difficult decision making. ADASS also recognise the importance of responding proportionately to ensure that systems are not swamped and do not miss any really serious concerns. In order to achieve this ADASS stress the need to have integration between commissioning, contracts, care management review and safeguarding intelligence. The aim must always be to focus on the quality of safeguarding practice, therefore, safeguarding pathways need to be clear and carried out on a multi agency basis. There needs to be good sharing of information across agencies to enable good decision making and a proportionate tolerance of acceptable risk. Data should be analysed to ensure that Safeguarding processes are proactive rather than reactive. There should be an ongoing process of learning from practice to highlight good practice and ensure mistakes are not repeated.

Working Together

- Communication Strategy
- Improved links between Sub Groups
- Closer working with Voluntary Sector

Working Together is vital. ADASS highlight the need to have effective interface between the SAB's and Health and Wellbeing Boards, Community Safety Partnerships, Safeguarding Children's Boards etc. There needs to be effective mechanisms to ensure information is disseminated across all agencies so that lessons learnt from local and national cases are embedded into practice. There should be a focus on advocacy, signposting and prevention.

Outcomes

No	Objectives	Outcomes & Deliverables	Actions	Lead	Quarterly Update	RAG Rating	Time scale
1	Carried forward: Improved outcomes for those who experience abuse	Safeguarding enquiries are of a consistently high quality Individuals are supported to be involved in the process	Guidance will be developed setting out the Board's expectations as to the quality of enquiries carried out on its behalf. Improved information available to ensure individuals understand the safeguarding process Feedback is provided to individuals who chose not to attend meetings A reporting mechanism will be established to record referral rates for advocacy in relation to Safeguarding cases. This will be reported to the SAB on an annual basis.	Improving Practice and Performance Sub Group Improving Practice and Performance Sub Group Improving Practice and Performance Sub Group Improving Practice and Performance Sub Group			

2	That individuals who have experienced abuse feel that their voice is heard	Ensure the Making Safeguarding Personal agenda is followed	<p>A system is in place to record individual's views and outcomes in safeguarding documentation. This will be reported to SAB on a 6 monthly basis.</p> <p>Key themes in relation to outcomes are identified and reported to the SAB to improve its understanding of individuals views and wishes</p> <p>Training will be made available as part of the training plan, for workers, to support them when discussing achievable outcomes with individuals.</p> <p>Gather feedback in different ways; consider questionnaires or checklists, face to face feedback and option of focus groups could also be considered</p>	<p>Improving Practice and Performance Sub Group</p> <p>Improving Practice and Performance Sub Group</p> <p>Joint Workforce Development Group</p> <p>Improving Practice and Performance Sub Group</p>			
3	Learning from the experiences of those who have been abused	The SAB receives information from individuals views	To report Information from feedback/surveys to the SAB to influence future services/practice	Improving Practice and Performance Sub Group			

4	Increased awareness and understanding of Safeguarding Adults	Good information is available to everyone regarding abuse These should give consistent messages and have links across partner agencies	A wide range of information is available in different formats e.g. leaflets, posters, promotional materials and web based information. To host the 2 nd Annual SAFE week to raise awareness across professionals, adults at risk, their families and carers and the wider general public	Improving Practice and Performance Sub Group Improving Practice and Performance Sub Group			
5	To ensure consultation processes take place whenever new policies are developed	Consultation takes place and is reported back to the SAB for consideration	The SAB has agreed to consult in a variety of ways, including via service user forums and wider public engagement events	Improving Practice and Performance Sub Group			

Leadership

No	Objectives	Outcomes & Deliverables	Actions	Lead	Quarterly Update	RAG Rating	Time scale
6	To ensure that the SAB is effective	Audit policies and practice through the QAF process QAF to be revised Agreed timetable of implementation on a North of	Each agency will benchmark policies implementation against standard use to ensure that policies are relevant and up to date.	Improving Practice and Performance Sub Group			

		<p>Tyne basis</p> <p>Monitoring attendance at SAB and Sub Groups to ensure that organisations are represented at appropriate seniority, rather than cascade their responsibility</p> <p>Annual plans are agreed</p>	<p>Completion of the Quality Assurance Framework Partnership members to carry out Peer Review by named Board members</p> <p>Attendance is recorded for each partner agency and reported to the SAB on an Annual basis. Attendance levels by representatives and their deputies will be agreed by the SAB</p> <p>Annual plan is delivered</p>	<p>All partner agencies</p> <p>SAB administrator and Sub Group chairs</p> <p>SAB and all Sub Groups</p>			
7	<p>Partner agencies are effective members of the SAB</p>	<p>Partner agencies can demonstrate challenge in a safe way</p> <p>All relevant agencies have designated safeguarding leads</p>	<p>To hold a Challenge Log to record any challenges. Partners will then respond to these offering assurances to the SAB regarding actions</p> <p>All relevant agencies provide clarity about the role of the Designated Adult Safeguarding Manager under The Care Act 2014</p>	<p>SAB administrator</p> <p>All partner agencies</p> <p>All relevant partner agencies</p>			

8	Publicise the work of the SAB on a wider basis to the general public	Production of the Annual Report	Annual Report is produced and published in accessible language and an easy read version is available	All sub groups			
9	To ensure that the SAB fulfils its legal requirements under the Care Act	<p>Ensure that the SAB Constitution is embedded into practice</p> <p>That there is collective responsibility across partner agencies</p>	<p>Named people represent the SAB from each organisation at a senior level who has authority to make decisions Signed up to by CEO's and named person to give personal accountability</p> <p>Agree a set of roles and responsibilities for SAB members – and sub group members – plus named deputies and agencies have systems in place for communication between named person and deputy</p> <p>Training needs analysis for Board members is carried out and relevant training identified and delivered</p> <p>SAB members are offered a range of frontline opportunities to understand practice issues to inform future policy development</p>	<p>All partner agencies</p> <p>SAB chair All partner agencies</p> <p>Joint Workforce Development Group</p> <p>SAB members</p>			

		<p>That the SAB commissions Safeguarding Adults Reviews (SAR) as recommended to the Independent Board Chair by the SARC. Each individual review must be appropriate to the nature of the case in line with Safeguarding Policy and Practice</p> <p>Findings from SAR's are reported to the SAB</p>	<p>The Safeguarding Adults Review Policy is implemented and case review action plans are robustly managed</p> <p>All SAR referrals are scrutinised to establish appropriate multi agency responses</p> <p>Learning from SAR's and other cases are developed into clear action plans.</p> <p>The action plans are shared with the SAB and other Sub Groups to ensure learning is embedded into practice</p>	<p>Safeguarding Adults Review Committee</p> <p>Safeguarding Adults Review Committee</p> <p>Safeguarding Adults Review Committee</p> <p>Safeguarding Adults Review Committee</p>			
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Service Delivery

No	Objectives	Outcomes & Deliverables	Actions	Lead	Quarterly Update	RAG Rating	Time scale
10	Carried forward: Lower level safeguarding concerns should be responded to appropriately	Ensure consistent, appropriate and proportionate response to multiple low level concerns and relevant response from all agencies regarding safeguarding concerns.	Develop an Escalation Policy to guide staff in all agencies to raise safeguarding alerts when multiple low level concerns are received.	Joint Policy Sub Group			
11	High quality training is available and which improves practice	To have a focus on the impact of training to ensure that practice has improved/changed as a result of the training provided.	<p>Relevant training is provided to improve Safeguarding practice</p> <p>To develop a joint training strategy across North Tyneside and Northumberland</p> <p>Training reflects the requirement to Make Safeguarding Personal and ensure that this is then embedded into practice</p>	<p>Joint Workforce Development Group</p> <p>Joint Workforce Development Group</p> <p>Joint Workforce Development Group</p>			

		The workforce is made aware of the links between the Radicalisation and Safeguarding	<p>Evaluation of training is carried out and reported to the SAB</p> <p>The Prevent training is rolled out to the workforce to ensure knowledge is increased regarding radicalisation</p>	<p>Joint Workforce Development Group</p> <p>Joint Workforce Development Group</p>			
12	To have proactive, responsive services aimed at keeping people as safe as possible in North Tyneside	<p>All agencies are clear about their roles and responsibilities</p> <p>Improve awareness of safeguarding to both:</p> <ul style="list-style-type: none"> • individuals 	<p>To make sure that all agencies have good policies in place. That these are compliant with The Care Act. This will be monitored through the QAF</p> <p>That partner agencies training materials are updated to reflect The Care Act 2014</p> <p>That SAB policies are regularly reviewed and kept up to date</p> <p>To provide clear information to those using services about quality standards they should expect to receive</p>	<p>Improving Practice and Performance Sub Group</p> <p>Joint Workforce Development Group</p> <p>Joint Policy Sub Group</p> <p>Improving Practice and Performance Sub Group</p>			

		<ul style="list-style-type: none"> And to providers 	Target future training towards those providers who do not currently access training Raise awareness through Provider forums	Joint Workforce Development Group			
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Working Together

No	Objectives	Outcomes & Deliverables	Actions	Lead	Quarterly Update	RAG Rating	Time scale
13	Partner agencies provide assurance regarding practice areas relating to their individual responsibilities.	Assurance is provided by relevant partner agencies that they are responding to particular issues affecting their practice.	<p>Health Trusts and CCG offer assurance that lessons have been learnt and actions taken in response to the Lampard Report Feb 2015</p> <p>Health Trusts and CCG will provide assurance to the SAB that they are capturing prevalence reporting and identification of FGM</p> <p>To have clear guidance for responding to issues of self neglect under The Care Act</p>	<p>CCG, Northumbria health care and NTW health trusts</p> <p>CCG, Northumbria health care and NTW health trusts</p> <p>Joint Policy Sub Group</p>			

			<p>Launch of the Self Neglect guidance to raise awareness and improve understanding of the issues</p> <p>That the Police and Local Authority offer assurance to both the SAB and LSCB that clear measures are in place to identify and respond to concerns regarding sexual exploitation</p> <p>Increase awareness of Sexual Exploitation across the workforce, through training sessions and events</p>	<p>Joint Workforce Development Group</p> <p>North Tyneside Council (Children's and Adults Services) and Northumbria Police</p> <p>Joint Workforce Development Group</p>			
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14	SAB makes good strategic decisions	<p>Provision of robust data to the SAB</p> <p>Share information re improvement for future services and systems</p>	<p>Key players to provide data</p> <p>CCG to identify data that they receive from health providers. CCG to inform SAB of this information.</p> <p>CCG to offer assurance to SAB and report by exception to identify key themes and trends.</p> <p>To agree relevant data from Police and LA that will be shared with the SAB.</p> <p>Consider the data provided to other boards e.g. Safer North Tyneside, Health and Well Being Board to ensure there is not a duplication of information.</p>	<p>Improving Practice and Performance Sub Group</p> <p>CCG</p> <p>CCG</p> <p>LA and Police</p> <p>Improving Practice and Performance Sub Group</p>			
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