

<b>Committee(s):</b>	<b>Date(s):</b>
<b>Subject:</b> Adult Social Care Safeguarding Improvement Plan	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>This report, which is for information, provides details of the Adult Social Care (ASC) Safeguarding Improvement Plan, which was compiled following an independent quality assurance review of safeguarding conducted within the ASC team over a period of three days in November 2013.</p> <p>The review was jointly commissioned by both the City and Hackney, although specific reviews took place in each authority.</p> <p>The review was undertaken by an independent freelance consultant who specialises in the fields of safeguarding adults, personalisation, integrated models of service delivery and social care practice.</p> <p>It was agreed at the outset of the review that both adult safeguarding services would be measured according to the 'outstanding' matrix as defined by the Care Quality Commission (CQC) and the Social Care Institute for Excellence (SCIE).</p> <p>While the reviewer made no specific recommendations for the City of London, an Improvement Plan was however drafted to support the implementation of key development areas for safeguarding practice, which were agreed for annual review by this Sub Committee.</p> <p>The same consultant has been re-commissioned to return in early 2015 to carry out a City-specific audit of ASC safeguarding, which has a far wider remit.</p> <p>The Improvement Plan will act as a tool to illustrate ASC safeguarding effectiveness over the past year and to work towards expanded targets and improved practice where necessary.</p> <p>It is also important to note the statutory nature of adult safeguarding under the auspices of the impending implementation of the Care Act in April 2015.</p> <p><b>Recommendation(s)</b></p> <p><b>Members are asked to note the report and the Improvement Plan.</b></p>	

## **Main Report**

### **1. Background**

1.1 The City and Hackney Safeguarding Adults Board (CHSAB) jointly commissioned an independent safeguarding audit, which sought to examine practice in both authorities.

1.2 The outcome of the review was reported to this Committee last year, with the understanding that an Improvement Plan was to be developed as part of the overall learning. It was agreed that the plan would be reported to the City of London Adult Safeguarding Sub Committee, which reports to the CHSAB, together with oversight from the Community and Children's Services Safeguarding Sub Committee. The aim of this was to ensure that there is a clear accountability framework for evaluating the Improvement Plan.

1.3 A City of London-specific Improvement Plan was therefore formulated as a result, to ensure that the audit remained a dynamic tool with which to measure change at a local level in order to be assured that safeguarding casework, recording quality and systems, frontline staff and management knowledge could be measured and monitored.

1.4 In addition to the primary benchmarking function for senior managers, it was envisaged that the review would also increase learning and develop practice.

1.5 Over the year, the Improvement Plan has helped guide practice with the recent development of an audit tool to be used within supervision, and safeguarding has been added as part of a 'rolling' agenda item at team meetings.

1.6 Additionally the Notice the Signs safeguarding campaign has been launched, which initially began with awareness-raising briefing sessions to City staff and was then rolled out to residents on 15 October. A further evaluation of this campaign will be forthcoming as it develops.

1.7 It is important to note that the review findings identified good practice and development areas, but it was felt that an assurance framework and mechanism should be formulated to evidence good practice going forward.

1.8 The areas of ongoing development and priority are captured within the Improvement Plan.

### **2. Current Position**

2.1 The Care Act 2014 puts safeguarding adults on a statutory footing for the first time. The act requires all local authorities to have appropriate policies and procedures for making enquiries when it appears that an adult at risk may be experiencing abuse or neglect.

2.2 The Care Act puts the following five principles at the centre of all safeguarding activity:

- Empowerment – personalisation and the presumption of person-led decisions and informed consent.
- Prevention and early intervention – it is better to take action before harm occurs.
- Proportionality – proportionate and least intrusive response appropriate to the risk presented.
- Protection – support and representation for those in greatest need.
- Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse (in accordance with the key messages contained within the City of London's Notice the Signs campaign).

2.3 The Improvement Plan seeks to ensure that the key principles of the Care Act are at the heart of all safeguarding practice within ASC.

2.4 The key areas identified for further development following the audit included the following:

- All case records should have clear risk assessments and analysis, and inform the protection plan directly.
- Risk assessments and protection plans should be agreed with the adult at risk wherever possible.
- Carers need to be fully assessed and their needs as a carer documented during the safeguarding process, especially if they are alleged to have caused harm.
- The views and desired outcomes of the adult at risk should be ascertained and recorded wherever possible.
- In relation to agencies or non-family members alleged to have caused harm, it should be clearly documented that all appropriate steps have been taken according to CQC and pan-London safeguarding adults policy.
- Advocates should be utilised whenever possible in relation to safeguarding.

2.5 Progress has been made across the six development areas, with improved recording of outcomes on the Frameworki recording system evidencing this progress.

2.6 In September the CQC carried out an unannounced inspection of the City of London's reablement service. The report was presented to the Grand Committee in

November, and highlighted that safety standards were met with no additional actions required.

### **3. Next Steps**

3.1 There will be another external quality assurance review of safeguarding adults arrangements by the same independent consultant in January 2015.

3.2 The review's terms of reference will be to carry out a whole-system review of safeguarding arrangements in the City of London. The review will include an examination of case practice and recording, skills and knowledge of staff and leaders, commissioning and performance arrangements, governance and strategic planning, together with Care Act implementation.

3.3 The Improvement Plan will be part of the review process in illustrating the ongoing audit of safeguarding practice over the past year.

### **4. Corporate and Strategic Implications**

4.1 The work of children's and adults' services and our partners supports our communities and makes the City safer.

4.2 Building on inspection findings helps the City to continue to provide modern, efficient and high-quality local services.

### **5. Conclusion**

5.1 The Improvement Plan has formed part of the ongoing professionalisation of ASC in an arena of inspection and the need to strive for 'outstanding'. This Improvement Plan has given the service a benchmark from which to build on its safeguarding practice to ensure that we are offering protection to adults at risk in a person-centred and timely manner.

### **Appendices:**

Improvement Plan

Case audit form

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