

2008 /
2009



and Partners

Local Safeguarding Adults Board (L.S.A.B.)

Joint Project Plan for the Delivery of Actions from the 2007 Annual Report, (many of these have also been adopted as targets for the Total Transformation Programme) and the CSCI Inspection



Adult abuse – break the silence

REPORT IT

Abuse can be physical, sexual, financial, psychological, discriminatory or neglect



Harrow Local Safeguarding Adults Board (L.S.A.B.)

Joint Project Plan for the Delivery of Actions from the 2007 Annual Report, (many of these have also been adopted as targets for the Total Transformation Programme) and the CSCI Inspection

	Aim / Focus	Action	Expected Outcome	Lead Person	Others to be Involved	Time Scale
1	Ensure clear governance and ownership across the agencies in Harrow of their responsibility to Safeguard Adults with the view to achieving excellence in service provision	<ul style="list-style-type: none"> To review and clearly define the LSAB's governance routes (across all agencies) with the view to developing effective links and mechanisms to these routes. Develop a Mission Statement to ensure clarity around the Roles, Responsibilities and Purpose of the LSAB 	<p>Clear governance routes across all agencies in Harrow</p> <p>Signup, commitment and ownership of agreed responses at all levels within the Council and partners organisations</p> <p>All agencies are clear on their roles and responsibilities towards Safeguarding Adults and their role and function within the LSAB</p> <p>Ownership and Commitment to achieving excellence in service provision</p>	Paul Najsarek for HSP and LAA arrangements	<p>Howard Tomlin and Seamus Doherty</p> <p>LSAB Reps to investigate Governance routes for their own Org.</p>	Update report for June 08 and Dec 08
	Update June 2008	<ul style="list-style-type: none"> 2nd Meeting of the restructured LSAB on 30th May 08 Representatives to scope Governance roots for their organisation / agency Safeguarding an agenda item and to be presented to the Overview and Scrutiny Committee on 8th July 08 Member / Portfolio holder briefing May 08 				
2	To improve practice and further clarify responsibilities	<ul style="list-style-type: none"> To review and re-launch the Policies and Procedures To review and revise the LSAB's Terms of Reference 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate feedback and lessons learned from experience, good practice and updates in legislation and guidance and to update the policy and procedure in light of this</p> <p>Signup, commitment and ownership to the work, role and function of the LSAB</p>	<p>Combination of Improving Practice, Publicity and Communication and Learning and Training Work Streams</p> <p>LSAB Reps</p>	LSAB Reps negotiated	Update report for June and Dec 08

	Update June 2008	<ul style="list-style-type: none"> • LSAB decision to postpone the review of our policies and procedures as a consultation Pan London Policy and Procedure is due to be issued in September, with the view to implementation in April 2009 • Harrow will develop local protocols following implementation to compliment the Pan London Procedures • This project has been proposed by the London Adult Protection Network (Harrow is a member) and in agreement with the Greater London ADASS • Sponsorship comes from the DH Policy branch and CSIP is also being co-ordinated by SCIE • There will be a particular focus on cross boarder and cross organisational issues in managing the safeguarding of adults and it will be framed in the context of personalisation, taking positive risk into account • Learning from this project will be fed into the review of "No Secrets" and will also contribute to SCIE's work on Restraint • Harrow is also a member of the North West London Pan London Policy Reference Group • Development of the Improving Practice, Publicity and Communications and Learning and Training Work Streams 				
3	To further improve the response to Vulnerable Adults who may be in need of Safeguarding	<ul style="list-style-type: none"> • As above and to ensure the availability and accessibility of the policy to staff, carers, users, and the wider community 	<p>That the Policy and Procedure and access to Safeguarding Services are accessible and available to all those who require information, support or advise.</p> <p>That the mechanisms for reporting concerns or allegations are clear, well publicised and available to all</p>	Publicity and Communication Work Stream	LSAB Reps negotiated	Update report for June and Dec 08
	Update June 2008	<ul style="list-style-type: none"> • As above • Further development of the Council's Safeguarding website • Awareness Raising events to support World Elder Abuse Awareness Day (WEAAD) <ul style="list-style-type: none"> ○ Carer / user awareness raising event at Carer's Week ○ Public awareness raising event in the Local Shopping Centre ○ Public awareness raising event in the Civic Centre foyer ○ Launch of the 2008 / 09 Training programme ○ Launch of a Good Practice Section on the Website ○ Article in our Staff newsletter and the Local Press approached to raise awareness around our events and the issues surrounding elder abuse • Further dissemination of user wallet card for Direct Payment and Self Directed Care Service Users • Development of the Publicity and Communication Work Stream 				
4	To improve the care of Vulnerable Adults receiving Community Care Services and to minimise the risk of abuse	<ul style="list-style-type: none"> • As above and SLA's / Contracts to include Safeguarding Adults issues 	<p>That all services either directly provided or commissioned by Harrow on behalf of vulnerable people have clearly defined protocols and local procedures in place that acknowledge and reference Harrow's overarching policy and procedures</p> <p>That these local procedures set out the organisations commitment to work in line with Harrow's expectations and affirm their commitment to delivering safe and quality services to Harrow service users</p>	Seamus Doherty and the Service Commissioning Team		Update report for June and Dec 08

		<ul style="list-style-type: none"> • CRB's offered as part of Direct Payments • On-going work with CSCI to ensure providers have local and overarching Safeguarding Policies and Procedures 	<p>That service users accessing Direct Payments are advised and supported to access safe recruitment practices when employing staff to deliver their care package</p> <p>That the LSAB continues to work with regulators and local providers to contribute to the delivery of safe services</p>	<p>SCT and Organisation dealing with DP's</p> <p>Seamus Doherty and CSCI</p>	<p>Self Directed Care Lead – David Fabbro</p>	
	Update June 2008	<ul style="list-style-type: none"> • Beginning the work of formally embedding Safeguarding monitoring into contract monitoring for service providers • CRB's continue to be offered to users as part of Direct Payments – working towards embedding the same principles for Self Directed Care • Continuing to work with CSCI and providers to disseminate our policy and procedure and advising on local policy development 				
5	To improve the ability to Safeguard and Plan for the future of Service Provision	<ul style="list-style-type: none"> • To feed the work of Safeguarding Adults into the current work being undertaken in relation to the Work Force Strategy • To further develop Harrow's new IT system to give more robust statistics around data collection, analysis and monitoring 	<p>That Safeguarding Adults is prioritised and embedded within the Councils restructuring process</p> <p>That the workforce strategy considers the future vision of a Safeguarding Adults Team and considers the ability to build capacity and further develop the service</p> <p>To enable Harrow to build a picture of local prevalence and to shape its prevention and protection strategies accordingly</p> <p>To shape future services and strategies based on the monitoring and analysis of local statistical information</p>	<p>Mark Gillitt leading on the Workforce Strategy</p> <p>Seamus Doherty and David Harrington</p>		Update report for June and Dec 08
	Update June 2008	<ul style="list-style-type: none"> • Continuing to ensure that the principles of Safeguarding Adults are embedded within the agenda for the work force strategy • Continuing to work with our performance management team to develop our data collection and monitoring systems to be more robust in terms of the data we can capture, report on and analyse • Harrow has volunteered to be part of the pilot project by the Strategic Information Group on Adult Social Care (SIGASC) to trial a proposed new data monitoring set 				

6	Governance – To improve the responses of Organisations and Agencies across Harrow to Vulnerable adults	<ul style="list-style-type: none"> • Clear reporting lines within agencies and an overall link to the Harrow Strategic Partnership • Sign up, Commitment and Multi-Agency approach to Safeguarding Adults work is promoted within the above frameworks as well as through the Harrow Strategic Partnership to achieve governance 	<p>Clear governance routes across all agencies in Harrow</p> <p>Signup, commitment and ownership of agreed responses at all levels within the Council and partners organisations</p> <p>All agencies are clear on their roles and responsibilities towards Safeguarding Adults and their role and function within the LSAB</p> <p>Ownership and Commitment to achieving excellence in service provision</p>	Paul Najsarek for HSP and LAA arrangements	Howard Tomlin and Seamus Doherty LSAB Reps to investigate Governance routes for their own Org.	Update report for June and Dec 08
	Update June 2008	<ul style="list-style-type: none"> • As per No. 1 above 				
7	Establish robust evaluation mechanisms to contribute towards improved practice	<ul style="list-style-type: none"> • Arrangements being made to review, monitor and audit the impact of the policy with a view to the next policy review in 2007/08 • Evaluate Training Programme with Organisational Development Department and BILD (British Institute of Learning Disabilities) • Complaints and Safeguarding Adults Interface 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate feedback and lessons learned from experience, good practice and updates in legislation and guidance and to update the policy and procedure in light of this</p> <p>To learn from the feedback received from both the providers and participants of Safeguarding Adults Training and to use this information to further develop the training and learning opportunities both internally and externally to the Council</p> <p>To empower and support staff with the skills, knowledge and experience required to deliver safe services to vulnerable adults commensurate with their role in the process</p> <p>To ensure clear demarcation between the complaints and safeguarding processes and to ensure that each is treated and actioned according to agreed legislation and guidance</p>	<p>Combination of Improving Practice and Publicity and Communication Work Streams</p> <p>Learning and Training Work Stream</p> <p>Seamus Doherty and Stuart Dalton</p>	LSAB Reps negotiated	Update report for June and Dec 08
	Update June 2008	<ul style="list-style-type: none"> • As per No. 2 above • Completed review of 2007/08 Training Programme with our Training Dept (OD), BILD as the providers and participant feedback to contribute towards the 2008 /09 programme. • Completed a feedback and skills analysis exercise with staff and partners to contribute towards the 2008 /09 training programme • Developed the 2008 /09 Training Programme based on the above feedback and analysis 				

		<ul style="list-style-type: none"> Development of the Improving Practice, Publicity and Communication and Learning and Training Work Streams Continuing to separate out any potential Safeguarding Adults issues from complaints to ensure a clear demarcation between safeguarding issues and complaints and that each are dealt with accordingly 				
8	<p>Learning and Training Work Stream - To empower and enable staff, carers and service users with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>	<ul style="list-style-type: none"> Further develop Harrow's Learning and Training Programme and associated work stream To Raise Awareness and further develop the skills and experience of staff across agencies to improve responses to Vulnerable Adults and to build on existing capacity Safeguarding Adults has been included in the work currently being undertaken around the Workforce Strategy 2006 / 2007 Training Programme will be evaluated and a plan put in place for further cross-agency learning in 07/08 Analysis of the key factors in achieving quality outcomes and increasing capacity To continue a programme of Multi-Agency Training and to explore mechanisms for incorporating user and carer feedback into this training programme 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate feedback and lessons learned from experience, good practice and updates in legislation and guidance</p> <p>To learn from the feedback received from both the providers and participants of Safeguarding Adults Training and to use this information to further develop the training and learning opportunities both internally and externally to the Council</p> <p>To empower and support staff with the skills, knowledge and experience required to deliver safe services to vulnerable adults commensurate with their role in the process</p> <p>Through the workforce strategy, looking at the skills and experience of existing staff together with opportunities to develop further skills, multi-faceted learning, building capacity and developing the workforce in line with the vision for a Safeguarding Adults Team</p> <p>To increase capacity across partner organisations and agencies by continuing as appropriate with joint investigations and targeting those staff that will be involved in and carrying out those investigations to ensure that they have received the required level of training and support in order to fulfil these responsibilities</p> <p>To empower and enable staff, carers and service users with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>	<p>Combination of Improving Practice, Publicity and Communication and Learning and Training Work Streams</p> <p>Person now Leading on the Workforce Strategy</p> <p>Learning and Training Work Stream</p> <p>Combination of Quality Assurance and User and Carer Work Streams</p>	<p>LSAB Reps negotiated</p> <p>LSAB Reps negotiated</p> <p>LSAB Reps negotiated</p>	<p>Update report for June and Dec 08</p>

	<p>Update June 2008</p>	<ul style="list-style-type: none"> • As per No. 7 above • Continuing to ensure that the principles of Safeguarding Adults are embedded within the agenda for the work force strategy • Development of the Improving Practice, Publicity and Communication, Learning and Training, Quality Assurance and User and Carer Work Streams 				
<p>9</p>	<p>Publicity and Communications Work Stream - To Raise Awareness amongst staff, carers, service users and the wider general public to identify, report and respond to allegations or suspicions of adult abuse</p>	<ul style="list-style-type: none"> • To further develop the mechanisms and processes used to get the Safeguarding Adults message and agenda promoted as widely as possible in harrow. • To facilitate better recognition of the issues relating to safeguarding adults • To further improve the pathways to access Safeguarding adults services through posters, fliers and credit card information used across the borough • Further develop opportunities with Local Press and Communication to wider Community • To continue with presentations at the Partnership Boards of the other client groups • Further develop mechanisms with partner organisations and agencies to arrange for the dissemination of our awareness raising materials • To investigate further opportunities with partner agencies, across all sectors, to identify more ways in which this information can be publicised to service users, carers, providers 	<p>To Raise Awareness amongst staff, carers, service users and the wider general public to identify, report and respond to allegations or suspicions of adult abuse</p> <p>To empower and enable staff, carers, service users and the wider general public with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>	<p>Publicity and Communication Work Stream (with possible input from other Work Streams)</p>	<p>LSAB Reps negotiated</p>	<p>Update report for June and Dec 08</p>

		and the general public				
	Update June 2008	<ul style="list-style-type: none"> • Further development of the Council's Safeguarding website • Awareness Raising events to support World Elder Abuse Awareness Day (WEAAD) <ul style="list-style-type: none"> ○ Carer / user awareness raising event at Carer's Week ○ Public awareness raising event in the Local Shopping Centre ○ Public awareness raising event in the Civic Centre foyer ○ Launch of the 2008 / 09 Training programme ○ Launch of a Good Practice Section on the Website • Article in our Staff newsletter and the Local Press approached to raise awareness around our events and the issues surrounding elder abuse • Further dissemination of user wallet card for Direct Payment and Self Directed Care Service Users • Development of the Publicity and Communication Work Stream 				

10	<p>Improving Practice Work Stream - This work stream offers workers from all agencies, an opportunity to share and discuss individual or complex issues / cases and to benefit from a multi-agency discussion around those issues</p>	<ul style="list-style-type: none"> To continue to share information, look at innovative ideas and approaches and to look at the positive and less positive experiences of those involved in the various elements of both the Safeguarding Adults work and processes To explore mechanisms for user and carer involvement, to gain their feedback and experiences of Safeguarding Adults Services and to use these experiences to learn, develop and inform current and future policy and practice To request a further Multi-Agency contribution from partner statutory agencies to support the work and infrastructure of Safeguarding Adults in Harrow As a result of the Work Force Strategy funding, an interim Social Work Team Manager will be employed to chair Safeguarding Adults Conferences, feedback on operational issues and practices and oversee data collection and inputting 	<p>To equip, empower and support workers from all agencies with an opportunity to share and discuss individual or complex issues / cases and to benefit from a multi-agency discussion around those issues</p> <p>To empower and support staff with the skills, knowledge and experience required to deliver safe services to vulnerable adults commensurate with their role in the process</p> <p>To use the learning, feedback and discussion from this group to shape and inform future direction and practice and to use this to contribute towards the next review of the policy and procedure</p> <p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate the feedback and lessons learned from experience, good practice and updates in guidance and legislation</p> <p>To learn from the feedback received from partners and workers involved in the Safeguarding Adults process and to use this information to further develop the training, learning and development opportunities both internally and externally to the Council</p>	<p>Improving Practice Work Stream (with possible input from other Work Streams)</p> <p>Lesley Charles</p>	<p>LSAB Reps negotiated</p>	<p>Update report for June and Dec 08</p>
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11	<p>Statistics and Analysis - Ensuring Planning and Development based on Local Knowledge</p>	<ul style="list-style-type: none"> • Further develop the Councils Electronic Systems, Statistics, Data Collection and Monitoring Mechanisms • To take this forward with the next phase of Framework-i's development to allow us to produce more detailed statistics and information around the nature and extent of suspected or alleged abuse • To use this information to analyse trends, patterns and prevalence and to build a local picture, which will ultimately be used to shape and inform direction and practice 	<p>To enable Harrow to build a picture of local prevalence and to shape its prevention and protection strategies accordingly</p> <p>To shape future services and strategies based on the monitoring and analysis of local statistical information</p>	<p>Seamus Doherty and David Harrington</p>		<p>Update report for June and Dec 08</p>
	<p>Update June 2008</p>	<ul style="list-style-type: none"> • Continuing to work with our performance management team to develop our data collection and monitoring systems to be more robust in terms of the data we can capture, report on and analyse • Harrow has volunteered to be part of the pilot project by the Strategic Information Group on Adult Social Care (SIGASC) to trial a proposed new data monitoring set 				
12	<p>To improve Access to Safeguarding Services</p>	<ul style="list-style-type: none"> • Elements of the above plus • Explore opportunities for including access to Safeguarding Adults Services in the redesign of the Council's Website • This may include links to Voluntary Sector organisations, which will offer additional choice to individuals around how they access assistance or advise 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>That the Policy and Procedure and access to Safeguarding Services are accessible and available to all those who require information, support or advise.</p> <p>That the mechanisms for reporting concerns or allegations are clear, well publicised and available to all</p> <p>Signup, commitment and ownership of agreed responses at all levels within the Council and partners organisations</p> <p>All agencies are clear on their roles and responsibilities towards Vulnerable Adults and in their role and function within the Safeguarding Adults process</p> <p>Ownership and Commitment to achieving excellence in</p>	<p>Seamus Doherty</p>		<p>Update report for June and Dec 08</p>

			<p>service provision</p> <p>To empower and enable staff, carers, service users and the general public with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>			
	<p>Update June 2008</p>	<ul style="list-style-type: none"> • Further development of the Council's Safeguarding website • Launch of a Good Practice Section on the Website 				

Harrow Local Safeguarding Adults Board (L.S.A.B.)

Project Plan for the Delivery of the Recommendations from the CSCI Safeguarding Inspection 2008

	Aim / Focus	Action	Expected Outcome	Lead Person	Others to be Involved	Time Scale
1	Adult Social Care (ASC) should take steps to better protect people choosing Self-Directed Support	<ul style="list-style-type: none"> Examining the tensions between the council's duty of care and the freer arrangements that self-directed support brings. Ensuring those arrangements and the person's needs are always reviewed within three months and after one year as a minimum. LSAB to allocate resource to support work on Self Directed Care by May 08 To develop protocols for provider compliance Re: Self Directed Care, based on research and best practice. Evaluate the impact of Self Directed Care and Safeguarding by March 09 	<p>Outcome from Total Transformation Programme - Ref: Area 3 on Self Directed Care</p> <p>To ensure that work on developing Self Directed Care takes account of the requirements for Safeguarding in the planning, consultation and process development stages.</p> <p>To ensure that market development, contract compliance and quality assurance measures are in place to support the Safeguarding agenda.</p> <p>Maintaining Personal Dignity and Respect.</p> <p>Freedom from Harassment and Discrimination.</p>	<p>David Fabbro, Self Directed Care Lead / Seamus Doherty</p> <p>Seamus Doherty / Contracts and Brokerage Team / Self Directed Care Lead</p>	<p>Howard Tomlin / David Fabbro – New Self Directed Care Lead / Seamus Doherty</p> <p>Possible Areas of work to be identified within Work Streams</p>	Update report for June and Dec 08
	Update June 2008	<ul style="list-style-type: none"> Taking forward actions and outcomes from the Total Transformation Programme - Ref: Area 3 on Self Directed Care Taking forward actions and outcomes from the Total Transformation Programme - Ref: Area 4.2 on Safeguarding Adults LSAB will be represented on the key strategic Steering Groups leading on implementing Self Directed Care to ensure that Safeguarding issues are embedded within the core structures, processes and monitoring mechanisms for SDC Liaising with the SDC Lead to examine the tensions between the Council's duty of care and the freer arrangements that self-directed support brings. Developing a risk indicator checklist for Care Managers to use when assessing, reviewing and monitoring service users in relation to the risk of abuse 				

2	<p>To address the high numbers of allegations about paid carers ASC should ensure that:</p>	<ul style="list-style-type: none"> • An audit of Safeguarding alerts about paid staff is held to identify and resolve common themes. • Increase Awareness Raising staff training and development sessions completed with independent sector providers by March 09 • Introduce Quality Assurance measures into contracts to improve monitoring and targeting of providers. • Agree data monitoring requirements to identify providers where action may be required, improve data on referral sources and audit data quarterly. • Safeguarding Manager to inform Work Streams on contract compliance and future quality monitoring arrangements including pilot for self-directed care. • Formal feedback to LSAB on progress of priorities at each planned Board meeting (quarterly) • Evaluate impact of 08/09 action by March 09 	<p>Maintaining Personal Dignity and Respect. Freedom from Harassment and Discrimination.</p> <p>All service providers are trained in Safeguarding Awareness and their duties.</p> <p>Increase training sessions and uptake by Independent Sector staff by 20% by Dec 08. Further increased targets set for 08/09</p>	<p>Howard Tomlin / Seamus Doherty / Contracts and Brokerage Team</p> <p>Seamus Doherty / David Harrington</p> <p>Seamus Doherty / Self Directed Care Lead</p>	<p>Combination of Training and Learning and Quality Assurance Work Streams (with possible input from other Work Streams)</p>	<p>Update report for June and Dec 08</p>
	<p>Update June 2008</p>	<ul style="list-style-type: none"> • Plans in place to audit Safeguarding cases where paid carers have been alleged as the perpetrators to identify possible trends and learning points • Plans being developed to increase the training / briefing sessions offered to independent sector providers • Beginning the work of formally embedding Safeguarding monitoring into contract monitoring for service providers • Development of the Quality Assurance Work Stream • Identification of Safeguarding Champions within each of the Care Management Teams to take forward the work of Quality Assurance, feedback 				

		<p>on operational issues and practices, oversee data collection and inputting, to identify good practice and develop / improve practice where shortfalls are identified</p> <ul style="list-style-type: none"> Continuing to work with our performance management team to develop our data collection and monitoring systems to be more robust in terms of the data we can capture, report on and analyse Harrow has volunteered to be part of the pilot project by the Strategic Information Group on Adult Social Care (SIGASC) to trial a proposed new data monitoring set Taking forward actions and outcomes from the Total Transformation Programme - Ref: Area 3 on Self Directed Care LSAB will be represented on the key strategic Steering Groups leading on implementing Self Directed Care to ensure that Safeguarding issues are embedded within the core structures, processes and monitoring mechanisms for SDC Liaising with the SDC Lead to examine the tensions between the Council's duty of care and the freer arrangements that self-directed support brings. Developing a risk indicator checklist for Care Managers to use when assessing, reviewing and monitoring service users in relation to the risk of abuse Formal feedback to LSAB on progress of priorities at each planned Board meeting (quarterly) 				
3	<p>Improve Harrow's response to allegations of abuse or when abuse is suspected in line with timescales in policy and procedure by Sept 09</p>	<ul style="list-style-type: none"> Improve Harrow's response to allegations of abuse or when abuse is suspected in line with timescales in policy and procedure by Sept 09 	<p>Maintaining Personal Dignity and Respect.</p> <p>Freedom from Harassment and Discrimination.</p> <p>An improvement in response times that better reflect the associated timescales within the policy and procedure</p>	<p>Howard Tomlin / Seamus Doherty</p>	<p>Improving Practice and Quality Assurance Work Streams</p>	<p>Update report for June and Dec 08</p>
	<p>Update June 2008</p>	<ul style="list-style-type: none"> Development of the Improving Practice and Quality Assurance Work Streams Plans in place to benchmark current performance in relation to timescales and to improve on those timescales where shortfalls are identified Identification of Safeguarding Champions within each of the Care Management Teams to take forward the work of Quality Assurance, feedback on operational issues and practices, oversee data collection and inputting, to identify good practice and develop / improve practice where shortfalls are identified Continuing to work with our performance management team to develop our data collection and monitoring systems to be more robust in terms of the data we can capture, report on and analyse Harrow has volunteered to be part of the pilot project by the Strategic Information Group on Adult Social Care (SIGASC) to trial a proposed new data monitoring set 				

		<p>audit.</p> <ul style="list-style-type: none"> • Monthly updates on website and cascaded to all stakeholders • To review findings of audit and best practice research and update training package 6 monthly. • To produce format for practitioner guidance and roll-out throughout 2008/9 		LSAB		
	Update June 2008	<ul style="list-style-type: none"> • Development of the Quality Assurance, Improving Practice and Training and Learning Work Streams • Review of Policy and Procedure in line with No. 2 (Part 1 of Action Plan) • Identification of Safeguarding Champions within each of the Care Management Teams to take forward the work of Quality Assurance, feedback on operational issues and practices, oversee data collection and inputting, to identify good practice and develop / improve practice where shortfalls are identified • Serious Case Review almost completed and learning points and recommendations being developed to inform and develop good practice • Produced a Response and Action Plan to address the recommendations from the Joint CSCI/HCC Investigation into the Cornwall NHS Trusts • LSAB to oversee Action Plan • To publish "lessons learnt" and best practice examples on Safeguarding Adults intranet site • To update training content on the basis of results of audit / best practice and evaluation of the 2008 /09 Training Programme • Quarterly updates being reported to the LSAB who will lead on ensuring all agencies respond to findings of audits and learning • Further development of the Council's Safeguarding website • Launch of a Good Practice Section on the website which will include good practice and lessons learned 				
6	<p>Adult Social Care (ASC) should take steps, including an Information Outreach Programme, to address the under-reporting of Safeguarding alerts about people from Black and Minority Ethnic Communities.</p>	<ul style="list-style-type: none"> • Consultation with representative groups and deliver recommendations on how to improve by Sept 08 • Improved recording of referral source and data accuracy by December 08 • Champions from BME Groups to be identified and in place by Sept 08 • Research on higher performing 	<p>Maintaining Personal Dignity and Respect</p> <p>Freedom from Harassment and Discrimination</p> <p>To improve performance in areas of under-reporting through targeting specific BME groups for Awareness Raising by March 09.</p> <p>To improve performance and practice through research, training and learning.</p>	<p>Howard Tomlin / Seamus Doherty</p> <p>BME Safeguarding Champion</p>	<p>Combination of Quality Assurance, Improving Practice and Training and</p>	<p>Update report for June and Dec 08</p>

		<p>Councils to identify ways to improve take-up</p> <ul style="list-style-type: none"> • Set up consultation using existing forums and Partnership Boards • Agree plan to improve reporting • Review current data collection and identify improvements in recording and monitoring. • Identify Safeguarding Champions and associated training to provide support to raise profile of the Safeguarding Adults agenda for all groups 		Safeguarding Champions	Learning Work Streams together with Safeguarding Champions	
	<p>Update June 2008</p>	<ul style="list-style-type: none"> • Plans in place to benchmark current performance in relation to BME referrals at both a Local and National level • Continuing to work with our performance management team to develop our data collection and monitoring systems to be more robust in terms of the data we can capture, report on and analyse • Initial contact made with the Faith Officer within the Police and Harrow's Diversity and Equalities Manager to discuss options • Development of the User and Carer Involvement and Improving Practice Work Streams • Working with our Training Dept and Providers to investigate an Accredited Safeguarding Champions Course to take this area forward 				

Adult abuse – break the silence

REPORT IT

Abuse can be physical, sexual, financial, psychological, discriminatory or neglect

Harrow Council and its partners



**Are you, or someone you know
being abused, hurt, or exploited?**

Call Harrow's Safeguarding Adults co-ordinator on:

020 8420 9453

during office hours or:

020 8424 0999

at all other times



in conjunction with:

