

**West of Berkshire Safeguarding Adults Board Business Plan 2016-17**

<b>Red</b>	<b>Overdue</b>	<b>Amber</b>	<b>In progress</b>	<b>Green</b>	<b>Complete/no further action</b>
------------	----------------	--------------	--------------------	--------------	-----------------------------------

<b>PRIORITY 1</b>						
<b>ESTABLISH EFFECTIVE GOVERNANCE STRUCTURES, IMPROVE ACCOUNTABILITY AND ENSURE THE SAFEGUARDING ADULTS AGENDA IS EMBEDDED WITHIN RELEVANT ORGANISATIONS, FORUMS AND BOARDS.</b>						
<b>Outcome</b>	<b>Action</b>	<b>Lead</b>	<b>Timescale</b>	<b>Work in progress</b>	<b>RAG</b>	<b>Success criteria</b>
1.1 Develop oversight of the quality of safeguarding performance.	a) Review and implement the Board's Quality Assurance Framework.	Governance Subgroup	Sept 2016	<b>Endorsed by Board 19.09.16.</b>	<b>G</b>	The QA Framework is reviewed and published. Identified actions are implemented.
	b) Annual self-assessment audit to be completed by partner agencies, results received and action plans monitored.	Performance and Quality Subgroup	Dec 2016	<b>Results of audits shared at Business Planning Day 6.02.17</b>	<b>G</b>	Results of self-assessment audit evidences improvements on previous completion.
	c) Develop a Performance and Quality Assurance framework to support and promote MSP.	Performance and Quality Subgroup	Oct 2016	<b>Awaiting work by the national network of SAB Business Managers to develop KPI set for MSP.</b>	<b>A</b>	Outcome information has a focus on wellbeing as well as safety, and reflects the six safeguarding principles.
1.2 Have in place an effective framework of policies, procedures and processes for safeguarding adults.	a) Approve amendments to the Pan Berkshire Multi-Agency Policy and Procedures twice yearly.	Governance Subgroup	July 2016 and ongoing	<b>P&amp;P reviewed and amended by the Pan-Berkshire Group following 3 month consultation. Revised version published.</b>	<b>G</b>	The Berkshire Multi-Agency Policy and Procedures are accurate and up to date. Process in place to review twice yearly.

	b) Implement a Tracker to monitor how learning from local reviews and national developments is embedded across the partnership.	Effectiveness Subgroup	Sept 2016	<b>Tracker tool approved by Governance Subgroup.</b>	<b>G</b>	Board is assured that learning from reviews and national developments is shared across partner agencies.
1.3 Raise awareness of the work of the Board within partner organisations	Present Board's Annual Report to Health and Wellbeing Boards and other committees.	Independent Chair and Board members	January 2017	<b>Annual Report published. On forward plan for each HWB.</b>	<b>G</b>	Evidence that the Annual Report is presented to the HWBs and other committees.

**PRIORITY 2**

**RAISE AWARENESS OF SAFEGUARDING ADULTS, THE WORK OF THE SAFEGUARDING ADULTS BOARD AND IMPROVE ENGAGEMENT WITH A WIDER RANGE OF STAKEHOLDERS**

<b>Outcome</b>	<b>Action</b>	<b>Lead</b>	<b>Timescale</b>	<b>Work in progress</b>	<b>RAG</b>	<b>Success criteria</b>
2.1 The Board is confident that professionals are accessing the online Berkshire Policy and Procedures	a) Publish and promote new Berkshire Policy and Procedures.	Communication Subgroup	April 2016 publication, with review scheduled for July.	<b>P&amp;P reviewed and amended by the Pan-Berkshire Group following 3 month consultation. Changes endorsed by the 4 SABs mid-September and a revised version published and promoted.</b>	<b>G</b>	Audit trail of emails promoting Policy and Procedures from Board members to teams.

	b) Evaluate awareness of and use of Policy and Procedures through survey and website analytics.	Communication Subgroup	December.	<b>333 respondents to survey: 31% had used P&amp;Ps. Google analytics reviewed. Format of P&amp;Ps is under review.</b>	<b>G</b>	Survey monkey reveals 75% of respondents are familiar with Procedures. Website analytics evidence increased number of views on the relevant page.
2.2 All partner agencies have agreed and implemented the Board's revised Communication Strategy.	Review and promote the Board's Communication Strategy.	Communication Subgroup	June 2016	<b>Communication Strategy endorsed by Board in Dec 2016.</b>	<b>G</b>	Board endorsement of the Communication Strategy. Clear communication processes and joint working in the event of a significant safeguarding incident.
2.3 All Board members understand their role.	Review and promote the Board's Induction Pack.	Communication Subgroup	Sept 2016	<b>Induction Pack endorsed by Board 19.09.06. Published on website and circulated to new members.</b>	<b>G</b>	Evidence that members have received the Induction Pack and understand their role as Board members.
2.4 Managers and staff are aware of the learning from SARs in order to keep people safe.	Publish and disseminate learning from Safeguarding Adults Reviews and other partnership reviews.	Communication Subgroup	Sept 2016 and ongoing	<b>Dedicated page on Board website for publication of reviews. Briefing note under development.</b>	<b>G</b>	Executive summaries and briefing papers published and disseminated upon completion of review.
2.5 Practitioners are aware of the Board's function and local safeguarding processes.	Conduct survey and make recommendations to help the Board raise awareness of its function and	Communication Subgroup	Dec 2016	<b>Survey completed by 333 respondents. Proposal developed for Board endorsement in</b>	<b>G</b>	Survey completed by 200 practitioners. Recommendations endorsed by Board and actions to

	local safeguarding processes.			<b>March.</b>		implement recommendations in place.
2.6 Printed information is available to guide people through the safeguarding process.	a) Provide clear explanations for people about what is meant by safeguarding and outcomes.	Communication Subgroup	March 2017	<b>Website has been updated. Briefing note article on outcomes.</b>	<b>G</b>	People are involved more effectively in the safeguarding process.
	b) Promote the principles of Making Safeguarding Personal.	Communication Subgroup	January 2017	<b>SAB briefing note published in July. Accessible information on MSP developed and being consulted on. Video produced by service users for website.</b>	<b>G</b>	Information on MSP published and disseminated via website, briefing notes and publicity material.

<b>PRIORITY 3: ENSURE EFFECTIVE LEARNING FROM GOOD AND BAD PRACTICE IS SHARED IN ORDER TO IMPROVE THE SAFEGUARDING EXPERIENCE AND ULTIMATE OUTCOMES FOR SERVICE USERS.</b>						
<b>Outcome</b>	<b>Action</b>	<b>Lead</b>	<b>Timescale</b>	<b>Work in progress</b>	<b>RAG</b>	<b>Success criteria</b>
3.1 Continue to ensure staff receive appropriate level of safeguarding adults training.	a) Review Levels 2 and 3 safeguarding training standards to ensure alignment with Pan-Berkshire Policy and Procedures.	Learning and Development Subgroup	December 2016	<b>Complete.</b>	<b>G</b>	Updated training standards agreed and used in developing training programmes
	b) Refresh Workforce Development Strategy to map to revised social care competence framework and intercollegiate document.	Learning and Development Subgroup	March 2017	<b>Refreshed Strategy (including updated training standards)</b>	<b>G</b>	Refreshed Strategy (including updated training standards) produced & published on SAB website

				<b>produced &amp; published on SAB website. (Full review scheduled for 2017-18 action plan)</b>		
	c) Deliver Safeguarding Adults Train the Trainer programme (Wokingham BC.)	Learning and Development Subgroup	April 2016 (achieved)	<b>Course delivered; observations within 3 months</b>	<b>G</b>	Course delivered by Wokingham BC and offered across west of Berkshire
	d) In conjunction with the LSCBs, support development and delivery of the Joint Children's and Adults Safeguarding Conference on 23 September.	Learning and Development Subgroup	23 September 2016	<b>Complete. 150 attendees. Positive feedback.</b>	<b>G</b>	Conference held with attendance from adult sector
	e) Deliver Making Safeguarding Personal awareness training for private, voluntary and independent sector.	Learning and Development Subgroup	December 2016	<b>Complete. Sessions held and evaluated.</b>	<b>G</b>	Awareness workshops delivered to the local PVI sector
	f) Trading standards tailored training.	Learning and Development Subgroup	20 June 2016	<b>Session delivered.</b>	<b>G</b>	Tailored training developed and delivered
	g) Deliver core training programmes at all levels to support the sector. Report on training activity for 2015-16 for SAB annual report.	Learning and Development Subgroup	Ongoing June 2016	<b>Courses on offer. Training activity data published in Annual Report.</b>	<b>G</b>	Training programmes delivered and evaluated. Training data collated
3.2 Improve mechanisms to share learning from good and bad practice more widely.	Support the development of workshops and network meetings to share learning from SARs and other partnership reviews.	Learning and Development Subgroup	March 2017	<b>Briefing note shared with trainers.</b>	<b>G</b>	Information sharing sessions coordinated to respond to SARs to support Effectiveness

<b>PRIORITY 4</b>						
<b>COORDINATE AND ENSURE THE EFFECTIVENESS OF WHAT EACH AGENCY DOES</b>						
<b>Outcome</b>	<b>Action</b>	<b>Lead</b>	<b>Timescale</b>	<b>Work in progress</b>	<b>RAG</b>	<b>Success criteria</b>
4.1 Agencies are implementing, and are compliant with, the new Berkshire Policy and Procedures and areas for learning and development across agencies and standards of best practice are identified.	a) Twice yearly case audit on S42 enquiries are undertaken. Themes and areas for development from S42 audits reported to the Board in June and December. Board to take required actions to address areas of identified concerns across partner agencies.  Audit sample of cases against the MCA code of practice.	Effectiveness Subgroup	May and November 2016	<b>Established function; report to the Board twice yearly.</b>	<b>G</b>	Baseline established in Aug and areas for improvement identified; second audit in Feb evidences improvements in results of S42 case file audits outcomes.
	b) Undertake and publish multi-agency thematic reviews.	Effectiveness Subgroup	February 2017	<b>Programme of reviews for 2017-18 agreed.</b>	<b>G</b>	Results of thematic reviews are published and areas for development are identified for the Board to take appropriate action.
4.2 Service user feedback indicates that clients' desired outcomes are met, in line with MSP and the well-being principle.	a) Develop processes to ensure service user feedback is collected and understood.	Effectiveness Subgroup	September 2016	<b>Mandatory box and feedback questions developed. Board requires assurance that this is embedded in practice</b>	<b>A</b>	Robust, practical processes are in place across partner agencies.
	b) Develop mechanisms for measuring outcomes for individuals who have been through the safeguarding process.	Effectiveness Subgroup	March 2017	<b>Mandatory box and feedback questions. Board</b>	<b>A</b>	Increase in number of individuals whose desired outcomes have been met as

				requires assurance that this is embedded in practice		a result of the safeguarding process
4.3 Involvement of advocates and IMCAs ensure person centred responses are promoted.	Identify where there is a shortfall in the use of advocates and raise staff awareness as to how and when to involve advocates.	Effectiveness Subgroup	September 2016	Q3 data shows improved rates of advocacy. To be kept under review and included as priority for business plan 2017-18.	G	New approaches to person centred responses are promoted. Quarterly PI data indicates improvement in use of advocates.
4.4 The Board is assured that learning from SARs has been responded to appropriately by agencies.	a) The SAR Learning Monitoring Tool is used to monitor response to findings by partner agencies upon publication of SARs.	Effectiveness Subgroup	October 2016 and ongoing	Populated with Mrs H and Mr I case reviews.	G	The SAR Learning Monitoring Tool is completed and presented to the Board showing that learning from SARs is embedded within partner agencies.
	b) Subgroup to receive action plan developed by the SAR Panel, monitor completion by partner agencies and provide assurance to the Board that actions have been met.	Effectiveness Subgroup	October 2016 and ongoing	Action plan endorsed by Board 19.09.16. Progress monitored at quarterly subgroup meetings.	G	Learning from SARs is embedded within partner agencies. Actions are completed within identified timescales.

Classification: OFFICIAL