

| Ref | Outcome | Action(s) Required | By When | Lead Responsibility | Resource Implications | Outcome Target(s) | Risk Assessment (with controls) | Progress to Date |
|-----|---|---|--|--|---|--|---------------------------------|------------------|
| | Safeguarding Adults | | | | | | | |
| | The council and partners should: | | | | | | | |
| 1 | Ensure that safeguarding policy and procedures are being implemented consistently at an operational level and across all partner agencies. (Page 11) | Review of the implementation of procedures across all agencies. | 31st December 2009 | Allan Brown, Head of Adult Services and Sue Bestjan Independent Chair | Nil | Increased referrals for safeguarding across the borough. | Medium | |
| 2 | Capture the experience and views of people who had been through safeguarding processes to inform the strategic and operational development of safeguarding. (Page 11) | Undertake a survey and review of other people who have been involved in safeguarding in order to, where possible, get their views. | 31st March 2010 | Andrew Small, Safeguarding Manager and Sue Bestjan Independent Chair | Nil | 50% of people have been through the adult safeguarding process, provide details of their experience which is reported to the Board, Overview & Scrutiny and Annual Report. | Low | |
| 3 | Increase public awareness of services and support related to safeguarding vulnerable adults. (Page 12) | The development of an appropriate communication strategy for the new adult safeguarding board. | 31st March 2010 | Allan Brown, Head of Adult Services and Sue Bestjan Independent Chair | Some additional resources from within current budgets will be needed to provide information. | Increased referrals for safeguarding across the borough. | Low | |
| 4 | Raise awareness and developing the understanding of safeguarding across all council staff. (Page 12) | Appropriate training to all staff across the borough should be put in place. An emphasis should be placed on those people initially who have a CRB check. | 31st March 2010 | Melanie Edridge, Training Manager, Andrew Small, Safeguarding Manager | Appropriate training/information from within existing budgets. | Increased. | Low | |
| | Increased Choice and Control | | | | | | | |
| | The council should: | | | | | | | |
| 5 | Improve the availability of written information for older people in the borough (Page 14) | Review of all information to be undertaken including web-based information. | 31st March 2010 | John Scaife, Joint Commissioning Manager | Additional funds will be required within existing budgets to pay for printing costs as leaflets are improved. | All leaflets/information are reviewed and updated and approved by service users/ carers representatives. | Low | |
| 6 | Improve the quality and reliability of case recording and have processes in place to quality assurance these improvements. Improve the quality and reliability of case recording and have processes in place to quality assurance these improvements. (Page 16) | A review was undertaken of case recording arrangements across the unit and quality assurance processes checked. | 31st March 2010 | Overall quality assurance, Allan Brown, Head of Adult Services plus service heads. | Nil | Case recording is completed in accordance with policy requirements and monitored by senior managers through case sampling. | Low | |
| 7 | Do more to support older people to use direct payments to make their own arrangements for care services and to employ their own personal assistants. (Page 16) | A review of the current direct payments arrangements will be undertaken. | 31st March 2010 | Janet Dawson, Service Manager and Eddie Johnson, Direct Payments Manager | Nil | Number of older people employing their personal assistants increases. | Medium | |
| 8 | Ensure appropriate professional supervision to quality assure the adult social care referral taking process. (Page 19) | Review the current working arrangements for front end services as required by Transforming Social Care | 31st December 2009 | Allan Brown, Head of Adult Services | Nil | Appropriate supervision arrangement in place. | | |
| | Provided Leadership | | | | | | | |
| | The council should: | | | | | | | |
| 9 | Communicate the vision for social care more widely across a) staff in the council and b) the general public. | a) Establish task focus to review current arrangements and to develop a strategy to ensure effective communication of the vision. b) Work with voluntary agencies to establish a communication strategy and ensure that there is a better understanding about social care across the general public. | 31st March 2010 31st March 2010 | Allan Brown, Head of Adult Services Allan Brown, Head of Adult Services | Nil Nil | | | |

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| 10 | Develop a better understanding of the needs of the diverse communities in the borough to help inform future commissioning of services | Establishment of a working group to contain the representatives from appropriate organisations including people from a BME background. | 31st March 2010 | John Scaife, Joint Commissioning Manager | Nil | Increase in number of people from diverse backgrounds receiving a service. | | |
| | Commissioning and Use of Resources The council should: | | | | | | | |
| 11 | Develop a greater understanding of safeguarding activity, improving the collection, analysis and interpretation of information to help shape understanding of local safeguarding issues and to inform commissioning priorities. | Undertake regular reviews of information about safeguarding activity which is included in the Annual Report and presented to the Board. | 31st March 2010 | Andrew Small, Safeguarding Manager | Nil | Detailed analysis presented in the Annual Report to Overview and Scrutiny. | | |
| 12 | Improve the way access and take-up of services by people from all diverse groups of the community are monitored, interpreting this information to help inform the development and commissioning of services. | See 10 above | | John Scaife, Joint Commissioning Manager and service heads. | Nil | Increase in number of people from diverse backgrounds receiving a service. | | |