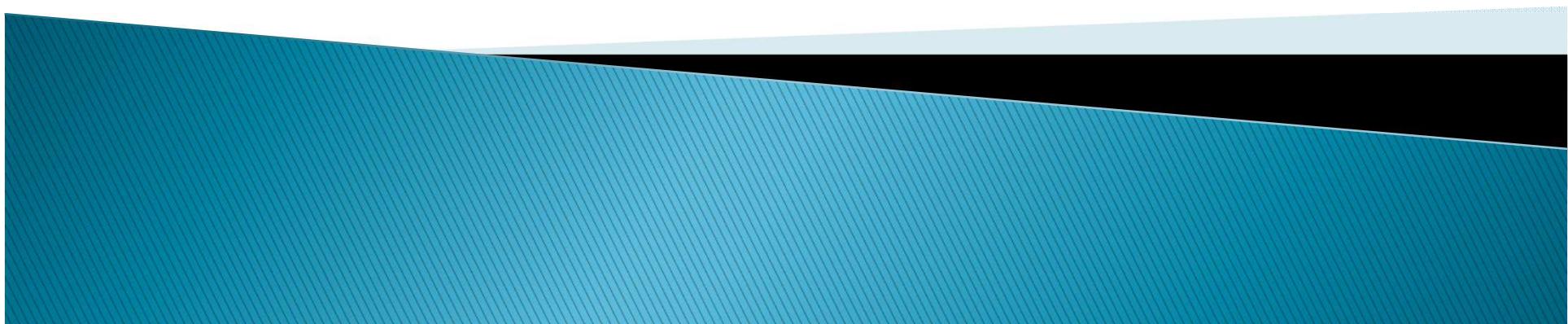


# **Adult Safeguarding Peer Review Results**

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# Aim of the Presentation

To give assurance that Bury Council is providing a quality services to those adults who are in need of a safeguarding service.



# Peer Challenge Framework

- ▶ Towards Excellence in Adult Social Care (TEASC)
- ▶ NW Regional Group have agreed 4 aims:
  - Galvanising adult social care services to achieve the best possible outcomes for people.
  - Build on existing capability in adult social care services.
  - Systematically share knowledge.
  - Develop and implement policies designed to improve the lives of service users, their families and carers.
- ▶ Peer Review



# Peer Challenge Process – Bury

- ▶ Benchmarked against a modified version of the Local Government Association (LGA) model for Standards in Adult Social Care.
- ▶ Objectives Centred on the key themes below:
  1. Outcomes for people who use services
  2. Participation
  3. Vision, Strategy & Leadership
  4. Working together
  5. Resource and Workforce Management
  6. Service Delivery and Effective Practice
  7. Commissioning
  8. Improvement and Innovation



# Peer Challenge Process – Bury

cont

- ▶ 3 aspects of safeguarding practice were considered:
  1. Strategic approach – to consider direction and policy setting, work with partners and the working of strategic bodies – such as the Safeguarding Board.
  2. Commissioned services –to consider how the Council ensures effective safeguarding practice in commissioned services – particularly consistency of approach and outcomes.
  3. Frontline social work practice – in particular the consistency of approach, impact and quality of decision-making



## Summary of Key Findings -Strengths and Best Practice

### 1. Outcomes for people who use services

- ▶ Identified excellent outcomes for service user.
- ▶ Commended on positive risk taking and ensuring individuals had choice and control.
- ▶ Noted – respectful decision making.
- ▶ Identified that there is a clear support planning process which is standard for all customers.



## Summary of Key Findings –Strengths and Best Practice

### 2. Participation (choice, control, advocacy)

- ▶ Clear evidence of how service users, families and carers can influence adult safeguarding arrangements.
- ▶ Advocacy services also offer additional support i.e. RPR services for Deprivation of Liberty cases.
- ▶ Clear focus on ensuring services users are active participants in the safeguarding process.
- ▶ Adult Social Care Outcomes Framework results advised 95% of service users felt in control and safe.
- ▶ Feedback from service providers evidenced that a positive culture re: personalisation, choice and control is promoted.



## Summary of Key Findings –Strengths and Best Practice

### 3. Vision Strategy and Leadership

- ▶ Passion, enthusiasm and drive from senior leadership.
- ▶ Clear and ambitious strategy for health and wellbeing.
- ▶ Good practice re: the Ambassador initiative.
- ▶ Management have encouraged and supported wider Council and partner awareness.
- ▶ Impressed by Lead Member's grasp of adult safeguarding agenda and wider health and wellbeing agenda.
- ▶ Positive impact of the Prevention Strategy



## Summary of Key Findings –Strengths and Best Practice

### 4. Working Together (partnerships and integration)

- ▶ Care providers very positive responses and feel supported.
- ▶ Providers reported Bury had a favourable approach when compared with neighbouring authorities.
- ▶ Documentation and process “very clear”.
- ▶ Effective training provided.
- ▶ Good relationship with procurement team.
- ▶ Good working practice noted with other internal departments.



## Summary of Key Findings –Strengths and Best Practice

### 5. Resource and Workforce Management

- ▶ Very positive comments from staff re: change in culture – culture of openness, sharing and learning.
- ▶ Comprehensive programme of training courses.
- ▶ Clear self assessment and response to the Social Work Task force recommendations.
- ▶ Detailed work and analysis re: change in law and impact on resources regarding the Deprivation of Liberty Safeguards.



# Summary of Key Findings –Strengths and Best Practice

## 6. Service Delivery and Effective Practice

- ▶ “Threshold” document commended – empowers submission of appropriate referrals.
- ▶ Contract /Quality Assurance Team commended.
- ▶ Quality Assurance document “excellent”.
- ▶ Innovative approach and use of peer assessment, and utilisation of peer approach to develop quality standards.



## Summary of Key Findings –Strengths and Best Practice

### 7. Commissioning (integration, consistency, quality of provision)

- ▶ Clear process for producing market position statements, commission strategy and commissioning plans.
- ▶ Market position statements send out clear message “safeguarding is everyone’s business”.
- ▶ Clear multi-agency policy which supports and directs adult safeguarding work in Bury.



## Summary of Key Findings –Strengths and Best Practice

### 8. Improvement and Innovation

- ▶ Culture of openness and transparency.
- ▶ Impressive wider strategy around health and wellbeing.
- ▶ Innovative approach to peer assessment/inspection of LD services.
- ▶ Noted for Organisational Audit approach to safeguarding.
- ▶ Use of staff surveys to test safeguarding awareness and training needs.



## Summary of Key Findings – Development Areas

### 1. Outcomes for people who use services

- ▶ Continue to develop systematic process for capturing, recording and reporting on outcomes.
- ▶ Need to continue to review “level of signup” to the Making Safeguarding Personal initiative.
- ▶ Consider how service user experience feedback is used to inform strategy and policy.

### 2. Participation

- ▶ Opportunity to access wider intelligence from partner agencies, and 3<sup>rd</sup> sector groups.



## Summary of Key Findings – Development Areas

### 3. Vision, Strategy and Leadership

- ▶ Develop partner engagement strategy
- ▶ Further develop shared marketing and branding.
- ▶ Consider safeguarding adults as a priority theme in key strategic documents (i.e Annual Local Account)
- ▶ Embed Prevention Strategy delivery plan.
- ▶ Further develop the Safeguarding Board particularly around ability to challenge, consider wider membership.
- ▶ Challenge health partners re: lack of available intelligence.
- ▶ Develop roles and expectations document for Board members



## Summary of Key Findings – Development Areas

### **4. Working Together (partnerships and integration)**

- ▶ Consider how CAD (Connect And Direct) strengthen links with the children's MASH (Multi Agency Safeguarding Hubs)
- ▶ Utilise the service integration movement to focus interest and resources on adult safeguarding.

### **5. Resource and Workface Management**

- ▶ Communicate the new role of “principle social worker” across the partnership.



## Summary of Key Findings – Development Areas

### **6. Service Delivery and Effective Practice**

- ▶ Further analysis from alert to investigation.
- ▶ Develop independent audit of case files
- ▶ Develop staff compliance monitor for new ICT system
- ▶ Develop more robust process for tracking “Health” lead safeguarding cases.

- ▶ **7. Commissioning** (integration, consistency, quality of provision)
- ▶ Develop “intelligence input” into commissioning strategies and plans.
- ▶ Jointly owned Market Position Statements.



## Summary of Key Findings – Development Areas

### 8. Improvement and Innovation

- ▶ Develop clear plan using results of organisational audit for each key partner.
- ▶ Develop clear Prevention Strategy implementation plan.
- ▶ Ensure effective implementation of new IT system.



# ► Questions

