

Safeguarding Essex Action Plan 2010-2012 – September 2011 update¹

Issues	Actions	Outcome	Update/target dates	Lead person
1. To review and evaluate the Adult Safeguards Unit.	To undertake a full service review.	To ensure that the service being delivered is in line with the needs of the organisation and is providing best value.	Achieved. Review completed, efficiency savings identified. New structure in place 1.5.11. Adult Safeguards Unit (ASU) now known as Safeguarding Essex.	Stephen Bunford
2. To develop closer links with Children's Safeguarding Service.	To look at more joint working on cases, joint training, joint publications. To look at how young people in transition are supported by both services.	For Safeguarding Essex and Children's Safeguarding Service to work more co-terminously in supporting children, young people and adults in safeguarding matters.	Ongoing. In addition to the LADO Pilot scheme (reported in the last update) Safeguarding Essex is now represented on the Children's Safeguarding Management Board and the respective service managers for Safeguarding Essex and Children's Safeguarding team have informal cover arrangements when each is on leave. Sue Hawkins is also a member of the LSCB governance review	Stephen Bunford
3. To develop the use of advocacy in the safeguarding	To encourage the active involvement and participation of advocacy	To ensure that advocacy is used at all stages of the safeguarding process, and is	Ongoing. Formal and informal advocacy is now used in the majority	Rejane Morice-Clark & Penny Rogers

¹ Originally titled Adult Safeguards Unit Action Plan but title changed to now reflect the new name for the safeguarding service. All previous references to Adult Safeguards Unit now replaced with Safeguarding Essex.

process.	within the safeguarding process. To work with advocacy organisations to ensure they understand the SET Guidelines and process. To promote advocacy with the locality teams and others.	a service which meets the needs of all individuals and communities. To make sure that the safeguarding process is as open and transparent at all stages as possible.	of safeguarding meetings. Advocacy was also proactively used and promoted in a recent major incident	
4. To continue to develop information that ensures all citizens are provided with accessible information to empower them to keep safe and raise a safeguarding concern.	Safeguarding Essex should be proactive in preventing abuse and this should be done through information and presentations to those most at risk.	To ensure people know about abuse and how to protect themselves.	Achieved. The new leaflets have been well received and Safeguarding Essex has received positive feedback along with requests for permission to use them by two other local authorities.	Stephen Bunford & Wesley Jarvis
5. To develop ways of receiving feedback from people who have been subject to the safeguarding process.	In order to develop and improve the Safeguarding Essex there is a need to find out how people have experienced the safeguarding process and what may have prevented them from accessing the service.	To receive comments that help develop and improve both the Safeguarding Essex and the safeguarding process.	Ongoing. The new feedback forms on the experience that people have had of the safeguarding process have proved more successful than the previous attempt to get such information. To date we have had 8 responses (compared to 0 last year). The forms have gone into a second print run because of the demand for them by	Catriona Wheadon & Elaine Archer

			locality teams. We are in discussions with advocacy services to see how we can use them to promote the feedback forms. A meeting to assess the comments is to be held in September	
6. To review the way partner agencies are communicated with regarding the outcomes of safeguarding investigations.	To look at the existing processes and develop ways of ensuring all relevant parties involved in the safeguarding process are informed of the outcomes of safeguarding investigations.	To ensure all parties are aware of relevant actions that results from a safeguarding investigation and understands both the outcomes and any actions specific to them.	Achieved. A process has been developed by Safeguarding Essex on keeping CQC informed of safeguarding outcomes in relation to regulated agencies and we are waiting for feedback from CQC on whether the suggested format meets their requirements.	Stephen Bunford/Janet Ortega
7. To engage minority communities in accessing the safeguarding process.	To identify appropriate groups/organisations to discuss why they may not be accessing the safeguarding process and identify ways of making them feel more confident in raising safeguarding concerns.	To give minority communities, such as the older lesbian, gay, bisexual and transgender or Black and Minority Ethnic groups, the confidence to access services which recognise their particular needs.	Ongoing. A proposed awareness training programme has been developed between Safeguarding Essex and a BME organisation. The programme, which aims to promote cascade training was to be trialled in June & July 2011 but the BME groups have not	Catriona Wheadon

			<p>responded to the requests to meet. Work on this action is to resume in September. AskSal flyers are now routinely included in the citizenship packs handed out at all citizenship ceremonies.</p>	
<p>8. To continue to work with residential and nursing home providers on the Deprivation of Liberty Safeguards (DoLS).</p>	<p>To promote the training and support available for providers on DoLS from within the Safeguarding Essex. To help Health colleagues develop their approach to DoLS</p>	<p>To ensure that DoLS is known and understood by all parties and used appropriately to protect vulnerable service users.</p>	<p>Ongoing. The original guide for people on DoLS produced by the DoH has now ceased publication but our experience has shown a need for the guide so Safeguarding Essex is in the process of producing a new guide, which is more Essex focused, for people on what a DoLS is and what are their rights. The DoLS team have also produced a DoLS training pack and has begun delivering some formal training on DoLS to care homes managers for which we received £900. The next training session will be aimed at actual care staff. The</p>	<p>Rejane Morice-Clark</p>

			feedback on this training has been very positive.	
9. To continue to engage Mental Health services in understanding the safeguarding process.	To look at the support offered to the mental health services (e.g. training) and undertake research with them about how safeguards are dealt with by their service.	To ensure that Mental Health services are appropriately accessing the safeguarding process.	Ongoing. A survey of mental health teams is planned for July 2011 by Safeguarding Essex has been delayed due to operational needs. It is being re-scheduled for October and aims look at what their needs are around safeguarding and then to plan how Safeguarding Essex can assist them.	Stephen Bunford/Penny Rogers
10. To help engage GPs in understanding the safeguarding process and their role within it.	To expand the safeguarding awareness training sessions to GPs and their surgeries.	With changes in Health it is important for the GPs to be more engaged in the safeguarding process.	Ongoing. Awareness training workshops for the GP practice managers have been arranged for September 2011.	Stephen Bunford/Paul Bedwell
11. To ensure that safeguarding is an inherent consideration in the development of the personalisation agenda.	To make sure that safeguarding is included in all relevant personalisation policies and training. For the Safeguarding Essex to continue working with various local and national groups on safeguarding vulnerable people who access Self Directed Support.	To make sure that vulnerable people on self directed support are as protected from abuse as possible.	Achieved. New service user guide to personalisation has been issued with emphasis on safeguarding and keeping safe.	Gill Stephenson
12. To continue to	To meet this by working	To maximise income	Ongoing. Safeguarding	Stephen

develop the income generation aspect of Safeguarding Essex	with PCT colleagues in developing a BIA service which PCT's can commission.	generation prospects in order to contribute to the overall savings required of the organisation.	Essex has been commissioned to undertake specific paid pieces of work for Cambridgeshire, Norfolk, and Liverpool as well as some London boroughs. We also retain the rights to the DoLS GP list (i.e. GPs who have been trained and accredited to undertake DoLS assessments) The training offered by the Best Interest Assessors and the Consultant practitioners has also generated income. Safeguarding Essex has also begun a series of master classes for other local authorities on setting up a successful safeguarding service (the first of these paid master classes is being carried out in the Channel Islands in September).. Safeguarding Essex is also working with two London boroughs and a neighbouring county council on them joining	Bunford
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			the AskSal helpline scheme Safeguarding Essex has income generated £20,000 this year	
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