

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Leadership Strategy Working Together	Front line staff translate the vision of 'prevent reduce delay manage differently (PRDM)' to support customers to remain independent.	Workforce Development Activity under Future Focus operating model	Programme Manager- Future Focus Operating Model	Completed Workforce elements of operating model programme Improved performance against PRD indicators	Ongoing- 2 year programme From April 2017
Leadership Strategy Working Together	Increased contact with senior Management team provides greater confidence to front line staff to deliver change.	Ongoing Open door Assistant Director sessions Programme of workshops for 'future focus' operating model attended by senior managers Programme of Team Visits	Directorate Management Team	Completed Workshops – senior management attendance Feedback from open door sessions	In Place and Ongoing
Leadership Strategy Working Together	Scrutiny process is used as an enabler for improving customer outcomes	Officer- Member briefings/de brief pre/post scrutiny	ASC Assistant Directors/Director	Improved Scrutiny Process.	Ongoing

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Leadership Strategy Working Together	Customers experience increasing quality services as good practice is celebrated	Review and put in place improved means of recognising success of ASC staff Use of Customer feedback in staff Comms.	DMT	More success is recognised	In Place
Commissioning Service Delivery and Practice	Use of advocacy within the safeguarding process enables more personalised outcomes	Review access to and use of advocacy in the safeguarding adults process	Head of Safeguarding Adults Head of Commissioning-ASC	Safeguarding Adults collection measures related to advocacy and customer outcomes	August 2017
Commissioning Service Delivery and Practice	Easy access to safeguarding support enables quicker support to those who need it most	Implementation of triage tool for safeguarding adults.	Head of Safeguarding Adults	Triage in place. ASCOF outcome-people feel safer.	August 2017

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Commissioning Service Delivery and Practice	Customers are supported better through a greater focus on risk enablement and outcomes	Training on Risk enablement Business and system redesign to support focus on outcomes	Operating model programme manager	More staff trained in enabling approaches to risk	Ongoing 2 year programme from April 2017
Commissioning Service Delivery and Practice	Customers are supported to be independent by the successful implementation of 'PRDM' programmes	Review the capacity of within ASC to deliver its programme of transformational work at the necessary pace	DMT- Operating Model Board	Right Resource is agreed to support change	Ongoing
Commissioning Service Delivery and Practice	Customers are supported to be independent for longer by prevention activity that is clearly aligned with partners	Early Intervention projects are clearly aligned and risk of duplication avoided	ASC Head of Early Intervention	ASC Early Intervention Programmes are aligned with partners activities.	May 2017

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Commissioning Service Delivery and Practice	Customers receive high quality provision through better leadership and commissioning of registered providers and improved working between health and Social Care	<ul style="list-style-type: none"> Reviewing the approach use and relationships around services associated Continuing Health Care. 	Head of Service Adult Social Care	Improved CHC process- NHSi performance data	September 2017
		<ul style="list-style-type: none"> Review links between Safeguarding and Commissioning & Contract management. 	Head of Safeguarding Adults	Revised Process in Place	October 2017
		<ul style="list-style-type: none"> Improve personalised approaches including use of Direct Payments 	Operating Model	Customer Feedback ASCOF measures	Ongoing 2 year programme from April 2017

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Commissioning Service Delivery and Practice	Customers receive high quality provision and information through better information and links in internal services.	Workforce development, HR and recruitment staff to undergo Safeguarding Training.	Workforce Development Unit.	Staff completing mandatory safeguarding training	January 2018
Commissioning Service Deliver and Practice	Customers are supported to maintain independence through ASC advice and guidance accessible tools and guides, directories	Information and Advice Strategy and Action Plan	Head of Early Intervention and Prevention.	Advice and Information Action Plan Complete	
File Audit	Customers are supported to manage risk in a personalised way	Review local guidance to ensure early involvement of partners in planning meetings, adoption of MSP principles into all social work practice, best use of non s42 routes to managing risk	Head of Safeguarding Adults	Updated guidance to staff	October 2017
File Audit	High Level of Practitioner knowledge is used to support customers and safeguard their rights.	Review training around legal literacy	WDU	Revised training offer for legal literacy	In place-ongoing

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Performance and Resource Management	Customers at risk of abuse or neglect are enabled to manage risk through access to a stable cohort of safeguarding specialists	Workforce Planning for Safeguarding Team	Head of Safeguarding	Updates Service Plan for Safeguarding Team	In place
Performance and Resource Management	Customers outcomes are met through access the sufficient number of key workers required to meet their needs	Workforce Planning for wider health and social care system	City Wide Workforce Group-DASS chair	City Wide Agreed strategy to ensure continuing availability of key workers	Ongoing
Performance and Resource Management	Customers experience high quality joined up support from across the safeguarding adult board partners to help them manage risk	Improved data from is submitted partners to the safeguarding adults board on performance and assurance	SAB –chair of performance sub group	Multi agency Performance And Assurance matrix is used to deliver better information to the SAB	In place
Performance and Resource Management	Customers are supported by high quality home care staff	Commissioning Teams undertake activity to maintain and improve the quality of home care staff	Head of Commissioning Adult Social Care	CYC Quality Framework CQC ratings	In place

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Performance and Resource Management	Customers are supported to remain independent by staff with the right tools.	Mosaic system is supported and designed to enable staff to follow prdm	Operating model Programme Manager	Deployment of system design and maintenance resource	Ongoing 2 year programme from April 2017
Performance and Resource Management	Customers have their human rights safeguarded	Deprivation of Liberty Safeguards process is reviewed to included DoLS Board	Head of Safeguarding Adults	Revised process is in place	In place
Performance and Resource Management	Customers are safeguarded by a high functioning SAB	Review capacity and support to SAB	DASS/ AD	Agreed support to SAB	July 2017
Outcomes	Customers are involved in developing services	Develop carer and customer engagement and coproductive approach in asc	Head of Early Intervention and Prevention	Engagement and coproduction strategy in place	

City of York Council HHASC – Safeguarding Adults Peer Challenge Action Plan May 2017

Peer Challenge Theme	Customer Outcome	Activity	Responsible officer/workstream	Measure	Date
Outcomes	Customers are supported by ASC staff operating to best locally developed practice models	Consider how to dedicated Resource to process that supports a outcome focus can be deployed	Operating Model Programme Manager	Agreed resourcing of operating model change programme	In Place
Outcomes	All Customers are supported to access community assets by knowledgeable ASC staff	Build Connections from front line ASC services and managers to community assets	Programme Manager Operating Model	Up to date easily accessible information available to and used by frontline staff	Ongoing 2 year Programme from April 2017