

# Adult Health and Social Care

## Safeguarding Adults Delivery Plan 2022 to 2024

# Adult Health and Social Care: Adult Safeguarding Delivery Plan 2022 – 2024

Safeguarding Adults is everybody responsibility.

It's our collective responsibility to prevent abuse and neglect and improve outcomes of Adults and Carers across Sheffield.

## Our Vision and Ambitions for people of Sheffield

Our vision set out in our Adult Care Strategy Living the Life You Want to Live is that *'everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are - and when they need it, they receive care and support that prioritises independence, choice, and recovery.'*

The vision is centred around delivery of five outcomes and six commitments. The outcomes are the guiding principles we will follow and how we deliver the strategy. They show how we'll achieve our outcomes and highlight what we want to do better.

**To that end its our ambition that Adults in need of Care and Support can live safely and well, free from abuse and neglect.**

## Our Governance

Adult Safeguarding overarching governance is through the Sheffield Adult Safeguarding Board and the Adult Health and Social Care Policy Committee.

- The Sheffield Adult Safeguarding Board leads the partnership planning and oversight of Safeguarding across Sheffield. It aims to ensure that Adults in need of care and support are safe and well.
- The Adult Health and Social Care Policy Committee has a strategic and scrutiny role regards the delivery of Adult Health and Social Care Services across Sheffield and with that oversight of Adult Care Safeguarding performance. To support and deliver upon this function a performance management framework and a cycle of assurance is in place to ensure 6 monthly assurances to Committee.
- Adult Health and Social Care Policy Committee also has a sub committee called the Monitoring and Advisory Board which has an oversight and scrutiny role specifically regards the quality of care in the City. This is support through a joint health and care quality board and a social care providers quality board.

## Our Commitment to Safeguarding – Our Delivery Plan

This Delivery Plan aims to support the ambitions and governance roles of the Safeguarding Adults Board and Committee by setting out: -

- Performance and governance milestones so that Adults and Carers experience timely and effective support keeping the wishes and best interests of the person concerned at the centre. People can participate in the safeguarding process as much as they want to. People are supported to make choices that balance risks with positive choice and control in their lives.
- How we are embedding Making Safeguarding Personal so that Individuals can understand what being safe means to them as well as with our partners on the best way to achieve this.
- Involvement milestones so that Adults and Carers feel involved in planning and development of services aimed to prevent abuse and harm.
- Delivery milestones which promote multi-agency approaches towards prevention of abuse and achievement of personalised outcomes. There is a clear understanding of the key safeguarding risks and issues in the area and a clear, resourced strategic plan to address them.
- Lessons are learned when people have experienced serious abuse or neglect and action is taken to remove future risks and drive best practice.

## Making Safeguarding Personal – Our Key Principles for Safeguarding Adults

Introduced by the Department of Health in 2011, now embedded in the Care Act, these six principles apply to all health and care settings.

- 1) **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- 2) **Prevention** - It is better to take action before harm occurs.
- 3) **Proportionality** - The least intrusive response appropriate to the risk presented.
- 4) **Protection** - Support and representation for those in greatest need.
- 5) **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- 6) **Accountability** - Accountability and transparency in safeguarding practice. 7.

# What is Adult Safeguarding?

The Care Act statutory guidance defines adult safeguarding as:

*'Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'*

Within this broad understanding of safeguarding, the adult social care duty is to act when it has 'reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.' (Care Act 2014, section 42)

Therefore, safeguarding in the context of adult social care is for people who, because of issues such as frailty in older age, dementia, learning disability, mental ill-health, or substance misuse, have care and support needs that may make them more vulnerable to abuse or neglect.

Whilst the social care safeguarding duty on local authorities is defined in the Care Act 2014 and its guidance documents, there is a wide range of legislation that is relevant to safeguarding: the Mental Health Act 1983, Mental Capacity Act 2005, The Crime and Victims Act 2004 and subsequent legislation relating to Domestic Violence, Protection Notices and Orders, also relevant is legislation on the criminal offence of Coercive and Controlling Behaviour, and Modern Slavery and Forced Marriages. Safeguarding is also relevant when:

- Doctors are considering compulsory treatment or admission to psychiatric hospital
- When people lack capacity to decide and may be restricted of their liberty
- Delivering timely access to assessment and support and ensuring effective arrangements are in place where there are any moves.
- Ensuring the quality, safety and experience of support provided, which includes making sure effective business continuity and health & safety arrangements are in place.

This delivery plan takes into consideration all of the above, but it has a primary focus on the prevention of abuse and neglect of vulnerable people, and a second emphasis on making safeguarding personal for the vulnerable adults across Sheffield. More information can be found at the Sheffield Adult Safeguarding Board Partnership Website and SCIE: - [The Care Act: Safeguarding adults \(scie.org.uk\)](https://www.scie.org.uk).

# What Does Good Look Like?

We have started this delivery plan by setting out some initial indicators of what we think good looks to prevent abuse and neglect and improve individuals and carers outcomes and experiences. The plan is to continue to develop these indicators in partnership with the people we support, carers and partners as we learn and embed our approach to safeguarding in the City. We will assess our journey

<p style="text-align: center;"><b>Partnership &amp; Accountability</b></p> <ul style="list-style-type: none"> <li>✓ Strategic leaders work together, and evidence joined up visible and effective leadership around a shared vision and plan.</li> <li>✓ Staff, Adult's, Carer and Partners are confident and feel confident about the support, leadership and plans in place.</li> <li>✓ There is continuous improvement in the following areas: quality assurance, policies and audit processes and delivery on improvements identified are embedded and evidenced throughout all levels of the service and publicly available.</li> <li>✓ There is a programme of self-evaluations of safeguarding, effective multi-agency audits and thematic reviews to determine areas for improvement, and then delivery of the improvements identified.</li> <li>✓ There is transparent and visible performance and risk reporting on safeguarding delivery, and this is used to inform safeguarding improvements on a continuous basis.</li> </ul>	<p style="text-align: center;"><b>Empowerment &amp; Prevention</b></p> <ul style="list-style-type: none"> <li>✓ Adults are supported and encouraged to make their own decisions and use informed consent.</li> <li>✓ Adults and their unpaid carers are integral to safeguarding formulation and planning and their views inform continued improvements.</li> <li>✓ Independent advocacy is offered to adults at risk of harm and is available if they want it. Staff are fully aware of the role of independent advocacy.</li> <li>✓ Referrers receive timely feedback about referral systems.</li> <li>✓ Making Safeguarding Personal is embedded across services.</li> <li>✓ There is a stable care market with the majority of providers rated good or outstanding and a low turnover of providers, leading to better care and continuity of care for individuals and lower risk of provider failure.</li> </ul>
<p style="text-align: center;"><b>Confident Practice</b></p> <ul style="list-style-type: none"> <li>✓ All staff are appropriately trained and supported in safeguarding and making safeguarding personal. They know what to do if they suspect an adult is at risk of harm and are focused on prevention of abuse and neglect.</li> <li>✓ Our approach to the management of risk is commensurate with the principle of risk empowerment and a personalised safeguarding approach, whereby practitioners successfully balance supporting individuals to take appropriate risks, with their professional duty of care to keep people safe.</li> <li>✓ Our response to safeguarding is clearly evidenced and recorded; we prepare detailed risk assessments and risk management plans - including chronologies – where required.</li> </ul>	<p style="text-align: center;"><b>Protection and Proportionality</b></p> <ul style="list-style-type: none"> <li>✓ We have a valid system for prompt, accurate screening of all safeguarding concerns. The three-point test is correctly and consistently applied.</li> <li>✓ We have robust, competent, effective, and integrated safeguarding and practices, pathways, and models of working in place.</li> <li>✓ We share information (electronic and non-electronic) about adults effectively and timeously. Robust protocols are in place.</li> <li>✓ Regulated Care services have clear arrangements which ensure effective prevention and response to safeguarding, continuity of provision and monitoring of wellbeing outcomes achieved.</li> </ul>

# Our Forward Look - Building Upon Foundations Developed from 2021 - 2023

Over the past year, our focus has been on stabilising Adult Care Services and building foundations and the partnerships to which we can deliver outstanding care and services and with that prevent abuse and harm.

<p style="text-align: center;"><b>Partnership &amp; Accountability</b></p> <ul style="list-style-type: none"> <li>✓ Commissioning a thematic review of safeguarding adults arrangements through the Safeguarding Adults Partnership to promote multi-agency approaches towards preventing abuse and harm. This has informed a Partnership Action Plan for delivery and implementation in 2023 - 2024.</li> <li>✓ Self-evaluation through Internal Audit, s11 Safeguarding Review and use of Towards Excellence in Social Care. Learning has also been undertaken through benchmarking and this has informed a new operating model and the initial safeguarding delivery plan approved at Committee in September 2022.</li> <li>✓ Introduction of practice reviews, case file audits, a cycle of assurance and performance clinics to enable and promote a continuous improvement and learning culture across Adult Care.</li> <li>✓ Introduction of a dedicated Chief Social Work Officer, Adults Safeguarding Board Manager and practice development resource to build capacity, communications, and confidence in our delivery of safeguarding in the City.</li> <li>✓ Introduction of performance reporting measured in relation to Making Safeguarding Personal principles, to provide assurance to the public, Safeguarding Board and Committee regards our delivery of Safeguarding arrangements and commitment to continuous improvement.</li> </ul>	<p style="text-align: center;"><b>Empowerment and Prevention</b></p> <ul style="list-style-type: none"> <li>✓ A customer forum is in place through the Safeguarding Board and a festival of involvement took place in Summer 2023. Both are informing our approach to Safeguarding and directly is leading to recruitment of speak up champions as a priority for 2023 - 2025.</li> <li>✓ Independent advocacy arrangements are in place with plans to recommission to further meet need and to heighten understanding of advocacy planned for 2023 - 2024. A measure in relation to the offer of Independent Advocacy has been added as a performance measure to build and develop our approach to advocacy.</li> <li>✓ Carers Delivery Plan approved at Committee in December 22 and continued focus on supporting unpaid carers across the service.</li> <li>✓ The majority of referrers (87%) receive timely feedback about referrals and this is now measured with our performance reporting to ensure improvements are sustained.</li> <li>✓ 8 out of 10 homecare, supported living and residential care providers are now rated as good or excellent.</li> <li>✓ Recommissioning of homecare, supported living and day activities into a new longer term arrangement so that we can ensure high quality care, continuity of care and stability of our market.</li> </ul>
<p style="text-align: center;"><b>Confident Practice</b></p> <ul style="list-style-type: none"> <li>✓ Establishing safeguarding as a requirement as part of all job descriptions in Adult Care along with introduction of a new operating model which provides dedicated focus on individuals according to need.</li> <li>✓ Establishing training requirements by job profile so that a standard is set that safeguarding is mandatory for all staff. This along with dedicated training and performance reporting from 2023 to 2024 will ensure confidence that all staff are appropriately trained and supported in safeguarding, and they know what to do if they suspect an adult is at risk of harm and are focused on prevention of abuse and neglect.</li> <li>✓ Setting the standard of professional case recording and invested in dedicated resource in relation to safeguarding audits and practice improvement so that our workforce are supported to record and deliver safeguarding practice.</li> </ul>	<p style="text-align: center;"><b>Proportionality &amp; Protection</b></p> <ul style="list-style-type: none"> <li>✓ Investing in and developing a multi-agency Adult MASH, which has enabled swifter response to referrals and the foundations for operational multi-agency practice.</li> <li>✓ Updating our safeguarding policies and procedures and investing in an nationally accredited system so that we have policies and procedures updated on an annual basis to reflect new legislation and guidance.</li> <li>✓ Persons In Position of Trust guidance along with a review of our Organisational Abuse Guidance to ensure an effective way of protecting people from harm.</li> <li>✓ We share information (electronic and non-electronic) about adults effectively and timeously.</li> <li>✓ There is quality monitoring of commissioned services and a Monitoring and Advisory Board has been set up to have governance and oversight of quality of care.</li> </ul>



# Safeguarding Adults Delivery Plan: Live Actions

## Safeguarding Adults from Abuse and Neglect

**Ambition:** Adults in Need of Care and Support live safely and well free from abuse and neglect

**Context:** Effective safeguarding is a critical part of delivering excellent social care services. It is our collective responsibility to prevent abuse and neglect and improve outcomes for Adults and Carers across Sheffield, and it is our ambition that Adults in need of Care and Support can live safely and well, free from abuse and neglect. The Sheffield Adult Safeguarding Board leads the partnership planning and oversight of Safeguarding across Sheffield, aiming to ensure that Adults in need of care and support are safe and well, while the Adult Social Care Policy Committee also has a strategic and scrutiny role.

**Legend**

Action Underway and on Track for Completion

Action Delayed and requires additional support to complete

Risk of Non Delivery - Action Requires further support to complete

**Accountable Officer** Strategic Director Adult Care and Wellbeing

**Accountable Committee/ Board:** Safeguarding Adults Partnership Board and Adult Health and Social Care Policy Committee

Theme	Milestone	By When	Lead and Resources	Benefit of the Action	Update & RAG
Page 370 Partnership & Accountability	<b>Partnership with Communities &amp; Social Care Providers</b> - Implement a series of workshops with Individuals, Carers, Communities, Social Care Providers, VCF and Carers to involve in determining areas for continuous improvement and priority in 2024 to 2025 and update at March Adult Policy Committee.	August 2024	Chief Social Work Officer	Improvement Upon: People who use services who feel safe. (ASCOF 4A)	The festival of involvement event went well and this is to become a regular event. Its planned to organise a series of workshops in 2023 – 2024 once the assurance lead is in post to openly discuss safeguarding in communities and with partner as a partnership with SASP.
	<b>Partnership Working through SASP</b> - Contribute to the delivery of the SASP Action plan and strategy in particular positive multi-agency working which prevents abuse and harm.	Ongoing	Chief Social Work Officer AD Mental Health	People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	CSWO & AD Mental Health Chair Sub Groups within SASP and supporting delivery upon the SASP Plan.
	<b>Accountability</b> - Embed service risk registers across all new service structures in Adult Care to ensure effective escalations in place to identify and act upon risks. (Action from Internal Audit - Safeguarding)	March 2024	Deputy DASS and Assistant Director Care Governance	ASCOF 3B: Overall satisfaction of carers with social services	Directorate risk register in place and to be embedded across all new portfolios between October and December.2023 as a key next step.
	<b>Accountability</b> - Lead a further self-evaluation of safeguarding, taking learning from SASP, Thematic Reviews, System of Peer Reviews, Festival of Involvement, Benchmarking, Making Safeguarding Personal and CQC to inform progress made and determine areas for continuous improvement and priority in 2024 – 2025 and update at March Adult Policy Committee.	April 2024	Chief Social Work Officer	ASCOF 1D: Carer-reported quality of life	This is a new action to support ongoing continuous improvement. An Adults Assurance lead is being recruited to build capacity for ongoing self-evaluation, safeguarding delivery and cascading of learning across the service.
	<b>Accountability</b> - Undertake a Council Wide Independent Review of Adult Safeguarding to inform further learning and development of a one council approach to Safeguarding to inform progress made and determine areas for continuous improvement and priority in 2024 – 2025 and update at March Adult Policy Committee	April 2024	Chief Social Work Officer (Lead) External Reviewer Adults Assurance Lead	ASCOF 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for	The Independent Reviewer has met with Members and key officers. The review will take place between July and December 2023. Actions and recommendations will be added to safeguarding delivery plan.
	<b>Communication and Learning</b> - Communicate learning from Safeguarding improvements, SARS and Safeguarding Board on a monthly basis and review communication framework during workshop sessions to ensure that all staff and social care providers feel confident about plans in place.	March 2024	Chief Social Work Officer Adult Safeguarding Board Manager		The first specific adults safeguarding bulletin is planned for September 2023.
<b>Proportionality &amp; Protection</b>	Further develop and embed the multi-agency safeguarding hub (MASH) as a way of promoting multi-agency responses to Safeguarding. Key aspects and next steps are: - <ul style="list-style-type: none"> <li>Liquid Logic system changes to enable measurement of agreed metrics.</li> <li>Implement process for PiPoT (People in Positions of Trust) and learning from high profile cases to further ensure robust human resources processes in place.</li> <li>Implement 'Planning Meetings'.</li> <li>Establish health representation.</li> </ul>	July 2024	Deputy DASS Assistant Director Mental Health and Wellbeing MASH Team Manager and Team; Business Support	% People Screened in 1 Day % Strategy discussions in 5 Days %s42 enquiries completed in 28 days.	MASH implementation completed and embedded. Processes are being tested for both PiPoT and 'Planning Meetings'.  A business case is being prepared by SY ICB to establish health representation and this will be raised at SASP in September 2023.  The professional support line is being trialled with housing and learning from this will inform further development with partners. An update will be provided to SASP on outcome of trial and next steps.

	<ul style="list-style-type: none"> <li>Explore feasibility of introducing a professional support and advice telephone line (Links to SASP Action Plan)</li> <li>Establish and embed the Responsibility paper (2021 ADASS paper on joint working)</li> </ul>			Impact on safeguarding outcomes	
	<p>Continue to improve responsivity so that majority of safeguarding concerns are screened within 1 day and s42 enquiries completed in 28 through:</p> <ul style="list-style-type: none"> <li>Recruitment to social work staff in First Contact, including additional investment to enable and ensure a timely response to concerns.</li> <li>Implementing interim agency capacity whilst recruitment underway to mitigate risks.</li> <li>Reviewing interagency responsibilities and reasons for referrals to Adult Care so that there are clear pathways in place to mitigate increased demand.</li> <li>Transparent reporting to Committee on progress made.</li> </ul>	January 2024	Deputy DASS Assistant Director Mental Health and Wellbeing Investment in social work staff and interim agency capacity	Impact on safeguarding risks Proportion of safeguarding enquiries that were reported as a s42 enquiry	<p>Operational plan and backlog management in place to achieve screening of referrals in 1 day. Recruitment underway. Risk mitigation in place via recruitment to agency staff as a short term measure whilst recruitment underway. Report to be submitted to SASP setting interagency responsibilities in line with good practice.</p> <p>Performance position and summary of improvement actions reported as part of performance report in Appendix 1 to Committee report. The number has remained stable despite a 52% increase in safeguarding referrals being seen in last quarter.</p>
	<p>Deprivation of Liberty Waiting Lists reduced to acceptable risk levels and an operating model is in place which delivers a timely and ongoing response.</p> <ul style="list-style-type: none"> <li>Recruitment to social work staff in DoLS, including additional investment to enable and ensure a timely response.</li> <li>Implementing interim agency capacity to mitigate current risks whilst recruitment underway.</li> <li>Embedding new operating model.</li> <li>Transparent reporting to Committee on progress made.</li> </ul>	Sept 2024	Deputy DASS Assistant Director Mental Health and Wellbeing Investment in social work staff and interim agency capacity		<p>Operational plan and backlog management in place to reduce backlog and deliver the Standard Operating Model. This was reported to SASP Board on 19/06/23 and Members 19/07/23.</p> <p>Performance position and summary of improvement actions reported as part of the Safeguarding performance report in Appendix 1 to Committee report. Interim risk management arrangements in place – agency staff are being recruited to support a change.</p>
	<p>Implement robust, competent, effective, and integrated safeguarding and ensuring safety practices, pathways, and models of working in place.</p> <ul style="list-style-type: none"> <li>Map and benchmark current safeguarding processes, pathways, models of working, panels, contractual arrangements to confirm all safeguarding arrangements in place set against legal duties and safeguarding outcomes.</li> </ul>	April 2024	Deputy DASS Assistant Director Mental Health and Wellbeing Chief Social Work Officer		<p>All elements have been mapped to provide a governance framework overview and is included in the new Policy and Procedures.</p> <p>Review will now take place to identify any potential to streamline and ensure effective arrangements in place.</p>
	<p>Ensure there is clarity around what constitutes a safeguarding concern and risk responsibilities and that there is clear, good quality information available about types of abuse, processes, referral methods and thresholds.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>clarity on what constitutes a safeguarding concern and concerns arising from the quality of services.</li> <li>Ensuring training opportunities include referral process and use of single referral form including good practice examples. (Links to SASP Action Plan)</li> <li>Ensuring risk thresholds and responsibilities are clearly documented and produced.</li> </ul>	April 2024	AD Adult Commissioning and Partnerships Chief Social Work Officer Assistant Director Mental Health and Wellbeing	Improvement Upon: People who use services who feel safe. (ASCOF 4A) People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	<p>SASP website and Sheffield Directory contains a wealth of information and social care web offer currently under review. Implementation of the MASH is helping to improve understanding.</p> <p>What is a safeguarding concern will be included on the new SCC website, and Sheffield Directory and will be linked to SASP.</p> <p>The referral process is included as part of core training offer for Adult Care. Guidance is included on the new Adult Care policies and procedures SharePoint site. An E-bulletin guidance has also been shared by Adult Care and SASP.</p> <p>To support partners to use the referral form, the Committee and SASP will be formally asked to note and promote the approach in September 23.</p>
Empowerment & Prevention	<p>Implement robust arrangements for identifying early indicators of concern, preventing abuse and neglect, preventing poor outcomes through lack of care continuity, and responding to safeguarding in regulated care environments.</p>	Dec 2023	AD Adult Commissioning and Partnerships Chief Social Work Officer Enhanced Assurance Lead	Improvement Upon: People who use services who feel safe. (ASCOF 4A) People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	<p>Market Position statement approved and sustainability plan to committee in February 23 and June 23.</p> <p>Organisational Abuse module has been added to Liquid Logic to enable a systematic approach to recording abuse and responding to concerns. Social care staff alert Commissioning to concerns via an incident report form.</p> <p>MASH will also support early indicators implementation. New recording process be reviewed in Dec 23.</p>
	<p>Launch a power of attorney campaign to promote least restrictive option in safeguarding.</p>	Dec 2023	Chief Social Work Officer		<p>This will be included in future dedicated e-bulletin and included in training going forward. Campaign to be launched 2024.</p>

	Advocacy – Complete recommissioning of advocacy services which includes an additional offer in relation to improving understanding and professional training.	June 2024	AD Adult Commissioning and Partnerships		Approval to recommission proposed for at September 23 Committee
	Recommissioning of Care – complete mobilisation of homecare, day activities and supported living contracts and complete recommissioning of residential care services.	June 2024	AD Adult Commissioning and Partnerships		Recommissioning programmes well underway and reporting to committee with updates. Homecare update at September 23 Committee.
	Whistleblowing – We will commission voluntary sector agency to have an independent voice and availability for raising safeguarding concerns as well as taking learning from the Race Equality Commission.	June 2024	Chief Social Work Officer and Assistant Director Commissioning		This is a new action from the festival of involvement and scoping will be undertaken between October and December 2023 with VCF.
	<b>Case File Auditing and Record Keeping</b> – Continue to embed case file auditing and practice reviews as routine across Adult Care including sharing learning to embed continuous improvement and learning and ensure effective recording of practice (Action from Internal Audit - Case File Audit and SASP Thematic Review)	April 2024	Chief Social Work Officer Strategic Coordinators and practice consultants	Improvement Upon: People who use services who feel safe. (ASCOF 4A) People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	Feedback to referrers is included as part of the performance report to monitor and drive improvements. Data shows an improvement on feedback and now up to 87%.  Recording keeping – the priority and focus for adult care in 2023 – 2024 is drive casefile recording practice aligned with electronic system. This will be taken forward as a separate item.
	<b>Safeguarding Training</b> - All staff are appropriately trained and supported in safeguarding and making safeguarding personal. They know what to do if they suspect an adult is at risk of harm and are focused on prevention of abuse and neglect	April 2024	Chief Social Work Officer and Assistant Director Adult Commissioning	ASCOF 3B: Overall satisfaction of carers with social services ASCOF 1D: Carer-reported quality of life ASCOF 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for	Training matrix in place on the new share point site adult care and wellbeing manual and role profile to be launched in September 2023.
	<b>Feedback to Referrers</b> - Explore digital opportunities to enable appropriate and timely feedback to referrers without affecting response rate to safeguarding concerns within one day.	April 2024	Assistant Director Access, Mental Health, and Wellbeing.		Benchmarking with other authorities underway.
	<b>Transitional Safeguarding</b> – Embed transitional safeguarding within new transitions team, in new mental health service and through MASH using best practice approaches.	April 2024	Deputy DASS and Chief Social Work Officer		Transitions update to Committee September 23 and seeking endorsement of new model. MASH continuing to develop and Mental Health Model planned for Nov Committee.
	<b>Trauma Informed Practice</b> – Information and training about trauma informed practice on new policies and procedures website.	Sept 2024	Chief Social Work Officer		These is included in the new policies and procedures. Training around trauma informed practice and safeguarding procedures will be embedded in 2023 to 2024.
	<b>Liquid Logic</b> - Implement learning from the SASP Performance and Quality subgroup performance report. <ul style="list-style-type: none"><li>Complete change in liquid logic to allow reasons to be recorded why someone has not been asked their desired outcomes of a safeguarding enquiry.</li><li>Change the measure 'is the person satisfied with how the safeguarding process went?' to 'do you feel safer?'</li></ul>	April 2024	Chief Social Work Officer		This is a new action that has been built into the LAS action plan for development over the next 6 months. Resourcing of LAS being reviewed and prioritised.