

Appendix 3

Surrey Safeguarding Adults Peer Review Dates: 31st March, 1 and 2nd April 2014

1. Introduction and background

Sector led improvement (SLI) is based on the premise that Councils can help each other improve, by sharing best practice and acting as a critical friend.

The SE Association of Directors of Adult Social Services (SE ADASS) agreed that SLI would include a 'light touch' approach to peer led support for safeguarding, supporting the improvement of services and performance whilst avoiding straying into regulatory territory. The process however, would ensure that there is sufficient information to inform Councils about improvements that could be made.

2. Proposal

2.1 The Local Government Association/ADASS Standards for Adult Safeguarding will be used as the basis for the Review. It is proposed that the review will have specific key lines of enquiry:

- **Leadership** - This theme looks at the overall vision for Adult Safeguarding; the strategy that is used to achieve that vision and how this is led at all levels in the organisation.
- **Delivery and effective practice/Performance and Resource Management** – This theme looks at how services are actually provided including the involvement of people using services and how the performance and resources of the service are managed. As part of this we would like to consider how we safeguard our hard to reach communities where English may not be the first language.

In addition, specific sections of the LGA/ADASS report 'Advice and Guidance to Directors of Adult Social Services' (published March 2013) will also be considered, these will be:

- **Responding to Safeguarding Alerts** - As part of this review we would like to look at whether we have a robust overview of all alerts being received, referrals being progressed and whether our systems enable our staff to consider the low level alerts plus other intelligence received from a number of routes in order to make proportionate and safe decisions. We would also like to look at whether our systems enable us to regularly check and follow up on response times throughout the safeguarding process
- **Decision Making**- We would like to look at who makes safeguarding decisions, how are they made and how we ensure that we make the 'right' decisions. We would like to explore whether our decision making regarding the assessed thresholds of intervention are proportionate and how they compare with other Councils

- **Workforce** - We would like to understand if we have the training, support, tools and guidance in place to ensure that our managers are competent leaders and that staff are competent in working with families and networks and have the skills, knowledge and permission to use the full range of legal and social work interventions.

2.2. Given Surrey's geography, the diverse nature of the communities we serve, and the wide range of partners and providers with whom we work, we wanted to find a way of ensuring that this review gave us a good sense of how we are operating. In order to hear from as many people as possible we are therefore proposing to have an on-line questionnaire prior to the review visit. We will use this information to support subsequent discussions with focus groups.

2.3 We are proposing that the main activity for focus groups and meetings with practitioners will be in the following 3 geographical areas:

- **Woking**
- **Waverley**
- **Epsom**

These diverse areas, we believe, will give us a broad view of how Surrey Safeguarding operates.

2.4 It is proposed that an on-site visit takes place in March with a review team comprising of colleagues from SE ADASS led by Trevor Boyd, Buckinghamshire DASS and supported by the project lead for SE ADASS sector led improvement.

2.6 The on site visit will include:

2.6.1 Case discussion with Managers and practitioners to a maximum of 12 cases (4 per Area to include one case from Mental Health in each Area)

2.6.2 Focus groups (of between 10-12 people) with

- Service Users
- Carers
- Council staff (to include Mental Health Trust)
- Partner organisations
- Provider organisations

2.6.3 Meetings with:

- Chief Executive
- DASS
- Lead County Cllr for Safeguarding
- Chair of the Safeguarding Board
- ASC Senior Manager of Safeguarding
- AD for Service Delivery
- AD's for Personal Care and Support and the Mental Health Trust
- AD for Commissioning

2.6.4. A Survey Monkey will be live as from 1st February until 21st February 2014. There will be two questionnaires one for partner agencies/members of the public and another for Surrey County Council staff. This will be publicised through various sources.

An analysis of the findings of the survey will be shared with the Peer Reviewing Team prior to the Review.

2.7 In order to ensure that the review team is fully briefed, they will be sent a range of Documents. This will include:

- A summary of Safeguarding activity currently in place
- Recent Safeguarding Internal Audit findings
- Adult Select Committee Report
- Surrey Safeguarding Adults Board Annual Report
- Structure of Surrey County Council Adult Social Care and of each individual team participating in the Review
- Current AVA return
- Information regarding the demography of Surrey
- Number of registered Providers/type of services
- ASC Safeguarding Competency Framework
- ASC Safeguarding Training Framework
- SSAB Multi Agency Competency Framework
- SSAB Multi Agency Training Framework
- ASC Risk Policy and Risk Tool/MCA assessment
- Provider Failure Protocol
- Missing Persons Protocol
- Choking Prevention Policy
- ASC Safeguarding Internal procedures and supporting tools/guidance
- Sample of Team Safeguarding Activity Log
- Audit tools/audit analysis
- Service user evaluation tool and analysis
- Customer Participation Survey analysis
- Safeguarding Quality Assurance Framework
- Template for monthly information presented to Member
- Recent Adult Select Committee Safeguarding Adults report
- Action Plan and summary of recent Internal Audit

2.8 Following the visit a report detailing the key findings will be written which will be shared with the Director of Adult Social Care and the Lead County Councillor

3. Further information and next steps

If you have any queries regarding the above, Christine Maclean, Senior Manager for Safeguarding will be the link person.

02.02.14

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