

**ADULTS AND HEALTH SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
October 2024**

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| <b>KEY</b> |                      |                                   |                                   |
|            | No Progress Reported | Recommendation/Action In Progress | Recommendation/Action Implemented |

**Recommendations**

| Meeting               | Item   | Recommendation   | Responsible Officer/ Member   | Deadline         | Progress Check On | Update/Response   |
|-----------------------|--|--|---|------------------|-------------------|---|
| <b>5 October 2022</b> | <b>Enabling You with Technology [Item 6]</b> | <b>AH 27/22:</b> For the Head of Resources for Adult Social Care to pursue data capture in order to analyse the implications of a variety of conditions of service users and improve how provision is tailored to gain a more detailed understanding of these conditions and the associated impacts. | Dan Stoneman<br>Head of Commissioning-Older Persons Lead for AWHP Technology Enabled Care and Homes | 18 November 2022 | 2 September 2024  | <b>Response:</b><br>Enabling you with technology is now entering a critical phase of transition. Pilots delivered under these arrangements, some of which have been in place since 2021, are now being evaluated. With a new team in place from July 2024 we will develop a forward-facing strategy for the longer-term provision of technology enabled care and homes services. We are seeking to formally commission and procure a partner(s) to develop a robust countywide infrastructure that will ensure no one is left behind and technology solutions |

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|  |  |  |  |  |  | <p>can be personalised for resident's specific needs. A key part of our next phase is to work with teams, residents and partners to clearly define what conditions, situations and outcomes our residents and workforce feel technology can support them with. This will include health, social care, professional and personal goals. Through this collaboration and detailed analysis, we will define a new delivery model(s) for technology enabled care ensuring we capture key requirements and evidence. This approach will enable us to demonstrate how we understand people's needs and conditions and critically how we are addressing these. We will ensure that we are measuring our impact through the better use of</p> |
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|                        |  |  |   |                 |   | technology solutions and monitoring services.   |
| <b>5 October 2022</b>  | <b>Mental Health Improvement Plan [Item 7]</b> | <b>AH 29/22:</b> The Joint Executive Director for Adult Social Care and Integrated Commissioning and SaBP, to develop a robust process to deal with complaints as well as Issues of concern regarding mental health services and provide a written update to the AHSC on progress toward this. | Liz Bruce, Joint Executive Director for ASC & Integrated Commissioning<br><br>Surrey and Borders Partnership (SaBP) |                 | 15 January 2024<br><br>28 February 2024 | Liz Williams and Kate Barker were contacted for an update. It has been passed onto the Children's Mental Health Commission Lead for further update.<br><br>Graham Wareham, Chief Executive SABP, contacted. |
| <b>6 December 2022</b> | <b>ASC Complaints [Item 6]</b>                 | <b>AH 51/22:</b> That frontline Adult Social Care Staff are receiving adequate mandatory and consistent training on improving staff conduct and attitude, and training   | Senior Programme Manager for Adult Social Care & Chief Operating  | 27 January 2023 | 19 April 2024<br><br>24 June 2024       | Kathryn Pyper preparing a response.<br><br><b>Response:</b><br>Adults Wellbeing and Health Partnership do not have  |

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|                        |                                | and staff conduct, including that of partner organisations, are routinely monitored with consequences put in place for unacceptable failures to attend such mandatory training. | Officer for Adult Social Care                                    |                 |                                 | mandatory training specifically on staff conduct and attitude, although it is covered as part of soft skills in our induction offer. Any complaints regarding staff conduct and attitude, in either in-house services or commissioned services, are investigated via our complaints procedure and appropriate actions put in place to address. Supervision sessions provide a regular opportunity to reinforce expectations around conduct and attitude. |
| <b>6 December 2022</b> | <b>ASC Complaints [Item 6]</b> | <b>AH 52/22:</b> Further progress is required towards increasing the timeliness of assessment processes.  | Senior Programme Manager for Adult Social Care & Chief Operating | 27 January 2023 | 19 April 2024<br><br>2 May 2024 | Kathryn Pyper preparing a response.<br><br><b>Response:</b><br>We are monitoring and reporting the following KPIs to help us focus   |

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|  |  |  | Officer for Adult Social Care |  |  | <p>on improving our assessment timeliness and process:</p> <ul style="list-style-type: none"> <li>Reducing the number of assessments waiting to be started: (adults and unpaid carers)</li> <li>Reducing the number of assessments waiting to be started: occupational therapy led assessments</li> </ul> <p>Locality and specialist teams are undertaking the following improvement work around assessments:</p> <ul style="list-style-type: none"> <li>Teams are defining targets to reduce the numbers, reviewing allocations waiting and prioritising them.</li> <li>Triage processes are being strengthened with more management oversight</li> <li>Strengthen front door approach (eligibility)</li> </ul> |
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|                 |                                |  |  |                 |                                 | <ul style="list-style-type: none"> <li>Weekly allocations meetings</li> <li>Protected time given to staff to focus on this work</li> </ul>   |
| 6 December 2022 | <b>ASC Complaints [Item 6]</b> | <b>AH 53/22:</b> That Issues of Concern are more effectively recorded, including through exploring technological avenues to do so; and that these are also utilised to improve Adult Social Care Services. | Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care | 27 January 2023 | 19 April 2024<br><br>2 May 2024 | <p>Kathryn Pyper preparing a response.</p> <p><b>Response:</b><br/>In May 2024 we are rolling out a Resident Experience Survey to all operational teams across Adult Social Care within the AWHP directorate. The survey, which was co-designed with residents asks about people’s experience after assessment, support plan and review conversations. This will help highlight any areas that need to be addressed to improve practice. We will also shortly be using the Happy Or Not digital survey in the Customer Relations Team within AWHP. This is part of</p> |

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|                        |  |  |   |                 |                  | the Council's trial to start capturing some customer satisfaction measures against our customer promise principles.  |
| <b>6 December 2022</b> | <b>Surrey Safeguarding Adults Board Annual Report [Item 7]</b> | <b>AHSC 54/22:</b> That Adult Social Care service users and Adult Social Care frontline staff, are continuing to receive adequate Adult Safeguarding reassurances and support, and to raise awareness of such support available. | Luke Addams, Director- Adult Safeguarding                   | 27 January 2023 | 2 September 2024 | <b>Response:</b><br>We have continued to work with our staff, SSAB and partners to ensure that MSP (Making Safeguarding Personal) is fully promoted and that adults at risk have a voice. Our staff are fully aware and this is captured in our improved performance in this area. |
| <b>6 December 2022</b> | <b>Surrey Safeguarding Adults Board Annual Report [Item 7]</b> | <b>AHSC 55/22:</b> Formulate a concerted multi-agency plan to raise awareness of the various aspects of Safeguarding, and to help residents understand the distinction   | Adult Social Care Leads & Surrey Safeguarding Adult's Board | 27 January 2023 | January 2023     | <b>Interim Response:</b><br>The SSCP have been approached to work with the SSAB on this to develop a joint plan.   |

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|                        |  | between Children's and Adult's Safeguarding.  |  |                 |                                      |  |
| <b>6 December 2022</b> | <b>Surrey Safeguarding Adults Board Annual Report [Item 7]</b> | <b>AHSC 57/22:</b> That the Board further raise awareness of safeguarding adults and support available. | Adult Social Care Leads & Surrey Safeguarding Adult's Board<br><br>Luke Addams, Director- Adult Safeguarding | 27 January 2023 | January 2022<br><br>2 September 2024 | <b>Interim Response:</b><br>The Communication subgroup has recently met and continues to develop the workplan. A communication strategy is in development and will be finalised by April 2023. The SAB team has also been strengthened the team with a new Partnership Post whose responsibility will be engagement and communication which will support taking this recommendation forward.<br><br><b>Updated Response:</b><br>Our partnership officer continues to actively engage with partners involved in the SSAB and subgroups to ensure that safeguarding adults and communication / awareness |



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|                        |   |  |   |  |                  | raising retains the high priority needed.   |
| <b>7 December 2023</b> | <b>Adult Safeguarding Update [Item 6]</b> | <b>AHSC 58/23:</b> The responsible officers in AWP (SCC) to manage processes in line with capacity versus demand needs and monitor improvements in how operations will be more efficient. Analysing the demand and capacity will enable improvements to be made that smooths the flow of service users through the system and helps to create a better patient and staff experience of the healthcare process. | Luke Addams, Director- Adult Safeguarding |  | 2 September 2024 | <b>Response:</b> We have moved from a risk averse culture to a risk enablement culture and following the introduction of a more proportionate approach at the triage stage of safeguarding concerns have raised awareness with partners and internal teams. This has helped reduce the number of inappropriate referrals that are not strictly safeguarding and ensure that adults at risk receive the most appropriate service at the earliest possible point. |

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| <b>7 December 2023</b> | <b>Adult Safeguarding Update [Item 6]</b> | <b>AHSC 59/23:</b> Implement the necessary processes which are needed to cope with demand to reflect the transformation work and help to improve the service. | Sarah Kershaw, Strategic Director - Transformation, Integration & Assurance |  | 2 September 2024 | <b>Response:</b><br>The committee have been updated on the progress of the transformation and improvement programme and a further informal update previously scheduled for the May committee meeting was postponed and an informal briefing is now scheduled to take place on 19 August. |
| <b>7 December 2023</b> | <b>Adult Safeguarding Update [Item 6]</b> | <b>AHSC 60/23:</b> To review the Healthwatch reports and incorporate any learning into the Improvement Programme  | Luke Addams, Director – Adult Safeguarding & Dols                           |  | 2 September 2024 | <b>Response:</b><br>Further to the December recommendations, Committee will be aware that there has been further focus on Healthwatch concerns in the May committee and subsequent recommendations.  |

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|                                |   |   |   |  |                        | Committee can be assured that an approach has been developed for actively adopting the most appropriate response to applying lessons learnt. These are reviewed at our Practice Assurance Board and incorporated into Improvement plans as appropriate. Progress will then be followed up via a tracking system   |
| <b>7<br/>December<br/>2023</b> | <b>Adult<br/>Safeguarding<br/>Update<br/>[Item 6]</b> | <b>AHSC 61/23:</b> Make it clear that SCC supports the protections given in employment law for whistleblowers and provide a simple easy to access reporting route for them. | Chloe Stokes<br>People<br>Business<br>Partner, People<br>& Change |  | 2<br>September<br>2024 | <b>Response:</b><br>I can confirm that SCC supports the protections given in employment law for whistleblowers and provide a simple easy to access reporting route for them. Please find a link to <a href="https://sharepoint.com">Whistleblowing (sharepoint.com)</a> which details how concerns can be raised via an independent service Navex Global. |

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| 7 March 2024 | Healthwatch Surrey             | AHSC 1/24: To ensure that language used for automatic responses reflects a friendlier approach.   |  |  | 13 May 2024 | Distributed 15/03/24                           |
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| 7 March 2024 | Discharge to Assess/Home First | AHSC 10/24: We think it would be beneficial for Adult Social Care to produce a simple information booklet and ensure it is properly distributed amongst residents.                            |  |  | 29 May 2024 | Response Shared with Committee on 29 May 2024. |
| 7 March 2024 | Discharge to Assess/Home First | AHSC 11/24: To ensure that you are managing the demand of acute beds required and provide an update on what is being done to deal with the demand in acute capacity and the management of it. |  |  | 29 May 2024 | Response Shared with Committee on 29 May 2024. |

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| <b>7 March 2024</b> | <b>Discharge to Assess/Home First</b> | <b>AHSC 12/24:</b> To provide information on the vetting of care organisations, including what training is being provided for carers.   |                    |  | 29 May 2024          | Response Shared with Committee on 29 May 2024.  |
| <b>7 March 2024</b> | <b>Discharge to Assess/Home First</b> | <b>AHSC 13/24:</b> To provide an update on what changes are being implemented to the transformation work in response to the report from Healthwatch Surrey on Discharge to Assess processes, and of how that is that being reflected within the transformation work |                    |  | 29 May 2024          | Response Shared with Committee on 29 May 2024.  |
| <b>10 May 2024</b>  | <b>MINDWORKS [Item 5]</b>             | <b>AHSC 14/24:</b> [1] Mindworks must demonstrate how it  | Mindworks Alliance |  | Tuesday 23 July 2024 | Response Shared with Committee on 23 July 2024. |

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|  |  | <p>proposes to regain the confidence of parents and schools, and that it is accepting responsibility for the services that it is commissioned to provide, by:</p> <p>[1.1] Publishing the Transformation Plan, with dates, times, and levels of performance with appropriate Key Performance Indicators (KPIs)</p> <p>[1.2] Providing research to identify the size of the problem.</p> <p>[1.3] Encouraging the partnership to improve resources for communicating early help prior to diagnosis from</p> |  |  |  |  |  |
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|  |                               | organisations such as NAS<br>[1.4] By scaling up supply to meet the level of demand, and securing sufficient support from the NHS England, showing how this is linked to the Transformation Project. |  |  |                            |   |
|  | <b>MINDWORKS<br/>[Item 5]</b> | <b>AHSC 15/24:</b><br>[2] Recommend that the response to the Joint Area Inspection Report (JTAI) is extended to accommodate a joined up Mindworks / Education, Health and Care Plan (EHCP) process.  |  |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |

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|  | <b>MINDWORKS<br/>[Item 5]</b> | <b>AHSC 16/24:</b><br>[3] The Surrey and Borders Partnership Trust Recovery College needs to be more accessible to people and encourage more local access, with better publicity and provision of outreach services. Ensure that the Recovery College is given more active publicity and has the capacity to take on extra workload. Establish skills and work coaches to help coach and support people to enable the transition with helping people to maintain employment and get into employment, and critically to help people |  |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |
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|                    |                                       | with regards to the Recovery College.   |                                |  |                            |   |
|                    | <b>MINDWORKS</b><br>[Item 5]          | <b>AHSC 17/24:</b><br>[4] Mindworks must provide a clear and simple information guide for parents on how to access services, so that pathways of access are coherent, accessible, and easily understood ensuring communication is clear, and consider how it could be further reaching, so that parents and schools are supported while children are on the waiting list. |                                |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |
| <b>10 May 2024</b> | <b>ADULT SAFEGUARDING</b><br>[Item 6] | <b>AHSC 18/24:</b><br>Provide an update from the new Safeguarding   | Luke Addams<br>George Kouridis |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |

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|             |                                    | Panel on progress on the questions raised, particularly around communication and working in partnership, ensuring that people don't fall through the gaps.  |                                |  |                            |   |
| 10 May 2024 | <b>ADULT SAFEGUARDING [Item 6]</b> | <b>AHSC 19/24:</b> Provide a measurement of feedback from staff, patients and from other services, so we can see what improvements have been made, and as a result can show how we deliver a safer environment. | Luke Addams<br>George Kouridis |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |
| 10 May 2024 | <b>ADULT SAFEGUARDING [Item 6]</b> | <b>AHSC 20/24:</b> Provide an analysis of how effective your measurement service is so we can be reassured on how   | Luke Addams<br>George Kouridis |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |

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|             |                                    | effective the service is running, and that activities are resting in more resolve.  |                                |  |                            |   |
| 10 May 2024 | <b>ADULT SAFEGUARDING [Item 6]</b> | <b>AHSC 21/24:</b> To examine best practise on whistleblowing, and to make every effort to provide a process that protects the individuals who are using the process, and that it is effective. | Luke Addams<br>George Kouridis |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |
| 10 May 2024 | <b>ADULT SAFEGUARDING [Item 6]</b> | <b>AHSC 22/24:</b> Continue improving the measurement of safety, and demonstrate that the service as a whole is actively eliminating problems.  | Luke Addams<br>George Kouridis |  | Tuesday<br>23 July<br>2024 | Response Shared with Committee on 23 July 2024. |

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**Actions**

| Date               | Item                      | Action   | Responsible Member/Officer | Deadline | Progress Check      | Action response. Accepted/implemented  |
|--------------------|---------------------------|--|----------------------------|----------|---------------------|--|
| <b>10 May 2024</b> | <b>MINDWORKS [Item 5]</b> | Mindworks team to look at the London Boroughs and benchmark their performance against them, in terms of the referral process and treatment pathways (and to share this information with Adults + Health Select Committee and Children’s Select Committee Members). | Mindworks Partnership      |          | 1 July 2024         | Response Shared with Committee on 1 July 2024.   |
| <b>10 May 2024</b> | <b>MINDWORKS [Item 5]</b> | Mindworks team to share the completed Transformation Plan with the Children’s, Family Lifelong   | Mindworks Partnership      |          | <b>October 2024</b> | <b>Interim response:</b><br>Mindworks have held two workshops to support the development of their transformation plan for the services, including ND. These are being written up |

**ADULTS AND HEALTH SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
October 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

| KEY |                      |                                   |                                   |
|-----|----------------------|-----------------------------------|-----------------------------------|
|     | No Progress Reported | Recommendation/Action In Progress | Recommendation/Action Implemented |

|                    |                                    |  |                                |  |                |   |
|--------------------|------------------------------------|--|--------------------------------|--|----------------|---|
|                    |                                    | Learning and Culture Select Committee in October 2024.   |                                |  |                | and action agreed. They will be on time for sharing with select committee in October. |
| <b>10 May 2024</b> | <b>ADULT SAFEGUARDING [Item 6]</b> | Safeguarding team to reflect the importance of whistleblowing (particularly on the safety aspect, such as around confidentiality) on the adult safeguarding website.                 | Luke Addams<br>George Kouridis |  | Friday 28 June | Response was shared with the committee on 28 June 2024.                               |
| <b>10 May 2024</b> | <b>ADULT SAFEGUARDING [Item 6]</b> | Regarding modern slavery, the Director of Practice, Assurance and Safeguarding to discuss with commissioners, the vetting of organisations + raising awareness and provide a written | Luke Addams<br>George Kouridis |  | Friday 28 June | Response was shared with the committee on 28 June 2024.                               |

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|------------|----------------------|-----------------------------------|-----------------------------------|
| <b>KEY</b> |                      |                                   |                                   |
|            | No Progress Reported | Recommendation/Action In Progress | Recommendation/Action Implemented |

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|--|--|--------------------------|--|--|--|--|
|  |  | update to the committee. |  |  |  |  |
|--|--|--------------------------|--|--|--|--|