

Tameside Adult Safeguarding Partnership (TASP) Action Plan – Serious Case Review, re Adult A

Introduction

The TASP Consolidated Action Plan sets out the recommendations from the SCR Overview Report. The Consolidated Action Plan also states the steps that have been taken by TASP and member agencies in response to the issues addressed in the recommendations of the Serious Case Review. The ‘Cross Reference’ facility will be used and developed as part of the Action Plan’s functionality in achieving integrated change.

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Recommendation 1	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>TASP should review within 3 months of the publication of the SCR, its training programme to ensure all staff from public and independent sector agencies come into contact with adults who may be vulnerable are offered:</p>	<p>As many staff as possible have an understanding of the vulnerability of people who use services and how to use the safeguarding adults system.</p> <p>Support staff who have recently been through a service review and taken on a generic role to provide more effective assessment and care planning with people who have learning disabilities.</p>				

Recommendation 1	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>C Information and guidance on use of the Equality Act 2010 with particular emphasis on protection from harassment related to disability.</p>		<p>Awareness raised of the Equality Act 2010 through training and communication.</p>	<p>TASP</p>	<p>Changes to website Training</p>	
<p>D Information and practice opportunities to identify hate crime in an environment that enables staff and disabled people to learn together and to explore the complexity but also the potential of using the term hate crime to achieve just outcomes for disabled victims of crime.</p>		<p>Awareness raised through training TASP identified various events to promote the learning from SCR in the context of safer communities</p>	<p>TASP</p>	<p>Numerous events across Tameside to promote safer communities agenda. Matrix of events</p>	<p>Rec 8</p>
<p>E Further awareness raising on making safeguarding alerts, using experience from this SCR to demonstrate that repeat incidents of abuse should be reported to the Safeguarding Team.</p>		<p>Multi agency matrix to confirm pathways for safeguarding adults introduced into training</p>	<p>TASP</p>	<p>Multi agency matrix</p>	

Recommendation 1	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>F Regular updates on relevant research and how to use the learning in practice.</p>		<p>TASP are updated of relevant research</p>	<p>TASP</p>	<p>Agenda item TASP/included in TASP minutes</p>	
<p>G Training in all areas that is case and practice based and includes attention to the safeguarding issues arising from persistent anti-social behaviour¹ and enables multi-agency staff to consider how they can work together to risk manage their collective decision making including when to escalate concerns to more senior decision makers.</p>		<p>Improved awareness in relation to Adult safeguarding and links with Hate crime and the tackling ASB approach for vulnerable victims reflected in training programmes.</p> <p>Specific work with workforce development consultant to develop relevant training in the future.</p> <p>Policy/procedure reviewed to ensure operational links are made across the ASBRAC, THIP and safeguarding adult agenda.</p>	<p>TASP</p>	<p>Introduction of a multi-agency matrix to confirm safeguarding adult pathways. This work is included in training programmes.</p> <p>Strategy meeting templates and referral forms revised and distributed with guidance</p> <p>Minutes of the meeting</p>	

Recommendation 2	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>In light of the finding that many staff were surprised at the number and type of incidents involving Adult A and his family, TASP should require all Partnership agencies to review their data collection processes and the sharing of information about neighbourhood anti-social behaviour and harassment incidents. They should report their improvement plans back to the Board within 3 months of the publication of this SCR Report. Specific additional recommendations are that:</p>	<p>Communication improved across partner agencies regarding data collection process and the sharing of information about neighbourhood anti-social behaviour and harassment incidents</p> <p>Information shared on a “need to know” basis</p> <p>Improved interface between safeguarding forums to reduce the risk to victims and ensure the right support and action is in place.</p>				

<p>A</p> <p>Whilst there was some understandable, evidence based, scepticism from the Panel that an electronic multi-agency data system could be operated across the relevant agencies, the plan initiated by GMP to achieve a web based system should to be supported and evaluated by all agencies involved with anti-social behaviour in Tameside.</p>		<p>Relevant organisations reviewed structures and processes introducing revised systems and databases as appropriate.</p> <p>Additional training available in organisations to reinforce disability issues.</p> <p>Review of TASP information protocol.</p> <p>Multi agency meeting to explore options for a web based system to be implemented accessible to all partner organisations.</p> <p>Review of data collection systems appropriate to identify risk, raise a referral and inform TASP.</p>		<p>Systems and databases revised.</p> <p>Training regarding disability issues.</p> <p>Revised information protocol.</p> <p>Minutes of the meeting identified the outcome that this will be work in progress and a long-term option. However in the short term work is in progress to look at shared information systems within the local authority.</p>	
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		Review of a central point to co-ordinate response to referrals.		Multi-agency matrix and ASBRAC referrals updated. Safeguarding database revised and work in progress with adult social care to develop safeguarding element of new system.	
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Recommendation 2	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>B GMP, Community Safety, agencies working with young people and housing providers involved in neighbourhood meetings should be clear about their agenda and purpose, and assess their effectiveness in taking solution focused action. Attendance should be consistent from all agencies including those working with actual or potential offenders.</p>		<p>Review of the process for intervention with young perpetrators of ASB.</p>	<p>TASP</p>	<p>Neighbourhood action teams responsibilities revised.</p> <p>ASBRAC process reviewed and revised.</p>	
<p>C Meetings to discuss the protection and support needs of individuals and families should be confidential and information only shared on a 'need to know' basis.</p>		<p>TASP information protocol revised</p>	<p>TASP</p>	<p>Revised Information protocol adhered to.</p>	
<p>D GMP should provide leadership in building an 'evidential file' where individual incidents are rated low risk but persistence is identified, taking into account the requirements of the 2010 Equality Act in relation to disability harassment</p>		<p>Introduction of a multi-agency matrix informing staff of pathways for safeguarding adults.</p> <p>Repeat victims and vulnerability highlighted improved briefings for GMP staff.</p>	<p>TASP</p>	<p>Multi-agency Matrix</p> <p>Repeat victims and vulnerability highlighted improved briefings for GMP staff.</p>	

Recommendation 3	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>Before installing any equipment all agencies with community safety responsibility should agree a plan, that identifies the outcomes required from the technical equipment/barriers, responsibility for the financial and ongoing maintenance costs and responsibility, a review timescale and prompt action if the plan is not working, and consideration of unintended negative consequences.</p>	<p>That the necessary processes and protocols are established by those agencies who fit personal protection CCTV</p>	<p>TASP working with Community Safety Unit to facilitate forums for discussion to ensure a robust process is in place to request CCTV cameras.</p>	<p>TASP</p>	<p>Presented to the Forum of Tameside Registered Social Landlords, highlighting the SCR recommendations and their duty of care if fitting this equipment.</p> <p>TMBC in the process of developing 'guidelines' for partner agencies on good practise when fitting such equipment.</p>	

Recommendation 4	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>The PCT, within 3 months of the publication of this SCR, should use the findings of this Review to issue guidance to General Practitioners and other health providers of their responsibilities under the Equality Act 2010 (formerly DDA 2005). They should encourage full participation by Primary Care providers in the Direct Enhanced Scheme for people with learning disabilities. The PCT should also ensure the provision of psychology services is sufficient to meet the needs of vulnerable adults. In particular, health professionals should:</p>	<p>Guidance issued to GP's and other health providers of their responsibilities under the Equality Act 2010.</p> <p>PCT ensure the provision of psychology services is sufficient to meet the needs of vulnerable adults.</p> <p>Increase of annual health checks for learning disabled patients.</p>				

Recommendation 4	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>A Be mindful of the findings from research about the health inequalities experienced by learning disabled adults and ensure all services make reasonable adjustments to ensure equal access to health services, including preventive health measures.</p>		<p>TASP support the work of PCT to Focus on communication and training to engage with health providers regarding their responsibilities of the Equality Act 2010.</p>	<p>TASP</p>	<p>PCT have updated intranet and templates used.</p>	
<p>B Encourage learning disabled adults to have health checks</p>		<p>TASP support the work of the PCT to encourage and support GP practices in routinely offering double appointments for learning disabled patients and their carers.</p>	<p>TASP</p>	<p>GP Practices signed up to Local enhanced services-systems in place</p>	

Recommendation 4	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>D Encourage and assist disabled adults to adopt a healthy life style including stopping smoking.</p>		<p>TASP support the work of Pennine and PCT and their provision of specialist health lifestyle groups.</p> <p>The LDS nurses have received training on stopping smoking interventions and weight management.</p>	<p>TASP</p>	<p>Attendance at health lifestyle groups</p>	

Recommendation 4	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>E Assess learning disabled adults emotional/mental health needs and ensure timely and effective interventions.</p>		<p>TASP support the work of PCT and Pennine in the provision of LD nursing service</p> <p>The LD nursing services as part of their health assessment have a section on emotional health and well-being and will signpost accordingly.</p> <p>PCT mental health commissioner liaising with lead commissioner for specialist mental health trust to develop contract KPIs/ quality requirements ensuring business resilience. Small specialist teams and also uptake of health action plans encompassing mental and physical health needs of clients.</p>	<p>TASP</p>	<p>Emotional health and well-being integral to health assessment</p> <p>Contracts developed</p>	

Recommendation 5	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
TASP should require that within 3 months, Adult Services review, and if necessary, amend its guidance on FACS and how this relates to adult safeguarding. Guidance to staff in all agencies and to the public should be clear:	FACS guidance has been reviewed and relates to adult safeguarding and staff recognises adult safeguarding is a primary function within the FACS criteria.	TASP support the work of Adult Services to review and revise systems	TASP		
A That adults who may be vulnerable and in need of safeguarding and, therefore, eligible for assessment for community care services, can access support to have their protection as well as their personal care needs met		Relevant organisations reviewed and revised systems		Care plan	

Recommendation 5	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>B That social work/care coordination support is a service and may be needed on a long term basis where risks cannot be managed consistently.</p>		<p>Relevant organisations reviewed and revised systems</p>	<p>TASP</p>	<p>Care plan Risk assessments</p>	
<p>C Where abuse continues to take place alerts should be made by any agency to the Safeguarding Unit even when a member of Adult Services' staff is actively involved with a service user</p>		<p>Training refreshed</p>	<p>TASP</p>	<p>Training programme</p>	

Recommendation 5	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>D Cases should not be closed to social workers/care coordinators where protection issues continue even when service providers are involved.</p>		<p>TASP support the work of adult services to review the FACS guidance.</p>	<p>TASP</p>	<p>FACS criteria Business process flowchart in Adult Services</p>	
<p>E Adult Care and partner agencies should adopt 'a case finding' approach to identify other individuals who may be in/at risk of similar circumstances to Adult A, particularly where there are older carers who may have diminishing capacity to protect their disabled son or daughter.</p>		<p>TASP support the work of Adult Services to review and revise systems.</p>	<p>TASP</p>	<p>List of all older carers produced and re-assessments have included safeguarding issues.</p>	

Recommendation 6	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>When abuse is persistent and responsibility for safeguarding is shared by a number of agencies, a lead professional should be identified as having the overall safeguarding responsibility to ensure protection plans are being actioned; regular monitoring is taking place; and where protection is not being achieved concerns are escalated to senior managers in all relevant agencies.</p>	<p>A lead professional identified as having the overall safeguarding responsibility.</p>	<p>Multi-agency matrix produced to confirm pathways for safeguarding</p> <p>TASP support the work GMP have undertook to refresh PPIU systems and include all adult and child vulnerability issues to be recognised and referred for action if necessary.</p> <p>TASP acknowledge the Creation of a central Public Protection Division which provides structure for monitoring and escalation of cases held with PPIU (Public Protection Investigation Unit).</p> <p>Organisations have increased the number of staff identified as Safeguarding Adult Managers.</p>	<p>TASP</p>	<p>Multi-agency matrix introduced in practice and in training</p> <p>PPI systems</p> <p>Safeguarding Adult Managers roles</p>	

Recommendation 7	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>TASP should establish a Task and Finish group to review the assessment processes of key agencies identify gaps and significant differences and develop a common process and tool to assess and manage risk-using learning from MAPPA and MARAC developments. This work should be completed within 6 months of this SCR Report being published</p>	<p>A common process and tool to access and manage risk adopted</p>	<p>TASP are working with Community Safety Unit to secure and develop links with the ASBRAC agenda.</p>	<p>TASP</p>	<p>ASBRAC referral form refreshed.</p>	<p>Rec 7</p>
		<p>Review of risk assessment tools across organisations to ensure they are fit for purpose.</p>	<p>TASP</p>	<p>Safeguarding strategy meeting template revised.</p>	
		<p>Work in progress to respond to communication regarding management of perpetrators</p>	<p>TASP</p>	<p>Minutes of SAM meeting Discussion held with legal department-awaiting guidance</p>	
		<p>Introduction of the multi-agency matrix to confirm safeguarding adults pathways</p>		<p>Multi agency matrix</p>	

Recommendation 8	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>TASP should hold an event, within 3 months of the publication of this SCR, to bring local residents and professionals together to share the learning from this SCR, with a particular focus on how all can work together to stop the inheritance of the behaviour that created so much torment for Adult A and his family. In addition, all agencies should consider restorative justice approaches for offenders</p>	<p>Learning form the SCR shared with local residents and professionals.</p>	<p>TASP identifying various events to promote the learning from SCR in the context of safer communities</p>	<p>TASP</p>	<p>Numerous events across Tameside to promote safer communities agenda.</p> <p>Matrix of events</p>	<p>Rec. 1A</p>

Recommendation 9	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
<p>Agencies who commission services should be clear about the purpose of service provision. Advocacy and communication support services should be commissioned to work with individuals to enable them to act as witnesses and provide good evidence that can be used to gain justice for them.</p>	<p>Advocacy and communication support services supporting individuals to enable them to act as witnesses</p>	<p>TASP support the work of the Community Safety Unit to Clarify the role and functions of the ASB Victim Advocate</p>	<p>TASP</p>	<p>ASB victim advocate appointed.</p>	
		<p>TASP acknowledge Crime and Disorder Reduction Partnership action to fund an ASB Victim Advocacy post for 3 years</p>	<p>TASP</p>		
		<p>TASP support Adult services in the Development and commissioning of a specific service for a generic advocacy service throughout Tameside.</p>	<p>TASP</p>	<p>Service specification</p>	
<p>TASP support the work of Victim Support to improve the links between Witness Care Intermediary Service, Independent advocates and Witness Service to provide a seamless service for vulnerable victims and witnesses of abuse.</p>	<p>TASP</p>	<p>Awareness raised with staff and advocates regarding relevant links</p>			

Recommendation 10	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
TASP should review, within the next 6 months, the SCR Policy and Procedure to ensure learning about the process of this Review is captured in Policy and Procedure updates	Policy and procedures updated to reflect learning from the SCR	Policy and procedures reviewed	TASP	Revised policy and procedures	

Recommendation 11	Outcome	Action	Organisation Responsible	Evidence of Progress	Cross Reference
The findings of this SCR should be reported to the Equality and Human Rights Commission review, noting the difficulties that experienced and committed staff have in using the concept of Hate Crime in their everyday work and when prosecuting an offence of harassment against a learning disabled person.	Findings reported to EHRC	Findings reported to EHRC	TASP	Completed findings of the SCR reported to the EHRC, January 2011.	

