

Agreed Action Plan

APPENDIX 3(a)

<i>Recommendation</i>		<i>Priority</i>	<i>Agreed Action</i>	<i>Responsible officer</i>	<i>Target Date</i>	<i>Progress</i>
R1	The setting of timescales for addressing error report items should be considered and followed up accordingly by the relevant team manager.	3	The current process of the Business Manager sending error reports to Team Managers each month will be discussed at the next Safeguarding Leads meeting, so that an action to address this issue can be agreed.	Head of Adult Services	28/2/19	Completed. This is minuted in the Lead's meeting on the 5 October 2018. Each Team Manager and Deputy Team Manager has access to the report via the suite of management reports, and oversight of errors being addressed is conducted by the Business Manager.
R2	The introduction of a more formal reporting vehicle as part of the peer audit process should be considered to ensure that its benefits are maximised. This should include the effective and timeous communication of results to Safeguarding Leads, and a regular review of the audit template.	3	The peer audit programme is now well established and is conducted quarterly. Therefore this recommendation has been addressed since the audit.	N/a	Completed	

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R3	Adult Services should determine how the recording of the rationale for decisions and risk assessment outcomes can be improved.	2	This is now included as part of the peer audit programme, and the Head of Safeguarding will commence additional management audits.	Head of Safeguarding	28/2/19	The format for additional management audits is under development, and the HoS intends to trial these in July. These will be rolled out across the senior management team in September.
R4	The position of the QMOs in the enquiry process should be reviewed.	3	Agreed. The procedure will also be amended if required.	Head of Safeguarding	31/3/19	The social worker based with the QMO team usually acts as Safeguarding Lead and works in conjunction with the QMO as enquiries workers. This is working well, and no amendments necessary.

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R5	<p>Adult Services should determine how the communication of conclusions to interested parties (and recording of the communication) can be improved. This should include prompts within the appropriate screens to remind the user to consider whether a formal communication is required; and the recording of the rationale for not issuing a formal letter to interested parties on Mosaic.</p>	2	<p>The Head of Safeguarding will review how best to address the problem, and identify the necessary changes.</p>	<p>Head of Safeguarding</p>	31/3/19	<p>Safeguarding leads have been reminded of the need to do this at the leads meeting. Peer audits have this as part of their audit remit. This will be part of the management audits under development. Consideration of MOSAIC changes will be undertaken at the ASC SMT in an item by the HoS in July.</p>