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1. Opening Remarks by Board Chair

Welcome to our 2009-10 Annual Report.

During the course of the last few years we have seen the Board membership grow and strengthen and during 09-10 I was delighted to welcome onto the Board, Steve Brown, the Head of the Community Safety Unit and Mendie De Vos, Director of Signpost Stockport for Carers who joined us in the latter part of the year. Steve's service is a long term participant in the Safer Stockport Partnership and his presence on the Board provides the opportunity to link our activity into the wider safeguarding agenda through the partnership. Mendie's presence creates a link in ensuring that our work effectively represents the views and wishes of service users and their carers and families

This year's report provides updates on a number of local initiatives which were made reference to in last year's report, comments on more recent developments and concludes with a brief overview of the main areas of focus for 2010/11

Throughout 09/10 we continued to fulfil our commitment to offering and delivering training at all levels and across all agencies. The training report for 2009-10 and the training strategy for 2010/11 are on pages 7 to 11.

In 2008/09 we reported an increase in the number of referrals and investigations compared to the previous year and this has continued into 2009/10, details of which can be found on pages 11 to 13.

I am confident you will find this report interesting, informative and evidence of our commitment to safeguarding the most vulnerable members of our community.

Terry Dafter



**Director, Adult Social Care,
Chair of the Safeguarding Adults Board**

2. National and Local Developments

2.1 The Review of No Secrets

Throughout 2008, the Department of Health ran a series of consultation events to inform its final consultation paper. This was published on 13th October 2008 with a closing date for responses by 31st January 2009.

As was reported last year a detailed response was submitted by the Board and an analysis of the whole consultation process was published in July 2009. The full document can be found at the following link-:

http://collections.europarchive.org/tna/20100509080731/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_102981.pdf

The consultation involved 12,000 participants, including 3,000 members of the public, many of whom were adults to whom this guidance applied, or their carers. The remaining 9,000 participants were professionals working in the field. There were nearly 500 long and detailed written responses.

The key messages from the participation of older people, adults with learning or other disabilities and people with mental health needs included:

- a) Safeguarding must be built on empowerment – or listening to the victim’s voice. Without this, safeguarding is experienced as safety at the expense of other qualities of life, such as self determination and the right to family life.
- b) Everyone must help to empower individuals but safeguarding decisions should be taken by the individual concerned. People wanted help with options, information and support. However, they wanted to retain control and make their own choices.
- c) Safeguarding adults is not like child protection. Adults do not want to be treated like children and do not want a system that was designed for children
- d) The participation/representation of people who lack capacity is also important.

A ministerial statement was issued on the 29th January 2010 by the then Minister of State, Phil Hope which included the following commitments:-

Firstly, the creation of an Inter-Departmental Ministerial Group (IDMG) on Safeguarding Vulnerable Adults. This IDMG will have three roles. It will:

- i) determine policy and work priorities for the forthcoming year;
- ii) provide a strategic and co-ordination role; and
- iii) provide public and parliamentary advocacy for this policy area.

Secondly, the introduction of new legislation to strengthen the local governance of safeguarding by putting Safeguarding Adults Boards on a statutory footing.

Thirdly the launch of a programme of work with representative agencies and stakeholders to support effective policy and practice in safeguarding vulnerable adults

We hope to be able to report on some or all of these proposals in the next annual report.

2.2 Safeguarding in NHS Services.

An early response to the No Secrets Review came in the shape of a Department of Health document published in February 2010 entitled **“Clinical Governance and Adult Safeguarding – An Integrated Process.”**

The document is published as Best Practice Guidance and the target audience, amongst others, is PCT CEs, NHS Trust CEs, SHA CEs, Allied health professionals, GPs etc.

Its stated aim is “to enable NHS organisations in England to develop local robust arrangements to ensure that clinical governance systems and adult safeguarding are fully integrated.”

This was discussed at the Safeguarding Board on March 2010 and will lead to individual discussions with NHS services Board representatives during the coming year to consider the implications.

The full document can be read at:-

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_112341.pdf

2.3 The Channel Project (The Prevent Strategy)

Prevent is one of the four strands of the government's counter-terrorism strategy, known as CONTEST

The Prevent strategy has five main objectives:

- to challenge the ideology behind violent extremism and support mainstream voices
- to disrupt those who promote violent extremism and support the places where they operate
- to support individuals who are vulnerable to recruitment or who have already been recruited by violent extremists
- to increase the resilience of communities to violent extremism
- to address the grievances that ideologues are exploiting.

The 3rd objective lies at the heart of the Channel Project and in October 2009, Greater Manchester Police published its draft **“Pan Greater Manchester Procedure for Working with Individuals Vulnerable to the Messages of Violent Extremism.”**

A presentation was made at the December Board meeting by the GMP Channel Project Manager and Coordinator and the Board is considering its response to this initiative. If agreed it will establish the Safeguarding Adults Manager as the single point of contact for all health and social care employees who believe they have identified a vulnerable adult who may be being subjected to grooming into violent extremism. The Board also needs to consider the level of training and/or awareness raising needed for the workforce to be able to understand and engage with this agenda.

2.4 Serious Case Reviews

At the Safeguarding Adults Board held on 18th March 2010, a request was made by the Police representative for consideration to commission and conduct a Serious Case Review. This was agreed by the Board and will be commenced in the next financial year. A fuller account will be given in next year's annual report.

2.5 Independent Board Chair

The Board agreed to appoint an Independent Chair, applicants have been short listed and interview panel membership provisionally agreed at the March 2010 Board meeting.

2.6 Recruitment of Safeguarding Adult Coordinators

Following a decision made within Adult Social Care, 2009/10 saw the advertisement for, and recruitment of, 2 new full time posts which will sit within the Safeguarding Adults Service and report to the Safeguarding Adults Manager.

This represents a major commitment of additional resources and their prime responsibilities will be to develop and support operational all staff that have designated investigation responsibilities within the multi agency policy and procedures.

This will involve direct support to staff in individual cases, the development and delivery of relevant training and development and roll out of supporting documentation and structures.

It is anticipated that the successful applicants will take up post in April or May 2010.

3. Training Report and Statistics

3.1 Training Report

The following training was provided in April 2009 to March 2010. This work was supported by a financial contribution from Stockport NHS in recognition of the numbers of staff who had come through our training

3.1.1 Alerter Training

Alerter training, which also incorporates basic information on the Mental Capacity Act, was offered to all front line staff from agencies who are signed up to the policy, or who we commission to deliver a service within Stockport. It is half day training, delivered by members from the multi-agency training pool and sessional workers. Approx. 6 - 8 sessions a month were delivered in the last year, excluding holidays. It is now recommended that participants attend a refresher every 2 years. In addition, we delivered some on-site training to specific organizations.

The training pack was used to deliver training at Stepping Hill Hospital via their training programme and at Borough Care, Stockport CP and Independent Care. The number of Foundation Trust staff attending the Alerter training has increased this year. Student nurse training was offered as part of the 'Spoke' training at Stepping Hill Hospital. This 2 hour course was delivered 3 times in the year (30 students per session)

Alerter Training Statistics April 09 – 31st March 2010

Total number of places offered: 1888 (38% increase on previous year)
Total number of staff who attended: 1144 (42% increase on last year)
Percentage attendance: 60%

3.1.2 Workbook for Alerters

A workbook is available to consolidate and integrate learning into practice. This is an optional tool for managers to use if they feel it would be helpful to support learning in practice.

3.1.3 Management of the Training Pool

The Safeguarding Adults training pool was initially started in June 2006. There are currently 14 members from a variety of sectors including Age Concern, the independent sector, Adults and Communities (A&C), Pennine Trust and the NHS Foundation Trust. The training pool is supported through a one day Training the Trainers session and then re call sessions twice a year.

3.1.4 Inquiry Officer Training

An extensive training programme has been implemented over the past 3 years to train all staff who carry out the designated role of the Inquiry Officer as outlined in the Policy (Social Workers, Community Psychiatric Nurses and Community Learning Disability Nurses). The training consists of an initial two day course delivered in house. There is an additional third day of training which is specifically on interviewing techniques. This training is delivered by a nationally recognised external trainer, Jacki Pritchard.

By the end of March 2010 we had successfully trained 90 - 95% of workers who could carry out this role. This training will now be reviewed as part of the training sub group to decide on the best way to continue to keep practitioners up to date with safeguarding issues. The three day training will be available as and when required to train any additional staff.

3.1.5 Practitioner Forum

This forum was re-established in March 2007. It provides a means to discuss practice and policy issues, encourage reflection on practice and build on practitioner confidence. The varied format includes a mixture of guest speakers and open debate. It provides a valuable opportunity for the dissemination of relevant information and updates. The sessions are increasingly popular and are held quarterly.

3.1.6 Provider Manager Training

For the past year, a one day training course has been available for all Provider Managers from agencies who are signed up to the Policy, or who we commission to deliver a service within Stockport (Local Authority, independent and voluntary sector). This course is currently under review and it is intended to design a multi agency manager training that will meet the needs of health partner managers as well and that can be delivered by a pool of cross agency staff.

Provider Manager training statistics April 09 to 31st March 2010

Total number of places offered: 105 (44% increase on previous year)

Total number of staff who attended: 60 (29% increase last year)

Percentage of attendance: 56%

3.1.7 Training for Admin Staff on minute Taking

Three training courses were commissioned from Jacki Pritchard to train admin staff in taking minutes for safeguarding meetings. An additional course is running in June 2010 and it is envisaged that all admin staff will have then completed the training. Practice guidance on the relationship between chair and minute taker is being put together in conjunction with team managers and admin managers to clarify any difficulties in this area.

3.1.8 Service User/Carer Training

In November 2009 Staff Development commissioned a theatre forum event for service users with a learning disability called 'Keeping yourself Safe'. This event was very successful and the project has continued with the production of a DVD using the material from the event. This interactive DVD designed for service users, informs about safeguarding issues and gives information about Stockport's policy and the different kinds of abuse. The DVD is currently being distributed widely in the IVP sector and a number of organisations have already indicated that they are going to use the DVD for staff training as well.

In Jan 2010 we initiated an evaluation process with informal carers to ask how they would like to receive information about safeguarding issues. This work will be ongoing in 2010.

3.1.9 Door Step Crime and Bogus Callers training for front line staff

This training is delivered in conjunction with Age Concern – it is now promoted through the alert training as part of the broader "keeping yourself safe" agenda.

3.2 Training Statistics

The service area statistics have been brought in line with the self selection categories used by Staff Development in the nomination process thus preventing direct comparison with last years figures. However overall the alerter training saw 35% increase on last year and the Provider Manager training saw a 42% increase in the numbers of people attending

3.2.1 Alerter Training – 1st April 09 to 31st March 10 and Cumulative Totals

SERVICE AREA	Pre April 09	April 09 - March 10	TOTAL
Domiciliary Care		170	
Care Homes		220	
Voluntary Sector		111	
Supported Housing Services		81	
Supporting People Services		188	
NHS Stockport		191	
Stepping Hill Acute FT		70	
Pennine Mental Heath FT		26	
Other		87	
TOTALS	3208	1114	4322

3.2.2 Provider Managers – 1st April 09 to 31st March 10 and Cumulative Totals

SERVICE AREA	Pre April 09	April 09 - March 10	TOTAL
Domiciliary Care		4	
Care Homes		11	
Voluntary Sector		3	
Supported Housing Services		15	
Supporting People Services		21	
NHS Stockport		2	
Stepping Hill Acute FT		1	
Pennine Mental Health FT		2	
Other		1	
TOTALS	310	60	370

Inquiry Officer Training

This course is offered to all designated Inquiry Officers irrespective of any previously completed training. The designated posts are qualified social workers, community psychiatric nurses and community nurse in the Learning Disability Partnership.

The course was delivered a further 3 times during 09/10 and was attended by 47 designated staff. As at 31st March 10 the training has been completed by 172 designated staff.

4. Safeguarding Statistics

Table 1 - Referrals/Investigations Completed for 2002 to 2009	
YEAR	Investigations (total referrals in brackets)
2002 - 2003	29 (half year)
2003 - 2004	76
2004 - 2005	109
2005 - 2006	135
2006 – 2007	98
2007 – 2008	115(164)
2008 - 2009	167 (210)
2009 – 2010	293

Comment re table 1 - Local Authorities have been required to keep statistics on Safeguarding Adult referrals since 2002. From 2007 to 2009 we kept figures which distinguished between the total number of referrals received and the number of investigations carried out. From April 2009 we now report on all referrals irregardless of the level of investigation.

Table 2 - Investigations by Gender		
Year	Male	Female
2004-2005	36%	64%
2005-2006	39%	61%
2006-2007	41%	59%
2007-2008	37%	63%
2008-2009	46%	54%
2009-2010	39%	61%

Comment re table 2 – The year on year variations tend to indicate an equalising in the gender balance but we would expect there to continue to be a greater number referrals from female service users given that the Over 65 group is the single biggest source of referrals.

Table 3 - Investigations by Service Group	
Learning Disability Services	21%
Older Peoples' Services	64%
Mental Health Services – Under 65	7%
Physical Disability Services	6%
Substance Abuse Services	2%

Comment re Table 3 – This is the last year that Older People will be reported on as a separate group. From 2010/11 they will be categorised according to the presenting condition, e.g. dementia, physical disability etc

Table 4 – Investigations by Type of Abuse	
Physical	50%
Psychological/Emotional	25%
Sexual	12%
Neglect or Acts of Omission	17%
Financial	18%
Institutional	0%
Discriminatory	5%
Multiple Abuse	20%

Care Providers	104
NHS	63
Stockport Social Care	43
Self Referral	19
Family Members	17
Other LAs	13
Housing Services	7
Police	4
Public	3
Other	20

Comments re Table 5 – Over one third of referrals were made by care providers. This includes allegations of abuse by employees as well as incidents involving other service users or friends and relatives. In some cases the disclosure was made by the victim to the service provider but it is recorded as a referral from the service provider.

Table 6 – Outcome for all Referrals	
Total Referrals Received	293
Investigations completed at 1st April 10	223
Case on-going	70
OUTCOME OF COMPLETED INVESTIGATIONS	
Partly or Fully Substantiated	48%
Not substantiated or Inconclusive	52%

Comments re Table 6 – the reporting categories changed with effect from October 2009 and although they were optional for the 6 months to 31st March 2010, they will be mandatory from 1st April 2010 for all Local Authorities in England. Preparation for this is reported on below.

A further source of statistical information derives from the database maintained by the Safeguarding Adults Manager which forms a record of all the instances whereby advice has been sought. This may have been prior to making a referral in order to clarify if formal action is required or subsequently to obtain procedural guidance on the carrying out of an investigation. In addition to the 293 formal referrals there were a further 231 notifications to the Safeguarding Manager giving a full year total of 524 reported incidents.

5. Contribution from Board Members

5.1 Stockport Community Safety Unit

Key achievements between Adult Safeguarding and Community Safety

Performance - All Crime / NIs

- All crime continues to fall 16% decrease– which means less victims
- NI 15 – Serious Violent Crime – 7% reduction
- NI 16 – Serious Acquisitive Crime (Burglary, Robbery Car Crime) – 23% reduction.
- There has been an increase in bogus / distraction burglary from 53 to 83 in last year
- Hate Crime as also seen an increase in of 5%, this may be due to greater promotion of the work on Hate Crime
- Deliberate fires (NI33) continue to increase, 347 in the first quarter.

Neighbourhood Policing Teams (NPTs)

- Improvements to NPTs
- Confidence Plans for each NPT
- More resources at local level at NPTs

SIPS

- 4 Stockport Intensive Partnership Sweeps (SIPS) delivered across NPTs
- Participatory Budget (PB) events in priority areas

Preventing Violent Extremism

- Reviewing Adult Safeguarding Policy to ensure PVE addressed
- More training to be delivered to frontline workers on PVE

All Our Tomorrows

- Senior Manager on AOT Implementation & Development Group
- Action Plan on 'Safer' on Strategy
- Joint events / consultation with older people – CSU involvement

Doorstep Crime / Bogus Callers

- Joint work between Age Concern , CSU and Adult Social Care on doorstep crime Action Plan refreshed
- Evaluation of No Cold Calling Zones (NCCZs)
- In 2010-11 new NCCZ to be in place targeting vulnerable people / locations

Hate Crime

- New Police Policy on Hate Crime to be implemented by Greater Manchester Police, more focus on disability hate crime and how to deal with it
- Briefing sessions rolled out with key stakeholders, including adult social care, on how to report hate crime.

Improving links to Adult Social Care

- Paper to Adult Care SLT on SPoCs (Single Points of Contact) for NPTs and Adult Social Care
- Fire and Rescue Service is in the final stages of establishing a Service Level Agreement to formalise protocols that have already improved communications between our services. We also have a process for sharing information with the Children's Services Call Centre.
- Fire and Rescue Service now sit on the Safeguarding Adults Board.

Targeting the Vulnerable / ASB

- ASB Minimum Standards being rolled out – this will now focus on victims and vulnerability; this is particularly relevant to social care services.
- The Fire and Rescue Service are targeting people vulnerable to fires in the home by location and personal circumstances e.g. differing ability, age, ethnicity etc and by continuing to provide training to those that look after at risk adults.

5.2 Stockport NHS Foundation Trust

Annual Report for Safeguarding Adults Board - Stockport NHS Foundation Trust

The Trust's Safeguarding Committee, chaired by the Deputy Director of Nursing and Midwifery continued to meet bi-monthly throughout 2009-2010. The committee has robust terms of reference and aims to provide the strategic direction for the Trust to ensure that all safeguarding requirements for adults and children are achieved. The Trust continues to be represented at the Safeguarding Adults Board and Implementation Group as well as the Valuing People Partnership Board and the Local Implementation Network meeting for the Mental Capacity Act and the Deprivation of Liberty Safeguards

The Adult Social Care Safeguarding Manager joined the Trust's committee in late 2009 to assist with the development of the interface between the Trust's internal clinical governance responsibilities and the wider adult protection agenda of No Secrets.

The Safeguarding Committee has developed a local standard operating procedure to compliment the All Agency Safeguarding Adults Policy which includes a flow chart to demonstrate clearly to staff what to do when a concern is raised. In addition a microsite has been developed with information for staff.

The Trust now has adult safeguarding awareness training on Trust induction and mandatory training with access to taught sessions and e-learning available to all staff. The Senior Nurse for Safeguarding monitors the figures monthly.

Moving forward the Trust aims to merge the Mental Capacity Steering Group with Safeguarding minimising duplication and to focus on collaborative working with external partners and internal audit of processes in order to further improve care for vulnerable adults in the acute setting.

Nicola Firth
Deputy Director of Nursing and Midwifery
Stockport NHS Foundation Trust

5.3 Age Concern, Stockport (Voluntary Sector)

Subject: Annual Statement to contribute to Safeguarding Adult Annual Report

Age Concern Stockport is the largest voluntary organisation in Stockport representing, working for and working with older people including carers. The Chief Executive is a member of the Safeguarding Board and there continues to be a strategic member of staff on the Safeguarding Adults Implementation Group and Training Strategy Sub group. Both act as a representative for Age Concern Stockport and also as a representative for the wider voluntary sector.

ACS continues to deliver the dedicated Safeguarding Older Adults Project (SOAProject), which was originally funded by Comic Relief and is now funded by Stockport Council until March 2011.

The project compliments and supports Stockport Safeguarding Procedures and has three main strands, prevention, support and recovery. In reflection of the adult social care funding the project is working to provide two levels of direct support to victims of abuse and/or their carers. It can provide support to those who choose not to embark upon a formal safeguarding investigation process, but would benefit from further support and engagement. Or for people who are going through a formal safeguarding investigation process but wish to have independent one to one support.

The project will also offer an independent evaluation to those who have experience of the formal safeguarding investigation process in order for the service delivery to be monitored and improved.

Links are now being made with older people with learning disabilities to explore the ways in which the project can support this group. It is envisaged that the successful DVD titled 'Keeping Yourself Safe in Stockport' will be used as an interactive tool to raise awareness of safeguarding issues within this client group.

Through its involvement in the Implementation Group ACS has contributed to the creation of the Quality Assessment Framework and Risk Assessment Documentation used within the Stockport Safeguarding field and is currently working with the Safeguarding Co-ordinators on evaluation questionnaires.

5.4 NHS Stockport

NHS Stockport / Community Health Stockport

NHS Stockport commissions a wide range of domiciliary and clinic based adult clinical community services from Community Health Stockport, such as district nursing, podiatry, physiotherapy and specialist out of hospital services for people with long term conditions.

Funding was again committed to SMBC in 2009/10 to support the delivery of the high quality multi agency training and Community Health Stockport regularly monitors, through its clinical governance arrangements, staff attendance at Safeguarding training. The training goes some way to ensure that our nurses, therapists, doctors and clinical managers have a good knowledge of the Stockport All Agency Safeguarding Policy and an understanding of how they can each contribute to ensuring we all keep vulnerable people in Stockport safe; first, in the identification of abuse, harm and neglect, and second, in understanding appropriate responses to it.

The importance of raising the profile of Safeguarding work amongst our clinical staff has further been acknowledged this year by the identification of a designated clinical lead within Community Health Stockport to support the implementation of the Safeguarding Policy.

In addition to this, there are plans during 2010/11 to identify a designated nurse to support the NHS Stockport Commissioners with their responsibilities around safeguarding.

The Department of Health guidance, *Clinical Governance and Adult Safeguarding 'An integrated Process'*, issued in February 2010, aimed to encourage health organisations to develop local robust arrangements to ensure NHS systems for

dealing with clinical incidents and complaints were fully integrated with local multi agency Safeguarding policies and procedures.

Community Health Stockport began a review of its own policies and procedures at the end of the year and the intention is to update these, in light of the guidance, in order to demonstrate greater openness and transparency about adverse clinical incidents, complaints and learning from possible safeguarding concerns that may occur within the NHS. Clarifying reporting arrangements will more formally recognise the improved, positive partnership working which will result from this work.

Jane Ankrett

Associate Director – Long Term Conditions

Community Health Stockport / NHS Stockport Representative on the Safeguarding Adults Partnership Board.

5.5 Domiciliary Care Sector

Stockport Safeguarding Adults Board - Annual Report summary 2009 -10

Being a representative on the board for last year had us thinking quite long and hard about our input. On the face of it this seemed very limited if you go by the minutes of the past 12 months. Then we looked more closely.

We are on the Board to represent the Domiciliary Care Sector, forwarding their worries or concerns, and sharing with the Board things as seen from the most vulnerable person's angle and that of the people delivering the services.

The aim of the Board is to provide an effective response to any concerns or allegations they have or may be at risk of and also to raise an awareness of early detection or intervention of protection strategies.

The statistics show that 64% of investigations last year was from 'older people's services', the sector we represent, which illustrates how important it is for us to be there for them. This year the Board has representation from a lot more partner agencies such as Stockport Community Safety Unit and Signpost Stockport for Carers.

The Alerter Training for all front line staff has increased by 42%. It is evident from the number of referrals from within our sector that both Staff and Service users are benefiting from the improved training and awareness of the Mental Capacity Act which is incorporated within it. Provider Manager training has increased also by 29%. The Workbook available for managers to consolidate the learning will prove to be invaluable in the months/years ahead.

The No Secrets Review, The Law Commission Consultation, The Channel Project, Door Step Crime and Bogus Callers, are all initiatives that our Staff are alert to via the training and regular e-mail alerts, all things which we have contributed to as members of the Board. Our Staff are confident in relaying these important issues in an appropriate way to the vulnerable people at risk.

The Serious Case Review took up a lot of the Board's focus this year. It's the first time Stockport has been involved with this process and there will be lots to learn from this important area of work

The decision to appoint an Independent Chair for the Board was a unanimous one and we now look forward to moving forward with a new person at the helm

With Andy's guidance along the way, together we are making Stockport a safer place to live and work.

We are proud and happy to be part of such an active and ever expanding group of people who have made a difference to the lives of people in our Town and beyond.

Bridie Meehan and Caron Ratcliffe

6. Implementation Group Report

6.1 Implementation Group Actions – Outcomes from 2009-10

- 6.1.1 The establishment of a Quality Assurance Framework in order to promote and support consistent good practice in all aspects of the Safeguarding Adults process.

Outcome – this was completed as planned and the piloting of this will form one of the 2010/11 actions

- 6.1.2 The evaluation of current risk assessment documentation in use across adult social care in order to determine if a separate process is required for Safeguarding Adults activity and if so determined to create the documentation.

Outcome – completed as planned and documentation specific to risk assessment in safeguarding cases is now available

- 6.1.3 The creation of a standard set of documents for Safeguarding Adults covering all stages of the referral and inquiry process.

Outcome – documentation to support the strategy meeting and case conference process is now available.

- 6.1.4 To contribute to the reconfiguration of the safeguarding service by offering a range of realistic, alternative service structures.

Outcome – completed as planned – see 2.5 above

- 6.1.5 To maximise the use of Carefirst V6 and the ESCR in supporting, tracing and recording all safeguarding activity (see 1 and 3 above)

Outcome – completed as planned and the new safeguarding module went live on 1st April 2010.

- 6.1.6 The production of the 3rd edition of the multi-agency policy and procedures incorporating all initiatives and changes since January 06 and to include all recommendations from the No Secrets Review

Outcome – delayed pending publication of No Secrets 2. Will be carried forward into Action Plan for 2010-11

6.2 Implementation Group Actions – 2010-11

- 6.2.1. The production of the 3rd edition of the multi-agency policy and procedures incorporating all initiatives and changes since January 06 and to include all recommendations from the No Secrets Review
 - 6.2.2. Pilot Quality Assurance Framework case audit tool in order to promote and support consistent good practice in all aspects of the Safeguarding Adults process.
 - 6.2.3. Revision of current publicity materials and review of communication strategy.
 - 6.2.4. Evaluation of the safeguarding module on Carefirst
 - 6.2.5. Development of a tool to support decision making on “who investigates?” to include which service and what level of intervention is appropriate.
 - 6.2.6. Develop and deliver the SOAP SLA agreed with Age Concern Stockport
 - 6.2.7. Development of a protocol for the appropriate storage and retention of records of safeguarding inquiries.
 - 6.2.8. Development of guidance for Safeguarding Chairs and minute takers
-