



Section 1: Project overview

Project title	Eastern Region JIP Safeguarding Adults Programme
Lead authority	Luton Borough Council (NHS Peterborough as of March 2010)
Lead officer contact details	Penny Furness-Smith (Denise Radley, Director of Adult Social Care and Performance, NHS Peterborough as of March 2010) denise.radley@peterboroughpct.nhs.uk
Partner authorities involved	All eleven authorities in the East of England have participated in the Programme. Representatives from Cambridgeshire, Essex and Luton have been particularly involved in driving this work forward.
Project description, purpose and outcomes	<p>The programme is divided into three strands:</p> <p>Audit of regional Safeguarding practice An audit of Safeguarding Adults performance, policies and procedures based on CQC operational and strategic priorities.</p> <p>Impact</p> <ul style="list-style-type: none"> • Provide a picture of Safeguarding Adults performance in the region and in each authority. • Enable authorities to develop targeted action plans based on their identified development areas, mapped to the CQC operational and strategic priorities. <p>Evidence</p> <ul style="list-style-type: none"> • Individual authority reports • Regional report • Regional performance matrix <p>Development Programme Scoping and mapping of regional Safeguarding team structures, roles and pathways with recommendations, development of JIP website and Best Practice database.</p> <p>Impact</p> <ul style="list-style-type: none"> • Senior managers in each authority are able to compare their resourcing, pathways and structures with others in the region, to facilitate decision-making about changes to resourcing and pathways. • Enable easy access to collated best practice in the region, mapped to CQC strategic and operational priorities.

	<ul style="list-style-type: none"> • Provide a single point of access for Safeguarding Adults national and local resources for those working in the field. <p>Evidence</p> <ul style="list-style-type: none"> • Regional report • Template Terms of Reference for Board • Template Independent Chair Job Description • Best Practice database • Developed web pages <p>Training and Development</p> <p>Development of a framework and standards for a regional Safeguarding Training Strategy, formal verification for a Safeguarding training programme in the region and delivery of a Safeguarding Conference.</p> <p>Impact</p> <ul style="list-style-type: none"> • Standardisation of Safeguarding Adults training in the region. • Raising of the standard of Safeguarding Adults training in the region. • Better skilled workforce. <p>Evidence</p> <ul style="list-style-type: none"> • Framework and standards for a regional Safeguarding Training Strategy developed • Accredited course developed • Conference delivered
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Section 2: Final status

Original budget	Total budget for this project was £185,000 from Improvement East
Actual total cost	<p>Due to the time of submission of this paper the JIP are only able to make an estimate of final costs as all of the invoices have not yet been submitted</p> <p>The current estimate for the adult safeguarding costs is approximately £94,000 to £100,000. This means that everything was delivered under budget!</p> <p>(Please note that as the regional safeguarding programme is gaining momentum, we have extended the contract of the two consultants for two months (until end of May 2010) until we hear about the outcome of our tender to IE.)</p>
Cost savings and efficiencies achieved	<p>Cashable and non-cashable benefits are likely to be realised after the initial phase of the Safeguarding Adults Programme is completed, and will be linked to the authorities' implementation of action plans.</p> <p>Potential Cashable Benefits:</p> <ul style="list-style-type: none"> • Reductions in bureaucracy and modification of processes leading to streamlining of safeguarding process for some authorities providing cashable benefits in terms of resource time. • Regional framework for safeguarding training will mean a reduction


	<p>in time for local authorities designing and maintaining individual training frameworks.</p> <ul style="list-style-type: none"> • Reductions in local development work as action will be taken at a regional level - for example the development of the role of service users in Safeguarding Boards • An improvement in inspection outcomes has the potential to lead to fewer CQC inspections thus reducing resource time preparing for inspections. <p>Potential Non-Cashable Benefits:</p> <ul style="list-style-type: none"> • Robust Safeguarding Adults Boards leading to improved local governance. • Improved quality of training leading to better skilled workforce (including Board members). • Formally verified training programme will raise the status of training and morale in the region. • Improved connectivity and information/good practice-sharing within the region. • Higher morale in the authorities due to improved inspection outcomes.
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Original estimated end date	31 March 2010
Actual end date	31 March 2010

Section 3: Achievements and learning

Were the original objectives achieved?	<p>Despite the extremely tight timescale, the Programme is on track to achieve its outcomes as set out in the document 'Eastern Region JIP Adult Safeguarding Programme Overview' by the deadline of 31 March 2010.</p> <p>Key accomplishments</p> <ul style="list-style-type: none"> • Programme plan developed, implemented and reviewed • Risk register developed, monitored and updated • Communication plan developed, implemented and reviewed • Audit tool developed • Regional reports developed and to be issued to each authority • Regional report on Safeguarding including analysis of performance, governance, roles, structures and pathways developed • Regional performance matrix developed • Safeguarding pathway mapped • Team Structure and resource charted • Template Safeguarding Adults Board Terms of Reference
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	<ul style="list-style-type: none"> ● Template Independent Chair Job Description ● Safeguarding part of JIP website updated as a resource for all involved in Safeguarding Adults in the Eastern Region. ● Best Practice database under development ● Framework and standards for regional training strategy created ● Training days set up covering regionally identified key themes ● Accredited specialist Safeguarding Adults training course approved and under development ● Safeguarding Adults Conference implemented on 4 March 2010 ● Safeguarding Leads group supported ● Follow on programme of work identified <p>The objective to develop a joint protocol (NHS/Social Care) on Serious Untoward Incidents (SUI) and Serious Case Reviews (SCR) was not implemented on the advice of Penny Furness-Smith (ADASS Lead for Safeguarding Adults). This is because the NHS are consulting on SUIs and a protocol cannot be developed until there is agreement within the NHS about how this issue will be taken forward within the organisation.</p>
<p>Were the end users/clients satisfied with the project?</p>	<p>The full benefits of the Programme will not be realised until authorities have received their reports and developed implementation. However, indicators of client satisfaction are:</p> <ul style="list-style-type: none"> ● Positive feedback from Conference delegates. ● Positive feedback from Safeguarding Leads meetings on Safeguarding part of JIP website. ● Positive feedback from Safeguarding Leads and Coordinators in a number of authorities, that the Programme has prompted them to review their Safeguarding service and implement improvements even in advance of their tailored report.
<p>Lessons learned: project planning</p>	<ul style="list-style-type: none"> ● Commitment of the Board to enabling time for planning was beneficial. ● Development of Programme Plan prior to commencement was beneficial in terms of time management and identification of dependencies. ● Risk register enabled key risks to be identified and discussed with the Programme Board who provided support. ● Discussing the communication plan at the Programme Board enabled identification of key stakeholder groups and means to communicate with them. ● It would have been beneficial to have a representative from the SHA on the Board.
<p>Lessons learned: effectiveness of project</p>	<ul style="list-style-type: none"> ● Despite the time constraints, it was very beneficial to make visits to each authority and meet with key staff. This helped achieve buy-in and build relationships quickly.
<p>Were any unexpected opportunities</p>	<ul style="list-style-type: none"> ● Engagement of Consultant undertaking work on User Involvement has led to publication of a valuable resource on the Safeguarding part of the JIP website.

identified and realised?	<ul style="list-style-type: none"> • Opportunity to feed the Programme's work on Safeguarding Adults Boards into a piece of national research commissioned by the Department of Health. • Opportunity to collaborate with IDeA on their database of national best practice in Safeguarding Adults.
What went right?	<ul style="list-style-type: none"> • Cooperation and engagement of each authority has enabled a holistic analysis of regional performance to be achieved. • Strong regional leads group has helped in the gathering and dissemination of information. • Despite delays in recruitment of Consultant and Programme Manager, the Programme achieved its core aims.
What went wrong?	There were a few slight delays due to the unavailability of staff over the Christmas period and severe weather conditions, but the time has been made up.
Were risks identified and mitigated?	<p>The Programme's risk log is attached for information. Risks were considered by the Board and with mitigation plans put in place.</p>  <p>T:\INFORSCH\ Helen's\1 Joint Impro</p>
What could have been done to improve the project?	Earlier recruitment of Consultant and Programme Manager.

Section 4: The future

Would the project merit evaluation in the future?	<p>Feedback forms were issued at the Conference and evaluation is currently taking place.</p> <p>It would be beneficial to evaluate the extent to which authorities implement action plans following the audit. Should the Programme secure further funding, evaluation could be done as part of the 2010/11 work plan.</p>
Has learning been shared? How will it be?	<ul style="list-style-type: none"> • Learning is shared at JIP Programme Managers meetings. • Learning about local and regional resources/information is shared at Safeguarding Leads meetings. • Learning from the development of the Safeguarding part of the JIP website has been offered to the TASC website developer. • The regional report will be published on the JIP website and will be available as a resource. • Template Board Terms of Reference and Independent Chair job description will be published and available as a resource.

Section 5: Improvement East performance

Please comment on	Lynsay Cook from IE has attended the JIP Programme Managers meeting
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the effectiveness of Improvement East throughout the project	to share information and offer ideas and suggestions (such as use of the Improvement East Newsletter to publicise the Best Practice database). Lynsay has arranged a meeting to collate all Safeguarding projects in the region to assist with gap analysis and avoid duplication.
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Section 6: Cluster evaluation

Comments from the Cluster:	
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