



Safeguarding Adults Review Adult S

Multi Agency Action Plan Norfolk Safeguarding Adults Board

Version 1 | 08-07-2024

Note regarding presentation of recommendations

1.1. Norfolk Safeguarding Adults Board (NSAB) has adopted a framework for thematic learning during Safeguarding Adults Reviews, with recommendations being presented in one of five categories:

- Professional Curiosity
- Fora for Discussion and Information Sharing
- Ownership and Accountability: Management Grip
- Collaborative Working and Decision Making
- Managing Risk, Uncertainty and Mental Capacity,

[Note this is a theme which underpins all the above, but specific learning against this theme is derived below].

These categories are all to be influenced by the lived experience of the adult.

Recommendation 1	<p>To ensure a person’s statutory rights are not missed, NCC Adult Social Care must not substitute Care Act assessments for detailed case notes. Care Act assessments must be completed in a timely manner, on the appropriate forms. Where there are delays in progressing with Care Act assessments, NCC provide assurance that they have a robust process for prioritising and monitoring any escalating risk. Social Care managers will ensure there is a robust performance management approach, therefore having overview and sign off of Care Act assessments. These should be checked in subsequent management overviews of the case.</p> <p>NCC to complete a ‘dip sample’ and assurance made to the NSAB within 9 months of the publication of this report.</p>			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> • Audit completed and reassurance given • Summary finding presented to board 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NCC Adult Social Care	<p>Current guidance sets out when Care Act assessments need to take place. Care Act assessments are reviewed when care and support plans are signed off.</p> <p>There is a systemic audit process that reviews the quality of Care Act assessments. Case work checks are also made during staff supervisions</p>	Complete		Complete

Recommendation 2	Practitioners are reminded that in complex cases, they are encouraged, at an early stage, to convene multi-disciplinary meetings. This process is underpinned by the NSAB Complex Case guidance (link below). Every opportunity should be given to use these multi-disciplinary team meetings and the appointment of a lead professional, particularly in cases involving risk factors around exploitation. The NSAB will promote the use of the Complex Case guidance following this review - Practice guidance Norfolk Safeguarding Adults Board			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> There is a greater awareness of the NSAB Complex Case guidance as demonstrated by increased traffic to webpage and number of downloads 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NSAB	Complex Case guidance is promoted to the partnership via available channels including via social media Promoted via the learning event	Ongoing	Increased traffic to webpage and number of downloads	

Recommendation 3	The NSAB in co-ordination with the Community Safety Partnership to lead a viability study to assess the value of the Norfolk Vulnerable Adult Risk Assessment Conference (VARAC), as outlined in Project Adder, including the sustainability of this as a countywide model.			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> Viability study completed and shared to NSAB and NCSP 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NSAB / NCSP	<p>Working group or equivalent set up to oversee partnership model / approach</p> <p>Review of current approaches, policy and training on exploitation of adults</p> <p>Presentation of findings to NSAB and NCSP</p>	<p>End of March 2025</p> <p>End of May 2025</p>		

Recommendation 4	NSAB to oversee a Task & Finish group for the development of material which sets out the issues of social isolation, loneliness and drug dependency in relation to mental capacity. Consideration should be given to a set of training standards, endorsed by the NSAB, which can be used by agencies to check the content of the training given, to ensure these issues are included.			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> Material published (either as additional information on the website or as a standalone document) and disseminated to the partnership 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NSAB	<p>Small T&F Group set up</p> <p>Draft material produced then checked</p> <p>Training standards: If agreed to be of use, a prompt sheet (including example slides & presentation notes) created for partner agencies</p>	To be confirmed		

Recommendation 5	<p>There needs to be a greater understanding and attention given to the effects of “exploitative friendships” and coercion by acquaintances alongside the allegations of cuckooing. To have clarity of a person’s social network, loneliness and associated risks, drawing on the work done in other areas. The NSAB will ensure, through its quality assurance frameworks, that this is evidenced in training materials and partner briefings shared through NSAB communication networks. -</p> <p>(This recommendation will link directly to recommendation 11.1 in Norfolk SAR P, published in February 2024).</p>			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> • See Recommendation 3 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NSAB	<p>Partner briefing or equivalent written</p> <p>Material on exploitative friendships is included in the NSAB Train the Trainer programme</p> <p>Prompt sheet (including example slides & presentation notes) for partner agencies</p>	End of 2024		

Recommendation 6	NSAB will raise awareness of managing professional difficulties (link below) policy across partnership where practitioners feel a case not progressing. This will be evidenced in training materials, partners briefing shared through NSAB communication networks. NSAB-Managing-Professional-Difficulties-V3-April-2023.pdf (norfolksafeguardingadultsboard.info)			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> There is a greater awareness of the NSAB managing professional difficulties guidance as demonstrated by increased traffic to webpage and number of downloads 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NSAB	Ongoing promotion Material on managing professional difficulties is included in the NSAB Train the Trainer programme Prompt sheet (including example slides & presentation notes) for partner agencies	Ongoing		

Recommendation 7	There needs to be greater oversight, to ensure an effective timely response, from Norwich City Council and other Norfolk Housing Alliance housing management teams to cases where an internal safeguarding concern has been raised. The council also needs to raise awareness amongst professionals of the eligibility for housing and how banding decisions are made and reviewed to enable all professionals to work together to manage expectations and needs of the person. Norwich City Council will report on progress to NSAB within 9 months of the publication of the report.			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> • Progress report received from Norwich City Council • Evidence of assurance from the Norfolk Housing Alliance 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
HOUSING	<p>Organisations to ensure their monitoring procedures where safeguarding concerns raised are robust.</p> <p>Home Options Team to engage with partner agencies to raise awareness re: banding and decision making processes so all agencies are able to support realistic expectations</p>	Norwich CC to be completed by end of 2024	<p>Norwich CC are reviewing their complex case strategy meeting format and guidance – to be completed by end Sept 2024</p> <p>Discussion at Norfolk Housing Alliance</p> <p>Learning session held on 27/02/24 and attended by 55 participants from 19 different organisations (statutory and VCSE). Further session planned for Autumn 2024</p>	

Recommendation 8	<p>NCC to provide assurance to the NSAB 9 months after publication of the report, that when complex cases are identified that the most appropriate worker is allocated, and the case is managed and monitored through supervision.</p> <p>NCC to complete a 'dip sample' and assurance made to the NSAB within 9 months of the publication of this report.</p>			
NSAB Strategic Response: What difference do we expect to see?	<ul style="list-style-type: none"> Assurance evidence received demonstrating the most appropriate worker is allocated to a case 			
Owner	Action: What are we expecting to see	Timescale	Progress/Evidence/Impact	Completed
NCC Adult Social Care	<p>There is a Quick Reference Guide which sets out the sort of cases that are suitable for Assistant Practitioners to take and the sorts of cases that require oversight from a qualified worker.</p> <p>There is a systemic audit process that reviews the appropriateness of the allocated worker.</p>	Complete		Complete

Initialisms used in this plan:

ASSD	Adult Social Services Department
CQC	Care Quality Commission
EEAST	East of England Ambulance Service NHS Trust
GPs	General practitioners
NW ICB	NHS Norfolk and Waveney Integrated Care Board
MoU	Memorandum of Understanding
NCC	Norfolk County Council
NSAB	Norfolk Safeguarding Adults Board
IQAS	Integrated Quality Assurance Service
SAPC	Safeguarding Adults Practice Consultant
TF	Thematic framework