

BURY SAFEGUARDING ADULTS PARTNERSHIP RESPONSE TO ADULT 'A' SCR – ACTION PLAN

AGENCY RECOMMENDATION	ACTION	LEAD PERSON	ORGANISATION	TIMESCALE	EVIDENCE
Six Town Housing					
1 Be commended for quality of its record keeping, which has, inter-alia enabled the review to fully understand the nature of the noise-dispute and the context to Adult A's tenancy moves.	Letter to be sent to the Chief Executive	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
2 Commend their Anti-Social Behaviour (ASB) Caseworker for her leadership and professionalism in dealing with a prolonged neighbour dispute involving several tenants in close collaboration colleagues in partner agencies.	Letter to be sent to the Chief Executive	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
3 Continue to roll out its safeguarding adults training to all relevant staff.	Deliver Diversity to Excellence Programme 2010/13	Learning and Development Officer	Six Town Housing	Ongoing	Audit of staff training records - 36 completed 2010/11. Identified 28 for 2011/12 (subject to restructure)

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					completion)
4 Review its ASB performance management arrangements to ensure low level, ongoing ASB cases involving vulnerable people are flagged up and reviewed on a regular basis.	Review capacity of information technology systems currently in use	Director of Neighbourhoods	Six Town Housing	September 2011	Performance measures and monitoring arrangements in place
5 Engage with the Council (Adult Care Services) as they review its allocation policy, exploring the feasibility for allowing local letting policies to be introduced in defined areas.	Recommendation agreed and work has already commenced to complete action	Director of Assets	Six Town Housing	August 11	Draft policy is finalised and ratified and local lettings are being applied
Greater Manchester Police					
6 Commend the Murder Investigation Team for the success of its enquiry into Adult A's death and their leadership and coordination of effective multi-agency action demonstrated throughout Operation Eager.	Letter to be sent to the Chief Superintendent	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
7 Commend the Police Officer	Letter to be sent to	Independent	Bury	2 weeks prior to	

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who liaised with Adult A's family for his sensitive relationship building and the quality of various background and witness reports he prepared and subsequently made available to the SCR.	the Chief Superintendent	Chair	Safeguarding Adults Board	publication of Executive Summary	
8 Ensure that knowledge and skills now being developed by call handling staff in the recognition, assessment of and response to vulnerable victims becomes firmly embedded in the practice of all officers and staff. This should include assistance and support in managing the expectations of vulnerable citizens and helping to facilitate their integration into local communities as well as improving their safety and sense of security.	Recommendation agreed and works already undertaken to complete action. Use of vulnerability matrix implemented	Communication Branch and Safeguarding Team	Greater Manchester Police	Completed	Use of vulnerability matrix implemented Training implemented and ongoing
9 Build on the priority and progress now being made in relation to anti-social behaviour and hate incidents directed at vulnerable citizens by identifying with partner agencies the improvements	Recommendation agreed and works already undertaken to complete action. Use of vulnerability	Chief Superintendent	Greater Manchester Police	Completed	Gabriel Performance Data – 100% compliance

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needed in communication, information – sharing, referral and joint working that can maximise the impact of new Police and community /safety policies and practice.	matrix implemented				
10 Ensure that its existing recording mechanisms are developed to capture the management of vulnerable cases.	Recommendation agreed and works already undertaken to complete action.	Chief Superintendent	Greater Manchester Police	Completed	Audit Gabriel Performance Data – 100% compliance
Bury Adult Care Services					
11 Be commended for consistently high level of personalised support and continuity of service provided to Adult A over a fifteen year period. This was a major key to his successful independent life.	Letter to Executive Director of Adult Care Services	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
12 Consider in light of the review the actions needed to promote increased awareness of anti-social behaviour towards	Identify and monitor any risks of anti-social behaviour towards vulnerable	Assistant Director of Operations	Bury Adult Care Services	Commence April 2011 and ongoing thereafter	Quality Assurance Reviews by Providers and

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people with learning disabilities in order that appropriate risk assessments and management plans can be made and their implementation monitored.	adults				Social Workers
13 Note and commend the action taken by Adult A's Support Workers in assisting him to report an earlier property crime to the Police.	Letter to Executive Director of Adult Care Services	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
14 Consider what action needs to be taken to ensure that this standard of support is available to all service users who are the victims of crime or anti-social behaviour and who wish to report this to the Police, Community Safety Team or the Safeguarding Adults Service.	Lessons learnt – agreed to write up as a case study; share as a piece of good practice and incorporate in staff training	Assistant Director of Operations	Bury Adult Care Services	1 st May 2011	
15 Note and commend the good practice of his support workers in advising and supporting Adult A in making informed choices about his house moves.	Letter to Executive Director of Adult Care Services	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	

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16 Consider what action Adult Care Services could take in a wider context in order to promote closer working jointly with Six Town Housing and other housing providers, and information sharing with housing partner in order to raise awareness of the housing needs of people with learning disabilities.	Action addressed under Point 18				
17 Carry out a review of its allocation policy with all housing providers especially Six Town Housing and whilst doing so the Council (Adult Care Services) should explore the feasibility for allowing local letting policies to be introduced in defined areas.	Recommendation agreed and work has already commenced to complete action.	Head of Inclusion	Bury Adult Care Services	August 11	Draft policy is finalised and ratified and local lettings are being applied
18 Undertake a review of the data sharing arrangements it has in place with Six Town Housing and other housing providers to ensure relevant information is captured and shared in a timely and appropriate	To await the overarching information policy. Once completed the operational policy and procedures will be reviewed.	Assistant Director of Business Redesign & Development	Bury Adult Care Services	To be confirmed	

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manner.					
NHS Bury					
19 Commend the General Practitioner (GP) in the light of the positive comments made in the Pennine Acute Hospitals NHS Trust's IMR about the various occasions on which the GP took initiative and advocated on behalf of his patient in communications with neurology colleagues.	Letter to the Chief Executive	Independent Chair	Bury Safeguarding Adults Board	2 weeks prior to publication of Executive Summary	
Pennine Acute NHS Trust					
20 Confirm that the treatment of Adult A's epilepsy was consistent with NICE guidelines, taking into account the advice offered by the GP at various times for improved communication with a view of identifying any improvements that might be made in joint primary / specialist NHS care working.	Recommendation agreed and works to commence to ensure action is completed.	Safeguarding Lead	Pennine Acute Hospitals NHS Trust	To be confirmed	

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Bury Safeguarding Adults Partnership					
21 Engage with the Council's review of the data sharing arrangements in place with themselves to ensure relevant information is captured and shared in a timely and appropriate manner.	Recommendation agreed and works to commence to ensure action is completed.	Independent Chair	Bury Safeguarding Adults Board	Contact to be made by the 1 st May 2011 and progress reviewed on a quarterly basis	
22 Consider with its partners, the formalising of Multi Agency Risk Assessment Conferences (MARAC) style joint reviews designed to assess and manage risk with a view to minimising or preventing serious harm to adults at risk.	For the Safeguarding Adults Policy and Procedures Group to consider a Vulnerable Adults Panel.	Independent Chair and Safeguarding Adults Policy and Procedures Group	Bury Safeguarding Adults Board	1 st September 2011	Review of Policy and Procedures
23 Consider in light of the review the actions needed to promote increased awareness of anti-social behaviour towards people with learning disabilities, including actively enquiring, in both intra and inter agency reviews.	Chief Executives Department engagement with the Board needs to be re-established	Head of Communities	Bury Council	To be confirmed	

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