

Appendix 2: Action Log - Audit and Complaints

Recommendations From	Ref	Area	Description	Actions	Lead	Completed By	Updates / Outcomes
Complaints	1	Communication	Communication between SA Team and HDT	Graham Conroy and Amy Manji to meet, reflect on actions to be added around communication / joint work with HDT	GC	23.05.2019	Ongoing - SG case protocol agreed between HDT and SG
	2	Adult at Risk	Alleged Perpetrator has need for care and support	Case reflection with SA Team	GC	23.05.2019	Completed and ongoing
	3	Quality Assurance	External case audit of LR	LR referred as a case for the external safeguarding case audit commissioned	JP	complete	Report complete and signed off by SAB April 2019
	4	MSP	Person Centred approach -balancing views and information	quarterly case audits	GC / GD	15.05.2019	In light of peer review, audits starting August 2019
External SA Review	5	Quality Assurance	Quality assurance audit system for safeguarding	Propose a system for quality assurance in safeguarding; agree at TM Monthly meeting; sign off at DMT	GD	23.05.2019	Quarterly audits, external commissioning audit annual for assurance
	6	Recording	Recording reasoning for actions and evidence of discussion	a) Review of supervision policy in relation to case recording b) SA Team Manager and SAMs supervision discussion and agreement	GD/ GC	23.05.2019	Amend current supervision policy for consistency across ASC, not just safeguarding. Completed 10.19
	7	Partnership	Protocol Mosaic and MH System Recording for cross referencing	a) Protocol identification and refresh	Rachel Isidore		13.08.19 conversation with Eric Craig
	8	MSP- SAB	Board partners deliver a refresh of MSP	SAB Response to MSP	Daniel Morris		SAB development away day held on 0.10.19. New SAB priorities agreed as SAB on 10.10.19
	9	MSP- LA	LA to deliver a refresh of MSP for staff	LA Response to MSP- to deliver training session to SA Team and bite size training for adult social care practitioners	GD	15.06.2019	Training commissioned 08.19
	10	MSP- AaR feedback	Managers consider the best way to capture data on how outcomes for people experiencing safeguarding captured and delivered	Review of data capture of outcomes on Mosaic	GD and SA Team	06.05.2019	MH / ILDS need to be represented?
	11	Self Neglect	Tools for self neglect to improve practice	Task and Finish Group SAB Outcome	Daniel Morris	31.10.19	Initial meeting of multi-agency SAB partners task and finish group held 13.11.19 - adopted Lambeth protocol.
	12	Partnership - SAB	Board may consider if all partners have an understanding in relation to financial abuse how information can be discussed with the DWP and the OPG	Issue for SAB to consider specific actions	Daniel Morris	tbv by SAB	
	13	Advocacy	Use of advocacy	a) Review of recording in Mosaic b) consideration around local practice guidance with the SA Team c) SA Team briefing d) inclusion in audit tool	GC / GD	14.06.2019	Review completed. Initial changes to SG workflow with IT to implement.
	14	Practice	Safeguarding Plans and Risk	a) Review the approach to risk and safeguarding plans in the team b) ensuring consistent local practice guidance c) inclusion in audit tool	GC/GD	14.06.2019	New Tool developed by GC and his team
Oragnisational Learning - EB and MG	15	Fire Safety	LFB Safe and Well checks default	a) SA Team briefing and info circulated b) to take to ASC TM meeting to consider how this is implemented outside of safeguarding more consistently	GC / GD	14.06.2019	GC has circulate to SA Team the information
	16	MSP	AaR or carer not contacted following concern raised	See actions under point 9 for the Local Authority	GD	15.06.2019	
	17	Policy	Outcomes were not compliant with London policy and procedures	a) Review and changes to the recording of safeguarding on Mosaic b) training for the SA Team on policy and procedurs	GD	15.06.2019	