

## SINGLE AGENCY RECOMMENDATIONS FOR ACTION

Name of Agency: Children's Social Care	IMR Report Writer: S Dawson
Dates as given in Terms of Reference: 1/3/2011-3/2/2012	
Name(s) (or initials) of Victim(s): MS	Ethnic Origin: White British

N°:	Recommendation	Key Actions	Evidence	Key Outcomes	Lead Officer	Date
	As they are written in the report	Indicate the actions or series of actions to be taken to achieve the expected outcomes; these must be <b>Specific, Measureable, Achievable, Realistic and Timely</b> Examples might be: delivery of training, develop new policy, introduce new standard, review working practices	Describe the evidence you will provide to the Board to show the actions are being undertaken or achieved.  These might include correspondence, minutes of meetings, new policy, training materials etc.	What improvements in service should result from actions  e.g.: increased awareness of multi-agency referrals, quicker access to services	Designation of lead officer charged with implementing the actions	dd/mm/yy Date by which actions will be completed
1.	Chronologies to be up to date to inform social care practice and decision making	Tribal IT system to provide a useful chronology option	To form part of the IT specification package which will form practice guidance	Each case file will have a current system generated chronology	S Dawson	December 2012

2.	Combined contact and referral record	Tribal IT system to provide a combined contact and referral record	As above	This ensures that the R&IO will clearly record their rationale why a case should meet Social Care threshold. It will also ensure the Team Manager records whether they agree with that recommendation and the reason if they disagree	S Dawson, C Grove	As above
3	Updated system for processing domestic abuse referrals	Tribal IT system to provide a means of CH flagging notifications to R&IO's on the system rather than printing hard paper copies	As above	By operating within the system negates the need for printed hard copy and possible human error from a form not being processed	As above	As above
4.	If it is known a child is not attending an Education placement in Stockport and believed to be elsewhere this needs to be checked with the relevant Education Authority and relevant carer the same	Practice directive provided by SC	Formulates practice guidance	Ensure that evidence is triangulated so that checks are robust. Also good practice dialogue with child's respective carer.	S Claydon, C Harland	June 2012

	day					
5	Disseminate learning to Social Care practitioners	Service Development Seminar	Minutes available	Ensure practitioners understand the complexity of domestic abuse and alcohol issues. Staff development to attend and consider wider staff training needs	S Dawson M O'Neill	February 2013
6	Disseminate learning with Senior Social Care Managers	Senior Management Meeting	Minutes available	Consider learning and implications for practice	S Dawson, D Woodcock	February 2013

#### SINGLE AGENCY RECOMMENDATIONS FOR ACTION

Name of Agency: Adult Social Care	IMR Report Writer: Lois Hale
Dates as given in Terms of Reference: 1/2/2011-3/2/2012	
Name(s) (or initials) of Victim(s): MS	Ethnic Origin: White British

N°:	Recommendation	Key Actions	Evidence	Key Outcomes	Lead Officer	Date
	As they are written in the report	Indicate the actions or series of actions to be taken to achieve the expected outcomes; these must be <b>Specific</b> ,	Describe the evidence you will provide to the Board to show the actions are being undertaken or	What improvements in service should result from actions  e.g.: increased	Designation of lead officer charged with implementing the actions	dd/mm/yy Date by which actions will be

		<p><b>Measurable, Achievable, Realistic and Timely</b></p> <p>Examples might be: delivery of training, develop new policy, introduce new standard, review working practices</p>	<p>achieved.</p> <p>These might include correspondence, minutes of meetings, new policy, training materials etc.</p>	<p>awareness of multi-agency referrals, quicker access to services</p>		<p>completed</p>
1.	<p>Recording of received vulnerable adult referral forms to be reviewed</p>	<p>Implement system to ensure that all information received which indicates that a vulnerable adult may be risk is captured and stored on individual records</p>	<p>Minutes of working group confirming that this has been undertaken</p>	<p>Information recorded to allow for historical perspective/ patterns etc. to be taken into account in risk assessment and decision-making</p>	<p>Vince Fraga</p>	<p>1 Oct 2012</p>
2.	<p>Guidance for both contact centre and operational managers/social workers relating to the handling of vulnerable adult referrals forms particularly regarding what constitutes 'vulnerable' in an adult</p>	<p>Devise guidance</p>	<p>Guidance in place and disseminated appropriately</p>	<p>Ensure consistent practice in handling referrals of vulnerable adults who may be at risk.</p>	<p>Vince Fraga</p>	<p>1 Oct 2012</p>

	social care context, to be devised to ensure consistent practice, including useful pathways and sources of low level support					
3.	Adult Social Care - Inquiry Officer and Team Manager Training needs to be reviewed and amended to cover the management of vulnerable adult referrals (as per the proposed development of new guidance) and in domestic violence situations how these can be referred into the MARAC process. Domestic violence situations can either be dealt with through the safeguarding process or through referral to MARAC.	Review and amend training package to reflect 1. And 2.	Training package is amended to reflect this	More consistent and better informed handling of vulnerable adult referrals	Vince Fraga / Paul Oakley	1 Oct 2012

### SINGLE AGENCY RECOMMENDATIONS FOR ACTION

Name of Agency: Stockport Homes	IMR Report Writer:
Dates as given in Terms of Reference: 01.03.2011-03.02.2012	
Name(s) (or initials) of Victim(s): MS	Ethnic Origin: White British

N <sup>o</sup> :	Recommendation	Key Actions	Evidence	Key Outcomes	Lead Officer	Date
	As they are written in the report	<p>Indicate the actions or series of actions to be taken to achieve the expected outcomes; these must be <b>Specific, Measureable, Achievable, Realistic and Timely</b></p> <p>Examples might be: delivery of training, develop new policy, introduce new</p>	<p>Describe the evidence you will provide to the Board to show the actions are being undertaken or achieved.</p> <p>These might include correspondence, minutes of meetings, new policy, training materials etc.</p>	<p>What improvements in service should result from actions</p> <p>e.g.: increased awareness of multi-agency referrals, quicker access to services</p>	Designation of lead officer charged with implementing the actions	<p>dd/mm/yy</p> <p>Date by which actions will be completed</p>

		standard, review working practices				
1.		Health question to be introduced to all new tenants signing up for tenancy.	Copy of new form	Increased awareness of medical conditions which may make customer vulnerable.	Liz Ellis	1/7/12
2.						
3.						

#### SINGLE AGENCY RECOMMENDATIONS FOR ACTION

Name of Agency: Greater Manchester Police	IMR Report Writer: R Ashton
Dates as given in Terms of Reference: 01/03/ 2011 – 03/02/2012	
Name(s) (or initials) of Victim(s): MS	Ethnic Origin: White British

N <sup>o</sup> :	Recommendation	Key Actions	Evidence	Key Outcomes	Lead Officer	Date
1.	An evaluation of harassment incidents should be conducted to	The PPD should work with management from the Division to 'dip	An evaluation report together with any appropriate	Improved service delivery and safeguarding for victims	DCI Chris Bridge PPD	31/07/ 2012

	determine whether there are knowledge gaps affecting staff and supervisors on Stockport Division relating to the legislation, policy and procedure.	sample' and evaluate the quality and appropriateness of responses over an agreed period.	recommendations and actions will be forwarded to the board for examination.	of harassment		
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