



## Protection Action Plan

**The Service should produce a clear plan for how it will ensure all premises it has identified as high-risk are audited in accordance with the timeframe it sets out in its risk-based inspection programme**

			31 Dec 2021	31 Jan 2022	28 Feb 2022	
PP2.1.04 - Review current delivery methodology set out in FSGN 28	Jonathan Henderson	95%	Performance	●	●	●
			Comments	Numbers of monthly audits continues to increase and indications are that the team is on schedule to complete high risk audits in line with RBIP by the end of March 22. Final figures have been delayed due to the Flosuite migration to Azure causing reporting issues. A meeting has been programmed to review and update FSGN 28 by the end of January 22.	JH and Paul Howes developing the FSGN 28. It is currently in a "good draft" state and we intend to have it complete by the start of March in line with the new Dept Plan timescales. Amendments have been made to reflect the NFCC revisit frequency for each type of building and to reflect the current and future resources of the team.	FSGN 28 To be taken to SLT on Monday 28th March for sign off.
PP2.1.05 - Produce a plan setting out number of audits to be completed by Inspectors	Jonathan Henderson	95%	Performance	●	●	●
			Comments	Cumulative total of high risk audits 218/427. Additional Audits as a result of complaints/intelligence/thematic work – 120	Captured in FSGN 28, due to be finalised and published at the start of March.	Captured within FSGN 28. RBIP for 22/23 detailed within that document capturing; number of premises, visit frequencies, team structure and resource to risk.

			31 Dec 2021	31 Jan 2022	28 Feb 2022	
PP2.1.06 - Set up monthly reporting process that captures number of audits against plan to offer assurances of how the team are performing against the agreed plan and feed into SLT	Dan Moss	90%	Performance	▲	●	▲
			Comments	<p>The monthly reporting process has now been implemented and allowing updates to be given to the Chief and Cllr Cawrey. To date we have completed 218 high risk audits with the P&amp;P Manager continuing to monitor this on a regular basis to ensure priorities are readjusted as required. The Building Risk Review exercise was completed on time with all relevant and required details on high rise premises. Whilst the priority remains on delivery of our RBIP, local issues found have resulted in the business engagement lead planning a program of themed work relating to Hotels and Care Homes.</p>	<p>We are providing weekly and monthly updates to Cllr Cawrey and the CFO. At the end of January we had completed 273 high risk audits being completed. This figure has allowed resources to be managed and provide assurance that we remain on target to complete the number of high risk audits as per the RBIP. Work to mitigate the risk identified as a result of being behind schedule with medium risk premises audits is being managed by the business engagement lead. Letters have been drafted and sent to all nursing homes across the county with further work planned for hotels. The P&amp;P Manager continues to monitor progress and is realigning work and priorities as required.</p>	<p>The weekly updates and overview have continued through February and we reported the completion of 341 at the end of the month. The impact of losing individuals to Covid and one retirement from the Service is being monitored. Letters have been sent to all Care Homes across the county offering advice and support as part of the engagement and mitigation of potential risks as a result of the feedback received following local audits and the national issues around staffing. The RBIP delivery guidance has been reviewed and will be presented to SMB at the end of March.</p>

**The Service should review its administration of the Protection function to make sure it can record and review all activity in a clear and consistent manner**

			31 Dec 2021	31 Jan 2022	28 Feb 2022	
PP4.1.04 - Review current ways of working and ensure clear guidance is given to all new Inspectors to ensure consistency of completion of Protection activities	Jonathan Henderson	95%	Performance	●	●	●
			Comments	<p>Work has been undertaken within the central team to standardise ways of working. A new document of standard paragraphs has been produced to ensure consistency with all letters.</p>	<p>New process is embedded and seems to be working well.</p>	<p>New process continues to be embedded and appears to work effectively.</p>
PP4.1.05 - All Inspectors to attend Advanced Professional Certificate in Legal Skills in Investigation (APCIL Level 7) course to upskill on completion of protection files	Paul Howes	100%	Performance	✔	✔	✔
			Comments	<p>New inspectors are not yet at the right level of competency to attend an APCIL course so they will be scheduled to undertake training later in 2022.</p>	n/r	n/r

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PP4.1.06 - Review naming/recording methodology to ensure consistent approach to recording of all files	Paul Howes	100%	Performance			
			Comments	All inspectors have been upskilled in the use of Tags on Flosuite and the CFP manager will continue to monitor their use.	n/r	n/r
PP4.1.07 - External contractor carrying out work to refine FloSuite to ensure consistent ability to search and retrieve chronological information relating to enforcement	Jonathan Henderson	85%	Performance			
			Comments	The move to Azure has taken place but has thrown up significant issues. External contractor is working on resolving these issues prior to undertaking improvement works.	We have transitioned to Azure and the external contractor continues to UAT to ensure we are in a position to roll out the updated version of Flo Suite which will continue to enhance search and reporting on Protection files.	Project group established, issues identified and solutions proposed in order to progress further.
PP4.1.08 - New members of staff all working towards L4 Diploma and completing development programme. Ensure records are up to date and accurate to demonstrate CPD / development	Jonathan Henderson	90%	Performance			
			Comments	All new staff are completing their development folders and CPD records are regularly reviewed for accuracy.	New members continue to be supported by experienced team mentor. CPD records are up to date and accurate.	All new team members have submitted their course work for L4 Diploma. Their development continues to be supported by the team and Yas in particular.
PP4.1.09 - Ensure all staff have records of audits and activities being mentored and observed - Due to competence levels in the team a focus will be placed on new Inspectors initially. Once up to capacity assurance process will ensure all Inspectors are regularly monitored with activities assured.	Jonathan Henderson	90%	Performance			
			Comments	Development booklets are now maintained electronically on Imp and regularly reviewed by managers.	Focus continues to be on newer members of the team but processes being put in place to extend that to all of the team.	Focus continues to be on newer members of the team. The intention is to draw some team learning from a recent visit, resulting in prohibition. through a case study to be fed back in to the group.
PP4.1.10 - Review FSGN 27 - Enforcement to ensure details are up to date and accurate	Paul Howes	100%	Performance			
			Comments	n/r	n/r	n/r

**The Service should make sure it has an effective quality assurance process in place so the Service can assure itself that staff carry out audits to an appropriate standard**

31 Dec 2021

31 Jan 2022

28 Feb 2022

			31 Dec 2021	31 Jan 2022	28 Feb 2022	
PP2.1.07 - Review FSGN 08 (Continued Professional Development)	Paul Howes	100%	Performance			
			Comments	n/r	n/r	n/r
PP2.1.08 - Review FSGN 06 (Organisational Assurance)	Jonathan Henderson	85%	Performance			
			Comments	Due to upcoming retirements and internal moves the review of FSGN 06 and the move to reflect the Service Divisional structure will be put back to after March 22.	FSGN 06 reviewed and amended to reflect current processes including "tagging" of jobs for QA purposes. Further review of document to streamline ongoing with a view to it being complete by April 2022.	FSGN 06 to be further reviewed in 22/23 to reflect direction of Dept
PP2.1.09 - Introduce 'Tagging' process to allow all audits that have been quality assured to be easily identifiable	Paul Howes	100%	Performance			
			Comments	n/r	n/r	n/r
PP2.1.10 - Review and update CPD records and ensure these are checked on a monthly basis	Paul Howes	100%	Performance			
			Comments	n/r	n/r	n/r
PP2.1.11 - Migrate training records from IMP onto dedicated area within PDRPro	Jonathan Henderson	25%	Performance			
			Comments	This work has been put on hold until after March 22	This piece of work has been paused until April due to capacity issues within P&P and OD. The existing training records on IMP are up to date, maintained and accurate. The move to PDR Pro is required and is a positive step but resources are required elsewhere at present and as the existing system (IMP) is suitable we have paused the transition.	Paused until 22/23 and aligned with Internet and Sharepoint workstreams.
PP2.1.12 - Add standing agenda item to team meetings to highlight and discuss issues	Paul Howes	100%	Performance			
			Comments	n/r	n/r	n/r
PP2.1.13 - P&P Manager to carry out dip sample of audits with Managers once a month	Jonathan Henderson	80%	Performance			
			Comments	Audits will continue to be reviewed and tags used on Flosuite	Experienced team member carrying out review of selected audits. Each review is tagged on Flo Suite	Audits continue to be reviewed and tags used on Flosuite



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