

SIL SP Review Action Plan				
Recommendation	Action to be taken	By Whom	By When	Outcome
2. COST EFFECTIVENESS / FINANCIAL				
Recommendation 1: SIL to provide the Contract and Reviewing Officer with a schedule of promotional and awareness raising work that will ensure that potential Stakeholders and Service Users are informed and aware of the service. (page 10)	<ul style="list-style-type: none"> Produce a promotion & marketing plan – (Presently in draft form) SIL Service to engage with “Dewis” SIL Service to engage with “Tacking Points” 	Angela Hesford	31/05/2016 (Draft to CO)	Promotion to teams will begin by staff W/C 27/06/16
3. OUTCOMES AREA – Promoting Personal and Community Safety				
Recommendation 8: It is recommended that outcome returns be monitored by the Contracts and Reviewing officer at six monthly intervals to ensure numbers on the PMR and outcomes returns correspond correctly. (page 16)	<ul style="list-style-type: none"> To be checked at progress meetings once final outcome reports for 2015/16 are received. (Debbie Nalecz to arrange meeting mid May 2016) 	Angela Hesford / Debbie Nalecz - Contracts & Review Officer	31.05.2016	
Recommendation 9: It is recommended the SIL management team liaise with the Health and Safety department to ensure provisions for lone working and first aid are adequate. (page 16)	<ul style="list-style-type: none"> SIL Lone worker Policy is in development Consideration will be given to the potential integration with reablement (Angela Hesford and the Team Leaders are – Working together with Gerry Lapington Corp H & S) Lone worker training will be carried out annually Breaches and shortcomings will be addressed in 1:2:1 meetings with staff 	Angela Hesford / Christine Barlow / Richard Crane	Ongoing	CB/RC to make appt with GL regarding Risk training
	<ul style="list-style-type: none"> First Aid Training – One day course not currently available via iTrent. Awaiting information from Karen Bee – First Aid Co-ordination. It is hoped this can be provided in one session for the whole team 	Angela Hesford	01/06/2016	

	<ul style="list-style-type: none"> • Purchase suitable First Aid Kits, if required 	Angela Hesford	15/06/016	
Recommendation 10: SIL to consider how they can meet the training needs of staff in relation to lone working which are highlighted within this document. (page 16)	<ul style="list-style-type: none"> • This will be constantly reviewed in 1:2:1 meetings and Annual Performance Appraisal and in Team Meetings • Any shortcomings will be addressed • Evidenced by spot check 	Angela Hesford / Christine Barlow / Richard Crane	Ongoing	
Recommendation 11: It is recommended that further training is delivered focusing on risk management plans for staff members where there is an identified issue. (page 16)	<ul style="list-style-type: none"> • Training provided by Gerry Lapington during Lone Worker training session on 19/01/2016 • Further training to be provided regarding 'needs' and 'risks' assessments for staff during 1:2:1, Hub meetings, full staff meetings and workshops; to include: Environmental factors, Triggers etc. • Quality checks carried out by sampling and reviewed with staff in 1:2:1 meetings • Quality checks to be carried out during Validation visits by Reviewing Officer 	Angela Hesford / Christine Barlow / Richard Crane <i>(With help from CO)</i>	30/05/2016	Dates confirmed for Risk Assessment Workshop are Thursday 28 th April (South) and 18 th May (North)
Recommendation 12: It is recommended SIL consider how the service can ensure Service Users have access to important information such as Risk Assessments and goals within support plans. (page 16)	<ul style="list-style-type: none"> • Further training to be provided regarding equalities and diversity all for staff during 1:2:1, Hub meetings, full staff meetings and workshops 	Christine Barlow / Richard Crane / ASO's <i>(With help from CO)</i> Becky Woodcraft	30/08/2016	Trainer to be invited to May or June hub.

<p>Recommendation 15: It is recommended that SIL build links with the Single Point of Access service and utilise the new Dewis Database to develop a greater understanding of resources available in Denbighshire /</p>	<ul style="list-style-type: none"> • SIL Staff have the link to ‘Dewis’ and are able to access information and up-dates form this site • SIL Staff have been issued information regarding ‘Talking Points’ and will be given up-dates / information regarding on-going events • Member of SPoA and ‘Talking Points’ to be invited to speak at Team Meeting - . (Sandra Naughton to be invited to SIL Team Meeting of 26/05/2016) • ‘Talking Points’ will increase the breadth of staff knowledge and thus, encourage service user engagement 	<p>Angela Hesford / Christine Barlow / Richard Crane / ASO’s</p>	<p>31/05/2016</p>	
<p>6. OUTCOME AREA – Promoting Health and Wellbeing</p>				
<p>Recommendation 22: SIL to develop a policy on substance misuse to include the management of illegal substances. (page 28)</p>	<ul style="list-style-type: none"> • Develop policy for information sharing protocol between SIL and other agencies including internal and external bodies in line with Freedom of Information Legislation • Carryout Equality Impact Assessment • The ‘Wardens Hand Book’ to be modernised and updated for Accommodation Support Officers • (AH to check Corp Policy / WASPI (Lisa Jones – Legal) 	<p>Angela Hesford / Christine Barlow / Richard Crane / <i>(With help from CO)</i></p>	<p>31/05/2016</p>	<p>Safeguarding training booked for 15/07/16 AH to explore outside training for Mental Health</p>
<p>Recommendation 23: It is recommended that SIL ensure all staff members receiving training on mental health and the resources available. (page 28)</p>	<ul style="list-style-type: none"> • Training to be sourced via internal and external opportunities for suitable Safeguarding, Mental Health, etc. training events and suitable e-Learning modules 	<p>Angela Hesford / Christine Barlow / Richard Crane / <i>(With help from CO)</i></p>	<p>Ongoing</p>	
<p>7. ENSURING PARTICIPATION AND</p>				

CONSULTATION				
<p>Recommendation 24: It is recommended as part of developing their Service User Involvement Strategy that SIL liaise with Estate Management to consider how hubs can be fully utilised and remain financially viable in the future. (page 31)</p>	<ul style="list-style-type: none"> • This will be developed by Team Leaders; working with Community Housing to establish events and activities for Service Users. The above must be done from a Service Users perspective • It is envisaged that SU will maintain this once set-up, thus, promoting the reablement ethos and 'communities' 	Richard Crane / Christine Barlow	30/08/2016	
8. SAFEGUARDING				
	<ul style="list-style-type: none"> • All Staff to attend 'All Wales Basic Safeguarding: - Children & Adults' – to be booked via iTrent • Training via iTrent. • (To link with recommendation 10) 	Angela Hesford /	30/09/2016	All booked onto 15/07/16
<p>Recommendation 27: It is recommended that SIL keep a log of all safeguarding referrals made and incidents logged through the DCC system, which include actions implemented and the overall outcome (to include whether the staff protection register has been used). (page 34)</p>	<ul style="list-style-type: none"> • Data Base to be created and used to ensure incidents relating safeguarding issues are recorded to include: - What happened? Who was involved? How was situation resolved? / What was outcome? Decision to record on 'staff protection register' Yes/No/? Etc. 	Angela Hesford / Christine Barlow / Richard Crane / Becky Woodcraft <i>(With help from CO</i>	ongoing	