

North Somerset Safeguarding Adults Board



MINUTES/ACTIONS

Date of Meeting	12 th September 2017
Venue	Castlewood, Clevedon
Chair	Tony Oliver, Independent Chair
Minutes	Lucy Teteris, Safeguarding Boards Co-ordinator

Agency	Membership	Attendance
Alliance Homes	Andy Perry	Apologies
Avon and Somerset Police	Leanne Pook	Attending
AWP	Marie Martin for Fran McGarrigle	Attending
Care Home Provider Rep	David Bladon-Wing	Attending
CQC Rep (to attend twice yearly)	Lizzie Elgar	N/A
Domiciliary Care Provider Rep	Tracey Ackland	Attending
Healthwatch	Vicky Marriott for Eileen Jacques	Attending
Housing Provider: Curo Group Ltd	Lizzie Crane	Attending
Housing Provider: Hanover	Chris Boyes	Apologies
LSAB Chair	Tony Oliver	Attending
LSAB Deputy	Delyth Lloyd Evans	Attending
LSAB Manager	Jo Baker	Attending
National Probation Service	Emma White	Attending
North Somerset Clinical Commissioning Group	Lucy Muchina	Attending
North Somerset Community Partnership	Jos Grimwood	Attending
North Somerset Council, Executive Member	Cllr Dawn Payne	Attending
North Somerset Council, Director, People and Communities	Sheila Smith	Attending
North Somerset Council, Safeguarding Adults Manager	James Wright	Attending
North Somerset Council, Adult Support and Safeguarding	Hayley Verrico	Attending
North Somerset Council, Children's Support and Safeguarding	Eifion Price	Attending
North Somerset Council, CSDAT	Jo Mercer	Apologies

North Somerset Council, Strategy, Commissioning and Quality Assurance	Gerald Hunt	Attending
North Somerset Council, Trading Standards	Helen Heskins	Attending
Sub-Group Chair: Communications	Anne Ray Rowley	Attending
Sub-Group Chair: DOLS	Dameon Caddy	Attending
Sub-Group Chair: Learning and Development	Carolyn Hills	Attending
Sub Group Chair: Policy and Procedures and SE/Missing	James Wright	Attending
Weston Area Health	Deb Parsons	Apologies
Attending as a matter of exception		
NHS England South South West	Nick Rudling	N/A

Agenda Item 1: Introductions and apologies
Presenting: Tony Oliver
Discussion/Challenge:

TO welcomed new members. He thanked National Probation Service for the use of the room. The attendance sheet was circulated and TO reminded the Board that by signing this they were also confirming that they had read the Statement of Confidentiality.

Agenda Item 2: Declarations of conflict of interest and items of AOB
Presenting: Tony Oliver
Discussion/Challenge:

- (i) There were no declarations of conflict of interest
- (ii) There were three items of AOB.

Agenda Item 3: Minutes of last meeting (27th June 2017) and matters arising
Presenting: Tony Oliver
Discussion/Challenge:

The June Board minutes were agreed as an accurate record and signed off by the Board.

TO went through the action tracker. All actions were either completed, agenda items or updated as follows:

Previous items		Lead	Outcome
4. Operation Signature and Banking Protocol	TO asked how many of the 130 victims of fraud are North Somerset residents. It was suggested that this data is captured through financial abuse. Action: JW to check with Tim Bull.	JW	December Board.
11. Policies	11.2 Self Neglect 11.3 Medication Errors 11.4 Organisational Abuse 11.5 Pressure Ulcers LT to check all the above are uploaded on to the web. <i>Addendum. This is now complete.</i>	LT	November Executive

Agenda Item 4:	Standing agenda items:
Presenting:	As below
Discussion/Challenge:	

4 (i) NSSAB Executive feedback (TO)

TO briefed the Board on the Board's Executive held on 17th July. Actions from the Executive either formed the Board agenda or are on-going work.

He highlighted the following:

- Homelessness Presentation by Lynn Trigg, Homelessness and Housing Advice Manager, to the September Board. Lynn will now attend the December Board. TO explained that Lynn is organising a multi-agency event on Homelessness in October and it was decided that it would be more informative for Lynn to present to the Board after the event. **Action.**
- The Board agreed to the request for bespoke training for Elected Members.
- JW and RS met with "Somewhere to Go". Conversations held about Safeguarding Adults and SE organising an event for the voluntary sector within the next six months. **Action.** DLE offered her support as VANS Chair to promote.
- Modern Slavery Guidance. This has been deferred until December Board. Jo Mercer will present. **Action.**

4 (ii) Board headline data (JW)

JW went through the data circulated with the agenda.

Who raises Concerns:

- DLE noted the drop in support workers and whether this was a concern. **Action:** JW to change the definition of support worker.
- It was clarified that AWP has their own category and are not included in Hospital Safeguarding.
- Hospital Safeguarding. Reduction in concerns. HV will bring this up at the Weston A&E Closure Group and feedback: **Action.** JW will also to take this query back to the QA sub-group. **Action.**

Location of alleged abuse:

- JG asked whether the abuse was from people known to them or carers. JW explained that this data shows where the abuse takes place and not who is the alleged perpetrator. Discussion around what action the Board can take with this knowledge.
- JW suggested that the high level of concerns from the care home sector could be evidence of good practice; embedding safeguarding principals effectively or it could be a lot of abuse and poor practice occurring. QA sub-group to look at who is raising the concerns, JW suspects it is a 50:50 split from care home workers and family. JG noted that people are getting discharged quicker from hospital. JW confirmed that the data will include the source of the risk for the next quarter. **Action.**
- TO felt that data from own home is more concerning and it is known that anecdotally financial abuse is done by family members and data suggests that people who are directly funded are even more vulnerable. TO asked what can be done about these vulnerable groups. JW confirmed that a tool kit is being developed with Helen Heskins around practice. LM asked whether privately funded clients' providers of care are "up to speed" with safeguarding training. HV confirmed this is done through contract monitoring also by CQC provision. She suggested that it would be more informative to look at the conclusion of concerns; what is substantiated. **Action:** data to include substantiated concerns.
- TO asked what linkage with the police is there when financial abuse is reported (he acknowledged that the majority of financial abuse doesn't get reported). JW confirmed that on a case by case basis his team do get advice. JW suspected to TO's query about how

many allegations investigated lead to a prosecution that the numbers are far lower than the numbers reported to his team. LP referred to Mark Milliner's presentation to the last Board and confirmed that incidents are under reported. All complexities that people have make it difficult to investigate. Report via cyber-crime is even more under reported. Resources are available to catch the bigger criminal rather than the individual crime, where someone has to provide evidence and this person is likely to be a vulnerable adult.

4 (iii) A&S Police performance data (LP)

- LP confirmed that a recent poor HMIC inspection has now led to better reporting of crime.
- It was agreed that the details of the age range between 25-50 needed to be more explicit.
Action.
- **Action:** Analyse Domestic Abuse data as 25% is not a big figure.
- TO asked why the final category was 50+ as with the increase in retirement and life expectancy it would be better for 50-75 and then 75+ to pick out more easily the elderly and vulnerable? **Action:** LP to check with business improvement why the categories are set.

Agenda Item 5:	Probation update and good practice example
Presenting:	Emma White
Discussion/Challenge:	

Emma White introduced herself and explained that she has now taken over from Andy Harris as Board representative for National Probation Service.

She gave a brief outline of the changes in structure of the NPS. This is split into two services: CRC and NPS. The CRC is a private company funded for profit and NPS is public sector. NPS is now locally joined with HM Prison Service. This has led to structural changes. Andy has moved to Court Probation and Emma now works three days a week covering Taunton, Bridgwater and Bath. Liz Spencer oversees. CRC has recently changed their email address. **Action:** Emma to send LT distribution list.

Emma then gave a good practice example of multi-agency working.

A female sex offender who committed a robbery with a sexual element. She was vulnerable to SE, Domestic Abuse and was a MARAC MAPPA level 2 case. She has children in Somerset and Birmingham. Associated with gangs in Bristol and Birmingham. She has mental health issues. The work carried out on this case was extremely good but time consuming. Referred to MARAC, DASH done. She was both a victim of DA and a perpetrator of DA against her son's carer. Probation worked well with police and multi-agency organisation in North Somerset and Somerset. She came out of custody with no-where to live. An approved place was found in Preston. This involved transportation to Preston. With MARAC/MAPPA sitting in one place professional multi-agency meetings were able to take place. Therapeutic help to get her off drugs and for her to stay away from gangs. Four months into her licence she is still doing well. This is a huge success.

DLE asked what made the difference. EW stated that the offender was incredibly vulnerable and incredibly adept at getting what she wanted and as a registered sex offender and high risk category gave her a MAPPA. The police have more resources when go to MAPPA. Professionals all talking together. 125 (charity who work with street sex workers), in Bristol transported her to Preston and offered her counselling. Safeguards were put in place for her and her children, adopted guardians etc. SS asked where her children are. Emma explained that in Birmingham with the father and in North Somerset with a legal guardian and that social services were involved.

TO asked EP whether NPS are part of the "One Front Door". EP explained that in most areas where they've got a MASH arrangement, Probation form part of a virtual team where people can be on call to share information but not physically placed with the central team.

TO asked whether there was one particular prison in the South West for adult offenders. EW explained that in Bristol there is a general holding prison then the offender is moved out to other prisons depending on their offence. For longer sentences the offender is sent to prisons where they can access relevant courses and programmes. Females are not well accommodated. TO asked about the impact on women offender's children. LP explained that there is a force-wide project on women in prison and the consequences, this includes their children. **Action:** LP to circulate a brief on the above.

Agenda Item 6:	Sub-group reports
Presenting:	Sub-group chairs
Discussion/Challenge:	

Circulated as pre-reads and to be reported by exception only.

6 (i) Learning and Development

TO queried the sentence on the first page of the report "Uptake of training by providers is often poor and people would not want to share good practice if it is central to their business success". **Action:** CH to check with DH. GH felt that a commercial disadvantage does present itself. SS felt it was more about the culture and less about the techniques; more about having the staff feeling that they can discuss in their own settings. CH confirmed that DH is setting up a learning development forum, sharing best, case studies etc with providers. DBW queried why they wouldn't want to share and seek acknowledgement of good practice. It was felt it was more about sharing poor practice and that it is asking a lot of commercial companies to share and be open.

Question to the Board "joint adult and children's strategic plan" will be discussed at the Executive. **Action.**

6 (ii) Joint Policy and Procedures

There was no question for the Board. JW confirmed that the P&P sub-group are working with Helen and her team on developing a financial abuse tool kit.

6 (iii) Quality Assurance

JW highlighted the feedback of the deep dive audit on MSP. JG asked about "mental capacity". JW explained that mental capacity assessment needed to be time specific. For example, a service user in the late stages of dementia their capacity will not change.

JW let the Board know that ARR is developing an adverse incident form. This will help providers with the decision making process. ARR confirmed that provider training will run alongside the launch of this form provided by Debbie Howitt. **Action:** Sub group to carry out a multi-agency audit where NFA is recorded.

6 (iv) MCA/DOLS

DC referred to JW's results on the MPS audit. He has recently carried out a DOLS audit. Nine assessments were swapped with Somerset local authority and a rag rating scale applied. The main learning point: all the assessments started with risks then went on to consider persons view afterwards. Case law suggests the process should be the other way round. The person's voice is lost in some of the assessments. As a result the findings were taken to the BIA forum and highlighted and suggested some strategies to ensure the person remains central to the proceedings.

6 (v) SE/Missing

JW updated the Board.

- He noted the request from the Board around CSE training to councillors.
- An event with Somewhere to Go which Ruth Sutherland has initiated.
- CSE training is being delivered to taxi drivers and taxi company despatchers. CH confirmed the training includes vulnerable adults as well as children. D-BW asked how the training is accommodating Uber. CH acknowledged that they were not include. There are no Uber drivers licenced in north Somerset. As taxi drivers cross local authority boundaries TO will check with independent chairs, at their next meeting to see what they are doing.

Action.

- Ruth Sutherland is now on a national working group around SE. Engaged in self-assessment. The group has provided information on risk assessments for adults.

6 (vi) Communications and Publicity (ARR)

- Increase membership of sub-group. Rep from Comms; housing and still looking at increasing membership. Also independent lay person attending.
- Stop Adult Abuse Week in June was very successful. It was a joint venture cross authorities. LM asked how ARR measured the success. ARR confirmed that through a mystery shop all posters were being displayed. JW acknowledged that it would be rare to see peaks of referrals after a campaign.
- Website: LT is attending the sub-group in October to handover.

6 (vii) SCR/SAR sub-group (JW)

- **Learning Review Report.** Recommendations from this report will be taken to the next Executive for multi-agency agreement.

Action:

- Agreed recommendations will be brought to the Development day in December.
- JG and JW to meet outside meeting to make a few minor amendments.
- LM will email a few comments directly to JW.

TO thanked James and Jayne Chidgey-Clark for a very good report.

- **SCR/SAR: Young Person D (223).** TO gave the Board background on this case. He explained that Young Person D is now an adult. The young person will be involved in the SCR.
- **Costs of SCRs** TO explained that the costs of SCRs is divided equally by LA, Health and Police. He asked the Board for their approval to formally agree that this occurs for SARs. LP asked what current financial arrangements are in place to pay for SARs. TO confirmed that the local authority pay for this and since the Care Act nothing has been formalised. It is partnership responsibility. TO explained his rationale which falls in line with the new legislation of the Children's Act which he felt confident will transfer to adult safeguarding.
- **Potential SARs:**
There are two. RH. This has been established as not a suspicious death and is therefore not going forward as a SAR.
GC: allegations about potential neglect in a care home. Waiting for the outcome of a safeguarding enquiry to inform the panel.

Agenda Item 7: Strategic plan and risk log
Presenting: James Wright
Discussion/Challenge:

TO explained that the downward trends are linked to the delay in the development of the website.

3.6: Engage with other elements of adult care service within the council to make sure we are linking our prevention work with early intervention strategy. Timescale has slipped. **Action:** Revise timescale to March '18. JW and HV to meet with Sarah Shaw to move forward.

5.1: Review attendance at sub-groups. An annual attendance sheet will be produced by the end of the year. TO explained that the sub-group chair can send a letter from TO, if a partner does not attend or send a representative 3 consecutive times.

5.5: Review Case Discussion Forum: on hold with MASH. JW queried that if a MASH is not being developed for adults for some time would it be beneficial to resurrect a case discussion forum to include health, police and LA for case discussions? EP clarified that MASH is about work coming in on a day to day basis rather than case discussions on the odd occasion. HV asked that given the lack of resources is it needed? SS asked whether it was operational or strategic front line staff and whether it had happened in the past. Which JW confirmed in the negative. SS asked whether this was as a good idea as a Board if so to what benefit? **Action:** HV to meet with JW and JB outside meeting to resolve.

Agenda Item 8: Annual Report
Presenting: James Wright
Discussion/Challenge:

Due to the Ofsted inspection in June the annual report is delayed. There are still sections to be completed by partner agencies. This will be completed by email circulation.

Agenda Item 9: Board Funding
Presenting: Tony Oliver
Discussion/Challenge:

See AOB 15.3.

Agenda Item 10: One Front Door Pilot
Presenting: Eifion Price
Discussion/Challenge:

EP gave an update. The pilot was renamed "One Front Door" after the addition of Safe Lives who work in the area of Domestic Abuse. Safe Lives wanted to tag onto the multi-agency hub to ensure a better way of dealing with referrals of Domestic Abuse. The project is being taken forward by a multi-agency group. Due to meet next week. The start day to go live in autumn has been delayed and will now be in the New Year. Main aspect for the MASH in North Somerset is that the police are reconsidering their initial proposal; initially it was hoped that the same team would take both calls and carry-out the investigations. The police are re-thinking whether they have the resources. This will be un-picked at the next MASH Board. Information sharing and referrals are well established in Avon and Somerset and other MASH's across the country, these will be used as a template rather than "reinventing the wheel".

Ofsted's inspection of Children's Social Care highlighted concerns which needs to be picked-up by the MASH Board: in conjunction with partner agencies to review information sharing at the first point of contact; national statutory guidance and information sharing and where consent to information sharing is required.

The practical arrangements are basing the MASH in the Town Hall. The CCG has given commitment to collocate within the MASH. The CCG Board has approved the funding for the post from health that will be located within the MASH. JG confirmed that the post has been recruited to but was unsure whether enough hours had been allocated to the post to enable them to be based at the Town Hall. EP confirmed that was the commitment whether it was full time or not.

Agenda Item 11: QA Framework
Presenting: Jo Baker
Discussion/Challenge:

JB confirmed that a first draft has been produced. She is meeting with the ADs and principal social workers of children and adults in October. This will then be taken to the Executive and signed off at December Board. **Action.**

Agenda Item 12: SAR Protocol
Presenting: James Wright
Discussion/ Challenge:

JW explained that not a huge amount of work has come through since its implementation. It is good to have an established process and criteria and built in specific timescales.

Agenda Item 13: Policies
Presenting: Tony Oliver
Discussion/Challenge:

- Modern Slavery Guidance: not completed – propose to carry over to December Board.
- Financial Abuse Protocol: referenced earlier. Looked at nationally see if specific protocols around financial abuse. Made decision to develop a toolkit. Helen Heskins and JW to meet to take further. **Action**

Agenda Item 14: Key Messages
Presenting:
Discussion/Challenge:

Audit findings:

- Making Safeguarding Personal
 - DOLs audit findings.
- Making the service user central to their case.

Agenda Item 15: AOB
Presenting:
Discussion/Challenge:

15.1 Child Safeguarding Practices: Helen Heskins explained that a child safeguarding practice session is held in D&E Directorate twice a year. She asked whether this should be joined to include adult safeguarding. This is taking place on 6th November. Discussions will include:

- Creating consistency for informed referrals
- Making safeguarding everyone's business
- Ensuring all staff are competent and able
- Creating a designated lead

She said everyone is welcome to attend.

15.2 Adverse Incident Report: ARR confirmed that this is in draft but has been approved by CQC and CCG. TO asked ARR to bring this to the Executive. **Action.**

15.3 Board funding: TO explained that Ofsted's review of the Children's Safeguarding Board highlighted a risk area and a recommendation centred around a Children's safeguarding Board manager. This was raised at the LSCB Board yesterday. The proposal was that as

we have a Boards co-ordinator who works three days a week we could employ someone for three days a week and cover both boards. JB and TO have looked at other Boards and the proposal was presented to the LSCB with costings. TO explained that he has costed the higher end of the pay scale and added in the on costs. Splitting between the three statutory partners this would equate to £182.00 per partner per week. TO will write formally to the Chief Constable, CEO of CCG and Sheila Smith as Director of P&C, on behalf of the Children's Board giving them a costed report, job description and business plan to seek their views. TO asked for comments from the Board.

HV was fully supportive and explained that the quality assurance aspects of safeguarding are very important and currently not enough resource is being dedicated to this.

DLE stated that although not one of the statutory partners, she would want to be very clear of the outcomes of the added value. HV stated that having worked in other parts of the country that it is usual to have a dedicated resources and fairly unusual to have as an add-on.

TO confirmed that if the proposal goes ahead the post would be an 18 month contract to tie in with the current timescale of the new proposed model of LSCBs. This could also be a secondment from any other partner organisation.

Action: To will include the proposal for the post holder to also cover the adult board in his letter to the three key partners.

Agenda Item 15: Next Meeting, Tuesday 11th December 2017 @ 10.00am followed by Development Afternoon, National Probation Offices, Worle

ACTION LOG

Agenda Item	Action	Lead	Time
4 (i) NSSAB Executive Feedback	Homelessness presentation now to take place at December Board. Lynn Trigg.	LT	December
	Modern Slavery Guidance. Jo Mercer to present to December Board.	LT	December

4 (ii) Board Headline Data	Who raises concerns: JW to change the definition of support worker Hospital Safeguarding: Reduction in concerns: HV will bring to the attention of Weston A&E Closure Group and feedback. JW will also take query back to QA sub-group.	JW HV JW	November November November
	Location of alleged abuse: JW to include source of the risk in next quarter's data. (Care Home Sector) Data to include substantiated concerns (Home Care Sector).	JW	November
		JW	November
4 (iii) A&S Police performance data	50+ category: LP to check with business improvement why the categories are set as they are.	LP	November
5: Probation update and good practice example.	Emma White to send LT CRC's distribution list.	EW	November
	TO asked about the impact on women offender's children. LP explained that there is a force-wide project on women in prison and the consequences, this includes their children. Action: LP to circulate a brief on the above.	LP	December
6: Sub-group reports:	<u>L&D sub-group:</u> CH to check with DH re sentence in report re providers and sharing good practice.	CH	December
	Question to the Board about a joint adult and children's strategic plan. To be discussed at the Executive.	Executive	November
	Quality Assurance: Sub-group to carry out a multi-agency audit where no further action is recorded.	QA sub-group	March '18
	SE/Missing: TO will check with Independent Chairs at their next meeting around taxi drivers cross local authority and SE training.	TO	December
	SCR/SAR: Learning Review Report: Agreed recommendations will be brought to the Development day in December. JG and JW to meet outside meeting to make a few minor amendments. LM will email a few comments directly to JW.	JW JG/JW LM/JW	December October October
7: Strategic Plan	3.6: revise timescale to March '18. JW and HV to meet with Sarah Shaw to move forward.	JW/HV	March '18
	5.5 HV to meet with JW and JB to resolve	HV/JW/JB	December
11: QA Framework	For sign-off at December Board	JB	December
13: Policies	Financial abuse: Helen Heskins and JW to take forward.	HH/JW	December
15: AOB	15.2: Adverse Incident Report: ARR to take to Executive.	ARR	November
	15.3: Board funding: To will include the proposal for the post holder to also cover the adult board in his letter to the three key partners.	TO	December