

North Somerset Safeguarding Adults Board



MINUTES/ACTIONS

Date of Meeting	27 th June 2017
Venue	Castlewood, Clevedon
Chair	Tony Oliver, Independent Chair
Minutes	Lucy Teteris, Safeguarding Boards Co-ordinator

Agency	Membership	Attendance
Alliance Homes	Andy Perry	Attended
Avon and Somerset Police	Tina Robinson	Attended
AWP	Fran MacGarrigle	Attended
Care Home Provider Rep	David Bladon-Wing	Apologies
CQC Rep (to attend twice yearly)	Lizzie Elgar	Apologies
Domiciliary Care Provider Rep	Tracey Ackland	Apologies
Healthwatch	Eileen Jacques	Attended
Housing Provider: Curo Group Ltd	Andrew Snee	Ellie Cooch
Housing Provider: Hanover	Chris Boyes	Apologies
LSAB Chair	Tony Oliver	Attended
LSAB Deputy	Delyth Lloyd Evans	Apologies
LSAB Manager	Jo Baker	Attended
National Probation Service	Andy Harris	Attended
North Somerset Clinical Commissioning Group	Lucy Muchina	Apologies
North Somerset Clinical Commissioning Group	Susan Masters	Attended
North Somerset Community Partnership	Helen Barrett	Attended
North Somerset Council, Executive Member	Cllr Dawn Payne	Apologies
North Somerset Council, Director, People and Communities	Sheila Smith	Apologies
North Somerset Council, Safeguarding Adults Manager	James Wright	Apologies
North Somerset Council, Adult Support and Safeguarding	Hayley Verrico	Attended
North Somerset Council, Children's Support and Safeguarding	Eifion Price	Apologies
North Somerset Council, CSDAT	Jo Mercer	Apologies
North Somerset Council, Strategy, Commissioning and Quality Assurance	Gerald Hunt	Attended

Sub-Group Chair: Communications	Anne Ray Rowley	Attended
Sub-Group Chair: DOLS	Dameon Caddy	Apologies
Sub-Group Chair: Learning and Development	Debbie Howitt	Attended
Sub Group Chair: SE/Missing	James Wright	Apologies
Weston Area Health	Deb Parsons	Attended
Attending as a matter of exception		
NHS England South South West	Nick Rudling	n/a
IN ATTENDANCE		
North Somerset Council Data Analyst	Abby Murphy	Attended
Avon and Somerset Police	Marc Milliner	Attended
North Somerset Council	Helen Heskins	Attended
North Somerset Council	Claire Gumus	Attended
North Somerset Council	Kathryn Benjamin	Attended

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

Welcome to new members.

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 no Items of AOB:

Agenda Item 3: Presentation: Trading Standards
Presenting: Helen Heskins, Principal Officer, NSC
Discussion/Challenge:

Helen Heskins from Trading Standards gave her presentation. This is attached with the minutes.

The Board had a few questions:

- Helen clarified that OCGs stood for organised crime groups.
- She confirmed that fraud is investigated within the team and not outsourced to an independent company. This enables cases to get to court quicker.
- ABE interviewing is carried out for vulnerable victims. Helen explained that “Achieving Best Evidence” (ABE) was a video interview carried out on vulnerable individuals who are not able to stand in court. This can be carried out in a victim’s own home and can be used as evidence in court and the victim, if the judge permits, does not have to attend. This can also “hold at bay” the case on the other side. An ABE interview can be put forward as evidence to a court even when the victim has died.
- Debt bonded. Passports are taken away from victims. This is common within ethnic minority groups.
- “Modern Slavery” Helen recounted an experience of a doorstep crime case where a vulnerable adult was saved by being arrested.

- She highlighted that due to the nature of their job, the Food Safety Team visit many trade places and gave the Board several examples where they stepped in and uncovered situations of modern slavery.
- Children get scammed as much as 65 year olds. But being scammed has a profound effect on the elderly. These people will eventually end up on the safeguarding social care radar.
- Trading standards are “through the doors” first, before social care, health and they carry out referrals wherever needed. Making D&E more involved with P&C is a priority. The teams touch on safeguarding all time and Helen asked the Board for reciprocal arrangements.

TO felt that Trading Standards were not on the fringes but very much embedded in safeguarding and asked JB and HH to meet to discuss how the team could work together with the Board. He also asked Helen if she would become a member of the Board. **Helen agreed. Action:** LT to add Helen to the Board’s circulation list and invite her to future Boards.

TO also asked if some of her colleagues would be available to sit on the Joint SE/Missing sub-group as this links with modern slavery and also the Comms sub-group. **Action:** HH and JB to discuss TO’s proposal.

<p>Agenda Item 4: Presenting: Discussion/Challenge:</p>	<p>Presentation: Banking Protocol and Operation Signature Marc Milliner, Economic and Cyber Crime Team A&S Police</p>
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Marc Milliner presented to the Board. He noted the distinct links with Trading Standards.

He explained that he started in fraud 15 years ago and was presenting to the Board two processes which have been introduced:

- Vulnerable victims of fraud “operation signature”
- Banking protocol

Action Fraud “operation signature”

Every single fraud will pass through Action Fraud. This is a reporting service run by City of London police. It identifies organised crime groups and repeat victims. The team collate information which is passed to NFIB who then disseminate out to e.g. trading standards, police. There are hundreds of thousands of cases each year. There is a safeguarding gap. Avon and Somerset receive 140 crime reports a month (35 a week), 600 victims of fraud. Fewer reports are allocated to Forces for investigation by NFIB than are received by Action Fraud. This is not because they are lost or unresolved but rather that a large proportion are low level frauds or attempts that are resolved or filed at source by Action Fraud because of the huge numbers that are received (eg businesses can ‘bulk report’ hundreds of frauds whereby there was an attempt to defraud their customers albeit no monies were lost). As Helen said in her presentation, the average age of a fraud victim is 75 years old. He gave a couple of examples:

- An 84 year old man who gave away £100,000k in the belief that he was investing it into a bio-reactor. The man had early onset dementia.
- ABE interview of an elderly woman (68) in hospital who invested £750,000k of her grandchildren’s trust fund in “carbon credits”. She died. She was a repeat victim. Many repeat victims end up in hospital. A lot of people are in denial.

Operation Signature was established by Sussex Police between two and three years ago and is deemed to be the best safeguarding process to identify vulnerable victims of fraud. This model is to be rolled out nationally. The purpose of this process is to prevent people from becoming victims and repeat victims of fraud and to identify victims at an early stage. The current computer system is not good enough as the data is always four weeks old, this new system should receive information on a daily basis.

The numbers should be reduced to 120 using a filter. This will identify certain people and exclude others; e.g. frauds already reported; ebay and ticketing and business. The model is just looking at vulnerable people. This is done by putting in key words i.e. search for 75 years old, but as this can then miss a 30 year old who has for example Aspergers, then other key words are added, such as: isolated; don't have a support network; mental health; repeat victim; victim of domestic abuse. Then a team will go through the 120 monthly reports and narrow these down to 30. Of those 30, half will be dealt with over the phone, the other half will get a uniformed visit. This is very effective.

Other types of fraud e.g. romance fraud, can be dealt with over the phone. This is done partly by risk assessment but predominantly by the call handler. People don't want to recognise they are victims of fraud and can willingly spend £30k to speak to someone because they are lonely.

Referrals are made to Lighthouse vulnerability unit, adult social care or trading standards. Follow-up visits take place, and part of visiting them gets the police officer in the home to see what state they are living in. Protection measures are put in place with banks, friends, neighbours and sign posted to ongoing support.

Everyone in the police are involved and like CSE and DA, it comes part of everyday business and the police are in the privileged position, once in the house to see how people are living.

Jayne Stone, in Marc's team is helping to incorporate this new system. The official launch will be at the end of July.

Marc gave an example of a "romance" fraud case he had received this morning. A 64 year old who although he had only lost £700 so far, has been targeted by a woman claiming to be stuck in a Russian prison. The PCSO by visiting the home has discovered that the man is the sole parent responsible for a 14 and 16 year old. Also, there is no food in the fridge, the food recycling hasn't moved since the last time the PCSO visited and the phone bill has not been paid. Concern is for the children and the impact of the victim's emotional state when things come "crashing down".

Banking Protocol. Orchestrated by the FFA UK and trialled in the MET. To date, there has been a loop hole in this area created by data protection and staff can not divulge customer information. They ask questions but don't challenge. Banking Protocol is an agreement that staff can report any inkling about someone withdrawing or transferring money. With the agreement of the police they can call 999 and an officer will attend the establishment. The purpose is to identify the victims, prevent fraud, provide appropriate victim support and identify and arrest the fraudster. This has been running since the beginning of June. Six calls have been received preventing £10k from being withdrawn and "breaking the chain".

On the first day the protocol ran, a call was received from Portishead PO where a woman in her 80s attempted to transfer £2k to an orphanage in Cambodia, staff questioned her and then phoned 999 and quoted "Banking Protocol". This brings up a call script for the call handler and tells them what to do. Because the woman was turned down she went to Lloyds Bank opposite when the police arrived and managed to stop her. This had happened twice before, £2k each time before the protocol was in place.

An 82 year old tried to buy £500 iTunes vouchers thankfully the Tesco manager called the police and this was dealt with. Marc highlighted the need to be one step ahead and would like to introduce Banking Protocol to other organisations like Tesco.

Marc asked the Board for any questions.

HV asked for the FFA UK Strategy on both of these protocols. **Action:** Marc provided a summary on both the protocols and links to two training videos, this is circulated by email with the minutes but not uploaded onto the website.

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:** Abby Murphy.

Agenda Item 5:	Good Practice Examples
Presenting:	See below
Discussion/Challenge:	

5.1 MAKING SAFEGUARDING PERSONAL (Claire Gumus, Senior Social Worker)

TO gave background on his “mystery shop” of a gentleman in a care home. He asked Social Worker Claire Gumus to come to Board to give details and background of the case and the empathy shown by social care:

Claire explained that the referral was a safeguarding case regarding concerns on the management of pressure ulcers on both the man’s legs. The referral came in from the tissue viability nurse who felt the home was not caring and managing the wounds as they should be. Claire explained it was her role to investigate the home. She contacted the home to get their views and also contacted the gentleman himself, visited him and spoke to the tissue viability nurse. She explained that her role with him was to get his view and to find out what he understood was happening. He was fully aware; he thought the home was doing the best it could. The outcome for him was, he liked living there and wanted to remain. This has subsequently changed and he now wishes to move back into the community, so Claire and her team are now looking into that. Claire, through her investigation concluded that there had been a communication breakdown between the care home and tissue viability nurse. Claire returned to the gentleman and explained the outcome. The case was then closed. She has seen him since, he is someone who knows his own mind and his pressure areas are still highly monitored but he chooses not rest when he should.

TO explained that he went to the care home with James Wright who also displayed great empathy with the person concerned and felt that this was a really good example (one of many) of Making Safeguarding Personal under the Care Act.

Claire explained that the priority is the persons’ views and wishes and if necessary look at ways to speak to the person either directly, to get advocacy involved or a family member.

TO felt this example was assurance to the Board that Making Safeguarding Personal is happening.

5.2 Think Family (Kathryn Benjamin)

Kathryn passed around a handout giving examples of the “Think Family” approach.

Think Family is looking at a person in context. She highlighted Mark’s example earlier as encapsulating what Think Family is about.

SCR Holly. KB gave background on the recent SCR which included a statement around Think Family and multi-agency guidance and information sharing between practitioners.

Think Family guidance is available is on LSCB web site and will also be on the joint site when this up and running. <http://www.northsomersetlscb.org.uk/uploads/files/573.pdf>

KN felt that Think Family was in a better position than five years ago but it is an on-going message. The Think Family team produce a quarterly newsletter with a different theme each quarter.

The team are looking at buying a licence for a film called Resilience, consequence on adult life following childhood trauma.

TO asked and Kathryn agreed to join the Joint P&P sub-group. **Action**

Agenda Item 6: Update on Joint Website
 Presenting: Tony Oliver
 Discussion/Challenge:

TO updated the Board. A joint adult and children website is being developed and is nearly complete.

Agenda Item 4: Minutes of last meeting (28th March 2017) and matters arising
 Presenting: Tony Oliver
 Discussion/Challenge:

The following inaccuracies were noted from the March Board minutes otherwise they were agreed as an accurate record.

Inaccuracies:

- Qlic sense TR asked that this is amended throughout the minutes.
- The wording around 4(iv) to be amended as follows to avoid misinterpretation as TO was not present at the Board as the paragraph suggests. “TO **had** asked DJ to write a report TO and DJ **had** also felt...”

ACTIONS ARISING:

Previous items		Lead	Outcome
28.03.17	Item 4 (ii) Board Headline Data: Comparative data from regional partners. AM explained that this would not be available until November. Action: Add this as a December item	AM	
28.03.17	Item 4 (iii) A&S Police Performance Data. HV confirmed that JW has been in contact with RK who has transferred to a new role. JW is waiting for an update from Sarah Omell. Open action.		
28.03.17	Item 4 (iv) Update on Service Pressures: Template to agencies. HV requested that LT draw up a template and LT/JW will send out to all agencies. Action.	JW/LT	September
28.03.17	Item 5 (i) L&D sub-group: Charging Policy. TO confirmed that JB, TO and LT are meeting with the finance department to sort out funding of both boards. This is on hold until September. Open action.	TO	September
28.03.17	Item 7.1: Potential SAR: update – below.		

28.03.17	Item 11 Good Practice Example SCU triage team. TR gave an update that the SCU street triage has now gone live.	TR	Complete
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All other actions were either complete or had been brought to the Board as an agenda item.

28.03.17 Item 7.1: Potential SAR:

TO reminded the Board about this case which involved an adult in their 30s who died following some significant injuries which were identified at the BRI. SAR sub-group has agreed to postpone any further investigations subject to the outcome of the police investigations.

SM confirmed that this case is also going to follow the LDOP process.

Agenda Item 6: Standing agenda items:
 Presenting: As below
 Discussion/Challenge:

6 (i) NSSCB Executive feedback (TO)

TO briefed the Board on the Executive held on 5th May and explained that the items from the Executive either formed the Board agenda or are on-going work.

He let the Board know that one of the lay members on the Children Safeguarding Board, Anna Curvan has agreed to join the Joint Comms sub-group. He explained that a presentation was given to the children’s Executive in December by a member of the RNLI. This was arranged by Anna who is involved with the RNLI, water safety and supports adults with disabilities. TO asked Anna onto the sub-group as he felt that she will benefit this board on her experience with adults with disabilities.

There were no questions from the Board on the minutes from the Executive.

6 (ii) Board headline data (AM)

AM gave an update. Her report was circulated with the agenda. She explained that NS data had gone to NHS digital but no comparison data is yet available as the final date for input is not until 4th July. Benchmarking: wait until November when national statistics will be available. A full data report will go to the Adult QA Sub-group and should be available for the September Board. She confirmed she will prepare the data for the annual report before she goes off on maternity leave.

TO let Abby know that Ofsted who are very keen on data were very complimentary on the adult performance data.

6 (iii) A&S Police performance data (TR)

Tina updated the Board.

Mental health: last month there were no people with mental health issues coming into custody. These people are going to a place of safety and not custody which is very positive. The closure of A&E overnight is a concern as this will impact on people being taken to hospital. She has had received data which she has shared with colleagues which highlights the problem of resources. TO asked and TR confirmed that she will forward this data to him. **Action.**

Action: TO will write a letter to express Board concern re the potential safeguarding impact on the closure of A&E.

Missing adult/children: TR explained that she is the neighbourhood directorate lead for the force. Debra Parsons from WAHT and others are in conversation with TR about reducing people being called into hospital. TR has recently met someone from the National Crime Agency to discuss reduction; early intervention; third sector also to use the Qlic Sense app. There are three Missing

Persons Co-ordinators across the force. She is not confident that the police's list of care homes, foster homes etc are up to date and will liaise with the local authority to update. The Qlic sense app will look at heat locations and interrogate. This is ongoing. The vision as a force is to halve the 25 missing people a day over the next 12 months. Some by admin, by way recording and also by reduction strategy. She felt that in 12 months they should be in a better position to add value and understand where reducing and not reducing.

She explained that Bristol do not have a referral into mental health, they have no pathway unlike North Somerset. This is a real "blocker" for them. They have a different set up from AWP. Fran MacGarrigle confirmed they have 16 partners for mental health.

Trialling in Somerset, PCSOs to debrief medium and low risk missing people. As the police training department do not have a bespoke training package, PCSOs went on the North Somerset local authority training and delivered back as 1to1s to staff. TO confirmed that PCSOs from other authorities would have to pay for the training from North Somerset but gave assurance it would be at a reasonable rate.

Safe and Well checks are changing to Prevention Interviews. Collate information into patterns and develop hot spots.

Agenda Item 7:	Sub-group reports
Presenting:	Sub-group chairs
Discussion/Challenge:	

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

7 (i) Learning and Development

7 (ii) Joint Policy and Procedures

7 (iii) Quality Assurance

7 (iv) MCA/DOLS

7 (v) SE/Missing

7 (vi) Communications and Publicity (ARR)

Anne Ray-Rowley confirmed that she attended the five counties regional Comms sub-group. This group meets 3 or 4 times a year and includes the five Avon and Somerset areas and Somerset. They agreed, as a group looking at sharing information; looking at joint policies and website. This will make it easier for other providers who work across all five regions.

TO suggested that it was an opportunity for Think Family to link with the Comms sub-group.
Action.

7 (vii) SCR/SAR sub-group (TO/JB)

TO explained that he had read the final Learning Review Report produced by Jayne Chidgey-Clark and James Wright. Neither of the authors were at the Board but TO thanked them for an excellent draft document. He had hoped to be presenting as a final document at the Board today but there are some alterations that need to be made, references to the Systems approach "SCIE" which is a trade mark. There are also references to a process conducted which will need to be amended.

Action: Once amended the report will be circulated with these minutes.

He asked the Board's permission to let the Board's Executive manage the recommendations from the report to prevent delay. Work can then start on the recommendations before the next Board. **The Board agreed. Action:** Report to go to Executive in July.

Agenda Item 8:	Strategic plan and risk log
Presenting:	Tony Oliver
Discussion/Challenge:	

The strategic plan had been circulated to the Executive and JW had provided an update report. The only actions brought to the Board were those which were RAG rated Red or the RAG rating was in a downward direction.

1.4 Engagement with hard to reach groups: ARR gave an update. The Comms sub-group has invited members from Housing and getting together with Elim Housing re gypsy and traveller sites. The group want to ensure face to face visits for people that can't read or write. "Sarah's Journey" a video provided by Louise Branch, what happens when going through domestic abuse.

5.6 Conflicts of interest with Board partners: TO confirmed that he had circulated an email across Avon & Somerset. He had received replies from BANES and Somerset. This can be changed to Amber.

JB asked if the Good Practice example around Making Safeguarding Personal could be added to the action plan. This was agreed. Update re checking and testing.

Action: Update action plan as above.

Agenda Item 9:	One Front Door Pilot
Presenting:	Eifion Price
Discussion/Challenge:	

EP not at Board due to Ofsted inspection.

Agenda Item 10:	QA Framework
Presenting:	Jo Baker
Discussion/Challenge:	

JB confirmed that this is work in progress. She explained that this was initially to be a joint children and adults framework but made the decision that the priority was to initially get a children's framework in place.

She has met with Gerald and the two principal social workers, Shelley Caldwell (children) and Martin Hawketts (adult) and a short life working group has been convened to draw up a joint framework. The draft will be presented to the September Board. **Action.**

Agenda Item 11: Polices
Presenting:
Discussion/Challenge:

11.1 SAR Protocol. JB updated the Board in JW's absence. **It was agreed that the Protocol would be signed of at today's Board** but James would give a three monthly update at the September Board. **Action.**

JW to also present to the Executive in July. **Action.**

- 11.2 Self Neglect
- 11.3 Medication Errors
- 11.4 Organisational Abuse
- 11.5 Pressure Ulcers

It was agreed that the above reports would be signed-off by the Board's Executive in July. **Action.**

Agenda Item 13: Key Messages
Presenting: Tony Oliver
Discussion/Challenge:

- Making Safeguarding Personal
- Links between Safeguarding on the front line and Trading Standards

Agenda Item 14: AOB:
Presenting:
Discussion/Challenge:

On behalf of the Board, TO wished Abby Murphy well for her year away on maternity leave and thanked her for all the work done around the production of the performance data sheet.

The Board also formally welcomed Hayley Verrico, the permanent Assistant Director, Support and Safeguarding.

Agenda Item 15: Next Meeting, Tuesday 12th September 2017 @ 2.00pm, National Probation Offices, Worle

ACTION LOG

Agenda Item	Action	Lead	Time
3. Trading Standards presentation	Action: LT to add Helen to the Board's circulation list and invite her to future Boards.	LT	July
	TO also asked if some of her colleagues would be available to sit on the Joint SE/Missing sub-group as this links with modern slavery and also the Comms sub-group. Action: HH and JB to discuss TO's proposal	HH/JB	July

<p>4. Operation Signature and Banking Protocol</p>	<p>HV asked for the FFA UK Strategy on both of these protocols. Action: Link to be attached with these minutes.</p> <p>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: Abby Murphy.</p>	<p>MM/LT</p> <p>AM</p>	<p>July</p> <p>Sep</p>
<p>5.2 Think Family</p>	<p>TO asked and Kathryn agreed to join the Joint P&P sub-group. Action</p>	<p>KB/LT</p>	<p>July</p>
<p>6 (iii) A&S Police performance data (TR)</p>	<p>TR has received data which she has shared with colleagues which highlights the problem of resources. TO asked and TR confirmed that she will forward this data to him. Action.</p> <p>Action: TO will write a letter to express Board concern re the potential safeguarding impact on the closure of A&E.</p>	<p>TR</p> <p>TO</p>	<p>July</p> <p>July</p>
<p>7. (vi) Comms sub-group</p>	<p>TO suggested that it was an opportunity for Think Family to link with the Comms sub-group. Action.</p>	<p>ARR/KB</p>	<p>July</p>
<p>7. (vii) SCR/SAR Sub-group</p>	<p>Learning Review Report: Action: Once amended the report will be circulated with these minutes.</p> <p>Executive to manage the recommendations from the report to prevent delay. Action: Report to go to Executive in July.</p>	<p>JW/LT</p> <p>LT</p>	<p>July</p> <p>July</p>
<p>8. Business Plan</p>	<p>Action: Update action plan as above.</p>	<p>JW/LT</p>	<p>July</p>
<p>10. Quality Assurance Framework</p>	<p>The joint framework draft will be presented to the September Board. Action.</p>	<p>JB</p>	<p>Sep</p>
<p>11. Policies</p>	<p>11.1 SAR Protocol. JB updated the Board in JW's absence. It was agreed that the Protocol would be signed of at today's Board but James would give a three monthly update at the September Board. Action.</p> <p>JW to also present to the Executive in July. Action.</p>	<p>JW</p> <p>JW</p>	<p>Sep</p> <p>July</p>
<p>11. Policies</p>	<p>11.2 Self Neglect 11.3 Medication Errors 11.4 Organisational Abuse 11.5 Pressure Ulcers</p>	<p>LT</p>	<p>July</p>

	It was agreed that all the above reports would be signed-off by the Board's Executive in July. Action.		
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