

North Somerset Safeguarding Adults Board



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All Board members are covered by their organisation's indemnity insurance, this is with the exception of lay members. Please note that whilst we value the opinions and professional judgement of our lay members they are exempt from taking any decisions arising from the Boards and its sub-groups.

MINUTES/ACTIONS

Date of Meeting	10 th December 2019
Venue	Probation Offices, Queensway House, Worle
Chair	Tony Oliver, Chair
Minutes	Lucy Teteris, Safeguarding Boards Co-ordinator

Agency	Membership	Attendance
Alliance Homes	Liz Griffiths	Apologies
Avon and Somerset Police	Leanne Pook	Attending
Avon and Somerset Police	Victoria Caple	
AWP	Lynne Franklin	Apologies
BNSSG CCG	Lucy Muchina	Attending
Care Home Provider Rep	David Bladon-Wing	
CQC Rep (to attend yearly)	Sue Burn	N/a
Domiciliary Care Provider Rep	Vacant	N/a
Healthwatch	Rowan Williams	
Housing Provider: Curo Group Ltd	Andrew Snee	Louise Newbutt
Housing Provider: Anchor Hanover Group	Lynne Warrilow	
LSAB Chair	Tony Oliver	Attending
LSAB Deputy	Delyth Lloyd Evans	Attending
National Probation Service	Liz Spencer	Apologies
North Somerset Community Partnership	Mary Lewis	Attending
North Somerset Council, Executive Member	Cllr Mike Bell	
North Somerset Council, Director, People and Communities	Sheila Smith	Apologies

North Somerset Council, Safeguarding Adults Manager and Co-Chair P&P Sub-group	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, Strategy, Commissioning and Quality Assurance	Gerald Hunt	Attending
North Somerset Council, Service Leader, Strategic Safeguarding and Quality Assurance	Jo Baker	Attending
North Somerset Council, Service Leader, Safeguarding Boards Co-ordinator	Lucy Teteris	Attending
North Somerset Council, Trading Standards	Helen Heskins	Attending
Sub-Group Chair: Learning and Development	Carolyn Hills	Attending
Weston Area Health	Sarah Dodds	Debra Parsons
Attending as a matter of exception or to present to the Board		
NHS England and NHS Improvement SW	Faye Kamara	N/a
SafeLink	Sarah O'Leary	Attending
Youth Offending Service	Kay Burton	Attending
Principal Medicines Optimisation Pharmacist (BNSSG CCG)	Helen Wilkinson	Attending

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

TO asked the Board to make introductions and welcomed new members and those attending to present to the Board:

- Louise Newbutt from Curo Group Ltd
- Sarah O'Leary from SafeLink
- Helen Whittle from SafeLink
- Helen Wilkinson from BNSSG CCG

Lucy Muchina from BNSSG CCG and Leanne Pook from Avon and Somerset Police both announced to the Board that they were moving on to new roles and that this would be their last Board.

He asked Board members to note the confidentiality agreement on the attendance sheet.

He thanked National Probation Service for the use of the room.

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 was one item of AOB: Self Neglect Policy which JW asked to raise.

Agenda Item 3:	Presentation and Good Practice Examples:
Presenting:	See below
Discussion/Challenge:	

1. County Lines: As Victoria Caple was not at Board LP volunteered to give a verbal update.

She gave a brief history around County Lines and how it affects towns like Weston-s-Mare. County line drug dealers identify towns where there is a drugs market, they send “outside” people in. There is significant “county lines” activity in Weston-s-Mare. Young people under 18 from out of area pedal drugs. The police target group is mainly adults. The police have recently introduced a specialist capacity to specifically look and “get a grip” on county lines. Intelligence now shows that people with a habit are having to source drugs in Bristol as they are struggling getting them in Weston-s-Mare. Still issues on Bournville and Coronation estates but nothing to the scale of county lines. The criminal end is mostly from London (other towns have issues with Liverpool and Manchester). There is a main person at the top of tree then a pecking order of those who work for them. Women and children are at the bottom of the tree, followed by teenage boys (a lot of them are 17/18 year olds, generally from Jamaican or Somali background). Spikes in the police stop and search statistics look disproportionate at stopping BME. None of them live in this area.

JB noted that she read a report evidencing that those higher up the tree are now seeking young white people as they are less likely to be stopped.

Cuckooing: feeding off people’s vulnerabilities, giving them free drugs, get them hooked, use their premises, then 2 to 3 days later they’ll have moved on. This tipped the balance for increasing capacity to ensure the police are able to get a warrant in time to catch them before they move on.

This issue is not going away as it is too lucrative and feeds into people’s vulnerabilities. LP noted, however, that this is a better story than six months ago.

TO noted that Cuckooing was raised at a previous Board in response to Addaction’s presentation and JW and HH convened a task and finish group and have carried out work on this.

2. Safe Link, Sarah O’Leary and Helen Whittle came to the Board to give an introduction to the service that Safe Link offers. Her presentation is uploaded with the minutes. **Action.**

JB asked, referring to sexual violence/assault in care homes or residential homes whether Safe Link had a specialist ISVA for older people. This raised a discussion around under reporting of older victims, people with dementia and learning disabilities and not being a “credible witness”. SO’L confirmed that although not a specifically funded post, there are members of staff who are skilled at working with older groups of people.

TO thanked Sarah and Helen and assured them that he will see what work the Board can do to support this service.

3. Reducing Parental Conflict Pilot, Kay Burton from the Young Victims Service updated the Board. She summarised the background around the pilot. Research evidenced that parental conflict affects children’s mental health and leads to them having poorer outcomes. This relates to social stresses and managing interrelationships not domestic abuse or violence.

A mapping exercise is currently being undertaken for local services and partner agencies identifying parents who are struggling.

Four modules of training will be offered at the end of February into March.
Module 1: introduction into parental conflict.

Module 2 and 3: this training is aimed at practitioners with practical tools to identify and to support parents.

Module 4: is aimed at supervisors and managers to help them support the training that is delivered in organisations and tailor ongoing training.

The aim of the pilot is to ensure that this issue is kept on agendas and how to embed practice into strategies etc.

TO asked whether an evaluation process was built into this model and asked for Kay to feedback to this Board in twelve months with detail around the vulnerability of adults. **Action.**

Agenda Item 4:	Minutes of last meeting (10 th September) and matters arising
Presenting:	Tony Oliver
Discussion/Challenge:	

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

TO went through the outstanding actions which are updated below.

Item 5 (i) b Out of area placements: TO explained that he had no response to his letter asking for Somerset County Council to share any good practice. LM believed that the outcome of the SAR had been shared and agreed to chase and ask for this to be sent to LT. **Action.**

GH gave an update. He explained that a regional framework is being developed looking at placement activity and a compliance review process. This replaces the responsibility on hosts and will strengthen consistency. This will be in place in April. As part of that work ADASS are looking at a number of risk tools which will be developed to assess areas of risk of placements. He felt this was a strong development particularly for LD.

GH also gave an update on the ongoing situation with the Information Governance specific judgement with a care home owner who has challenged the local authority on its compliance. This is currently going through the second stage appeal. Presently, the local authority and the CCG have no more rights than family or friends to look at certain records within care homes. It has been advised that the local authority will be successful in their appeal and GH stated that he is keen that the judgement is upheld as a formal, national decision.

TO reminded the Board that GH had originally been asked to give assurance on compliance with placing and receiving in and out of area service users. He asked the Board whether with the update above, they were happy to close this action. **The Board agreed.**

Item 5 (i) P&P Medication Error Protocol. It was agreed at the September Board that Rosi Shepherd would provide an update on why providers were changing the way they prescribe drugs. Helen Wilkinson, Principal Medicines Optimisation Pharmacist (BNSSG CCG) came to Board to present an update why pharmacies are reviewing or withdrawing the use of multi compartment compliance aids. TO had also asked for this to be added on the risk register. Helen's presentation is attached to the minutes. **Action.**

The Board discussed how this causes delays; has funding implications; makes it difficult to support people in the community; puts a huge responsibility on unregistered staff; adequate training of pharmacists to assess mental capacity and pharmacists only having to comply with the equalities act.

DLE felt it was necessary for the Board to highlight the risks. TO explained that at the South Glos Board he has asked them to look at the last quarter's data around medication errors, which has increased and to see if this relates to the withdrawal of Dosett boxes.

It was agreed to keep this on the risk register until the Board had seen Helen's business case.
Action.

Agenda Item 5:	Standing agenda items:
Presenting:	As below
Discussion/Challenge:	

5 (i) Boards risk register (TO)

1. Potential impact of the new safeguarding children partnership arrangements. JB confirmed that the strategic leads were not meeting until January but confirmed that transitions will be important as well as exploitation and the need to continue working together. She will be able to update the Board in more detail in March. It was **agreed** to update the risk register as above and to maintain the risk at "3". **Action.**
2. Shrinking resources and agency capacity. This is graded at "12". It was agreed that nothing had improved or changed to reduce this risk. DLE suggested adding how Board partners engage with the wider community and how they engage with their own organisations; how to monitor the Board's assurance. It was also agreed to add this as a separate risk. **Action.** Dissemination to frontline practitioners and seeking assurance that messages/learning from the Board are embedded in daily practice.
3. Changes to DOLS legislation - LPS. TO updated the Board. He explained that the draft code of practice is due in March with the new legislation being in place "not before" October 2020 with a 12-month rolling period with DoLS and LPS running alongside each other. The risk was acknowledged around the high volume of training which cannot be prepared before draft guidance is published.

The Board held a discussion around the meaning of "risk" in this instance, and whether it was a risk of harm to people. Board members felt that although there was a risk in training needs, that people will "step-up" and deal with it; that a lot of preparation has already been undertaken with an example of a recent nurses conference.

EP reflected what are the risks that impact on the work of the Board, for example, that there may be more SARs due to the increase in number of applications into the local authority. It was agreed that Dameon Caddy's view would be sought. LT to invite DC to Board in March. **Action.**

4. Medication Errors: TO referred to Helen's earlier informative presentation on Dosette Boxes. It was agreed that the likelihood was that the risk would increase. **Action:** amend to "4" and evidence key points that Helen made in her presentation.

It was agreed to consider the impact of Brexit and delays in medication in due course.

5 (ii) Review of Board membership (TO)

TO explained that to ensure the effectiveness of the Board and to maintain attendance of core partners he is asking Board members to review membership. He explained that a recent meeting had been held with TO, DLE and JB to formalise the Sub-Group Chairs meeting. Sub-group chairs now no longer need to attend Board and a summary is presented by JB, as the Sub-Group Chairs Meeting representative.

It was agreed to ask the following people to sit on the Board: **Action**

- Helen Heskins to approach Matt Lenny, Director of Public Health
- TO to ask Sarah O'Leary from Safelink **Addendum:** TO has asked SOL who has agreed to be a Board member.

As representation from local authority is top heavy it was agreed that HV will discuss with Sheila Smith, Director, who should be present. **Action.**

Discussion was held around housing providers and how to disseminate information across these providers as well as home care and care home providers. EP and GH agreed to check with Mark Hughes, Head of Housing whether there was a forum for housing providers or who could represent housing providers on the Board. **Action.**

It was noted that Liz Griffiths attends the Board from Alliance, which is both a housing and a care home provider. GH agreed to contact Liz to encourage attendance. **Action.**

TO agreed to put together and circulate proposed changes to the Board. **Action.**

5 (ii) LSAB Sub-Group Chairs summary: (JB)

JB explained the new way of working of this group with each sub-group reporting on: engagement; risk; progress; what has gone well; and the focus on the next quarter.

Comms sub-group: This was Anne Ray-Rowley's last meeting.

- An easy read leaflet has been produced in conjunction with People First. **Action:** LT to upload onto website and distribute the link to Board members for further distribution.
- Quality of referrals: the sub-group will be promoting what a "good" referral looks like by devising an anonymous referral which will be disseminated.
- The Board is being asked to help them find a replacement chair for Anne. **Action.** This was discussed. It was agreed that Helen Heskins will also ask Matt Lenny Director of Public Health whether there is anyone within the public health team that he could propose. **Action.**

L&D sub-group: The potential of a possible conflict of interest was raised at the sub-group with the Chair being asked to raise this at the Sub-Group Chairs Meeting. It was agreed to look at adapting the Board's Memorandum of Understanding template to clarify confidentiality etc. **Action.**

It was noted that South Glos LSAB is interested in doing some joint working.

DOLS/LPS: DC will produce a scoping document which will be presented to the Sub-Group Chairs Meeting in March and then to Board in March. **Action.** HV will pick up the potential risk of the huge training burden and consequent funding with ADASS. **Action.**

P&P: People in a position of Trust: This is currently a regional protocol. North Somerset need a local protocol. Agreement is needed as to whether the local authority will take the lead or whoever receives the referral will deal with it. A task and finish group will be convened to complete this protocol. JB will coordinate and update at Board in March. **Action.**

Q&P: Survey which is currently out is around methods of raising concerns or referrals. The survey was held at the recent Provider's event and is also being sent out to key partner agencies. JB will provide a summary report to the Board in March. **Action.** The sub-group will then carry out an audit on the quality of referrals/concerns.

The conversion rate of contacts and referrals is low. The sub-group will drill down on this data. **Action.**

Performance data update: A hard copy of data produced by the local authority was circulated to the Board. JB clarified that the Q&P sub-group want to focus on conversion rates which are low.

TO suggested that if Board members had any specific questions for the Q&P sub-group on the data to email them through LT. **Action.**

SAR update: TO referred Board members to the spreadsheet which updated where, as a Board, we are with any current SARs. He explained that regarding SAR no. 3, he has written to Johnny Mercer, MP around PTSD and vulnerability of ex-service men. He has not yet fully absorbed this response and will hold this action open for March Board. **Action.**

Tackling Exploitation: TO confirmed that he has someone in mind, who is interested in attending the sub-group.

It was agreed that the new way of reporting from the sub-groups was much improved.

Agenda Item 6: Policies: Concern for Welfare Policy
Presenting: Tony Oliver
Discussion/Challenge:

As VC was not at Board TO updated. He explained that a draft of the policy was circulated in October. This was the first occasion a number of people had seen the document. This raised conversations at the Sub-Group Chairs Meeting about capacity amongst, specifically local authority and AWP. TO wrote to C/supt Will White on behalf of the Board. He also wrote to Jo Walker CEO, North Somerset Council and raised this at the South Gloucestershire local safeguarding adults board. No one had seen the policy. Will White advised that a consultation was held in June, TO believes that this was effectively an internal consultation. The policy went live on 4 November and is now new police practice. Although TO fully support the principals of the policy there is a concern around capacity of partner organisations.

HV let the Board know that she and Paul Morris are due to attend a regular police liaison meeting. HV also let the Board know that the “out of hours” contract is up for review so opportune timing. She will feedback at the March Board. **Action.**

Agenda Item 7: Key Messages from the Provider Event and theme for 2020
Presenting: Tony Oliver
Discussion/Challenge:

TO referred members to the key messages from the day which were circulated with the agenda.

JB suggested that the Board is given the opportunity to feed ideas and topics to the next event, showing the link between the Board and the Provider Event.

Agenda Item 8: AOB
Presenting:
Discussion/Challenge:

Self-Neglect Policy: This has been completed by the P&P sub-group and is now uploaded in draft, onto the safeguarding website. TO asked that any comments are emailed to LT by the New Year. **Action**

[NSSAB002.1 Self-Neglect Policy](#)

Agenda Item 9: Key Messages

Presenting:

Discussion/Challenge:

TO suggested that SafeLink and the importance of its work is the key message from today's Board.

Next Meeting: 17th March 2020 @ 2.00pm, National Probation Offices, Worle

ACTION LOG

		Lead	Date
Item 1: 2. SafeLives	Presentation uploaded with the minutes	LT	December
Item 1: 3 Reducing Parental Conflict Pilot	Kay Burton to attend Board in 12 months to feedback on evaluation process of the pilot.	KB	December 2020
Item 4: 5 (i) b Out of area placements	LM to chase outcome of Mendip SAR to be shared with Board.	LM	December
Item 4: 5 (i) P&P Medication Error Protocol	Multi Compartment Compliance Aids presentation uploaded with the minutes	LT	December
	Keep on the risk register until HW's business case is presented to Board	HW	March
Item 5 (i) Board's risk register	Potential impact of the new safeguarding children partnership arrangements: update at next Board	JB	March
	Shrinking resources and agency capacity: Add new risk as per minutes.	LT/TO	March
Item 5 (i)	LPS: DC to update at March Board	DC	March
Item 5 (i)	Medication Errors: risk to be amended.	LT/TO	March
Item 5 (ii) Review of Board membership:	Director of Public Health Safelink LA representation to be reviewed EP and GH to contact Head of Housing re housing providers GH to speak with Alliance rep to encourage attendance		March
Item 5 (iii) LSAB sub-group chairs	Comms: Upload easy read leaflet onto website	LT	December
	Sub-group chair to be identified Public Health to identify someone	Board HH	January
	L&D: Adapt MoU for potential conflicts of interest.	Sub G C	February
	DoLS/LPS: HV will pick up risks (as minuted) with ADASS	HV	March
	P&P: People in a Position of Trust: Task and finish group to be convened and updated at March	JB	March
	Q&P: to carry out audit on quality of referrals.	Q&P	February
	Q&P to analyse data on conversion rates of contacts and referrals.	Q&P	February
	Queries on data to be emailed to LT	Board	January
	SAR: Item 3 open action to be updated at March	TO	March
Item 6: Policies	Concern for Welfare Policy: HV will update March Board on new "out of hours" contract.	HV	March
Item 8: AOB	Comments back on Self-Neglect Policy to LT by New Year	Board	January