**

**Safeguarding Adults Board Meeting**

**15 June 2023, 09:30-12:30**

Wyndham Room, County Hall, Taunton TA1 4DY

and [TEAMS](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWMxNDgzNjQtMzRhMS00ZjliLTlhMTYtZjYxYzFmZmM0MmQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22b524f606-f77a-4aa2-8da2-fe70343b0cce%22%2c%22Oid%22%3a%22933a1483-44ea-43c9-809b-1ef590cafa67%22%7d)

**Present:**

* Michael Preston-Shoot (MPS) Independent Chair, SSAB
* Alison Jenkinson (AJ) – Avon and Somerset Police
* Bethany Briers-Jones (BBJ) – Tenancy Sustainment Officer, ABRI Housing
* Bob Champion (BC) – Healthwatch Somerset
* Cllr Dean Ruddle (DR) – Somerset Council, Lead Member for Adult Social Care
* Emily Fulbrook (EF) – Service Director, Adult Social Care Operational Services, Somerset Council
* Helen Orford (HO) - Managing Director, Discovery
* Jen Sharp (JS) – SSAB Business Support Assistant
* Julia Mason (JM)- Designated Nurse for Safeguarding Adults, NHS Somerset Integrated Care Board
* Kathy Smith (KS) Housing Officer, Golden Lane Housing
* Katy Buckle (KB) – Acting Service Manager, SWAN Advocacy
* Louise Mclellan (LMc) – Safeguarding Officer, Devon and Somerset Fire and Rescue
* Louise White (LW) – Safeguarding Lead, Somerset Council
* Lucy Macready (LMa) - Public Health Specialist, Community Safety, Somerset Council
* Lucy Martin (LM) – Department for Work and Pensions
* Natalie Green (NG) - SSAB Business Manager
* Niki Shaw (NS) – Strategic Manager: Quality & Performance, Adult Social Care, Somerset Council
* Rachel Handley (RH) - Consultant in Public Health, Somerset Council
* Richard Painter (RP) – Director of Safeguarding for Somerset NHS Trust
* Shelagh Meldrum (SM)- Chief Nursing Officer, NHS Somerset Integrated Care Board
* Superintendent Richard Turner (RT) - Avon and Somerset Police
* Trudy Craig (TC) – Head of Quality and Governance, Somerset Care Ltd

**Apologies:**

* Ali Porter - Department for Work and Pensions
* Amanda Robinson – South Western Ambulance Service NHS Foundation Trust (SWAST)
* Becky Arrowsmith – Safeguarding Lead, Golden Lane Housing
* Carolyn Smith (CS) – Principal Social Worker, Strategic Lead for Safeguarding and DOLS, Somerset Council (Louise White representing)
* Claire Evans – Senior Probation Officer, National Probation Service
* Deborah Bilton – South Western Ambulance Service NHS Foundation Trust (SWAST)
* Gillian Keniston-Goble – Manager, Healthwatch Somerset
* Hayley Nicholls – Shared Lives South West
* Hilary Robinson – CEO, RCPA Ltd
* Jane Spencer – Tenancy Sustainment Manager, Abri Housing Association
* Janet Quinn – Devon County Council
* Julie Bingham – Live West Housing Association
* Liz Spencer – Head of the National Probation Service - Probation Service
* Lucy Divers – Advanced Customer Support Senior Leader, Avon, Somerset and Gloucestershire, Department for Work and Pensions
* Mel Lock – Director of Adult Social Services, Somerset County Council
* Paul Chapman – Inspection Manager, Care Quality Commission (South West)
* Richard Pitman – Representative of people who use services and the voluntary sector
* Sarah Ashe – Associate Director of Quality and Nursing, NHS Somerset Integrated Care Board

**Circulation:**

All SSAB Board Members

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| **Retention of notes** |
| The master set of these notes and background papers are held by SSAB Business Manager. Please destroy your copy when you have finished with it and use the master set for future reference. |
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| **Item** | | **Action by** |
| **1** | **Welcome, introductions and apologies:** |  |
|  | Members were welcomed to the meeting by MPS. |  |
| **2** | **Notes of previous meeting and matters arising (February 2023) and action tracker** |  |
|  | The minutes of the meeting held on 14/02/2023 were **agreed** as accurate, with no proposed redactions to the version for publication. Minutes to be published on the website.  The action tracker was reviewed, and it was **agreed** that actions 4, 6, 8, 12-15, 17-19, 24 and 25 had all been completed.  It was **agreed** that actions 1-3, 5, 7, 9-11, 16, 20-23 were all currently ongoing but being addressed. | **NG, JS** |
| **3** | **Chair’s Address: National and Regional Updates, SAR Progression** |  |
|  | National Updates:  Concern across multiple SAB chair areas regarding the Home Office’s policy regarding asylum hotels and dispersal of people seeking asylum whose status was not yet resolved. If there are any safeguarding concerns relating to this, attendees were advised to contact the sub-contractors used by the Home Office, in the first instance, and if an unsatisfactory response was received, then please contact the SSAB Business Unit.   * Local authorities and ICBs were not being notified in advance by the Home Office, when there were proposals to increase the number of people being accommodated in asylum hotels. * Concerns as to when people were dispersed from their initial hotel accommodation, that there was minimal notification to LAs and ICBs, of those with healthcare needs or care and support needs.   There were 2 concerns from national SARs raised using the protocol agreed with the Department of Health and Social Care (DHSC).   * Teeswide SAB triggered an escalation relating to adult exploitation and the need for clearer definition and stronger guidance from the DHSC about how services should respond. A response is expected which requires ministerial approval before the summer recess. MPS to update attendees, once a response is received, due to relation to local SAR ‘TM’. * Interpretation of Care Act Section 42 – a number of SARs expressing concern regarding how this section is understood and how local authorities manage it, particularly when it causes enquiries to be made by other services. MPS to circulate the response. We will compare local arrangements with what we escalate nationally and what was the Department’s response.   There are concerns about national mental health.   * There is a shortage of Section 136 beds and suites. * Police time is being taken responding to mental health crises – The Metropolitan Police’s letter regarding ‘Right Care, Right Place’ has prompted discussions regarding when the police should be responding. * There is disproportionality in relation to the application of mental health law, particularly regarding Black Caribbean, Black African and Black British men. * Fire deaths – several national SARs have highlighted a lack of knowledge regarding fire deaths, particularly in the context of hoarding. It may be beneficial to run audits locally on people’s awareness of home fire safety as well as fire safety in care homes and nursing homes. A national review has been suggested on powers available to the Fire and Rescue Service, to enter people’s homes where there is significant risk.   + LMc and NS to share information regarding safeguarding/welfare referrals to Fire and Rescue.   There was concern whether there are sufficient DWP safeguarding referrals being made regarding vulnerable claimants and claimants at risk. Nottingham City have published [SAR ‘Billy’](https://www.nottinghamcity.gov.uk/media/3377147/billy-final-sar-for-publication-11th-may-2023.pdf) and [SAR ‘Valentina’](https://www.nottinghamcity.gov.uk/media/3377231/sar-valentina-final-for-publication-may-2023.pdf), both involving individuals losing entitlement to benefits with no adult safeguarding concerns raised.   * NS, LM and EF to link and explore how to capture referral sources more effectively going forwards, action plan to be created. * DWP Conference with the Vulnerable Customer Lead in Swindon (06/07/23), NS invited to attend to discuss the process of referral to local authority teams. DWP Advanced Customer Service Lead role has recently been introduced, making one person responsible for safeguarding referrals. Reassurance was provided that DWP have several internal processes to recognise and action safeguarding concerns.   Blackpool [SAR ‘Jessica’](https://www.blackpoolsafeguarding.org.uk/assets/uploads/SAR%20V%20final%20version%20280323%20Blackpool.pdf) and Sheffield SAR ‘P1’ both raise the issue of cross-agency communication, particularly where an individual moves across local authority boundaries and becomes ‘lost in plain sight’. There was family member involvement, which potentially limited services from reaching the individual and there was a lack of communication/professional curiosity from services – assurance was sought that services are communicating across local authority and other boundaries and concerns were escalated to the DHSC.  Regional Updates:  Updates from South-West Regional meeting last week:   * Torbay & Devon due to publish SAR ‘Hermione’. Once in public domain, NG to circulate to all Board members. * Suggestion that a regional conference should be organised focusing on self-neglect, due to its prominence in SARs across all areas in the South-West region. * ‘Right Care, Right Place’ – Police response to mental health crises within the region was discussed.   + Concern that people were contacting the police as initial response to non-emergency situations – stricter terms for identifying a statutory duty being triggered may be needed across the sector as well as the preferred/alternative approach in non-emergency situations.   + RP, RT and JM to meet and discuss in more detail.   The DHSC ‘[Safe Care at Home’](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1162213/Safe_Care_at_Home_Review_Easyread.pdf) report was published this week.  SAR Progression:  MPS now chairs the SAR subgroup. There are a number of SARs currently in process of commissioning or already underway.   * Referral made: 1 * TOR Preparation:1 * Author set-up: 3 (including a thematic review for 5 cases) * Information collation: 4   There will be a second national analysis of SARs, with a specific focus on edge of care, as well as people experiencing homelessness and discriminatory and organisation abuse.  Somerset SAB need to ensure that all published SARs are uploaded to the SAR library. | **MPS**  **MPS**  **NS, LMc**  **NS, LM, EF**  **NS**  **NG**  **RP, RT, JM**  **NG** |
| **4** | **Reduction in ICB Running Costs** |  |
|  | The ICB is currently under pressure to seek reductions in running costs, with an expectation of 20% savings to be made this financial year and a further 10% next financial year.  Assurance was given to the Board that safeguarding is not an area where costs will be reduced, due to safeguarding being a statutory obligation. |  |
| **5** | **Performance Report** |  |
|  | NS presented the quarterly SSAB Performance and Quality Report analysis (May 2023) to the Board. Confidence from Board members about how well data is utilised rose from 61% to 65%. Other findings were broken down into 4 previous themes of the Board’s strategic plan:  Listening and Learning   * There remains a need to review/enhance Board’s ability to hear from lived experiences*. Action taken: P&Q subgroup invited Leeds SAB to its most recent meeting to learn from its ‘Talk to me, Hear my voice’ approach. This learning will inform a local task and finish group to take forward co-production activity with Somerset residents informing SSAB policy, public awareness raising and self-neglect work.* * There has been a reduction in number of Local Authority Adult Social Care safeguarding complaints. * Making safeguarding personal – slight decline in individuals being asked what their desired outcomes are, down from 93.7% to 90.4%. However, enquiries where people were asked and outcomes were expressed, in 100% of these cases the desired outcomes were achieved. *Action taken: to maintain focus on this area.*   Enabling People to Keep Themselves Safe   * SSAB Communication channels continue to perform well. Both Twitter followers and website traffic have increased and the Board has also started promoting/preparing for November 2023 Safeguarding Adults Week in partnership with other SABs in Avon & Somerset Constabulary’s area. * Overdue Adult Social Care reviews has started to improve in the last six months, however there are continued high – and rising – levels of overdue Adult Social Care assessments. *Action taken:**P&Q**subgroup invited EF to update on activity and plans in relation to overdue assessments and reviews. Detailed report received in May 2023, agreed to re-visit/monitor on quarterly basis with next report scheduled for August 2023.* * Somerset achieved the lowest levels of unmet homecare needs since March 2021 and remains at OPEL 1 (lowest) level escalation. * The merger of Somerset Foundation Trust with Yeovil District Hospital in April 2023 has impacted on levels of Safeguarding Adults Training compliance. *Action taken: SSAB Development Day May 2023 identified ongoing requirement to monitor training compliance and activity in relation to safeguarding and MCA.* * Government announced on 05/04/23 that Liberty Protection Safeguards are delayed indefinitely. *Action taken: P&Q subgroup to request assurances and an update report in relation to DoLS and MCA at its next subgroup meeting in August; this was also agreed at a recent SSAB Development Day as part of a wider assurance schedule.*   Working Together To Safeguard People Who Can’t Keep Themselves Safe   * 2022-2023 Safeguarding Adults Collection (SAC) recently submitted. The final national report is expected to be published in August 2023. Somerset’s final draft submission evidences the following:   + Fewer safeguarding concerns recorded again this year, but higher number of enquiries completed.   + The most common types of abuse were Neglect and Acts of Omission.   + The most common location remains the person’s own home.   + The highest source of risk was again an individual the person at risk knew.   + The risk was reduced or removed in 92% of concluded safeguarding enquiries.   + 100% of at-risk adults lacking capacity to make decisions were supported by either family, friends or another advocate, up from 98.8% in 2021/22.   Board Governance   * P&Q subgroup has now progressed and concluded an annual SSAB Effectiveness Survey (March 2023), preparing a detailed analysis report for the Board/Exec. *Action taken: SSAB Effectiveness Survey results shared at SSAB Development Day and also shared with SSAB Exec in June 2023.* * Safeguarding Adult Reviews: During 2022/23, Somerset concluded a total of 5 SARs. As of early May 2023, the SSAB was awaiting information to inform a SAR decision for 1x referral, was at author set-up stage for 2x SARs and 5x Thematic Reviews, was at IMR collection stage for a further 2x SARs and had an author reviewing a further 1 SAR.   It was requested that the Safeguarding Adults conversion rate be broken down by organisation, to be actioned in the next performance report.  Suggestion that the Board should be connecting with banks, post offices etc. regarding financial abuse. NS confirmed this was mentioned by Leeds SAB and something that could be taken forward by the Board.  NS to touch base with Jordan Coates, Fraud Protect Officer for Avon and Somerset Police.   * An invite to a cyber crime and fraud prevention webinar has also been circulated to the Board, organised by the same department. AJ to forward to NS to ensure this is received. * An event is being held at the end of the month re: Organisational Abuse. LW to forward details to MPS for attendance. | **NS**  **NS**  **AJ, NS**  **LW** |
| **6** | **Annual Report** |  |
|  | The Annual Report was presented to the Board, the Report was **agreed** for publication.  The Annual Report would be presented at ASC Scrutiny Committee and the Somerset Board (previously the Health and Wellbeing Board). The dates would be confirmed with Democratic Services and MPS and DR invited.  SSAB Business Unit would liaise with Discovery to create an easy-read version of the Annual Report and Strategic Plan to improve accessibility.  There was some noticeable variation in level of detail given from some organisations. The SSAB Business Unit will look at implementing a standardised template next year, so providers are all producing and sharing the same relevant information. | **NG, JS**  **NG**  **NG** |
| **7** | **Strategic Plan** |  |
|  | The Strategic Plan was presented to the Board, which captured learning that emerged from the Development Day, as well as what our data and intelligence informed us.  The Board **agreed** The Strategic Plan for the 2023-2026 for publication  Comments to note were:   * An easy read version to be produced. * To reflect further on what measures/indicators will be used to judge performance against the strategic plan. To be taken forward by the P&Q subgroup. | **NS, JS**  **NG**  **NS** |
| **9** | **QI Lead for Safeguarding – End of Role Report** |  |
|  | An end of role report produced by Jo Hawkins regarding the Quality Improvement Safeguarding Lead post was presented to the Board. It highlighted the Mental Capacity Competency Framework that required further embedding in Somerset. The outcome was a training framework being established that could be accessed virtually for all partners across the health and social care system.  A pilot was rolled out across multiple organisations/services with the following findings:   * There were not always systems and quality improvement facilitators in place to support the role. * There was a willingness by providers across the health and social care system to engage with the QI work. * There was a mixed understanding about what this might involve and the value of QI work. * Providers did not always have the capacity to capture data to evidence effective change. * A system wide culture change was felt to be required to shift from reactive to proactive. * Regarding SAR’s, DHR’s and CSPRS’s, recommendations need to be smart with measurable outcomes as a primary focus (this has also been identified within the Board).   MPS requested the P&Q Group look at whether there is more the SSAB could be doing regarding QI – to make any follow up recommendations. | **NS** |
| **10** | **Regional Joint Safeguarding Adults Policy** |  |
|  | A full review of Regional Joint Safeguarding Adults Policy by the SSAB and our regional SABs had been undertaken.  The Policy had been updated with links and policies.  The policy features in some contracts with care providers – it is important to be aware that while this is a core corporate policy of statutory elements, there is also local guidance tailored specifically to Somerset on our website.  The Regional Joint Safeguarding Adults Policy was **approved** for publication. | **NG, JS** |
| **11** | **CQC Preparation** |  |
|  | Adult Social Care departments are to be inspected by CQC with a single word judgement outcome. There are 5 pilot sites where aspects of reassurance framework will be tested over the Summer. After the 5 pilots are completed, there will be a slight pause before the next tranche of inspections are announced and undertaken.  Assessments will focus on 4 overarching themes:   1. How local authorities work with people 2. How local authorities provide support 3. **How local authorities ensure safety within the system** 4. Leadership   ASC are looking to request a commissioned Local Government Association peer review in January-March. Lots of internal preparation is being done and key stakeholders are being made aware of the upcoming inspection – the CQC framework has a clear focus on feedback from partners and stakeholders as well as service users and carers.   * To request space for adult safeguarding within peer review. Other areas of priority are still being finalised. * Somerset, Devon and Gloucestershire (SW Regional Partners) to support each other in terms of critical friends and external peer reviews.   The SSAB is asked:   * To note developments in relation to new regulatory assessment framework of adult social care, related preparation activity within Somerset Council, and the associated expectations on/of key stakeholders. * To confirm ongoing plans for the Board and its members to contribute to and support ongoing local and national assurances in relation to Theme 3 by the end of July   An action plan has been created in response to an internal self-assessment.   * Noticeable absence of narrative/feedback (particularly positive) from service users in Somerset. Partners to provide this if possible, or link with service users who would be interested in providing this feedback. * Meeting to be arranged for Board members to provide detailed feedback on the quality statements from self-assessment, opinions on accuracy and how to action/evidence.   Workforce preparation is a priority, ensuring that practitioners and operational managers understand what to expect and the importance of preparedness.   * An inspection preparation booklet with FAQs has been prepared, providing tailored information to specific teams – due to be published and distributed soon. | **EF**  **ALL**  **ALL**  **ALL**  **NG, EF, NS** |
| **12** | **SSAB Effectiveness Survey** |  |
|  | The SSAB Effectiveness Survey aims to monitor the Board’s performance. It is based on 12 effectiveness statements outlined within a national adult safeguarding improvement tool. The most recent survey was issued throughout March and it received a 30% response rate from Board/subgroup members.  Since the previous survey, 5 of the effectiveness statements saw improved confidence levels.   * *Board partners/members work in an atmosphere and culture of cooperation, mutual assurance, accountability and ownership of responsibility.* * *There are clear policies and protocols in place that integrate agency procedures in relation to adult safeguarding.* * *The SSAB provides challenge and support on the outcomes for and experiences of people needing services and the impact and effectiveness of service delivery to its member organisations.* * *The Board/partnership uses data, information and intelligence to identify risks and trends and formulates action in response to these.* * *The Board has good quality legal, medical, nursing, social work and other advice available to it as necessary.*   Levels of confidence had reduced in the remaining 7 statements.   * *The SSAB demonstrates effective leadership and coordinates the delivery of adult safeguarding policy and practice across all agencies, with representatives who are sufficiently senior to get things done.* * *The SSAB has a clear understanding of how well it is performing and what difference it makes through regular self-assessment and benchmarking, and has a positive attitude to learning and improvement across partners.* * *Partners contribute human and financial resources to the SSAB to enable it to function effectively.* * *The SSAB safeguards adults both proactively, through awareness raising and prevention of abuse and neglect, and responsively, by creating frameworks to effectively respond once concerns are raised.* * *Reporting mechanisms (to the SAB and from the SAB to the Council and the Boards of partner organisations) are clear and effective.* * *There are mechanisms in place to ensure that the views of people who are in situations that place them at risk of abuse and carers inform the work of the SAB.* * *There are strong links between the SSAB and other local partnerships.*   The full report provides a detailed breakdown of each response including detailed feedback, a summary of key strengths and of areas requiring further development.   * To start production of the document ‘You Said, We Did’; to include action plan with particular focus on the areas with decreased levels of satisfaction. * Other Board members will be invited to contribute following the completion of the initial draft. | **NG** |
| **13** | **Board Governance Matters** |  |
|  | A Board development day was proposed for later in the year, focusing on governance.  MPS provided clarity that the Board is responsible for ensuring that the statutory guidance and section 43 roles and responsibilities are met. The Executive’s and subgroups’ function is to enable the Board to complete and comply with its statutory duties.  The Board does not have a budget available that enables it to meet its statutory responsibilities but is currently supported through annual contributions from statutory partners when funds are requested, mainly for SAR’s.   * Second development day to be arranged. | **MPS/NG** |
| **14** | **Any Other Business** |  |
|  | Board members were made aware of the [Social Work Sessions podcast](https://open.spotify.com/show/5TaLACWIBeYUjPObEw5J0q?si=aff1cb3a5dff41d8) created by Carolyn Smith, which provide information through discussions with people in social work, from the front line, academia and elsewhere.   * A further podcast will be released, featuring MPS, at the end of the month with the theme ‘Making Safeguarding Personal’.   MPS formally thanked Cllr Heather Shearer for her contributions during her time as the Somerset Council Lead Member for Adult Social Care.  It was requested going forward, that the Agenda is circulated sooner, to allow more time for attendees to read and familiarise themselves prior to the meeting. |  |
| 12:30 CLOSE | | |
| **Future Board Meeting dates**  25th October 2023, Microsoft Teams Meeting. 09:30-12:30 Venue TBC | | |