



# Safeguarding Adults Board Meeting

25 October 2023, 09:30-12:30

[TEAMS](#)

## Present:

- Michael Preston-Shoot (MPS) Independent Chair, SSAB
- Alison Jenkinson (AJ) – Partnership Liaison Manager, Avon and Somerset Police
- Barbie Markey (BM) – Housing Specialist, Somerset Council
- Bethany Briers-Jones (BBJ) – Tenancy Sustainment Officer, ABRI Housing
- Carolyn Smith (CS) – Principal Social Worker, Strategic Lead for Safeguarding and DOLS
- Dawn Graham (DG) – Director of Operations, Discovery
- Gillian Keniston-Goble – Manager, Healthwatch Somerset
- Hilary Robinson – CEO, RCPA Ltd
- Julie Hall – Regional Manager Neighbourhoods, LiveWest
- Julia Mason (JM)- Designated Nurse for Safeguarding Adults, NHS Somerset Integrated Care Board
- Kathy Smith (KS) Housing Officer, Golden Lane Housing
- Katy Buckle (KB) – Service Manager, SWAN Advocacy
- Louise White (LW) – Safeguarding Lead, Somerset Council
- Liz Spencer – Head of Somerset Probation Delivery Unit
- Lucy Macready (LMa) - Public Health Specialist, Community Safety, Somerset Council
- Natalie Green (NG) - SSAB Business Manager
- Niki Shaw (NS) – Strategic Manager: Quality & Performance, Adult Social Care, Somerset Council
- Philip Boyce (PB) - Safeguarding & Closed Cultures, Care Quality Commission
- Stephen Boland (SB) – Housing Specialist, Somerset Council
- Superintendent Richard Turner (RT) - Avon and Somerset Police
- Trudy Craig (TC) – Head of Quality and Governance, Somerset Care Ltd
- Wendy Dootson (WD) – Head of Safeguarding, Somerset NHS FT

## Apologies:

- Bob Champion (BC) – Healthwatch Somerset
- Claire Evans – Senior Probation Officer, National Probation Service
- Cllr Dean Ruddle (DR) – Somerset Council, Lead Member for Adult Social Care
- Deborah Bilton – South Western Ambulance Service NHS Foundation Trust (SWAST)
- Emily Fulbrook (EF) – Service Director, Adult Social Care Operational Services, Somerset Council
- Hayley Nicholls – Shared Lives South West
- Helen Orford (HO) - Managing Director, Discovery
- Louise McClellan (LMc) – Safeguarding Officer, Devon and Somerset Fire and Rescue


- 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
- Rachel Handley (RH) - Consultant in Public Health, Somerset Council
- Richard Painter (RP) – Director of Safeguarding for Somerset NHS Trust
- Sarah Ashe – Associate Director of Quality and Nursing, NHS Somerset Integrated Care Board
- Shelagh Meldrum (SM)- Chief Nursing Officer, NHS Somerset Integrated Care Board

**Circulation:**


All SSAB Board Members

**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.

Item		Action by
1	<b>Welcome, introductions and apologies:</b>	
	<p>Members were welcomed to the meeting by MPS. MPS wished the meeting to note that it was the last Board that Superintendent Richard Turner (Dickon) would be attending, due to his impending retirement from Avon and Somerset Police. MPS thanked Dickon for all of his hard work for the Board and wished him well for his future, and his next role as the Safeguarding Lead for England Netball.</p>	
2	<b>Right Care, Right Person</b>	
	<p>The Board was given a presentation on Right Care, Right Person by AJ of the Avon and Somerset Police. The project is being headed by CI George Headley, who will advise the Board on the timescale for its implementation when it has been agreed with partners. Its objective is for the right organisation to support the person/incident, but it was emphasized that the Police will always react to crime and risk to life.</p> <p>A copy of the presentation is below:</p> <div data-bbox="331 1749 384 1809" style="text-align: center;">  </div> <p data-bbox="284 1816 437 1868" style="text-align: center;">RCRP ASC Initial Briefing.pptx</p> <p>The Police were invited to link with the Safeguarding Team, so they could get a better understanding of their role and those within Adult Social Care, to aid the Right Care, Right Person.</p>	<b>CS/AJ</b>

	It was <b>agreed</b> that the Police would provide enactment data for S136's to the Board via the Performance and Quality Assurance Subgroup (NS)	<b>AJ/NS</b>
<b>3</b>	<b>Notes of previous meeting and matters arising (June 2023) and action tracker</b>	
	<p>The minutes of the meeting held on 15/06/2023 were <b>agreed</b> as accurate, with no proposed redactions to the version for publication. Minutes to be published on the website.</p> <p><b>Matters Arising</b> – MPS updated the Meeting on the following:  SAR Molly – a request has been made to the Department of Health and Social Care that there should be a nationally recognised definition of sexual exploitation for services involved in adult safeguarding, and that there should be guidance on how services, including adult safeguarding, should respond to cases of sexual exploitation, like Molly's. A definition of sexual exploitation needs to be added to the types of abuse and neglect in the statutory guidance that accompanies the Care Act, but there will be no change ahead of the next general election.</p> <p>Ministers are considering whether Section 42, currently configured in the Care Act, is fit for purpose. It is also considering whether the associated guidance, that accompanies Section 42, is similarly fit for purpose now that we've had several years' experience of it.</p> <p>NG to circulate the slides that DHSC produced, in response to the escalations.</p> <p>SAR Hermione was discussed with the learning outcomes. The SAR would be circulated with the notes of the Board.</p> <p>A development day will take place in January and will be split into 2 parts. The morning will be used to review the learning from completed SARs, common themes and how these have been addressed. The afternoon would use this to consider how the Strategic Plan needs to be updated to reflect this.</p> <p>The actions within the tracker were discussed with updated actions.</p> <p>Action Tracker  The action tracker was reviewed, and it was <b>agreed</b> that actions 2, 3, 5, 8, 12, 20, 21 had all been completed.</p>	<p><b>NG</b></p> <p><b>NG</b></p> <p><b>NG</b></p>
<b>4</b>	<b>Update on Safeguarding Adult Reviews</b>	

	<p>Currently there are 12 SARs being reviewed. They are at the following stages:</p> <p>Awaiting Author Agreement: 1  Information collation for the Author: 5  Awaiting inquest outcome: 1  Pre-Learning Event: 1  Post Learning Event, awaiting draft report: 4</p> <p>The SAR Subgroup also have 3 cases which are being considered for referral to become SARs.</p> <p>There was discussion about the high number of SARs that Somerset were currently reviewing. The Board was offered several reasons, some SARs were historic, due to delays imposed by Covid and how we consider the reason for commissioning SARs.</p>	
<b>5</b>	<b>Homelessness Reduction Act and Housing Update</b>	
	<p>BM, a Principal Housing Specialist, from Somerset Council, kindly gave the Board a presentation on the Homelessness Reduction Act 2017 and how it worked in operationally.</p> <p>The Act is a law that aims to prevent and reduce homelessness in England by placing new duties on local authorities. It requires them to:</p> <ul style="list-style-type: none"> <li>• Provide advice and assistance to anyone who is homeless or at risk of homelessness, regardless of their priority need status, local connection, or intentionality.</li> <li>• Assess the needs and circumstances of each homeless applicant and agree on a personalised plan to help them secure or retain accommodation.</li> <li>• Take reasonable steps to prevent homelessness for those who are threatened with it within 56 days, and to relieve homelessness for those who are already homeless.</li> <li>• Refer cases of homeless applicants to another local authority if they have a connection there and consent to the referral.</li> </ul> <p>It is based on the principles of early intervention, prevention, and co-operation. It aims to improve the outcomes for homeless people and reduce the costs and pressures on local authorities and other services.</p> <p>Currently there are 11,000 registered on Homefinder for Somerset, a 34 % increase in the last eight years.</p> <p style="text-align: center;">   Homeless Reduction  Act 2017.docx </p>	

	<p>Cases where there is adult social care involvement is may go to the creative solutions board, but attendance from Adult Social Care needed to be clarified. It was <b>agreed</b> that CS would review Adult Social Care attendance at the complex case boards.</p> <p>MPS thanked both Barbie and Stephen for their presentation and expressed it had been an extremely useful update which had provoked discussion.</p>	<b>CS</b>
<b>5</b>	<b>Performance Report</b>	
	<p><b><u>SSAB Strategic Plan (2023 – 2026) Priorities</u></b></p> <p>The following aspects of performance and assurance align to the priorities of the Performance &amp; Quality Assurance subgroup following the recent publication of the new SSAB Strategic Plan (2023-26):</p> <p><b><u>1. Community Engagement</u></b></p> <p>A <b>public-facing SSAB consultation survey</b> was launched 8<sup>th</sup> August – 30<sup>th</sup> September 2023 to start our broader citizen-led engagement work plans. The survey aims to hear people’s views about safeguarding and what safeguarding means to them, as well as where they would seek information and help from, and is being widely promoted across the Somerset system: <a href="https://somersetcouncil.citizenspace.com/public-health/somerset-safeguarding-adults-survey">https://somersetcouncil.citizenspace.com/public-health/somerset-safeguarding-adults-survey</a></p> <p>The response rate was very low despite repeat promotion across a wide variety of public and partnership-facing communication channels, attracting just 26 responses in total. An analysis of themes and intelligence emerging from survey is now being undertaken and will help inform the Board’s upcoming November 2023 awareness campaign to coincide with Stop Adult Abuse week as well as support ongoing ambitions linked to co-production and involving individuals with lived experience of safeguarding.</p> <p><b>Making Safeguarding Personal:</b> Based on latest 2023/24 financial year data (April-Sept 2023), of the 338 Section 42 safeguarding enquiries undertaken to date, individuals or their representatives were asked about their desired outcomes in 88.7% (300) of cases. Whilst the Performance and Quality subgroup will continue to monitor performance in this area as it represents a small decline on previous yearly averages (<i>91% in 2022/23</i>), local performance exceeds latest available national (81%) and peer group (78%) averages.</p> <p><b>Service User experience and stakeholder feedback:</b> To date, only 1 safeguarding complaint has been raised this financial year to date (to end of Sept 2023). This follows a downward trend over recent years both</p>	

within the Council itself and at Ombudsman level. The Local Authority continues to monitor stakeholder/service user feedback relating to all aspects of its service.

The local care provider market quality, stability and capacity, 81.8% of active social care settings in Somerset were rated 'Good' or 'Outstanding' in Sept 2023. There has been a steady trend since Dec 2022 (attributed to the CQC's current approach of only inspection 'high risk' providers until the launch of their single assessment process in November 2023). Care provider quality continues to be monitored by the county's multi-agency Commissioning and Quality Board.

## **2. Understand And Manage Self-Neglect**

Latest 2023/24 SAC data (to the end of September 2023) reveals there have been 42 individuals involved in 42 safeguarding enquiries where self-neglect was identified as the abuse category (39 s42 enquiries and 3 non-statutory pathway).

## **3. Promotion Of The Somerset Safeguarding Adults Board**

'Social Work Sessions' podcast promoting safeguarding adults and SSAB: The SSAB Independent Chair and Somerset Council's Adult Social Care Safeguarding Service Manager have both contributed to 3 of the 6 episodes of the new public-facing 'Social Work Sessions' podcasts. There were 646 subscribers to the SSAB newsletter following a cleanse of de-activated accounts; there had been 37 new subscribers since the last quarterly report in May. Twitter followers stood at 1,159, up slightly on the last quarterly report. In March 2023, the website attracted its highest number of page views (9,649), very likely due to increased interest/traffic associated with the Conference held that month.


## **4. Transitional Safeguarding and Exploitation**

The subgroup has not yet identified specific metrics or measures to offer assurances in relation to this SSAB strategic priority and welcomes any wider recommendations; it continues to liaise with the Police for data contributions relevant to the Board's work.

## **OTHER SAFEGUARDING ADULTS UPDATES**

National Safeguarding Adults Collection data for 2022/23  
Whilst noting caveats and cautions not to use the data to benchmark LAs against each other, Somerset performs well in comparison to majority of areas though remains a clear outlier when it comes to number of

	<p>safeguarding concerns received – as previously noted, this is attributed to the way in which the Council triages contacts received into our Customer Contact Centre. It should be noted that Somerset’s model/approach does result in a higher proportion of contacts being taken forward as s42 safeguarding enquiries.</p> <p>To support assurance in relation to safeguarding contact source information, further work has been undertaken in partnership with Somerset Foundation Trust colleagues to review the historic source options list and refresh in line with new organisational structures.</p> <p>Whilst timeliness of enquiry completion will vary and depend on need/complexity of individual cases, there has been an improving trend in the % of safeguarding enquiries completed within 60 working days during 2023 compared with the previous year (78% in Sept 2023, compared with 58% in Sept 2022).</p> <p><b>Assurance reports:</b> The SSAB P&amp;Q subgroup received two assurance reports at its August meeting as part of its planned work schedule:</p> <ul style="list-style-type: none"> <li>a) the latest quarterly update relating to overdue assessments and reviews as part of monitoring potential impacts to people’s safety whilst waiting for care or support <i>and</i></li> <li><b>b)</b> an update on DoLS (Deprivation of Liberty Safeguards) in Somerset.</li> </ul> <p><b>Regional Organisational Self-audits</b></p> <p>As a group of safeguarding partnerships across the Avon &amp; Somerset region, in early October we issued a safeguarding adults self-assessment. In the new year, each of the five safeguarding adults’ partnerships will analyse the responses and create a report and will look for local and regional learning and themes.</p>	
<b>6</b>	<b>CQC Update</b>	
	<p>PB updated the meeting on the pilot region for the roll out of the new single assessment framework, which will start on 21<sup>st</sup> November in the South Region. It is expected that providers will have an assessment from January 2024 onward in Somerset. The single assessment framework is one framework to inspect and assess every single service/organisation.</p> <p>There is now a team of four staff across the country who cover safeguarding and close cultures within CQC. They are working on quality improvement within safeguarding and are liaising with Department of Health and Social Care about some specific safeguarding areas.</p>	

	<p>The Team is considering their role in SABs and their participation in SARs. MPS expressed that the CQC should be involved in SARS, where appropriate.</p> <p>There had been reviews in Somerset in respect to closed cultures and organisational abuse, which the CQC would provide their knowledge and guidance.</p> <p>CS and LW to liaise with PB and Haley Moore to discuss closed cultures and organisational abuse that has occurred in Somerset.</p>	<b>CS/LW/PB</b>
<b>7</b>	<b>Regional and National Updates</b>	
	<p>MPS provided a written paper on regional and national updates. Due to time constraints, there was no discussion on this item.</p> <p> Regional and National Updates Oct</p>	
<b>14</b>	<b>Any Other Business</b>	
	<p>WH, who was representing Rich Painter, informed the meeting that Rich would be retiring from his post in December and will be taking up a position as the Deputy Director for Southwest Children's Hospices.</p> <p>MPS expressed his thanks to Rich for all his hard work over many years and wished him the best for the future.</p>	
12:30 CLOSE		
<p><b>Future Board Meeting dates</b> 25<sup>th</sup> October 2023, Microsoft Teams Meeting. 09:30-12:30 Venue TBC</p>		