



# Safeguarding Adults Board Meeting

15 December 2023, 13:30-16:30

## Present:

- Michael Preston-Shoot (MPS) Independent Chair, SSAB
- Bethany Briers-Jones (BBJ) – Tenancy Sustainment Officer, ABRI Housing
- Carolyn Smith (CS) – Principal Social Worker, Strategic Lead for Safeguarding and DOLS
- Claire Evans – Senior Probation Officer, National Probation Service
- Emily Fulbrook (EF) – Service Director, Adult Social Care Operational Services, Somerset Council
- Gillian Keniston-Goble – Manager, Healthwatch Somerset
- Helen Orford (HO) - Managing Director, Discovery
- Jess Rogers, Advanced Practitioner, ASC Safeguarding Team
- 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
- Lisa Simpson (LS) – Superintendent, Avon and Somerset Police
- Louise Mcllellan (LMc) – Safeguarding Officer, Devon and Somerset Fire and Rescue
- Lucy Macready (LMA) - Public Health Specialist, Community Safety, Somerset Council
- Niki Shaw (NS) – Acting Director - Strategy, Transformation & Performance, Adult Social Care, Somerset Council
- Sarah Ashe – Associate Director of Quality and Nursing, NHS Somerset Integrated Care Board
- 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
- Cllr Dean Ruddle (DR) – Somerset Council, Lead Member for Adult Social Care
- Deborah Bilton – South Western Ambulance Service NHS Foundation Trust (SWAST)
- Hayley Nicholls – Shared Lives South West
- Hilary Robinson – CEO, RCPA Ltd
- Julie Hall – Regional Manager Neighbourhoods, LiveWest
- Lucy Divers – Advanced Customer Support Senior Leader, Avon, Somerset and Gloucestershire, Department for Work and Pensions
- Natalie Green (NG) - SSAB Business Manager
- Philip Boyce (PB) - Safeguarding & Closed Cultures, Care Quality Commission
- Rachel Handley (RH) - Consultant in Public Health, Somerset Council

- 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
<b>1</b>	<b>Welcome, introductions and apologies:</b>	
	<p>Members were welcomed to the meeting by MPS. MPS welcomed Lisa Simpson to the meeting, who would be the representative for the Avon and Somerset Police and one of the Board's Strategic Partners.</p> <p>MPS also welcomed Wendy Dootson in her new role as Interim Director of Safeguarding for the Somerset NHS FT.</p>	
<b>3</b>	<b>Notes of previous meeting and matters arising (October 2023) and action tracker</b>	
	<p>The minutes of the meeting held on 25/10/2023 were reviewed with one amendment required from Housing Reduction Act to Homelessness Reduction Act, the minutes were then <b>agreed</b> as accurate, with no proposed redactions to the version for publication. Minutes to be published on the website.</p> <p><b>Action Tracker</b> – The Board reviewed the Action Tracker and <b>agreed</b> that the actions highlighted had been completed. Additionally, NS updated the Board that SSAB 16 and 19 had now been completed. The referral source list in Eclipse now includes the Department for Work and Pensions, which will now be available on any data extract.</p> <p>MPS had discussed the feasibility of a regional conference focusing on self-neglect with the Southwest Regional Group Chairs. There was unanimous support for a regional conference, either virtual or hybrid. NHS England are looking at suitable venues and the conference will be progressed through the Regional Chairs Group and NHS England, so the action can be closed.</p> <p>There was discussion about the actions where the Police were required to provide data to allow overview of safeguarding adults. The action is to be updated for NS, LS and NG to liaise to agree data to be provided.</p>	<p><b>NG</b></p> <p><b>NG</b></p> <p><b>NG</b></p>

	<p>SSAB 24 still requires further liaison, as the Safeguarding Team wanted to ensure there was a true understanding within the Police of the Safeguarding Team's role. MPS stated that he felt the Board needed to monitor how Right care right person was being implemented across Somerset, so this would be included in the agenda for the next Board meeting.</p> <p>It was <b>agreed</b> that Avon and Somerset Police would provide an update at the next Board in February and then partners (Somerset Council, NHS ICB, NHS FT, etc) would provide their updates on RCRP from their organisation's perspective.</p> <p><b>SSAB Effectiveness Survey</b></p> <p>The Board reviewed the SSAB Effectiveness Survey with the 'You said, we did' additions. The survey was conducted in March 2023, so it was <b>agreed</b> that a further survey would take place in March 2024.</p> <p>If organisations had evidence they wished to be included in the 'You said, we did', these are to be forwarded to NG for inclusion.</p> <p><b>Homelessness</b></p> <p>MPS informed the Board that he now sits on the Homelessness Reduction Board and has been supporting the adoption of the homelessness fatality reviews.</p> <p>LS added that the Somerset Drugs and Alcohol Partnership had approved the funding of an independent review and that the Somerset Board had put housing and homelessness as a priority.</p> <p>There was concern across many areas that homelessness needed to be reviewed and the pathways of how people became homeless.</p> <p>There are people being released from custodial institutions or immigration removal centres who have care and support needs and who travel to an area with the local authority receiving no notice from the custodian.</p> <p>It was <b>agreed</b> that EF would liaise with colleagues in Housing, the ICB and with her strategic managers to consider how homelessness for those with care and support needs could be addressed when leaving custodial accommodation.</p>	<p><b>NS,LS,NG</b></p> <p><b>LS,CS,WD, SM</b></p> <p><b>NS</b></p> <p><b>All</b></p> <p><b>EF</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>Information collation for the Author: 6  Awaiting inquest outcome: 1  Pre-Learning Event: 1</p>	

	<p>Post Learning Event, awaiting draft report: 4</p> <p>There are 2 further referrals that have been accepted as meeting the criteria for mandatory SARs. These will be included in the SARs spreadsheet for the next Board. We will now create TORs and identify suitable authors to conduct the reviews.</p> <p>The Subgroup are considering how we can address SARs in the most efficient manner. The learning to be obtained from the SARs is being considered; this will aid us to decide how the SAR will be reviewed and whether this can be put within a thematic review.</p>	
	<b>SSAB Budget</b>	
	<p>As members were aware, Somerset Council had declared a financial emergency; currently the SSAB had sufficient funds to complete its statutory duties, including the in progress and agreed SARs.</p>	
	<b>Development Day</b>	
	<p>MPS expressed that it is incumbent on the Board to ensure that the lessons learned from SARs are completed and embedded within our organisations.</p> <p>There will be a development day on 15<sup>th</sup> January 2024, which will look at the learning recommendations from the SARs that have been completed. We will need to consider how the learning has been embedded and the evidence that we have for practice improvement and service development. This will be the focus of what we still need to do to improve practice and services in relation to the findings from previously completed SARs.</p> <p>The second part of the Development Day will consider the outcomes of the SSAB Self-Assessment 'You said, we did' and the self-assessment-and preparations for the CQC visit. This will feed into the review of the Strategic Plan and how the Board wishes to update this to reflect the Board's position and objectives.</p>	
<b>5</b>	<b>Performance Report</b>	
	<p>The <b>Adult Social Care Outcomes Framework (ASCOF)</b> is how the government compares performance between local authority areas based on statutory surveys and data returns.</p> <p>Latest national data for 2022/23 was published on 7<sup>th</sup> December 2023 and includes measures derived from the Adult Social Care Survey which seeks feedback from adult social care service users aged 18 and over in receipt of long-term support about their quality of life. Two key ASCOF measures are relevant to how we ensure safety across our system:</p>	

**Measure 4A** explores **feelings of safety** (how safe a service user feels both inside and outside the home – this includes fear of abuse, falling, or other physical harm). **Somerset ranks 131<sup>st</sup> of 150 Local Authorities in this measure**, with 65.6% of service users who feel as safe as they like, compared to 69.7% nationally and 69.9% regionally. In common with national trends, a higher proportion of males say they feel as safe as they would like compared to females, and services users aged 18-64 are less likely to say they feel as safe as they would like than service users aged 65 plus.

**Measure 4B** reflects the extent to which users of care services feel that their care and support has contributed to making them feel safe and secure. As such it goes some way to separate the role of care and support in helping people to feel safe from the influence of other factors, such as crime levels and socio-economic factors. Somerset ranks 71<sup>st</sup> of 150 Local Authorities in this measure, with 87.8% of service users whose services help them to feel safe, compared to 87.1% nationally and 88.6% regionally. In common with national trends, a higher proportion of males say that their care and support services help them to feel safe compared to females. However, in Somerset service users aged 65 and over are more likely to report that their services help them to feel safe, whereas nationally and regionally this is more commonly seen for service users aged 18-64.

It was **agreed** that:

MPS, NS and NG would meet in the new year to look at how we can communicate better with this group of people and collate a list of groups and forums that the SSAB could engage with.

The Performance and QA Subgroup would link with the Working Together Board to explore engagement opportunities.

**Public-facing SSAB consultation survey:** This was launched from 8th August – 30th September 2023 as part of the Board's broader citizen-led engagement work plans. The survey sought 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 was widely promoted across the Somerset system. Regrettably, 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 informed the Performance and Quality subgroup's meeting in November 2023:

**MPS,NS,  
NG**

**Perf&QA  
Subgroup**

- The majority of respondents were aged 35-64, with no responses from anyone under 35 and just 10% of responses coming from older adults.
- 100% indicated they understood what safeguarding adults means and 92.3% saying they recognise safeguarding as protecting people’s right to live in safety, free from abuse.
- This would reflect the fact that many people responding to the survey were working-age ‘professionals’ working in the health and care sector – for example within Primary Care Networks or micro-providers.
- Most respondents recognised the Local Authority’s role when it comes to raising safeguarding concerns, or that of the police. Other services referenced included the Council or SSAB websites, the Care Quality Commission, Citizens Advice Bureaus, libraries or local support groups, or Advocacy Services as places they would utilise to seek help or advice.

### **Public Awareness Campaign**

The SSAB launched its new public awareness and poster campaign encouraging residents to look out for members of their community who might be experiencing abuse. The campaign, ‘Safeguarding is everyone’s business’, asks that people do their part in supporting their communities by recognising the signs of self-neglect, in response to the rise of instances of self-neglect experienced in Somerset since the pandemic, and was widely promoted across local media.



At the time of the most recent SSAB subgroup (November 2023), 3 complaints were logged against the Adult Social Care Safeguarding Service by the Council – of these, two had been ‘partly upheld’ and the remainder was awaiting a Stage 1 complaint outcome.

In relation to 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. Levels of unmet homecare need remain at very low OPEL 1 escalation, hitting just 1 at the end of October 2023. This significantly improved picture is partly consequent to: Homecare pods funded by system – supported stimulation of the market (5 pods of 200hrs); fee increase 2023/24 to £25 per hour – has enabled providers to pay above national minimum wage, offer contracted hours and improved term and conditions; oversea recruitment and focussed Proud to Care marketing has stimulated recruits coming into homecare market.

**It was** agreed that the Board’s P&Q Subgroup will receive an assurance report from local Commissioners in relation to placements and commissioning at its February 2024 meeting.

**Perf&QA  
Subgroup**

<p><b>Assurance reports:</b> The SSAB P&amp;Q subgroup received two assurance reports at its November 2023 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) an update on training attendance and completion across Somerset Council’s Adult Social Care service and Somerset NHS Foundation Trust.</li> </ul> <p>The following was <b>agreed:</b></p> <p><u>Overdue assessments and reviews:</u></p> <ul style="list-style-type: none"> <li>- Local Authority ASC to re-consider its proposal to only conduct a face-to-face review for individuals placed out of county once every three years given local and national learning around risks relating to ‘out of sight, out of mind’;</li> <li>- In recognition of the good progress made by ASC Occupational Therapy teams in addressing backlogs in part through effective data validation and review, robust and regular data cleansing activity should be undertaken across all ASC operational teams to improve data accuracy and prioritisation and support work to address waiting lists across the service.</li> <li>- For future quarterly reports to more clearly capture progress against target trajectories by team to support scrutiny.</li> </ul> <p><u>Training compliance</u></p> <ul style="list-style-type: none"> <li>- Await further detail and analysis relating to training delivery and compliance set to emerge from the regional organisational self-audits due to be submitted by 31/12/23 – P&amp;Q Subgroup to examine results at February 2024 meeting. The self-audit explores amongst numerous other areas of focus how organisations ensure themselves that the workforce is receiving appropriate training in line with local Partnership’s framework; SSAB Chair and Business Unit to work with new Police Safeguarding Lead as part of their induction to continue to address how the Board can seek further assurances in relation to safeguarding adults related training and development across the Constabulary.</li> </ul> <p><b>Regional Organisational self-audits:</b> The self-assessment was issued in early October and will need to be returned by 31<sup>st</sup> December 2023 to one central point <a href="mailto:bsab@bristol.gov.uk">bsab@bristol.gov.uk</a>. In the new year, each of the five safeguarding adults’ partnerships will analyse the responses and create a report based on the returns</p> <p>All SSAB member organisations were requested to support and contribute to the 2023 organisational self-audit process, with returns due by 31/12/23.</p>	<p><b>EF</b></p> <p><b>EF</b></p> <p><b>EF</b></p> <p><b>Perf&amp;QA Subgroup</b></p> <p><b>NG</b></p> <p><b>All</b></p>
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	<p>Analysis to be considered by SSAB's Performance &amp; Quality subgroup in Feb 2024.</p> <p><b>Readiness for CQC Assessment:</b> The Care Quality Commission published the findings of their 5 local authority pilot assessments in November 2023<sup>1</sup>; 4 of the 5 local authorities achieved an indicative overall rating of 'good' with the remainder 'requires improvement'.</p> <p>Learning is being used to enhance Somerset Council's self-assessment report due to be signed off in early January 2023. Somerset Council has also arranged for a 'round table' learning event to take place on 15/12/23 with Lincolnshire County Council – the only pilot authority to have achieved 'good' ratings across all 9 quality statements. A component of the SSAB's Development Half Day in January 2024 will encompass readiness for inspection to support member preparation and confidence in 'telling the Somerset story' for safeguarding adults based on evidence and outcomes for local people.</p>	
<b>7</b>	<b>Regional and National Updates</b>	
	<p>MPS provided a written paper on regional and national updates.</p>  <p>Regional and National Update Dece</p> <p>There was discussion about how organisational abuse was addressed and how organisations have addressed this on a bigger scale elsewhere, there was also the question of whether the CQC had taken regulatory action or whether there had been any prosecutions where there has been organisational abuse.</p> <p>The slides from Doncaster were not available for distribution, but a ministerial paper from Gillian Keegan is below for your reference:</p>  <p>20231218 - Gillian Keegan to safeguardir</p> <p>MPS requested:</p> <p style="padding-left: 40px;">EF, through ADASS in Doncaster, to obtain information on how this was actioned.</p> <p style="padding-left: 40px;">JM to contact Jane Chandler at SWAST, to acquire the action plan and how they have engaged with the ICB.</p>	<p style="text-align: right;"><b>EF</b></p> <p style="text-align: right;"><b>JM</b></p>
<b>14</b>	<b>Any Other Business</b>	

<sup>1</sup> [Local authority assessment reports - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-assessment-reports)



	MPS thanks colleagues and wished everyone a happy Christmas (if celebrated) and a Happy New Year.	
12:30 CLOSE		
<p style="text-align: center;"><b>Future Board Meeting dates</b> 13<sup>th</sup> February 2024, Microsoft Teams Meeting. 09:30-12:30 Venue TBC</p>		