



Safeguarding Adults Board Meeting

5 June 2025, 09:30-12:30

Present:

- Michael Preston-Shoot (MPS) Independent Chair, SSAB
- Bethany Briers-Jones – Tenancy Sustainment Officer, ABRI Housing
- Carolyn Smith – Principal Social Worker, Strategic Lead for Safeguarding and DOLS
- Claire Evans – Senior Probation Officer
- Daniel Dray – Deputy Safeguarding Lead, SWAST
- Gillian Keniston-Goble – Manager, Healthwatch Somerset
- Hannah Owen – Deputy Safeguarding Manager, Somerset NHS FT
- Helen Orford - Managing Director, Discovery
- Hilary Robinson – CEO, RCPA Ltd
- Jan Errington – Strategic Housing Manager, Somerset Council
- Julia Mason - Designated Nurse for Safeguarding Adults, NHS Somerset Integrated Care Board
- Katy Buckle – Service Manager, SWAN Advocacy
- Kirsty Larkins – Service Director Housing, Somerset Council
- Lucy Macready – Head of Service, Community Safety, Somerset Council
- Margaret Williams – guest observer
- Matthew Hibbert- Public Health, Somerset Council
- Natalie Green - SSAB Business Manager
- Sarah Ashe – Associate Director of Quality and Nursing, NHS Somerset Integrated Care Board
- Sarah Hawker - Advanced Customer Support Senior Leader, Avon, Somerset and Gloucestershire, Department for Work and Pensions
- Shelagh Meldrum - Chief Nursing Officer, NHS Somerset Integrated Care Board
- Simon Lewis - Head of Housing, Somerset Council
- Tom Herbert - Detective Chief Inspector, Adults at Risk, Avon and Somerset Police
- Trudy Craig – Head of Quality and Governance, Somerset Care Ltd
- Vicky Chipchase - Head of Service, Adults, Policy, Performance and Assurance
- Wendy Dootson – Head of Safeguarding, Somerset NHS FT

Apologies:

- Angela Kerr - VCSFE Representative
- Ashley Fussell - Head of Somerset Probation Delivery Unit
- Emily Fulbrook – Service Director, Adult Social Care Operational Services, Somerset Council
- Jane Spencer – Safeguarding Lead, Abri Housing Association
- Lisa Simpson - Superintendent, Somerset and North Somerset Commander, Avon and Somerset Police
- Philip Boyce - Safeguarding & Closed Cultures, Care Quality Commission
- Rachel Donne-Davis - Health Psychologist, LeDeR, NHS Somerset Integrated Care Board
- Sarah Wakefield - Lead Member for Adult Social Care, Somerset Council
- Tracey Pugh – Safeguarding Officer, Devon and Somerset Fire and Rescue

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	Welcome, introductions, apologies:	
	Members were welcomed to the meeting by Michael and noted apologies.	
2	Homelessness -Target Priority Groups & Homelessness Summit	
	<p>Homelessness Summit:</p> <p>The summit is scheduled for 23 October 2025 and will be an in-person event from 09:30-15:00</p> <p>The summit will focus on homelessness, Gill Taylor will present findings from the recent thematic review, mapping of existing provisions to identify gaps and duplications and there will be contributions from individuals with lived experience. The summit will also have a session to identify target priority groups.</p> <ul style="list-style-type: none"> • Venue: Natalie is currently searching for a suitable venue for the summit. • Participation: Practitioners, operational managers, commissioners, senior leaders, and cabinet members will be invited to participate in discussions and mapping exercises. • Explore the possibility of having a contribution from at least one person with lived experience for the homelessness summit. • Invite colleagues from the Homelessness Reduction Board to the summit due to the crossover of responsibilities <p>Homelessness - Target Priority Groups:</p> <p>The target priority group (TPG) is made up of all people sleeping rough in an area who are furthest from having their rough sleeping resolved, have been in this position for some time and will remain so without a bespoke multi-agency intervention. It can include people currently sleeping rough, or those currently in off the street settings who are most likely to return to rough sleeping. They may have multiple disadvantages: homelessness; substance misuse; poor mental health; domestic abuse; and contact with the criminal justice system.</p> <p>Displaced People: Matthew highlighted the need to focus on refugees and asylum seekers who may become homeless after their initial accommodation expires. Kirsty agreed to explore this further with relevant organizations.</p> <p>Dual Diagnosis: Sarah suggested focusing on individuals with both substance misuse and mental health issues, as they often face complex challenges and high service usage.</p>	<p>Natalie</p> <p>Michael/ Kirsty</p> <p>Kirsty</p> <p>Kirsty</p>

	<p>Care Experienced Young People: Michael proposed targeting young people who have recently left care, as they are at significant risk of homelessness.</p> <p>Offender Population: Michael also suggested focusing on individuals released from custodial institutions, as they may struggle to find stable housing. The cohort of people released from custodial institutions would be reviewed and discussed with probation if there is a group to focus on.</p> <p>Entrenched Rough Sleepers: Michael mentioned learning from Manchester's approach to addressing entrenched rough sleepers. Learn from the experience of Manchester about tackling the entrenched rough sleeper population</p>	<p>Michael/ Kirsty</p> <p>Claire/ Michael</p> <p>Michael/ Kirsty</p>
3	Self-Neglect Summit	
	<p>The Self-Neglect Summit is scheduled for July 10 and will be a virtual half-day event.</p> <p>Suzy Braye will introduce the summit and present the thematic review on self-neglect. Heather Brunt will discuss hoarding, which is often evident in self-neglect cases. There will be four breakout sessions, with three already sold out. The remaining session on self-neglect and homelessness has nine spaces left.</p> <p>Julia will talk about the self-neglect toolkit and the resolving professional differences document, followed by a Q&A session.</p> <p>Currently 191 attendees have signed up out of the 200 available places, which may be booked through Eventbrite.</p>	All
4	Somerset NHS ICB – Update	
	<p>Shelagh provided an update on NHS ICBs. The government has mandated a 50% reduction in operational costs for Integrated Care Boards (ICBs), with proposals due by the end of May and implementation by quarter three of the financial year.</p> <p>Somerset ICB has proposed to cluster with Dorset and Bath, Swindon, and Wiltshire (BSW) ICBs, creating a population of 2.5 million. This cluster arrangement is expected to be in place by April 2026, with a merger by April 2027.</p> <p>Despite the cost reductions, statutory duties will remain until legislation changes. There is hope that safeguarding will be excluded from the cost reduction requirements.</p> <p>The process has been challenging for staff, with concerns about voluntary redundancy schemes and the risk of losing experienced personnel.</p> <p>Next Steps: Function mapping and discussions about transferring services are ongoing, with a focus on maintaining statutory functions and strategic commissioning.</p>	

7	South Western Ambulance Service NHS Trust Update	
	<p>Daniel provided the Board with an update on the SWAST progress. The safeguarding team has expanded significantly, now includes a head of safeguarding, a deputy head, safeguarding specialists for each Integrated Care Partnership (ICP) area, a specialist educator, a learning disabilities and vulnerabilities lead, and a business support team.</p> <p>In 2023-2024, the service created 51,320 safeguarding referrals, a 25% increase from the previous year. 73% of these referrals were for adults, and 27% for children. 34</p> <p>The service participated in 118 safeguarding reviews, including rapid reviews, safeguarding adult reviews, and domestic abuse-related death reviews. Emerging themes include professional curiosity, domestic abuse recognition, and missed safeguarding referral opportunities.</p> <p>New Initiatives:</p> <ul style="list-style-type: none"> • A duty safeguarding specialist is available during working hours, with upskilled practitioners providing advice out of hours. • A new prevent policy and a revised managed allegations policy have been launched. • A learning disability and autism plan has been co-produced with expert groups. • A safeguarding community of practice has been established. <p>Data and Reporting: Efforts are underway to improve data capture and reporting, including the implementation of a new digital referral system.</p> <p>Priorities for the Year: Launching the learning disability and autism plan, developing a safeguarding newsletter, improving the Section 42 enquiry process, and hosting an online safeguarding conference.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Discuss the work being done in relation to homelessness with Daniel offline. • Connect with Hannah Welch regarding joint working opportunities for people with learning disabilities and autistic adults. 	Jan/Daniel Helen/Daniel
8	CQC Assurance Visit – update for partners	
	<p>Somerset Council received notification from the CQC on April 7th and submitted the self-assessment 2nd May 2025. The self-assessment highlights innovative work and areas needing improvement, with plans to address these areas.</p> <p>The CQC will notify Somerset Council 6-8 weeks before the visit, which is anticipated to be in September 2025.</p> <p>An introductory session will be held online, involving various colleagues and partners to present the work collaboratively.</p> <p>Sessions are being run with the internal workforce to build confidence and prepare for the visit, using feedback from other local authorities.</p>	

	<p>More information about the process and updates are being shared through a dedicated webpage. Somerset's Care Quality Commission (CQC) Assessment</p> <p>Actions:</p> <ul style="list-style-type: none"> • Include the use of the ADASS tool and detail the actions being taken to mitigate risks in the performance report. • Prepare an introduction for the CQC visit, including examples of the impact of work on people, and invite colleagues to co-produce and present. • Communicate with partners and providers about the CQC process and expectations, and ensure they feel confident with the process. 	<p>All</p> <p>Carolyn</p> <p>Vicky</p> <p>Vicky</p>
	Notes of previous meeting and matters arising (March 2025 and May 2025) and action tracker	
	<p>The minutes of the meeting held on 11/03/2025 and 07/05/2025 were reviewed and agreed as accurate, with no proposed redactions to the version for publication. Minutes of the Board meetings to be published on the website.</p> <p>Matters Arising from the Action Tracker:</p> <ul style="list-style-type: none"> • Homelessness Summit: The summit is scheduled for October 23, 2025, and preparations are ongoing. • Self-Neglect Podcast: Suzy Braye has recorded a podcast on self-neglect, which is now available. Social Work Sessions - Podcast - Apple Podcasts • Complex Case Panel: Discussions are ongoing to establish a strategic panel for complex cases, with updates expected by September. • Organizational Self-Audit: Follow-up sessions from the development day in March have been completed. • Court of Protection Cases: No examples of disagreements escalated to the Court of Protection have been identified, but this will be kept under review. <p>Completed Actions: Actions highlighted in green were agreed to be completed and will be closed.</p> <p>Further Actions:</p> <p>All organisations are requested to action task assign to them and update the SSAB prior to the next meeting. Natalie would arrange meeting to progress actions with strategic partners.</p>	<p>All</p> <p>Natalie</p>
	Policy and Procedures Update	
	<p>Julia provided an overview of the ongoing work within the Policy and Procedures Subgroup.</p> <p>Organizational Abuse Policy: Review in progress, awaiting strategic input and CQC input for escalation routes.</p> <p>Professional Curiosity Document: Under review, incorporating respectful uncertainty and extending guidance beyond conversation-based models.</p> <p>Multi-Agency Risk Management (MARM) Tool: There is a periodic evaluation of the MARM, and feedback from frontline practitioners is sought but currently</p>	

	<p>feedback response is low. The target for the revised document sign-off is July 2025.</p> <p>Resolving Professional Differences: This has been highlighted in thematic self-neglect review, and strategic input for top-tier escalation is now being sought.</p> <p>Communications Strategy: This is under review, but the group is questioning its necessity.</p> <p>Guidance on Engaging Reluctant Individuals: Developing guidance for practitioners, due by 25th June.</p> <p>Home Visiting Guidance: Currently guidance is being created for practitioners facing risks from home conditions, and this is being supported by complex care teams.</p> <p>Self-Neglect Toolkit: A revision to the toolkit is in progress; this will incorporate bite-sized information for frontline practitioners.</p> <p>Easyread Leaflets: Currently Easyread information leaflets are being produced. Feedback has been received, so awaiting final drafts.</p> <p>People in Positions of Trust (PiPoT): The subgroup have received user input into the revision of this guidance. Strategic input is now sought for oversight and information holding.</p> <p>It is planned to engage with those with lived experience, once there is a mechanism to do so. This is currently being explored by the Performance and Quality Assurance Subgroup through the Working Together Board.</p> <p>It is proposed to have either a virtual event in autumn to publicize revised policies and procedures or to use a practice update to achieve this.</p>	
	Performance and Assurance Report	
	<p>Safeguarding Adults Collection Data: Somerset compares well within the South West region and nationally. The SAC reporting period for 2024/25 has closed, with provisional results available shortly. The deadline for submission is 4th June 2025. Key data includes an increase in safeguarding enquiries and concerns, improved enquiry completion times, and a focus on reducing s42 allocation waiting times. Pathway decisions from the Somerset Contact Centre to the Safeguarding Service Triage are being reviewed to improve decision-making and efficiency.</p> <p>Safeguarding Enquiries and Abuse Types: In 2024/25, Somerset received 1838 safeguarding concerns and undertook 712 enquiries. 56% of enquiries were for females, and 56% of individuals at risk were aged 65 or over. Neglect and Acts of Omission were the most common abuse types, with service providers often identified as the source of risk. Financial or material abuse and physical abuse were also significant. Most enquiries revealed the location of risk to be the person's own home.</p>	

	<p>Performance and Risk Assessment Outcomes: 2024/25 performance is currently lower than the 2023/24 annual submission. Risk was identified and action taken in 77% of cases, with risk reduced in 65.6% of instances. Desired outcomes were achieved in 91.4% of cases. The number of risks remaining cases is significantly higher than in 2023/24.</p> <p>Hate Crime and Deprivation of Liberty Safeguards: SARI reported 75 referrals in Somerset for 2023/24, with race hate being the most common. The new Somerset Unitary Authority's financial emergency impacted SARI's work. DoLS data shows an increase in applications and authorizations, with a growing waiting list. Somerset's administration of the DoLS scheme is in line with regional and national averages.</p> <p>Practice Quality and Complaints: A new Practice Quality Framework was implemented, with audits showing improvement. Complaints to the LA Safeguarding Service remain low, with 12 complaints received in 2024/25. Ombudsman complaints increased, with 3 upheld.</p> <p>SSAB Reports and Care Market Quality: SSAB reports highlight financial abuse as a prevalent issue. The proportion of social care settings rated as Good or Outstanding has increased. The SSAB SAR Subgroup manages 22 SARs and 6 new referrals. Recommendations include ensuring the SSAB Board receives the report and working with Avon and Somerset Constabulary on performance reports.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Discuss offline how to incorporate SWAST data into the quarterly performance report for the SSAB. • Review the current approach to recording safeguarding concerns and consider including all concerns to monitor performance more accurately. • Plan a piece of work around how to work together with partners to improve the safeguarding referral process. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>SSAB Quarterly Performance and Assi</p> </div> <div style="text-align: center;">  <p>SSAB Performance Report May.pptx</p> </div> </div>	<p>Vicky/Daniel</p> <p>Carolyn</p> <p>Carolyn</p>
	Regional and National Updates	
	<p>Michael provided a regional and national update, which is captured in the embedded report.</p> <div style="text-align: center;">  <p>Regional and National Update.docx</p> </div>	
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<p style="text-align: center;">Future Board Meeting date:</p> <p style="text-align: center;">26/09/2025 0930-1230 via TEAMS</p> <p style="text-align: center;">17/12/2025 1330-1630 via TEAMS</p> <p style="text-align: center;">10/03/2026 0930-1230 via TEAMS</p>		

