

South Gloucestershire Safeguarding Adults Board

Minutes of the meeting held on 7th March 2019 Badminton Road Office



MEMBERS PRESENT	
Tony Oliver (TO)	Independent Chair
Jan Baptiste-Grant (JBG)	Interim Director of Nursing, BNSSG CCG, NHS
Helen Blanchard (HB)	Interim Director of Nursing & Quality, NBT, NHS
Anne Clarke (AC)	Head of Adult Care & Social Housing, South Glos Council
Gareth Ellaway (GE)	BNSSG CCG
Lynn Franklin (LF)	Head of Safeguarding, Senior Nursing Team, Nursing & Quality, AWP
Caroline Goodwin (CG)	Team Manager, Children, Adults & Health, South Glos Council
Sam Hawker (SH)	AbleCare Homes, Care Home Representative
Claire Hayward (CH)	Freeways CEO
Janice Llewellyn (JL)	Commissioning, South Glos Council
Sarah Memey (SM)	HMP Leyhill
Ben Moseley (BM)	Chief Inspector Neighbourhood & Partnership, Avon & Somerset Police
Paulette Nuttall (PN)	Head of Adult Safeguarding, Bristol, North Somerset, South Glos CCG
Sarah O'Leary (SOL)	Safe Link Manager, Next Link
Mark Pullin (MP)	Strong, Safer Communities Manager, Environment & Community Services, South Glos Council
Andy Roger (AR)	Area Manager, SWAN Advocacy
Sue Smith (SS)	Head of Safety, Equalities & Complex Needs, HMP Eastwood Park
Sarah Taylor (ST)	Board Manager, South Glos Council
Nick Thorne (NT)	Workforce Development Team Manager, Chief Executive, South Glos Council
Adrian Walshe (AW)	Neighbourhood Team Leader, Merlin Housing Society
Sarah Weld (SW)	Public Health Consultant, South Glos Council
Carole Bevington (CBe)	Note Taker, Business Support, Children Adults & Health, South Glos Council

APOLOGIES	
Simon Allen (SA)	Strategic Lead, Sirona Care & Health
Catherine Boyce (CB)	Strategic Safeguarding Service Manager, South Glos Council
Victoria Caple (VC)	Avon & Somerset Police
Mark Coates (MC)	Executive Director, Housing Support – Community & Asset Investment, Livery
Cecily Cook (CC)	BNSSG CCG
Helen Curtis (HC)	SWAN Advocacy
Judy Eke (JE)	Adult Safeguarding Manager, Children, Adults & Health, South Glos Council
Robert Fortune (RF)	Avon & Somerset Police
Claire Gilbert (CG)	SWAN Advocacy
Rebecca Harrold (RH)	Partnerships and Commissioning Service Manager, South Glos Council
Rosemary Johnson (RJ)	Service Manager, Children, Adults & Health, South Glos Council
Carol Metters (CM)	Team Leader, South Glos Services (Chief Executive, Next Link)
Jeff Parry (JP)	Director of Operations, Milestones
Sharon Prowse (SP)	Senior Manager, Freeways
Deryck Rees (DR)	Detective Chief Inspector, Avon & Somerset Police
Rosi Shepherd (RS)	Deputy Director of Nursing, NHS England

Clare Sims (CS)	Operational Manager BGSW CRC (Community Rehabilitation Company), National Probation Service
Chris Sivers (CS)	Director, Children Adults & Health, South Glos Council
Pippa Stables (PS)	Safeguarding Adults Lead GP, BNSSG
Ben Stokes (BS)	Councillor, Adults, Housing & Public Health Committee Chair
Carole Tookey (CT)	Safeguarding Lead, Deputy Director of Nursing (Head of Patient Experience, North Bristol NHS Trust)
Mark Tucker (MT)	Safeguarding Lead, NHS England
Katy Trundley (KT)	National Probation Service

MEMBERS NOT EXPECTED TO ATTEND ALL BOARDS

Paul Chapman (PC)	Inspector Manager, CQC
Lynn Gibbons (LG)	Public Health Consultant, South Glos Council
Neil Liddington (NL)	Unitary Group Manager, Avon Fire and Rescue
Jeff Parry (JP)	Director of Operations, Milestones Trust
Sarah Thompson (ST) Simon Hester (SH)	Safeguarding Manager, South West Ambulance Service

FOR INFORMATION ONLY

1.	Safeguarding Story – Why are we here? TO introduced today's meeting reminding everyone we are meeting to discuss how to protect the most vulnerable people living in South Gloucestershire.				
2.	Introductions and apologies Welcome by TO and introductions from those present.				
3.	Confidentiality Confidentiality statement signed by those present. Chair reminded everyone of the importance of this.				
4.	Minutes of last meeting held on 6th December 2018:				
4.1	Inaccuracies: Page 3, no. 4.3, redact "Four Seasons". Page 4, no. 8, 1 st paragraph – 'decreasing' should read 'increasing'. Omissions: None Minutes agreed and accepted.				
4.2	Matters/Actions arising from last meeting held on 6th December 2018:-				
	<i>Item</i>	<i>Agenda No.</i>	<i>Action</i>	<i>Resp.</i>	<i>Status</i>
	Memorandum of Understanding	6	To consider an amendment: 'delegated authority' instead of 'authority'.	TO/ST	Completed
	Quality Assurance Sub-Group	7	Members were requested to feedback to the Quality Assurance Sub-Group on how the learning from the audit has been disseminated in their organisation and the actions taken.	All	Completed
	Safeguarding Adult Reviews Sub-Group	11	To look at how the review can be fed into any regional training, events and the Provider Forum. Board members to send electronic copies of their feedback reports to ST.	JE/CB/TO	Ongoing
	Business Plan, Work Plans	13	Risk Register – Board member are asked to send any 'risks' to ST.	All	Ongoing

		Action
4.3	<p>Discussion from Matters arising above (from last meeting held on 6th December 2018)</p> <p>Agenda item 7: 7 agencies responded to the QA feedback.</p> <p>Agenda item 11: ST has received electronic versions of Members feedback re: SARs.</p> <p>A report of the LGA review will come to the next Board meeting in June 2019.</p>	AC
5.	<p>Performance Report (CG)</p> <p>1.1 Increase of safeguarding referrals in this quarter by 10% in comparison to the last quarter, and a reduction in safeguarding notifications by 7%. Growing pressure on the service. The reporting process is to be reviewed.</p> <p>1.2 These figures remain fairly consistent with previous quarters.</p> <p>Action: - What is included in 'other' – to be checked. - Very low reporting by members of the public – to be looked into.</p> <p>1.3 A small increase in referrals from Health. This could be due to there having been meetings with Health professionals which has highlighted reporting and increased awareness.</p> <p>1.4 Increase in referrals from residential care homes – may be due to organisational concerns in certain residential homes, which are being monitored.</p> <p>1.5 A rise in psychological abuse and financial abuse. However, domestic abuse has decreased slightly. This could be due to how this is recorded on the database; the lead abuse should be category used. For instance, psychological abuse is part of domestic abuse and should be recorded as this.</p> <p>TO suggested that having the details of location and who the perpetrator is would be useful information to have.</p> <p>1.6 Increase in number of medication errors. 3 providers have been identified as having reported a significant proportion of these. Medication error covers missed/wrong/late.</p> <p>Action: audit of medication errors to be completed.</p> <p>SH advised that Boots Pharmacy are to arrange their medications/delivery differently, which has the potential to cause an increase in medication errors.</p> <p>Action: SH to do a brief for the Risk Register and send to ST.</p> <p>1.7 Figures reflect a slight increase due to the rise in referrals. 56 cases in 'not yet defined' – waiting for the start of section 42 enquiry/visit. Will move into defined categories once enquiries commence.</p> <p>2.1 Access Team working differently re: screening and so delays stopped and referrals moving quicker in the process.</p> <p>2.2 What does the % means – TO to look into. Narrative could include why some cases take 30+ days.</p>	<p style="text-align: right;">CG</p> <p style="text-align: right;">CG</p> <p style="text-align: right;">SH</p> <p style="text-align: right;">TO CG</p>

	<p>2.3 More information required re: cases taking 9-12 months and over 1 year. To come to next SAB. Rise in self-neglect cases, which could be part of the cases taking 9-12 months. These are normally complex cases and a lot of work is required in order to reduce risks.</p> <p>2.4 & 2.5 Commentary to be included for next quarter.</p> <p>2.6 The ‘alleged perpetrators’ – BM explained that gathering this information is not an automated function on Niche. TO advised that relationship between perpetrator and victim needs to be in the figures.</p> <p>MARAC MARAC currently meets once per month at Keynsham Police Station and lasts all day. From April 2019 MARAC will be virtual meetings, fortnightly on a Wednesday from 10am, through teleconferencing at Badminton Road council offices. There will be a 15 minute slots for each case and external agencies phone in and give their information.</p> <p>Professionals will look at the information on the cases prior to the meeting day. There will be good sharing of information, which all involved professionals can access easily. The thresholds will remain the same and the virtual meetings will look at the risks, decision making and plans made. There will be a rotating Chairperson.</p> <p>This new system will save valuable time for all professionals involved and is a better system.</p> <p>Paul Brewster (Service Manager, South Glos Council) will have the responsibility of overall monitoring of the new system.</p>	<p>CG</p> <p>CG</p> <p>BM</p>
<p>6.</p>	<p>Memorandum of Understanding (TO)</p> <p>The wording used in the Memorandum of Understanding is taken from the Care Act 2014 so cannot be changed.</p> <p>To be circulated and signed at the next meeting in June 2019.</p>	
<p>7.</p>	<p>Quality Assurance Sub-Group (PN)</p> <p>This quarter’s audit was on ‘scams’ and for the first time service users were involved in compiling this report. The findings are:-</p> <ul style="list-style-type: none"> • Good multi-agency working between Trading Standards and the Police. • Good communication between agencies and families. • Work has begun to improve the documenting of these referrals. • Need to educate people about ‘romance scams’ as identifying perpetrators is very difficult. • Professionals need to signpost people and make referrals to Trading Standards when a scam is identified. • Early interventions to address scams are effective. • There is good evidence of making safeguarding personal and agencies working together. <p>Action: ST will be circulating a template for Board Members to complete around learning points from the QA Sub-group Audit Report on Scams. Board Members are requested to feedback to the QA Sub-group how the audit has been disseminated in their organisations and any action taken as a result of the recommendations.</p>	<p>ST / ALL</p>
<p>8.</p>	<p>Learning & Development Sub-Group (NT)</p> <p>The target for attendance at the core multi-agency safeguarding adults training is 85%. However, the attendance is 77%. The sub-group will be looking at which agencies/who/reasons for the ‘no shows’.</p>	

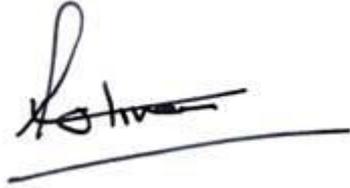
	<p>The joint conference in June 2019 is a good example of joint working and the theme is mental capacity.</p> <p>The multi-agency training programme is being developed to offer two new courses.</p> <p>There were 33 responses to the self-assessment audit (Agenda Item 12), which the sub-group will be looking at.</p> <p>The Board noted the sub-group's work in line with the current Business Plan.</p> <p>Board members are asked to continue to promote the multi-agency safeguarding adults training and development offer as appropriate through their organisations/ sectors.</p>	ALL
9.	<p>Communications & Engagement Sub-Group (ST on behalf of SP)</p> <p>ST reminded the Board that this sub-group meets jointly with the Children's Board representatives.</p> <p>Stop Adult Abuse Week is 10th – 14th June 2019 and the theme for this year is Mental Capacity.</p> <p>The Joint Annual Safeguarding Conference will be held on Wednesday 12th June 2019 and will explore mental capacity.</p> <p>ST attends national meetings for Board Managers where it is being discussed having a National Day of Stop Adult Abuse. Although South Gloucestershire and Bristol already do this in June each year, the month could change to be in line with this nationally.</p> <p>Action: 1. Board members are asked to ensure the organisations they represent are aware of Stop Adults Abuse Week and the joint conference.</p> <p>2. At the June SAB there will be an item on the agenda for Board Members to share what the organisations they represent are doing for Stop Adult Abuse Week.</p>	ALL ALL
10.	<p>Policy & Procedures Sub-Group (ST)</p> <p>The sub-group has drawn up new procedures for Organisational Abuse enquiries. If Members have any comments/amendments, please let JE know by 21 March 2019. These procedures are to be published on 22 March 2019 and will be available on the safeguarding website.</p> <p>The new procedures were agreed by the Board.</p> <p>Action: 1. Any comments/amendments to be sent to JE by 21 March 2019.</p> <p>2. Board members are asked to ensure the organisations they represent are aware of the procedures.</p>	JE ALL
11.	<p>Safeguarding Adult Reviews Sub-Group (ST)</p> <p>The Review re: RC will be going to Panel on 14 March 2019 and will be presented to the 9 May 2019 Extraordinary Meeting of SAB, which will be the only item on the agenda.</p> <p>ST passed copies of the Action Plan for the SAR of NC to the Board Members. This Action Plan is ongoing and will be updated as actions are completed.</p> <p>JE and ST held a workshop to develop a tool to be shared between organisational safeguarding and the operational safeguarding team.</p>	

12.	<p>SAB Self Audit (ST)</p> <p>The self-assessment audit was sent out to Board Members after the September 2018 Board meeting. This is the report of the audit responses. The Quality Assurance Sub-group are discussing how future self-assessment audits are to be recorded/reported.</p> <p>Recommendations for the Board:-</p> <ul style="list-style-type: none"> • Safeguarding leads need training. • Advocacy availability should not be finance driven – all have a right to advocacy even if they do not have the money to pay for it. A Guide is to be written and distributed. • Safeguarding information: agencies should consider whether this needs to be available in different formats – different languages and audio. • Need to raise awareness that if a professional is told something of concern about a child in the course of their work, this information needs to be passed to the relevant people. • Organisations who cover more than one local authority area can provide the total number of concerns they have received/referred, but cannot provide the numbers for each individual local authority. • TO would like the profile of the Board to be raised amongst the local population. 	
13.	<p>Business Plan Update (ST)</p> <p>The Business Plan is gradually being worked through as shown in the document circulated.</p>	
14.	<p>Prisons Update (SS)</p> <p>The three prisons in South Gloucestershire have now met as a sub-group, which TO also attended. The Safeguarding Adults Policy for Prisons has been discussed and is being implemented in the three prisons. It was agreed at the meeting that one person from the sub-group will represent all three prisons at SGSAB.</p> <p>The sub-group are asking for ideas on developing their work. This area of work has been nationally neglected and it is good to now be involved with the local SAB and move forward.</p>	
15.	<p>Risk Register (ST)</p> <p>ST passed a copy of the Risk Register 2018-19 to Board Members. It is an ‘active’ document of ongoing work. The form is still being developed and SW and TO said they would send blank templates for ST’s information.</p> <p>SH advised Boots (Chemist) are changing the way they dispense medications to care homes, which has the potential to be a risk to the residents. This is to be added to the risk Register.</p> <p>Action: Board Members are asked to email any risks to ST.</p>	ALL
16.	<p>National/Local Updates</p> <p>AC: A no deal Brexit may cause delays in medications, etc. ADASS are sending out guidance on a no deal Brexit. This is to be added to the Risk Register.</p>	
17.	<p>AOB</p> <p>None.</p>	

	Date, time and venue of next meeting	
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Thursday, 6th June 2019, at **9.30am**, Room Ground 0012, at South Gloucestershire Council Offices, Badminton Road, Yate, BS37 5AF

Signed:

A handwritten signature in black ink, appearing to read 'Tony Oliver', with a long horizontal line underneath it.

Name: Tony Oliver

Designation: Independent Chair

Date: 09.04.2019