

**Minutes of the Meeting of the Warwickshire Safeguarding Adults Board
meeting held on 28 January 2016**

Present	<p>Mike Taylor</p> <p>Alison Walshe Andrew Proctor Andy Wade Dave Pemberton Donald McGovern Elizabeth Kiernan Gordana Djuric Jackie Howe Jenny Butlin- Moran Jenny Wood John Dixon Jose Compton (Cllr) Kathy Wagstaff Marie Seaton Dilly Wilkinson Mike Wood Nick Cadd Phil Evans Phillip Robson Rachel Faulkner Rebecca Bartholomew</p> <p>Stephen Eccleston Beate Wagner</p> <p>Tracey Wrench</p>	<p>Independent Chair</p> <p>South Warwickshire CCG West Midlands Ambulance Service ACO- Warwickshire Probation Service Area Commander, Warwickshire Fire and Rescue Community Rehabilitation Companies Manager Named Nurse for Safeguarding Adults Consultant, Public Health- WCC Inspection Manager, Care Quality Commission Service Manager- Development and Assurance Head of Service, Social Care & Support- WCC People Group Strategic Director- WCC Portfolio Holder for Adults- WCC Matron- South Warwickshire NHS Interim Head of Professional Practice & Gov- WCC Deputy Director of Nursing- George Eliot Hospital Service Development & Assurance (Adults)- WCC Housing & Communities Manager, SDC- WCC Head of Localities & Community Safety- WCC Chair- Warwickshire Heath Watch Learning and Development Service Manager- WCC Director of Quality, Safety & Personalised Care- North Warwickshire CCG Detective Superintendent, head of PVP- W & WM Head of Service - Children's Social Care & Safeguarding- WCC Director of Nursing & Quality- CWPT</p>
Apologies for absence	<p>Alison Hallworth Jacqueline Barnes Michelle Norton Tracey Redgate</p>	<p>Solicitor Warwickshire County Council Executive Nurse- Coventry and Rugby CCG Executive Director of Nursing, George Eliot Lead Nurse, Safeguarding Adults Warwickshire</p>
Minute taker	<p>Jesbir Uppal</p>	<p>Interim - Democratic Services</p>

1.	Welcome, Introductions and Apologies	Action
	The Chair welcomed everyone to the meeting and took apologies for absence (listed above).	
2.	Chair's Announcements	All
	<p><u>Learning Disability Mortality Review</u></p> <p>The National SAB Chairs Group is actively engaging with this government commissioned review and is pressing for safeguarding elements to be consistently addressed. The Board will monitor local progress and activity.</p> <p><u>Review of Safeguarding Children's Boards</u></p> <p>The Chair reported that the Government has announced a review of safeguarding children's boards in England and this is due to report by April 2016. There will be implications for SAB's and for investment in joint working which will need to be addressed.</p> <p><u>Amrita Sharma</u></p> <p>The Chair announced that Amrita Sharma from Wolverhampton has been appointed as Board Manager. Amrita will be joining the Board on the 22nd of February 2016.</p>	
3.	Minutes of Previous Meeting, 5 November 2015 & Matters Arising	
	<p>The minutes of the previous meeting were agreed as an accurate record and the following points made:</p> <p><u>Minute 1 (page 1) Welcome, Introductions and Apologies</u> Rebecca Bartholomew is the Director of Quality, Safety and Personalised Care, Warwickshire North not Coventry and Rugby.</p> <p><u>Minute 4 (page 4) Making Safeguarding Personal Presentation</u> Gordana Djuric clarified that the reference to "generic training Public Health use" is about learning from each other across the public sector.</p> <p><u>Minute 9 (page 5) WSAB Annual Report 2014 - 2015</u> The Board noted that the Annual Report had been well received by the Council's Health and Wellbeing Board and that there had been constructive discussion.</p>	

4.	Making Safeguarding Personal- Presentation	
	<p>Alison Walshe delivered a presentation (slides circulated with the agenda) on Making Safeguarding Personal (MSP) and emphasised the importance of embedding MSP through partnership working and contracts with provider organisations.</p> <p>Alison stressed the following points:</p> <ul style="list-style-type: none"> • Risk and quality is looked at in its broadest sense, in relation to the individual or patient risk. Where care is provided by a provider the risk will lie with the provider. The provider's job is to ensure that all processes that may impact individuals are in place. In assessing whether an individual can have a personal health budget, a wide range of issues need to be weighed up. Issues include looking at package care costs and evaluating them to see if they are cost effective and questioning whether it is safe for the proposed care package to be implemented. The care provided must meet the needs of the individuals and there is a need to ensure that clinical risks are properly managed. • Alison confirmed that each Commissioner has a relationship with their local NHS Trust and that they communicate regularly about any concerns in relation to quality. CCGs talk about any concerns with each other and information from major investigations are scrutinised and form part of the learning outcomes. <p>The following comments were made by the Chair and Board members:</p> <ul style="list-style-type: none"> • With regard to PHSBs John Dixon said that it is important to look at pace of response and scale of the risk. Delays may be due to clinical or safeguarding reasons. The important question is how to manage risk issues together. • The Chair highlighted the need to challenge and to capture and evaluate outcomes. He added that central Government seemed to have lost impetus in adult safeguarding but that it is important that the Board responds and develops services. • The Chair pointed out that Adult Safeguarding contrasts to the priorities in safeguarding children where direct intervention and removal are legal options. Here the system 	

	<p>is individualised which means that the adult makes individual informed choices subject to capacity</p> <p>The Chair thanked Alison for her presentation.</p>	
5.	<p>District and Borough Councils Safeguarding Policy for Adults with Care and Support Needs</p>	
	<p>Nick Cadd presented the report that set out policy and guidance produced by the Board's District and Boroughs Sub-Committee. This had been developed in light of the varied approach to safeguarding across councils, which ranged from good in some cases to others not having anything in place. The new document complements the suite of documents already provided by the Board and others and is tailored to District and Boroughs and their roles and responsibilities. It provides detailed guidance on how to deal with incidents of abuse and neglect and defines wider strategic and partnership commitments, training and development requirements.</p> <p>The document has been reviewed by the Policy, Procedures and Guidance Sub-Committee and their comments taken on board. The next review is likely in 2018. The next step is to raise the profile of the document.</p> <p>The Chair welcomed the document and that it will help to raise the importance of adult safeguarding and to get the message across that it is as significant as children's safeguarding. It was noted that the document, although tailored for Districts and Boroughs, it does mirror the work of the County Council (recognising for example, the overlap of housing and planning functions).</p> <p>Resolved</p> <p>That the Warwickshire Safeguarding Adults Board endorses the Policy guidance paper produced by the Sub-Committee and its value in enhancing the approach to safeguarding adults at district and borough level.</p>	
6.	<p>Multi Agency Safeguarding Hub -Update</p>	
	<p>John Dixon gave a verbal update on progress of developing the Multi Agency Safeguarding Hub (MASH). The MASH is scheduled to open on 3 May 2016 with the Adults Safeguarding Service opening from September 2016. Considerable work has been undertaken on the pathway and further work is underway on the adult customer's journey in relation to adults safeguarding and</p>	

	<p>referrals.</p> <p>There will be 60 people working in the MASH. Accommodation and parking issues were being worked through and the IT issues (including connectivity with the Police) have been resolved.</p> <p>The Chair welcomed the progress made and stressed the importance of keeping the MASH development under review in order to ensure that procedures and approach by partners is consistent and there are no gaps.</p>	
<p>7.</p>	<p>HMIC – PEEL Effectiveness (Vulnerability) summary</p>	
	<p>DS Stephen Eccleston presented a summary of the HMIC Peel Effectiveness Report in relation to vulnerability. It was noted that Warwickshire (along with West Mercia and West Midlands) police forces had been given a grading of ‘requires improvement’</p> <p>There are two main areas for improvement in relation to how the police deal with missing children and how they are categorised. The HMIC has recommended that:</p> <ul style="list-style-type: none"> • Frontline staff understand and appropriately use the categories of “missing” and “absent” (in relation to Missing Children) and identify the factors that escalate the risk of harm to children. • Supervisors provide the correct oversight of missing person investigations and make appropriate decisions in accordance with the risk assessment; and • Response to persistent and repeat missing children is improved through the effective use of information from previous missing episodes to develop a co-ordinated and prioritised response. <p>Stephen explained that the category of ‘unauthorised absence’ has presented difficulties and there will be a review of classifications to ensure that the force is identifying children as absent without authority only in appropriate cases.</p> <p>The following areas identified for force improvement were also noted:</p> <ul style="list-style-type: none"> • the response to vulnerable victims by reviewing the behaviour of staff towards vulnerability and evaluating the effectiveness of its training, learning and development; 	

- compliance with its duties under the Code of Practice for Victims of Crime, specifically in relation to the use of special measures;
- its response to domestic abuse by ensuring frontline staff understand the dynamics of domestic abuse in order better to support victims and that risk assessments are carried out to the appropriate standard, with effective supervision;

Stephen stated that there needs to be a greater number of assessments. Staff need to be more aware of risks and to look further than the obvious immediate risk. The Alliance has been piloting training aimed at improving officer's ability to identify vulnerability and apply professional curiosity which will assist them in identifying the broader risk elements within any incident.

There is an emphasis on domestic abuse in the report, but Stephen had already predicted that this would be a big issue. They need to talk to victims, and find out why they keep going back home. Victims do not have to return home but often they want to and there is not enough understanding as to why they do not want to report/pursue the matter through the criminal justice system. Although there are areas for improvement, the HMIC also identified excellent work being undertaken in terms of effectively protecting vulnerable people from harm and supporting victims (as listed at page 4 of the report).

Stephen explained that they have made positive movements towards helping vulnerable victims. For example, video evidence can now be used in Court. Here the Police notify the Court and arrange/facilitate video link up. HMIC picked up that we are not telling/recommending the same to the Crown Prosecution Service. This needs to be addressed. They also need to look at different ways of providing the victim with the opportunity to give evidence.

The following comments were made by the Chair and board members:

- The Chair stated that there needs to be the right forums to enable multi-agency discussion; the more informed the officers are, the better the response will be. Here a collective analysis, different options and solutions can be put forward. The MASH should help with this and ensure a link between adults and children.
- Stephen Eccleston commented that now we have more

	<p>options, and there are cases of officers recognising the cycle and therefore being able to break it.</p> <ul style="list-style-type: none"> • Cllr Josie Compton commented that she is aware that previously domestic violence was not deemed to be a Police matter, and it is positive that the Police are now working with different people and groups. However, more people need to recognise the real reason for these concerns. • Andy Wade commented that this area is both complex and problematic and there is need for improvement. Andy queried whether MASH could help with the required measures. • The Chair enquired whether the 'Modern Slavery' would be part of this initiative. Stephen explained that it wasn't but that Female Genital Mutilation will be part of the HMIC initiative. 	
<p>8.</p>	<p>Transforming Care- Implications for Safeguarding</p>	
	<p>Elizabeth Kieran gave a presentation on the implications for safeguarding and highlighted the following.</p> <ul style="list-style-type: none"> • The enhanced care team are highly skilled to meet the needs of vulnerable adults admitted into hospital for a long stay, and who may be suffering from various types of stress caused by dementia, head injuries or drug withdrawal. It is widely recognised that these vulnerable people need to have one to one care. • There has been a heavy use and reliance upon agency staff in the past but the Trust has now successfully recruited permanent staff. • The manager assesses the patient and the staff organise the care accordingly. • The demand for care is increasing. At the moment the staff are predominately meeting the needs of the patients. • The staff are very special people with specialist skills in areas such as dementia. They bring a lot of skills and they get to know the patient as a person and an individual, therefore building a strong relationship. They are trying to 	

	<p>add skills amongst them by bringing in a technique which has a calming and a soothing effect. There is a commitment to progressing these skills and finding new techniques.</p> <ul style="list-style-type: none"> The observation was made that a number of acute individuals were being seen and that they need to challenge themselves to ensure appropriate behaviours. Working with the care homes would help develop greater understanding and there is also a need to feed information into the Dementia Board. <p>The Board agreed that 'Transforming Care and safeguarding' should be an item for the next meeting.</p>	
<p>9.</p>	<p>WREP Report on Adult Social Care- Safeguarding Implications</p>	
	<p>The Board had before them a report from the Chair, Mike Taylor, with proposals on how to respond to the recommendations from the WREP on Adult Social Care Experiences of BME Older People in Warwickshire and in particular the recommendation that WCC needs to work with BME groups to raise an awareness and understanding of safeguarding BME elders.</p> <p>Mike Taylor commented that it was unclear how well the Board is communicating with the BME group and that he hoped that his proposals would help to address this. Nick Cadd added that the Safeguarding General Review Summary requires representation from ethnic minority groups which is currently missing and that this should be addressed. Rachel Faulkner added that the WREP report was a useful vehicle for discussion to ensure effective engagement with the BME and it was noted that a representative is invited to the Training and Development Group.</p> <p>Jenny Wood, Head of Service, Social Care and Support at WCC advised that ensuring responsiveness to diversity is part of the Strategic Plan (see item 10).</p> <p>It was also felt that it needs to be part of the pathway and that marketing could be improved. They need to challenge cultural assumptions since failing to do so can get in the way of delivery of effective service and the engagement with the Board. John Dixon added that cultural assumption is a very important one since it also applies in relation to the remit concerning children and needs to be handled sensitively.</p>	

	<p>Resolved</p> <p>(1) That the Draft Strategic Plan be referred to WREP for comment and advice on achieving future BME ‘community involvement’ in its production.</p> <p>(2) That Training and Development Sub-Committee responds to the content of the report and to this recommendation in its Training Programme for 2016/17 and beyond.</p> <p>(3) That the development of the SAB website and the implementation of the Board’s Communications Strategy take into account the need to communicate effectively with BME residents in Warwickshire.</p> <p>(4) That the Policy and Procedures Sub-Committee addresses the issues raised in connection with access to services and the capacity to assess effectively, specifically in the context of culture and religion. Access to and use of Advocacy Services to be included in this piece of work. In doing this, reference should also be made to the recently produced paper for the West Midlands Region:</p> <p><i>‘Equality analysis: Adult Safeguarding Multi –agency policy and procedures for the protection of adults with care and support needs in the West Midlands.’</i></p>	
<p>10.</p>	<p>Draft WSAB Strategic Plan 2016 - 2017 and Annual Report 2015-2016</p>	
	<p>Mike Taylor presented proposals for updating the WSAB Strategic Plan and the Annual Report which would reduce the scale of the documents; focus on challenges, achievements and outcomes and would be produced in a publicly accessible format. (Proposals for the main sections of each document are set out in the report.)</p> <p>The Board discussed the relationship between these plans and the Safeguarding Children’s Board Plan. The Chair expressed a wish to have some form of integration.</p> <p>Resolved</p> <p>That the proposals in relation to the production of the Strategic Plan 2016-2018 and Annual Report 2015-2016 be endorsed by the Board.</p>	
<p>11.</p>	<p>WSAB Budget 2016-2017 and estimates</p>	

	<p>Mike Taylor presented the WSAB Budget 2016-2017 and estimates and drew attention to the following points:</p> <ul style="list-style-type: none"> • The projected outturn is that the budget will be underspent due to delay in recruitment of the Board Manager and careful management of the supplies and services budget. There has also been no draw down to date on the non-recurrent allocation for any Safeguarding Adults Review or for Independent consultancy fees. • The Governance Group has agreed a non- recurrent sum of £20,000 for website development/ promotional materials/ user engagement in this and next final year. • The Governance Group has agreed not to increase the SAB budget and proportional agency allocations. <p>It was noted that the Chair has approached the WSCB Chair to explore the potential for joint working on implementing a safeguarding communications strategy and there is a potential for this to be extended to DHRs and the MASH. The Chair has also approached Healthwatch and Age UK Warwickshire on local community involvement in the production of the revised Strategic Plan and will approach CAVA and WREP which may require fees.</p> <p>The estimates also include £18k admin support for the Board Manager and a potential to collaborate with the WSCB Chair (and perhaps extend to MASH and DHR in due course). Similar discussion will take place with regard to the alignment of training programmes and support.</p> <p>Resolved</p> <p>That the Board note the outturn budget for 2015-2016 and estimates for 2016-2017</p>	
<p>12.</p>	<p>Sub Committee Reports- verbal</p>	
	<p><u>District and Borough Councils</u></p> <p>Nick Cadd reported that guidance and training had been developed for the District and Boroughs and a new item added on 'Adult Learning'.</p> <p><u>Performance, Monitoring and Evaluation</u></p> <p>Jenny Butlin- Moran reported on the work of the performance, monitoring and evaluation sub-committee and presented the</p>	

dataset produced to support the Board in fulfilling its function of evaluating the effectiveness of safeguarding.

Jenny confirmed that the data is in line with the outcomes and this contains data from the Council. They could however do with a graph to illustrate this. The data now includes the category of 'self-neglect'.

It was observed that safeguarding referrals are not necessarily always about safeguarding but can be about quality of care. This needs to be captured. It was agreed that Rebecca would liaise with Jenny on how to include this information.

Resolved

- (1) That the Board notes the performance data for Quarter 3
- (2) That the Board agrees the format of the dataset.

Policy, Procedures and Guidance

Mike Wood reported on the outcome of the meeting of the Policy, Procedures and Guidance Sub Committee held on 1 December. Three items had been considered:

1. West Midlands Practice Guidance, a particular focus was on self-neglect. The Chair considered the work in relation to 'self neglect' had been good but had been promoted negatively which was being picked up by the sub-committee.
2. Partnership communication with staff and implementing safeguard procedures. This will be updated on the web page;
3. MASH. The original procedures used are being used.

Safeguarding Adults Review Sub Committee

Marie Seaton reported that the first safeguarding adult review has been completed and lessons are being learnt from this and will be pulled together and presented to the sub-committee at its review meeting on 1 March 2016.

	<p>The Chair thanked the sub-committee for their constructive work.</p> <p><u>Workforce Development Sub-Committee</u></p> <p>Rachel Faulkner reported on workforce development.</p> <p>It was suggested they should be looking at developing training for GP practices. Rachel Faulkner reported there are a number of programmes which were monitored to ensure they remain fit for purpose.</p>	
13.	Agency updates - verbal	
	All members were provided with the opportunity to update the Board.	
14.	AOB	
	None	
15.	Forward Plan	
	<p>Mike Taylor presented the WSAB Forward Plan 2016.</p> <p>Mike talked through the agenda items listed in the plan and informed the board about the different tasks and which members would be undertaking them.</p> <p>The item 'Transforming Care and Safeguarding' was added to the agenda for the next meeting of the Board</p>	
16.	Date of Next Meeting	
	Thursday 28 th April 2016, 2pm, Conference Room, Northgate House, Warwick	