

Attachment 1

**BATH & NORTH EAST SOMERSET
LOCAL SAFEGUARDING ADULTS BOARD**

**NOTES OF MEETING HELD ON
Tuesday 26th June 2012
2 p.m. – 5 p.m.**

**at Somer Community Housing Trust,
The Maltings, Lower Bristol Road, Bath.**

Those Present

Robin Cowen – Independent Chair B&NES LSAB
Lesley Hutchinson – Asst Director Safeguarding and Personalisation, B&NES Council
Jane Shayler – Programme Director for Non-Acute Health, Social Care & Housing, B&NES
Sue Tabberer – Team Manager, Safeguarding Adults Team, B&NES Council
Meri Rizk – Manager, B&NES People First (voice of service user rep)
Dr Louise Leach – B&NES Clinical Commissioning Group Rep
Geoff Wessell – Det Superintendent, Avon & Somerset Constabulary PPU
Julie Evans – Director of Residential Management & Neighbourhoods, SCHAT
Janet Rowse – CEO, Sirona Care & Health
Fran McGarrigle – Trust Professional Lead for Safeguarding, AWP
Annie Kelly – Director of Operations & Clinical Practice, RNHRD
Damaris Howard – Acting Director, Residential Services, Freeways (Health & Wellbeing Network rep)
Francesca Thompson - Director of Nursing, RUH (joined mtg from 3.45pm)
Mary Monnington – Director of Nursing, B&NES PCT & Wiltshire Cluster
Val Janson - Asst Director of Performance and Quality (Commissioning, NHS BANES)
Clare Tozer – Administrator/Note-take for LSAB

Apologies

Gary Carr-Smith – Unitary Manager, Avon Fire & Rescue Service
Mary Lewis – Asst Director of Nursing (Medicine), RUH
Kevin Day – Senior Probation Officer, Avon & Somerset Wiltshire Probation Service
Cllr Simon Allen – B&NES Cabinet Member for Wellbeing
David Trethewey – Divisional Director, Policy & Partnerships, B&NES Council
Karen Taylor – Compliance Manager, CQC South West Region
Mark Dean – Asst Director & Head of Safeguarding, AWP
Sophie Kent-Leger – Asst Head Teacher, Threeways Special School
Sonia Hutchison – Chief Executive Officer, Carers Centre, B&NES (Carers rep)
Myriam Kniveton – Area Business Manager, Stonham West Regional Office (Supporting People rep)

NOTES OF MEETING 26.06.12

	SUBJECT	DISCUSSION
	ACTIONS LIST	See Appendix 1 with list of Actions from this and previous meetings
1.	Apologies & Introductions	<p>Robin Cowen welcomed everyone to the meeting and asked each person to introduce who they were and the organisation they were representing. He also welcomed those substitutes who were attending.</p> <p>Clarification requested from Francesca Thompson around Mary Lewis attending the LSAB as her sub or for any specific items. Agreed by the Chair that an exception would be made that both Francesca Thompson and Mary Lewis can be on the membership of the LSAB and both should be invited to the Board meetings.</p>
2.	Notes & Actions from last meeting & Matters Arising (5th Dec 2011)	<p>Notes of 27th March 2012 – some amendments/typos as follows Clare Tozer will update notes of 27th March and send out again:-</p> <p><u>Page 3:</u> The paragraph starting, “Annie Kelly commented that the safeguarding framework training etc”, to be removed and replaced with the following: Safeguarding investigation training was very similar to RCA training within health. RNHRD has developed in-house Safeguarding level 1 & 2 training as they have been unable to access multi-agency training.</p> <p><u>Page 4:</u> Under S.A. Policy & Procedures sub-group, 3rd para – should read: <i>The sub-group is asking the LSAB to approve and adopt the Self-Neglect guidance.</i></p> <p><u>Page 5:</u> Clarified 85% not 97% for the target.</p> <p><u>Page 7:</u> Update on Winterbourne, 2nd para, should read: <i>Two members of staff at Winterbourne View have pleaded ‘not guilty’.</i></p> <p>Geoff Wessell updated the meeting to say that the Draft SCR on Winterbourne View had now been completed and was due to be published on 6th August. An interim report is now available.</p> <p><u>Page 8:</u> Still under Winterbourne View, 3rd para, should read: <i>More work needs to be done on enabling people to use the “Whistle-blowing” process. [not ‘sue’ the whistle-blowing process].</i></p> <p><u>Page 8:</u> LSAB/LSCB update – x3 members of LSAB to meet jointly with LSCB. It will now be Jenny Theed and not Stella Doble.</p> <p><u>Page 9:</u> Police Public Protection Unit - Geoff Wessell’s sub for the LSAB will now be DCI Phil Polet and not DCI Nick Papuca.</p> <p><u>Actions from last meeting</u></p> <p>A179 LSAB Terms of Reference: On agenda for this meeting.</p> <p>A174 LSAB drives and what Sirona are contracted to do. This is now part of the new Business Plan.</p> <p>A163 New Safeguarding Arrangements and Multi-Agency Procedures:</p>

		<p>Outstanding Action - draft is going to the Policy & Procedures sub-group and back to LSAB for approval in December.</p> <p>Robin Cowen said that the LSAB was developing a more strategic commissioning approach and Robin and Janet Rowse need to clarify this. Monitoring arrangements are as relevant for Sirona as they are for all Providers. Need to clarify what comes to the LSAB and what is between B&NES Council Commissioning and Sirona.</p> <p><u>Other changes:-</u></p> <ul style="list-style-type: none"> • <u>Safeguarding and Personalisation sub-group:</u> This has now disbanded and some members of that group are joining other sub-groups. Meri Rizk mentioned that there are two service user events coming up about Personal Budgets. • <u>Q&AAPM sub-group:</u> Due to further changes in Avon Fire & Rescue, Gary Carr-Smith will no longer be the F&R rep on the LSAB or chair of the QAA&PM. Therefore, this sub-group is looking for a new Chair. Robin expressed his thanks to Gary for his work. • <u>B&NES People First:</u> Meri Rizk reported that People First has been unsuccessful in securing future funding and that the work around Safeguarding was now going to “Your Say”. This also means that Meri will no longer be a representative on the LSAB or the Awareness & Comms sub-group. Robin Cowen expressed his and the Board’s disappointment at this turn of events. Robin thanked Meri for all her hard work in promoting Safeguarding Adults in B&NES and her commitment to people with disability and learning disabilities in ensuring they had a voice in respect of their safety. • <u>Police and personnel changes:</u> Geoff Wessell reported that the Police’s re-organised PPU was establishing itself, but there would be some more changes. As mentioned previously, DCI Phil Polet will now act as a substitute for Geoff Wessell on the LSAB and not DCI Nick Papuca.
3.	Agenda Item 3	LSAB Sub-Groups Reports [Attachment 2 refers]
		<p>Safeguarding Adults Training and Development sub-group Chair: Change of chairperson for this sub-group – Jenny Theed will act as Interim Chair, with Geoff Watson as substitute. Agreed by the LSAB.</p> <p>Lesley Hutchinson attended the sub-group in respect of the Business Plan and the staff development framework. More work rolling out of the Framework and this is being extended to include all Domiciliary Care Agencies and Carers. A representative from the Council Safeguarding team or Contract and Commissioning team will be discussing this at the Carers Forum. The Dom Care representative on the sub group will be sharing the request with other Dom Care providers.</p> <p>The S.A. Training and Development sub-group is still struggling with membership, but now that the Personalisation sub-group has disbanded some of those members are joining this sub-group. Geoff Watson raised at the last sub-group meeting whether the LSAB can</p>

give any resources for bespoke training courses. Jenny Theed said that Sirona provide one or two events which can be open to everyone – this has been done with the LSCB and has been successful. The LSAB agreed this would be useful. Jenny Theed and Geoff Watson to come back to LSAB with some events/courses.

Robin Cowen reminded the Board that we should encourage joint training and that there were still too many separate strands with agencies pursuing their own training courses.

Jenny Theed reiterated that it was important to have more representation on the sub-group.

**S.A. Policy & Procedures sub-group
Chair: Damaris Howard [Freeways]**

Damaris Howard updated.

The P&P sub-group has completed the list of Policies, Procedures and Guidance and now have a planned schedule for review. They are currently working on multi-agency procedures.

Two other policies need to be completed and are hoped to be brought to the LSAB.

The Draft Trigger Protocol is almost complete and will come to the LSAB in December.

The Protocol for Determining Neglect in the Development of Pressure Ulcers has been reviewed/updated by Sue Tabberer and is on the agenda for this meeting.

Terms of Reference – need to be updated for the LSAB. Most of the sub-groups have been updated; Awareness and Comms still outstanding.

S.A. Quality Assurance, Audit & Performance Management sub-group (QAA&PM) Chair: Gary Carr-Smith [Avon F&R]

Gary Carr-Smith unable to attend today's meeting. Lesley Hutchinson reported.

The last meeting focused on the Business Plan and reviewed the TOR for the group. The sub-group does a case file audit at each of its meeting and this has proved helpful in tracking processes and outcomes. Also considered the Draft Self-Assessment Report, presented to this meeting for discussion.

Whistleblowing: ADASS (Association of Directors of Adult Social Services) following the Winterbourne View case have recommended that LSABs do a piece of work on Whistleblowing. Each LSAB and the sub-groups of the LSAB are asked to answer five particular questions on Whistleblowing:-

- Have you got a Whistleblowing Policy in place?
- When was your Whistleblowing Policy last reviewed?
- How is the Whistleblowing Policy shared with staff and when was this

last done?

- In the last 24 months how often has the Whistleblowing Policy been invoked?
- How do you learn from Whistleblowing incidents and what is the evidence that the learning has made a difference?

Jane Shayler said that there are likely to be references to “whistleblowing” and expectations of standards in most new contracts; however, this may not be as explicit in older contracts. There could be hundreds of contracts that would need to be checked (large and small Providers). What assurance does the LSAB need – ‘fit for purpose’ contract?

Francesca Thompson commented that the first question “*Have you got a whistleblowing policy in place?*” has been asked via the self-assessment. The RUH has a “raising concerns” policy and professional codes of practice, which the RUH has developed for robust internal safeguarding/whistleblowing.

Robin Cowen suggested that under each of the question there should be a box inserted where each agency to input what systems/policies they have in place for their organisation.

Mary Monnington commented that we need to also link with PCT commissioners and get assurance on these contracts.

Robin Cowen confirmed that B&NES LSAB would respond to the questions as listed above and that the QAA&PM sub-group would lead on this piece of work and report back to the next LSAB in September.

QAA&PM Chair: Mary Monnington offered to be the Chair of the QAA&PM sub-group. Mary will be unavailable for a couple of months, but someone will be covering her role during that time and could act as substitute Chair.

Robin Cowen thanked Mary for her offer which was much appreciated.

Safeguarding & Personalisation sub-group

Chair: Lesley Hutchinson

This sub-group has now disbanded and progressed the areas of work they were tasked with. Acknowledgment that this group has achieved much and thanks to Lesley for chairing and steering it through. Some members of this group have joined other sub-groups, namely the Policy & Procedures and Training sub-groups.

Mental Capacity Act/Local Implementation Network (MCA/LIN)

Lesley Hutchinson reported. The Terms of Reference have been reviewed and asking LSAB to approve change of name for this group to: Mental Capacity Act and Deprivation of Liberty Safeguards Quality and Practice Group [MCA/DLSQ&P]. This was agreed.

Note and Action: LSAB needs to sign-off Terms of Reference of all sub-groups connected to the LSAB. The revised TORs will be placed on the B&NES Council website under Safeguarding Adults. **[A186]**

S.A. Awareness & Communications sub-group

		<p>Chair: Mary Lewis [RUH] Lesley Hutchinson updated in the absence of Mary Lewis. As with other sub-groups, Lesley went through the Business Plan with the Awareness & Comms sub-group. The Terms of Reference for this group remain outstanding.</p> <p>There was discussion at the last sub-group around service user questionnaires/feedback forms. These have been distributed to the Sirona Adult Care Teams, but to date, only x3 forms have been returned to us. Acknowledged that more work is needed to promote the service user feedback form.</p> <p>Agreed that in future Francesca Thompson would feedback to the LSAB on this sub-group if Mary Lewis was unable to attend.</p> <p>Action: TOR for this sub-group – Francesca Thompson to follow up with Mary Lewis. [A187]</p>
4.	Agenda Item 3	Safeguarding & Personalisation Framework (Attachment 3 refers)
		<p>Lesley Hutchinson talked through the Action Plan – areas of ‘green’ ‘amber’ and ‘red’.</p> <p><u>Page 2 of Action Plan, Recommendation 5 – Risk Enablement Panels:</u> We are in the ‘red’ for Risk Enablement Panels. Initial work has started but requires ownership from AWP, Sirona and the Council.</p> <p>Jenny Theed asked if there are any Local Authorities that have established Risk Enablement Panels. Lesley Hutchinson said some have, but it is expensive to set up and run the Panels. B&NES Council does run ‘Single Panels’ which could be adapted if needed as a Risk Enablement Panel but at the moment service users are not included, as it is structured as a professionals meeting. If this were to change thought would need to be given on how to involve the service user/s.</p> <p>Robin Cowen said he would check with the National Safeguarding Chairs’ Group to see what other Authorities were doing around Risk Enablement Panels.</p> <p><u>Page 4 of Action Plan, Recommendation 6 - CRB checks should be undertaken for all PAs working in households with children:</u> In respect of people with disabilities, anyone employing a Personal Assistant (PA) it is recommended they should be CRB checked. It is not mandatory at the moment, but should be ‘good practice’.</p>
5.	Agenda Item 3	Protocol for Determining Neglect in the Development of a Pressure Ulcer (Attachment 4 refers)
		<p>Sue Tabberer presented the updated protocol, which has had a significant re-write, taking into account pan-Avon experience and national guidance. In respect of pressure ulcers, potential neglect can start at Grades 1 or 2 and not just at Grades 3 and 4.</p> <p>Mary Monnington commented that this protocol should be dovetailed into Health’s procedures for managing pressure ulcers. Health staff may fail to</p>

		<p>complete the investigation template because they have already completed the Health form in relation to pressure ulcers because they will have completed a Root Cause Analysis and we don't want to duplicate form-filling. It might be helpful to have a tick-box on the investigation template to say and alternative investigation has been completed or a Root Cause Analysis undertaken.</p> <p>Robin Cowen asked the Board if they were generally in agreement with the revised protocol, taking into account Mary Monnington's comment. Any other issues concerning the revised protocol to be followed through outside the meeting – comments back to Sue Tabberer by w/c 16th July and any changes made need to be signed-off by the LSAB.</p> <p>Action: All + Sue Tabberer [A188]</p>
6.	Agenda Item 3	Self-Assessment Framework (Attachment 5 and 5a refers)
		<p>Alan Mogg attended LSAB for this item. The Self-Assessment Framework was emailed to all partners of the B&NES LSAB and x12 responses received back, with x3 completing the Action Plan. Organisations had commented where they were 'at' even if they could not respond fully to the questions.</p> <p><u>In Section 1.1</u> (Safeguarding is integrated into all contractual processes with clear expectations and reporting requirements to prevent harm, neglect and abuse): A lot of N/A's but this is because the question relates to Commissioners rather than Providers.</p> <p><u>Strengths highlighted in the Self-Assessment Framework</u></p> <ul style="list-style-type: none"> - Training and resources given to the safeguarding process and all partners have inputted to ensure staff are given appropriate safeguarding training - Reflects well agencies/organisation's commitment to the LSAB - During the safeguarding investigation process, the adult at risk is given priority <p><u>Future work required</u></p> <p>2.2 – robustness of multi-agency Policy and Procedures 3.1 – Access and involvement 3.2 – Feedback from service users</p> <p>Jenny Theed asked how often the Self-Assessment Framework should be completed. Lesley Hutchinson said it should be done on an annual basis. Robin Cowen commented that this work could be an addendum to the Business Plan. Alan Mogg said the document may need to be modified to enable some agencies represented on the Board, to respond more easily. However, it was felt that the document should be the same for all agencies/organisations, even if some the questions were N/A's.</p> <p>Mary Monnington said this is a document that could be taken to Health meetings and it was a helpful guide on how Bath and North East Somerset is progressing on safeguarding.</p>
7.	Agenda Item 4	Local Safeguarding Children's Board
		Jenny Theed reported – see separate briefing notes attached to these

		<p>Minutes as Attachment 1b</p> <p>LSAB rep on the LSCB – to be confirmed</p> <p>LSAB/LSCB Joint Meeting – this was arranged for 18th June but then had to be cancelled. Will be re-arranged and group to comprise the following:-</p> <p><i>LSCB: Maurice Lindsay, Dr Simon Lenton, Jenny Theed</i></p> <p><i>LSAB: Lesley Hutchinson, Sonia Hutchison, Jenny Theed</i></p> <p><u>Adult Mental Health Interface Group:</u> Jo Gray started this piece of work and Jane Shayler reported that there has been an initial meeting. Andrea Morland (Associate Director for Mental Health & Substance Misuse – Commissioning) also attended the meeting. More work to be done. Notes of the meeting to be followed up with Mark Dean – Fran McGarrigle to check. Action: FMcG [A189]</p>
8.	Agenda Item 5	LSAB Terms of Reference (Attachment 6 refers)
		<p>Comments concerning the LSAB Terms of Reference should be forwarded direct to Lesley Hutchinson. Mary Monnington commented that a Health representative (NHS Commissioner) needs to be included, particularly as the PCT's will be disbanding end of March 2013. Action: LH [A190]</p>
9.	Agenda Item 6	Business Plan (Attachment 7 refers)
		<p>LSAB members are asked to read the Business Plan and comments back to Lesley Hutchinson. The Business Plan would be used as a self-monitoring tool for the LSAB and we would start using this from Sept 2012.</p> <p>Robin Cowen said the LSAB should meet to specifically look at the Business Plan. An LSAB 'Away Day' to be planned in October. Action: Clare Tozer [A191]</p> <p>Francesca Thompson asked that the Winterbourne View and Francis Reports are integrated into the Business Plan's key objectives.</p>
10.	Agenda Item 7	LSAB Chair's Report + SCR Update and SCR Protocol (Attachment 8 refers)
		<p>Robin Cowen confirmed SCR arrangements.</p> <p><u>Chair:</u> Margaret Sheather</p> <p><u>SCR Report Author:</u> Teresa Kippax (with thanks to Mary Monnington for releasing Teresa to do this work)</p> <p>An IMR Authors meeting was held on Weds 20th June. This was a helpful meeting and has uncovered further issues that need to be taken into consideration, not least that this SCR investigation is going to be a lengthy process.</p> <p><u>SCR Initial Meeting:</u> Planned for Mon 9th July. At this meeting the Terms of Reference and process will be discussed.</p> <p>Administration support for the SCR process to be confirmed.</p>

		<p><u>SCR Protocol</u>: Lesley Hutchinson talked through Teresa Kippax's paper. Used a version from Poole & Dorset making alterations to suit B&NES. Margaret Sheather has agreed in essence with some tweaking.</p> <p>Agreed that acronyms need to be in full (i.e. IMR = Individual Management Report).</p> <p>Fran McGarrigle queried about <i>transitional children/adults</i> and that this needed clarification.</p> <p>Geoff Wessell asked the view of the Board in respect of publishing the Executive Summary (need more open wording). In respect of 16.5 of the Protocol (Criminal Disclosure) - Geoff will give some text to go in. Action: Geoff Wessell [A192]</p> <p>Annie Kelly suggested the LSAB logo should go on the Appendices.</p> <p>Damaris Howard asked for a flow-chart to be included in the Appendices.</p> <p>Jenny Theed said that we need to ensure the anonymity of the service user. And for 11.5 of the Protocol, the LSAB must decide if the Executive Summary is to be made available.</p> <p><u>Timescales</u>: Need to have comments back by 9th July 2012</p>
11.	Agenda Item 8	Briefing paper on Adult Safeguarding in NHS Provision (Attachment 9 refers)
		<p>Mary Monnington presented this paper as Executive Lead. [Val Janson - Asst Director of Performance & Quality (Commissioning); and Teresa Kippax - Interim Adult Safeguarding Lead for NHS BANES/NHS Wilts Cluster, are report authors.]</p> <p>There are gaps in Health Commissioning around safeguarding provision. At the moment Teresa Kippax covers 0.8 safeguarding lead for NHS BANES area. However, there is recognition within the NHS BANES and NSH Wilts Cluster that it has a responsibility to cover both children and adult safeguarding and this will continue when the Clinical Commissioning Group comes into effect from April 2013.</p> <p>Mary Monnington will report back to the LSAB in December to firm up arrangements. Action: Mary Monnington [A193]</p>
12.	Agenda Item 9	Proposal for collection of SA Indicators for LSAB (Attachment 10 refers)
		<p>Lesley Hutchinson presented report, which is to agree a systematic way of reporting progress on the LSAB indicators for 2012/13. The indicators referred to are listed in the report and were agreed on 27th March 2012.</p> <p><u>Comments from the Board:-</u></p> <p>Janet Rowse recommended separating the indicators out.</p> <p>Jenny Theed commented that with the LSCB indicators, the children's social services performance is bench-marked against the South West.</p> <p>Geoff Wessell said it would be useful to have a scorecard that shows</p>

		<p>benchmarking across the Safeguarding Boards. Agencies who produce data have some say in what can be done.</p> <p>Fran McGarrigle asked about Indicator 5 (Training) as it is asking for data over a 2yr period, but AWP reports on a 3yr period.</p> <p><u>Robin Cowen summarised:-</u></p> <ul style="list-style-type: none"> - In principle a useful process on how LSAB measure process. - Benchmarking against other Boards and Local Authorities: Very little benchmarking going on now for Adults nationally and, therefore, limited information to make comparisons. - Negotiations around particular indicators and agencies reporting to a number of Safeguarding Boards. - Easier to gather information from organisations commissioned by the Local Authority, but more difficult for external organisations on the Board. - Somer have found it difficult to report back on indicators as only one or two were relevant for them. - AWP requesting 3yr period to report. - 5.1 Training: Note the percentage should be 85% and not 80% - 5.2 MCA currently at 80%, we need to improve on this. - Balanced Scorecard to have 'happy' ☺ and 'unhappy' ☹ symbols added where relevant <p>Comment from Janet Rowse that Sirona Care & Health have spent a lot of time and money to get the indicators for a 2yr target and would not be happy for this to change. Consensus of opinion from the LSAB members is to keep to a 2yr reporting period.</p> <p>Geoff Wessell advised we wait until the Winterbourne View Review report is published and see what that has to say about indicators, as it is likely to have some bearing on how we approach indicators in future.</p>
13.	Agenda Item 10	AOB
		<ul style="list-style-type: none"> • <u>Request for Annual Report information:</u> The LSAB Annual Report 2011-2012 will need to be drafted for September LSAB. Agencies/Organisations to email their summaries for the report to Lesley Hutchinson by first week of September. Action: All [A194] • <u>Action on Elder Abuse:</u> Questionnaire from Elder Abuse received, but very short turn-around; also questions being asked not felt to be appropriate. LSAB to respond challenging the questions and rationale of the survey, plus short turn-around to respond. Action: holding statement by Robin/ Lesley [A195] • <u>LSAB Stakeholder Event:</u> This is being planned for January 2013.

		<p>More details should be available by Sept LSAB.</p> <ul style="list-style-type: none"> • <u>RNHRD</u>: Rayna McDonald will be returning as rep for LSAB as from September. Thanks to Annie Kelly for her contribution whilst covering for Rayna. • <u>Whistleblowing Guidance for Providers</u>: This has been issued by CQC. Need to check where it sits with LSAB guidance/protocol. Lesley Hutchinson and Damaris Howard to have further conversation. Action: LH/DH [A196] • <u>B&NES People First</u>: Jane Shayler updated the Board that B&NES Council's Adult Commissioning Services are looking at tenders in re-commissioning services and that this affects B&NES People First. There may well be a change in provider for adult service users with disabilities and learning difficulties, but this cannot be confirmed until 1st August. A representative from the provider will still be expected to sit on the LSAB to represent service users' views; this will also include being a representative on relevant LSAB sub-group/s.
	Dates of future meetings	
		<p>Tues 25th Sept 2012 [Venue: Curo] Tues 11th Dec 2012 [Venue: Curo]</p>

These minutes can be available in an accessible format if required – contact 01225 477180