



**Thursday 20<sup>th</sup> December 2018**  
**TIME 09:30 – 12:30**

Venue: Allsop Room, Hindlip Hall

Independent Chair Safeguarding Adults Board - Derek Benson

## Minutes

### Confidentiality Statement

Information shared by agency representatives within the remit of this meeting is strictly confidential and must not be disclosed to third parties without the agreement of the partners and the consent of the Chair of the meeting. Information will be shared on a 'need to know' basis and a clear distinction should be made between fact and opinion. If there is any doubt about its accuracy this should be stated.

All agencies should ensure that the minutes of the meeting are treated as confidential material and that they are retained in an appropriately secure manner.

By attending this meeting we, as participants, agree to abide by these principles.

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| <b>1</b> | The Chair welcomed attendees & apologies were noted. |
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### STANDING ITEMS

SH gave a verbal presentation on the work of Onside Advocacy Commissioned by WCC to provide advocacy for unmet needs – people that don't meet any other criteria) referrals are up by 78% in Worcestershire.  
 Provide statutory services under the Care Act (2005) such as Independent Mental Capacity Advocates (IMCA) and Relevant Paid Authorisers (RPR) through paid staff.  
 ACTION SH – to send case studies for RWa to circulate with the Board minutes  
 Onside also use a lot of volunteers for whom they provide training, support & supervision. There is an increased burden on volunteers to keep accurate records. Onside still maintain oversight of cases.  
 Chair – how do Onside hear about referrals? Mostly self-referrals or sometimes a housing association or day centre will refer people.  
 CC endorsed SH's comments & agreed that it is difficult to meet the needs of people with volunteers  
 BB noted that there is going to be some Lottery funding available for safeguarding training – a joint bid could be beneficial (14/1/19 deadline for proposals)  
 BB – to look into this ahead of the next Vol Task & Finish group ACTION BB

WSAB minutes 20.9.18 were accepted as final  
 WSAB action log 20.9.18 was updated and the following action noted

2	<p>Agenda item 3 – Action log (20/6/18 number 5)          Provide details about 'jigsaw' alert system in use by WCC for distribution to Board members          Information sharing – how they can give partners access to it</p>	NW	20/12/18
ACTION BBr to provide an update on this action			
<p><b>Chair's Report - verbal</b>          Childrens board partnership arrangements – meetings taking place in Jan 2019          WCC, CCG, &amp; WMP are leading on the proposals in line with the national profile. Keep with what is working, some alignment of subgroups with adults, Changes in place by September 2019. Chair thanked EF for the sterling work that she has done in relation to the Child Death Overview Panel (CDOP).</p> <p>National meeting of adult board Chairs, no phone in facility (Chair was attending Children's Board)</p> <p>WMAS – update on missed referrals. Review process was undertaken – now completed. WMAS are now in the process of contacting geographic areas where further investigation is needed (Chair was updated 18/12) WCC are being contacted in the next few days about any relevant cases (around 15-20 cases in each area - no indication of level of risk).          ACTION AW – provide update at March Board          Letter of concern has been sent to WMAS on behalf of the Regional Chairs.</p> <p>Chair noted that a further request for information relating to a referral has been made to the Board. This cannot be provided by the Board as the information belongs to each individual agency.</p> <p>SWill, LM &amp; RWh asked if the Board would contact partner agencies involved in the SAR to establish the Board's position with regard to data ownership in relation to the request for information. ACTION Chair</p>			
<p>BB presented the Manager's Report          Highlighted areas include:</p> <ul style="list-style-type: none"> <li>• The Annual Report has now been published and presented to relevant Boards and organisations as set out in the Care Act</li> <li>• Planning is underway for the Board Strategy Day. Board Representatives have been provided details of proposed issues for discussion and asked to respond by 28<sup>th</sup> December</li> <li>• Implementation of GDPR requirements are almost complete we are just awaiting details of amendments requested by Health on the Joint information Sharing protocol which is being developed by the Children's Board</li> <li>• Planning is underway for a second meeting of the voluntary sector Task and Finish group in February. Discussions have taken place with WCC leads on the 3 Conversations model to give a presentation at this meeting and lead a discussion along with WAC</li> </ul> <p>The Older People's Consultative Forum have requested that they attend a future Board meeting to raise concerns.          ACTION BB Invite a representative from the Older People's Consultative Forum to attend a future Board meeting.</p>			

**BREAK 10:50 – 11:10**

Subgroup Chairs Quarterly Reports 2018 were presented

- Case Review

RWa noted that since the date of the report there are 2 cases now being scoped.

Chair added that since the report a referral has been received around the death of a homeless person.

- Policy

Couple of new commissions – aligning with the Children's Board and a flowchart for client non engagement. Chair noted that opportunities for alignment with WSCB will be taken where appropriate.

Joint protocol (WMP/WHCT) Historic disclosures - no appetite to take this work forward – Policy group will do something for the health & care trust only. Changes are to be made to the titles of some of the policies which will hopefully increase their use.

- Performance & Quality Assurance

Performance Management report (WODA and Public Health support and Proposal)

MH noted that WODA will shortly cease to exist.

ACTION BB to follow up with WODA to check if they can provide any support (in terms of data)

SWill noted that EW is replacing IW as the Chair of P&QA, there are currently lots of changes in the policing teams.

BB gave an overview of the dashboard data

Chair asked if there is anything behind the numbers that we need to be concerned about or anything in particular to celebrate. EF noted the issue of managing demand around S42 referrals – still many inappropriate referrals.

RWh noted that there are many inappropriate referrals from WMAS.

Discussion took place around whether the Strategy day could provide an opportunity to allocate a workstream to explore where referrals are coming from and whether they are appropriate/inappropriate.

SH – noted this could be considered as a possibility for auditing.

Chair agreed to discuss data in more detail at the Strategy day - 29/1/19.

- Comms

Members were in agreement that the recommended website provider, Phew, should be awarded the contract to provide the joint WSCB/WSAB website, subject to satisfactory references (which are in progress).

- Learning, Development & Practice

Planning for the WSAB learning event is in place

The review of the Hoarding guidance is in progress but will take longer than expected

SJF was pleased to report there are new members attending the group from Worcester University and Worcester City Council.

The Budget Update was presented.

BB noted that one grant has been approved for supporting the work of the Reference group for people with lived experience.

	<p>The Chair noted that work is ongoing to revise the Risk Register.</p> <p>RWa noted that Board Business Objectives are on track.</p>
<p><b>ASSURANCE ITEMS</b></p>	
	<p>Assurance actions: day centres - BB gave a verbal update on day centre assurance actions. She thanked JN &amp; SC who have supported requests for information – some have been received &amp; other will be followed up. A report is planned for next Board meeting in March. ACTION BB</p>
	<p>Self-Assurance Audit - BB noted that there hasn't been a full report for 2 years. The Board had been aiming to align with the Children's Board but not a priority at the moment due to upcoming changes in Children's safeguarding arrangements, therefore this is not likely to be done.</p> <p>Chair noted that the Board will need to develop an assurance 'tool' for adults. It was noted that some options are being considered which may involve a cost, eg. NHSE/ WMP.</p> <p>EF – suggested those who have already submitted a detailed return for other organisations, such as NHSE, could submit that return to WSAB to avoid duplication.</p> <p>Chair summarised – a new framework will need to be developed in order to provide full assurance. There will need to be consistency of returns.</p> <p>LM – agreed we should standardise returns</p> <p>BB – the Board could consider the West Midlands platform &amp; use some of the remaining surplus in the budget to purchase an alternative if required.</p> <p>ACTION BB – set up a task &amp; finish group to agree which self-assurance platform to use. EF happy to join this.</p>
	<p><b>Worcester City Council - Homelessness Review, update on actions</b></p> <p>BBr updated members on the independent review carried out by Worcester City Council. 10 recommendations made &amp; agreed – progress is reported to the rough sleepers task &amp; finish group. BB attends these meetings</p> <ul style="list-style-type: none"> <li>• Training for YMCA, Caring for Communities &amp; People (CCP) , Maggs Day Centre &amp; St Pauls Hostel</li> <li>• Information sharing – both in &amp; out of Worcestershire</li> <li>• Alert system – for transient people. WCC are also helping agencies who don't have a duty to refer (under the Homelessness Reduction Act)</li> <li>• Street Link is still being used &amp; comms work is ongoing to raise people's understanding of this service</li> <li>• Material used is being streamlined for simplicity &amp; clarity</li> <li>• Rough sleeping Hotspots are mapped</li> <li>• Rough sleeping outreach workers (County wide) are in touch with the rough sleeping community. Official count doubled this year. However, it is more realistic to monitor numbers over a 3 month period.</li> <li>• Service transition process – improve handover</li> <li>• Audit of case files – to understand the pathway to homeless ness (2 cases will be considered in detail)</li> <li>• An Independent review will be undertaken following the death of a rough sleeper if it does not meet the criteria for any other review</li> </ul> <p>ACTION BBr will provide a written version of this update for members.</p> <p>MN – asked if people from outside Worcestershire are encouraged to return to their 'home' area. A reconnection policy gives people the opportunity to return to their 'home' area and relevant</p>

	<p>support is given whether people choose to relocate or stay in Worcestershire.</p>
	<p>An update was given on Pressure Ulcer management and reporting across health and social care in Worcestershire – this was originally an action from the P&amp;QA subgroup.</p> <p>2 publications this year – have led to the need to update pressure ulcer management</p> <ul style="list-style-type: none"> <li>• 2 largest providers currently working on plans</li> <li>• Next step to increase the pace of work with care homes</li> </ul> <p>RL – noted that Public Health are doing lots of educational work with care home staff – is there an opportunity to link in? RL (or the other Public Health consultant, SD) will contact EF to explore opportunities. ACTION RL</p>
<p><b>BUSINESS ITEMS</b></p>	
<p><b>DISCUSSION ITEMS</b></p>	
	<p>Future dates were noted – including a slight change to June &amp; September 2019's Board dates. An updated document was circulated to members ahead of the meeting.</p>
	<p><b>Any Other Business and urgent items</b></p> <ul style="list-style-type: none"> <li>• 'Making Every Contact Count' (MECC) – Public Health led initiative  <a href="http://makeeverycontactcount.co.uk/">http://makeeverycontactcount.co.uk/</a></li> </ul> <p>Chair asked if members were aware of this Public Health initiative - implementation of MECC by partner organisations was included in a recent SAR action plan.</p> <p>RL noted that an in house training pathway has been established, including online &amp; face to face training. This is ready to go – testing takes place in January 2019 followed by a publicity campaign. ACTION RWa – update relevant SAR action plan.</p>
<p><b>Date of next meeting:</b>  Thursday 28<sup>th</sup> March 2019, 10a.m – 1.00p.m  Willison Room, Hindlip Hall</p>	

	<b>ACTION</b>	<b>ALLOCATED TO</b>	<b>TARGET DATE</b>	<b>RAG</b>
1	Make suggested amendments to SAR report	JC	completed	
2	Invite EW to make a short presentation on the work of the 'Integrated Victim Management' team at March Board	RWa	March Board	
3	Send Onside Advocacy case studies (from presentation) to RWa for circulation to members	SHu	13/2/19	
4	BBr to provide an update on NW's Action from 20/9/18 (carried over from 20/6/18 Board) – to provide details about 'jigsaw' alert system in use by WCC (Information sharing – how they can give partners access to it.) for distribution to Board members.	BBr	13/2/19	
5	Look into the possibility of a joint bid (WSAB/Onside Advocacy) for safeguarding training funding ahead of the next Vol Task & Finish group on 13/2/19. Deadline for proposals is very short – 14/1/19.	BB	Completed	
6	Provide an update on any action taken by WCC following WMAS information on missed safeguarding referrals	AW	March Board	
7	Contact partner agencies involved in the CB SAR to establish the Board's position with regard to data ownership in relation to HS's requests for information.	Chair	completed	
8	Contact WODA to check if they can provide any support (in terms of data) for the Performance Management report	BB	Completed	
9	Report on day centre assurance responses	BB	March Board	
10	Set up a task & finish group to agree on which 'Self-assurance audit' platform to use	BB	To be discussed at Chairs meeting 4/2/19	
11	Provide a written update on the WCC action plan following their independent review.	BBr	13/2/19	
12	Contact EF to explore opportunities to link Public Health & CCG's educational work around pressure ulcers.	RL	13/2/19	
13	Update the relevant SAR action plan/s to reflect the work being done by Public Health around MECC	RWa	completed	
14	Invite a representative from the Older People's Consultative Forum to attend a future Board meeting.	BB	13/2/19	

## **GLOSSARY**

WSAB	Worcestershire Safeguarding Adults Board
SAB	Safeguarding Adults Board
LSCB	Local Safeguarding Children's Board
ADASS	Association of Directors of Social Services
WHCT	Worcestershire Health & Care NHS Trust
WAHT	Worcestershire Acute Hospitals NHS Trust
NHSE	National Health Service England
CQC	Care Quality Commission
NICE	National Institute for Clinical Excellence
WCC	Worcestershire County Council
WODA	Worcestershire Office of Data Analytics
LA	Local Authority
ATIS	Access, Triage & Intervention Service
CCG	Clinical Commissioning Group
WMP	West Mercia Police
CPS	Crown Prosecution Service
ICO	Information Commissioner's Office
GDPR	General Data Protection Regulation
SAR	Safeguarding Adults Review
LeDeR	Learning from Deaths Review
PMF	Performance Management Framework
MSP	Making Safeguarding Personal
MCA	Mental Capacity Act
DoLS	Deprivation of Liberty Safeguards
P&QA	Performance & Quality Assurance
LD&P	Learning Development & Practice
HRA	Homelessness Reduction Act
MHA	Mental Health Act
WRAP	Workshop to Raise Awareness of Prevent
CCP	Caring for Communities & People
MECC	Making Every Contact Count
CDOP	Child Death Overview Panel