



HALTON SAFEGUARDING ADULTS BOARD

FRIDAY, 20 JANUARY, 2017 AT 10AM

HALTON SUITE, SELECT SECURITY STADIUM, WIDNES

PRESENT:

Audrey Williamson	Independent Chair
Marie Wright	Halton Borough Council (HBC)
Hitesh Patel	Healthwatch & Citizen Advice Halton
Tracey Coffey	HBC
Helen Moir	HBC
Bridgid Dineen	HBC
Jan Snoddon	NHS Halton Clinical Commissioning Group
Helen Smith	NHS HCCG
Danielle Whitwell	National Probation Service
Gareth Lee	Public Protection PCI

In attendance:

Denise Taylor	HBC (Minutes)
Simon Newall	Cheshire Police

APOLOGIES:

Donna Yates	Cheshire, Greater Manchester Probation
Emma Coxon	Cheshire Fire Service
Sue Wallace-Bonner	HBC

		ACTION
1	<p>Apologies</p> <p>Apologies were noted as above and those members present introduced themselves to the rest of the Board.</p> <p>Audrey welcomed Bridgid Dineen, Safeguarding Policy Officer to her first meeting and explained that Bridgid's role would add good additional capacity to the Safeguarding Unit.</p>	
2	<p>Minutes of last meeting & matters arising</p> <p>The minutes from the last meeting were agreed as a true and accurate record.</p>	

			ACTION
2.1	<u><i>Hate Crime (Previous Item 3)</i></u> Helen Moir reported that the first three families of Syrian refugees are due to arrive this month. The families are being placed across Runcorn and Widnes and have some support from the Contract Team with requests for volunteers to support the families; there is one family with children. There have been some protests within the community, however this is being monitored by Development Control.		
2.2	<u><i>Partnership Forum (Previous item 6)</i></u> It was noted that the Partnership Forum was well attended. Sarah Johnson-Griffiths from Public Health led on the Prevention Strategy; a small working group has been established and comments from the Forum will be fed into that group.		
2.3	<u><i>Self-Neglect Panel (Previous Item No. 8)</i></u> The first meeting is taking place on Monday; Richard Reece has agreed to chair. Subsequently, one referral received from Mental Health and expecting further referrals coming through. Helen to arrange formal launch asap.	HM	
2.4	<u><i>Updates from Partner Agencies / Information Exchange (Previous item 11) – Domestic Abuse</i></u> Tracey Coffey updated the Board that in terms of Pan Cheshire there are a couple of strands to develop; Safer Lives, Cheshire wide response to Domestic Abuse. There will still be a place for Halton within the Cheshire Domestic Abuse Board. There are a number of work-streams, i.e. the development of a Survivors Group to support the board, Workforce Training and Planning. A number of innovation bids have been put forward. Developing a model of working with perpetrators, looking particularly at complex dynamic processes, and looking at different ways of direct work. There is a recommendation about moving to daily MARACS. However, four directors have expressed concerns about approaches. That paper was going to come to the Cheshire Domestic Abuse Board, but have asked it not to go. Knowsley are carrying out a multi-agency pilot for six weeks, and would like probation to be involved, however it has taken the pressure off Children's Social Care. Capacity was discussed at LSCB. No backlog in responding to		

		ACTION
	<p>VPA's. There will be full consultation with HSAB and Children's Board.</p>	
2.5	<p><u>Updates from Partner Agencies / Information Exchange (Previous item 11) – GPs Charging for safeguarding case reports</u></p> <p>Jan informed Board members that GPs in Halton have agreed not to make a charge; their approach was a risk to children and to adults, and they felt it was unprofessional. A small pot of money has been identified within the PMS review; this will be a quality initiative and with the funding this will enable them to develop a set of standards, referrals, responses, case conference responses, but can also performance manage against delivery. This will be incorporated into the contract; 12 month programme to commence in April.</p> <p>Hitesh raised concern from Halton CAB perspective that under the Welfare Reform people are finding it difficult to receive benefits. Jan suggested that maybe the CCG could assist as all GP practices are represented and any issues raised could be presented to the Service Development Committee. It was agreed that Hitesh would formally write to Jan outlining specific issues to be fed into the Service Development Committee.</p>	HP
<p>The Action Log was updated accordingly.</p>		
12	<p>Updates from Partner Agencies/Information Exchange : 5Boroughs Partnership Suicides Review Update</p> <p>This item was brought forward due to Jan leaving the meeting early. Jan updated Board members on the work of the Suicides Incident Review Panel. Jan explained that the aim of the report is to update the Safeguarding Adults Board on the progress in investigating the incidents and provide some early information on the possible lessons learnt in these cases. Jan highlighted some of the key areas:</p> <ul style="list-style-type: none"> • There is a particular issue calling something a suicide; suicide is only a suicide if it has been confirmed by a Coroner • Outcomes of Thematic Review – concerns currently from social work perspective is not as robust; Jan will discuss with Sue Wallace-Bonner in more detail • DS Case is expected to be delivered by March. All other cases are about to be completed 	JS

		ACTION
	<ul style="list-style-type: none"> • Thematic Review team meeting in February, waiting for some feedback on Safeguarding. The extra information from LA Adult Social Care • A version of this report will be presented to the Quality Surveillance Group, NHS England • Most of the themes will be grouped together in an overarching theme • Report from Lindsay Smith re: social care echo areas being disjointed. CDoc is a system whereby you can access information quickly, however there needs to be a process around things that are clear, this is about getting the learning out • From a 5Boroughs perspective there is a lot of lessons learnt for them <p>The next steps in the process for these incidents are to:</p> <ul style="list-style-type: none"> • Access any further information from primary care and other services • To review further any social care information to ensure full picture • To review any possible safeguarding referrals for these cases to ensure full data sets • To allow MAR Review to raise any further concerns and queries to mental health provider, this then will allow a final version of the Route Cause Analysis to be approved • To complete MAR report to be presented to a special Safeguarding Board • To complete the thematic review for presentation to special Safeguarding Board <p>Cllr Marie Wright raised a query about whether there was recorded information of people who are threatening in the community. Jan responded that if someone is under care and they express suicide, then an assessment will be undertaken. It was noted that families have been involved in the case review meetings.</p> <p>Board members noted and discussed the contents of the report and subsequently agreed that a special SAB meeting to be arranged in March to consider the MAR and Thematic Review recommendations and actions. Jan to liaise with Denise</p> <p>Audrey on behalf of the Board thanked Jan for a very helpful report, and felt that this is a positive audit process.</p>	JS/DT
3	<p>Herbert Protocol</p> <p>Simon Newall, Cheshire Police attended the meeting to brief Board members in relation to the implementation of The Herbert Protocol in</p>	

		ACTION
	<p>Cheshire. Simon explained that The Herbert Protocol, it is an initiative named after George Herbert, a War veteran of the Normandy landings - who lived with dementia. The Herbert Protocol is a national scheme being introduced by Cheshire Constabulary and other agencies to encourage carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing. This protocol ensures that Cheshire police have quick and easy access to information about an individual should they be reported missing.</p> <p>The idea is to complete a form recording all vital details such as medication required, mobile numbers, places frequented, their routines, description and photograph. In the event of a family member going missing the form can be sent or given to the police to reduce the time taken in gathering this information.</p> <p>Simon updated on progress and has targeted both care homes and those who care for relatives in the community, asking them to complete The Herbert Protocol pro forma in assisting locating vulnerable people that are at risk of going missing, so that it is readily available should that person be reported missing.</p> <p>The Herbert Protocol has already been rolled out in other police force areas and has been very well received. We have sought to incorporate the best practice from their schemes into ours.</p> <p>Simon circulated the most recent up-to-date form to members of the Board. The form was sent out to Adult Social Care. Simon explained the process:</p> <ul style="list-style-type: none"> • Care Homes – PCSOs go out to homes to explain the process, asking the Care Homes to complete a missing persons profile – idea to sign up to the Service Level Agreement • Individuals within the family – secured a significant amount of funding, i.e. funding for posters and leaflets, draft versions, looking at using this promotion material within GP surgeries, CAB, engaging with the Alzheimer’s Society. • Social Media campaign/website page at the end of February to promote the Herbert protocol • The form itself is kept by the carers • Done some work with the Control Room, they have a script and prompt them to ask questions • Launch end of February/early March dependent upon support <p>Members of the Board felt that this was an excellent scheme and agreed to support The Herbert Protocol, liaising with Cheshire Constabulary, local Provider Forums and Halton’s Safeguarding Adults Partnership Forum to assist with promotion and uptake of the</p>	

		ACTION
	<p>scheme within Halton. The Board subsequently agreed:</p> <ul style="list-style-type: none"> • Helen to discuss with Contracts and Quality Assurance Team and invite Simon to Carer Forums. Brief officers who visit care homes to display The Herbert Protocol pro forma/information in homes • Present a report to Adults Senior Management Team • Invite Simon to the Partnership Forum scheduled in April • Discuss with Sarah Johnson-Griffiths about possible inclusion in the Prevention Strategy • Helen Smith to raise within CCG • Hitesh to consider incorporating information within Healthwatch Enter and View visits • Denise to contact Carl Harris, Halton Carers Centre to liaise with Simon 	<p>HM</p> <p>HM/BD BD HM</p> <p>HS</p> <p>HP</p> <p>DT</p>
4	<p>Priorities & Strategic Planning</p> <p>Discussed under Item 5 below.</p>	
5	<p>Peer Review Update</p> <p>Helen Moir on behalf of Sue Wallace-Bonner gave feedback on the outcome of the Safeguarding Peer Review undertaken by St Helens Council, linked to priorities and strategic planning. Helen highlighted the key areas from the feedback received from St Helens Peer Review Team:</p> <ul style="list-style-type: none"> • Peer Review Team met with a number of staff and providers; they wanted to look at partnership working and the voice of service users. Feedback was positive, and our partners' values were excellent; true commitment supporting people to Safeguarding • Formal plan not yet received; however there will be an action plan to complete. It was a positive experience • It was very difficult to find out what the priorities were for this Board, however we are obliged to produce a Strategic Plan of the SAB <p>The Board agreed to revisit the aims of the Strategic Plan; ensure our priorities for 2016-2018 are embedded within the Framework, e.g. performance (women over 65yrs). It was agreed that Helen would provide report for the next meeting around performance and circulate to members of the Board for their comments in readiness for the next meeting in April. Tracey agreed to send the Children's Performance Framework report to Helen and Bridgid to assist.</p>	<p>HM/ALL</p> <p>TC</p>

		ACTION
6	<p>SAB Draft Annual Report</p> <p>Audrey presented the SAB Draft Annual Report to Board members and reported that this was presented to the Health and Wellbeing Board, and was well received.</p> <p>The Halton Safeguarding Adult Board endorsed the Annual Report.</p>	
7	<p>Draft Performance Framework</p> <p>Helen Moir presented the Draft Performance Framework to inform Board members of its progress. Helen went through some of the list of key areas and priorities for the Board:</p> <ul style="list-style-type: none"> • No. of DoLS applications received • No. of referrals made to the Police so we can see how many are formalised and results. Gareth reported that once a referral comes through it doesn't look any different, therefore is looking at our own internal inspection regimes, need to put something in place, but not there yet • No. of MARACS held • Hate Crime referrals • No. of fire Safety visits carried out • No. of Serious Incident • No. of pressure sore root cause analysis • No. of Disclosure and Barring Service referrals made <p>Helen explained that this will be a live document; this is a good start with the document not being too lengthy.</p> <p>Discussion followed and it was suggested start to measure impact, look at qualitative measures, e.g. audit processes and learning to shape future direction, complaints and compliments. This is about pulling together the triangulation of how effective performance is, how that fits into the performance framework and doing it on a multi-agency level and measure the process. Tracey suggested maybe do a theme on DoLS, complex dependency, reducing repeats.</p> <p>Query raised in relation to obtaining data, for example violent relationships, how are they alerting they are a victim before it gets so bad for a cry for help. Be clear about vulnerable people who receive a service. The prevention strategy would look at this in-depth. The right information needs to go to the right groups. It's a mix of qualitative and quantitative. Single agency audits are reported monthly. Part of the process is sending out questionnaires and looking at feedback, and asking how was it for you? We are specifically looking at timescales and making sure any themes we identified we are</p>	

		ACTION
	<p>addressing.</p> <p>The Board agreed in moving forward to consider a thematic approach in relation to data findings for the SAB to undertake:</p> <ul style="list-style-type: none"> • Thematic Reviews – review every six months • 65yr olds – review every six months • SIR Recommendations – consider timescale • Audrey to raise at the Adult Safeguarding Chairs meeting 	<p>SAB</p> <p>AW</p>
8	<p>Draft Safeguarding Adult Review Policy</p> <p>Helen Moir presented to Board members the Draft Safeguarding Adult Review Policy. The main objective of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults who meet the criteria set out in Section 1 of the Care Act 2014 (implemented April 2015). Helen explained that this is a lengthy document; however there are some things we can include from some of the experiences, in terms of chronologies, letters and templates to be sent out. We have sent acknowledgements to other authorities who have assisted us in this process.</p> <p>Board members acknowledged that this is very helpful guide and very easy to read.</p> <p>The Board endorsed the policy and subsequently suggested review the policy after the SAR and March Thematic incidents have taken place.</p>	<p>HM</p>
9	<p>Case File Audit Report</p> <p>Helen informed Board members of the initial findings from case file audits undertaken on Safeguarding Adult cases taken during Quarter 1 of 2016/17. Helen explained that the Safeguarding unit have started taking monthly audits, competence has increased and the process is more fluid.</p> <p>However, some areas identified needed further work, for example threshold levels need to be addressed in practice; Making Safeguarding Personal (evidencing desired outcomes being discussed and identified; evidencing whether adult at risk has been contacted directly); Timescales (dates for each stage of the safeguarding process have not been clearly recorded and cases being left open when it could have been closed down; Record Keeping (observations have evidenced that good work has been undertaken but this information needs to be included within the investigating forms), bitesize sessions were launched and well attended and practitioners refreshed. Also worked with safeguarding champions.</p>	

		ACTION
	<p>Next steps are to increase capability, give it a more robust report, and work with practitioners to make sure they understand the processes. As the audit process develops and is embedded further, where possible, multi-agency partners will be invited to contribute to the process in order to aid lessons learnt and promote good working practices to safeguarding adults in Halton.</p> <p>Tracey Coffey agreed to provide Helen with templates of data quality reports/CareFirst HSCB use for audit purposes to share good practice. Helen and Tracey to discuss CareFirst joint sharing.</p> <p>Members of the Board noted and discussed the contents of the report.</p>	<p>TC</p> <p>HM/TC</p>
10	<p>Training Needs Analysis</p> <p>Helen informed members of the meeting that Nicola Hallmark was unable to attend today to present this report, and sends her apologies. Therefore, Helen presented the summary findings of the Safeguarding Adults Training Needs Analysis. Helen asked Board members to consider the requirement for further action to standardise delivery of safeguarding training, and whether there is any resources available to achieve this.</p> <p>Discussion followed on how to take the training forward. Audrey advised that the Board would consider the quality and delivery of training and asked members of the meeting for their views.</p> <p>Hitesh said that this was also raised at the Partnership Forum and members were asked to explore what training is available within other organisations. Helen said that she was unsure of the quality of training provided; the quality of training was assessed at the sub group and the sub group took on the role on a yearly basis. The police have commissioned training for the voluntary sector around hate crime training. Danielle Whitwell referred to training carried out by Children's Safeguarding Unit, who has shared training with Cheshire West and Chester Council.</p> <p>Members of the Board discussed and noted the contents of the report and agreed that Helen would consider what other training initiatives are taking place both in-house/external organisations. Helen to provide follow-up report at next meeting in April.</p>	<p>HM</p>
11	<p>Involvement of Service Users in Halton Safeguarding Adult Board</p> <p>Hitesh Patel presented a report to members of the meeting and briefed that Healthwatch was asked to look at co-ordinating groups 'to discuss engagement of safeguarding and more joined up working with other agencies to include Halton Disability Partnership, Halton Open,</p>	

		ACTION								
	<p>Halton CCG, Halton BC and Halton Carers Centre.” Hitesh explained that other organisations would be better placed informing the public.</p> <p>Members of the meeting noted and discussed the contents of the report and subsequently agreed the following:</p> <ul style="list-style-type: none"> • Hitesh to formally write to Jan Snoddon outlining specific issues to be fed into the Service Development Committee • The Herbert Protocol would be a good one to test out on social media – Bridgid to send list of names and telephone numbers to Simon Newall • Audrey and Bridgid to discuss resurrecting the SAB Newsletter, raising the profile of SAB and service users 	<p>HP</p> <p>BD</p> <p>AW/BD</p>								
	<p>Information Items None.</p>									
12	<p>Updates from Partner Agencies / Information Exchange</p> <ul style="list-style-type: none"> • It was noted that as from April David Teese, National Probation Service will be attending future meetings 									
13	<p>Any Other Business</p> <p>No any other business to report.</p>									
14	<p>Date & Time of Next Meeting</p> <p style="text-align: center;">Friday, 28 April, 2017 10am Box 9, Halton Select Security Stadium</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #0070c0; color: white;">Date</th> <th style="background-color: #0070c0; color: white;">Time</th> <th style="background-color: #0070c0; color: white;">Venue</th> </tr> </thead> <tbody> <tr> <td>Friday, 28 July, 2017</td> <td rowspan="3" style="text-align: center;">10.00am</td> <td rowspan="3" style="text-align: center;">Box 9, Halton Select Security Stadium, Widnes</td> </tr> <tr> <td>Friday, 27 October, 2017</td> </tr> <tr> <td>Friday, 26 January, 2018</td> </tr> </tbody> </table>	Date	Time	Venue	Friday, 28 July, 2017	10.00am	Box 9, Halton Select Security Stadium, Widnes	Friday, 27 October, 2017	Friday, 26 January, 2018	
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Friday, 28 July, 2017	10.00am	Box 9, Halton Select Security Stadium, Widnes								
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<p>Audrey thanked members of the Board for their contribution into the meeting.</p>										