



Teeswide Safeguarding Adults Board

Meeting Date: **Wednesday 22 September 2020**

Time: **9:30am – 11:30am**

Venue: **Microsoft Teams**

Minutes

Attendees		
Name	Role	Representing
Phil Adams (Part)	Senior Group Partnership Manager & Safeguarding Leader	Department for Work and Pensions
Karen Agar	Associate Director of Nursing Safeguarding	Tees Esk & Wear Valleys NHS Foundation Trust
Ann Baxter	Independent Chair	Teeswide Safeguarding Adults Board
Philip Bond	Detective Superintendent – Safeguarding Lead	Cleveland Police
Jon Carling	Chief Executive	Catalyst Stockton
Dorothy Davison	Lead Member	Middlesbrough Borough Council
Jean Golightly	Director of Nursing & Quality	Tees Valley CCG
Lorraine Garbutt	Business Manager	TSAB Business Unit
Jake Graham	Communications Officer	Healthwatch South Tees
Stuart Harper-Reynolds	Named Nurse (Adult Safeguarding)	North Tees and Hartlepool NHS Foundation Trust
Jill Harrison	Director of Adult and Community Based Services	Hartlepool Borough Council
Steve Johnson	Area Manager – Prevention and Protection	Cleveland Fire Brigade
Angela Legg	Data Analysis and Performance Monitoring Officer	TSAB Business Unit
Cllr Sue Little	Lead Member	Hartlepool Borough Council
Amy Mahoney	Project Officer	TSAB Business Unit
Gina McBride (Minutes)	Admin and Information Officer	TSAB Business Unit
Ann McCoy	Lead Member	Stockton-on-Tees Borough Council
Mike Milen***	Chief Executive	Redcar & Cleveland Voluntary Development Agency
Claire Moore (Part)	Domestic Abuse & Sexual Violence Lead	Middlesbrough Borough Council
Ann Powell	Head of Cleveland Area	National Probation Service
John Rafferty	Compliance Business Partner - Safeguarding	Thirteen Group
Karen Sheard	Deputy Chief Nurse	North Tees and Hartlepool NHS Foundation Trust
Victoria Wilson	Assistant Director of Adult Care	Redcar & Cleveland Borough Council
Ann Workman	Director of Adults and Health	Stockton-on-Tees Borough Council

Apologies

Name	Role	Representing
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Christopher Akers-Belcher	Chief Executive	Healthwatch Hartlepool
Jane Bell	Administration Officer	TSAB Business Unit
Lisa Bosomworth	Development and Delivery Manager	Healthwatch South Tees
Sarah Bowman-Abouna	Director of Public Health	Stockton-on-Tees Borough Council
Mark Davis***	Chief Executive	Middlesbrough Voluntary Development Agency
Deb Fenny	Detective Chief Inspector	Cleveland Police
Elaine Godwin	Admin Officer	TSAB Business Unit
Rachelle Kipling**	Commissioners Officer for Victims	Office of Police & Crime Commissioner
John Lovatt	Assistant Director	Hartlepool Borough Council
Wendy Macdonald	Inspector	CQC
Elizabeth Moody	Director of Nursing and Governance	Tees Esk & Wear Valleys NHS Foundation Trust
Mel Newton	Senior Lecturer	Teesside University
Cllr Mary Ovens	Lead Member	Redcar & Cleveland Borough Council
Darren Redgwell	Deputy Director of Operations	Durham Tees Valley Community Rehabilitation Company Limited
Patrick Rice	Corporate Director of Adults and Communities	Redcar & Cleveland Borough Council
Alison Peevor	Head of Quality and Adult Safeguarding	Tees Valley CCG
Jean Pegg	Inspection Manager	CQC
Erik Scollay	Director of Adult Social Care	Middlesbrough Borough Council
Stephen Thomas	Development Officer	Healthwatch Hartlepool
Helen Williams	Named Nurse Adult Safeguarding	South Tees Hospitals NHS Foundation Trust
Sarah Wilson	Head of Safer Prisons and Equality	HMP Holme House Prison
Ayshea Winchester	Safe Custody Manager	HMP Holme House Prison

Absent		
Name	Role	Representing
Natasha Judge	Healthwatch Stockton Manager	Healthwatch Stockton
Leanne Stockton	Business Manager	Hartlepool & Stockton Safeguarding Children Partnership
Gary Watson	Business Manager	South Tees Safeguarding Children Partnership
Christine Wharton**	Inspection Manager	CQC

*Attends for specific agenda items only; ** Attends 2 times per year; ***Attends on behalf of MVDA & RCVA

Copies: Chris Brown; Susan Cawley; Caroline Gallilee; Jackie Gibson; Emily Gill; Emily Gibson; Suzanne Glass; Lorna Harrison; Nigel Hart; Colin Holt; Suzanne Metcalfe; Judith Oliver; Laura Poppleton; Angela Pringle, Mike Sharman; Rachael Surtees; Lyndsay Waddington

Agenda Item 1	Introductions and Apologies	Presenter: Chair
Ann Baxter (AB) welcomed everyone to the meeting.		

Agenda Item 2	Safeguarding and Department for Work and Pensions	Presenter: Phil Adams
<p>Phil Adams talked through the key areas of safeguarding that the DWP have been focusing on since March 2020.</p> <ul style="list-style-type: none"> • DWP secured funding in 2019 to improve support for vulnerable customers • A new central safeguarding team has been set up and provides a link between operational teams and policy/strategic colleagues. On 12 October a new Senior Safeguarding Lead for Tees Valley will be appointed and will be the link to the Board 		

- It was noted that the number of claims through DWP has been unprecedented during the pandemic and it was difficult for people to contact DWP, particularly during lockdown as all face to face visits were cancelled and job centres were closed. Now many staff are working from home and the online journal facility for those in receipt of universal credit is being used to good effect. This includes a system for picking out key words that may flag certain issues, such as domestic abuse
- During the pandemic there have been instances where some older people have not cashed their cheques. DWP have contacted these individuals or worked with partners to arrange a welfare visit and in most instances this was due to the individual shielding
- DWP have been involved with some cases where an individual's vulnerabilities have increased due to their financial instability. The DWP have been working hard to flag these cases, escalate where appropriate and to find a suitable outcome.
- DWP have introduced a new internal review process. This is for cases where something has gone wrong and there are lessons to be learned to prevent similar instances occurring. Awareness of how to refer into the review process has improved amongst staff.
- Work is ongoing with decision makers. DWP operates within the law but recognises that there are some 'grey areas' or genuine circumstances and that sanctioning people should be the last resort. DWP may arrange a home visit or work with partners to carry out a welfare check. Case conferences with line managers and employment advisers take place to double check all the information is available before any decisions are made around sanctions.
- DWP are streamlining services; for example those who apply for PIP need a medical assessment, this may also be applicable to some people who access universal credit. At the moment the person would need two different medical assessments, but DWP are working towards only having one.
- There has been a lot of training around safeguarding issues, in particular Domestic Abuse.
- Each district has a Complex Needs Plan – this is for instances where someone may need financial support urgently, for example someone fleeing Domestic Abuse
- Legally the DWP does not have a right to withhold money owed to individuals, to address this issue, underpayments need to be flagged at an earlier stage to ensure the person is in receipt of the correct benefits. The Policy Team have been asked to do a focused piece of work on this specific issue.
- DWP are trying to raise awareness of information sharing to staff and that where there is a safeguarding concern, there is a legal obligation to share information appropriately.

PA was contacted by the Board about a specific case and areas of concern. DWP have responded to this in writing and noted that the internal review process for this case is due to take place on 24 September.

AB reflected that PA's presentation reinforces our shared responsibilities and that DWP and the Board need to work more closely. AB noted that the TSAB has a review process similar to DWP's and questioned if we are duplicating work and if there is an opportunity to work together on some investigations.

Steve Johnson (SJ) attends the Strategic Coordination Group (SCG) and reiterated that Cleveland Fire Brigade carries out a large number of home visits across Tees and can help to assist the DWP with any visits they require. Contact details for SJ will be passed on to PA to discuss further.

Councillor Ann McCoy (AMc) asked if any communication regarding the restructure/contact details can be shared with the Citizen's Advice Bureau.

Ann Workman (AW) suggested that the presentation is revisited once new processes have been implemented. PA felt that the changes that have already been put in place are making a positive difference to vulnerable people.

Mike Milen (MM) commented that there has been a noticeable improvement in Redcar & Cleveland DWP service and how they work with vulnerable people. In particular, MM felt that the Case Conference Request form was particularly helpful as a way for providers to link with clients and to answer questions on the individual's behalf; people in crisis may not always be able to explain their circumstances to DWP.

PA advised that Claire Naylor (CN) has taken over the role of Peter Clark, who was working for the Group Partnership Team before his recent promotion and requested that her contact details be circulated. PA was happy to share his contact details, and to answer any questions outside of the meeting. Once the new safeguarding leads are in place, communications will be sent out and PA will ensure that the Business Unit and CABs receive the information.		
Action Points	Action Owner	Deadline
1. Business Unit to share SJ and PA contact details with each other	GMc	06/10/20
2. DWP structure/contact details to be shared with CABs and the Business Unit for wider circulation to Board Members	PA	TBC
3. PA and CN's email address to be circulated with the minutes	GMc	06/10/20

Agenda Item 3	Domestic Homicide Review 2	Presenter: Claire Moore
<p>Claire Moore (CM) delivered a presentation in relation to a Domestic Homicide Review in Middlesbrough which was published in July 2020. CM advised that family and friends were heavily involved with the review process and wanted Jessica to be named within the report - this was approved by the Home Office. CM talked through the key areas of learning and highlighted that this was a particularly unusual case as Jessica was not known to many services. The case also had a lot of national interest and this was carefully managed by the Community Safety Partnership (CSP) and family were consulted throughout.</p> <p>CM reiterated how important family, friends, colleagues and neighbours are in recognising domestic abuse cases and reporting this to the appropriate authorities. In hindsight, some people who knew Jessica saw signs of abusive behaviour from the perpetrator, but did not know what to do with that information.</p> <p>The report is published on MBC's website. There are number of recommendations, some are national recommendations, and some are linked to awareness raising and for partners to share key messages about domestic abuse to the general public and other services such as fertility clinics. The CSP will also be conducting a review of Clinical Service Pathways, as in this case there may have been missed opportunities to pick up on signs of domestic abuse or to have discussed this with Jessica.</p> <p>AB enquired if the CSPs and the Board are sharing learning and action plans. Lorraine Garbutt (LG) confirmed that CM shared the 7 minute briefing for this case which was circulated and that learning can be incorporated into the Board's newsletters. LG suggested that the discussions held today are picked up in more detail at the SAR Sub-Group meeting to determine next steps and how we can work more closely together.</p> <p>CM's hard work was commended, and members thanked her for her insight into this case.</p>		
Action Points	Action Owner	Deadline
1. Shared learning between CSPs and TSAB to be discussed at SAR Sub-Group	JH	11/11/20
2. Claire Moore to be invited to SAR Sub-Group meeting to discuss learning relevant to the adult safeguarding agenda	GMc / CM	11/11/20

Agenda Item 4	End of Year Performance Report	Presenter: Angela Legg
<p>Angela Legg (AL) summarised the key points from the End of Year Performance Report. A copy of the PowerPoint slides will be circulated with the minutes.</p> <ul style="list-style-type: none"> Safeguarding Concerns have continued to increase with a higher conversion rate to Section 42 Enquiries – this shows that more appropriate referrals are being made. There has been more emphasis on accurate recording and the increased number of Concerns could be attributed to this, rather than the number of cases increasing. 3 out of 5 Key Performance Indicators (KPIs) have been fully achieved; 2 remain as amber – these are in relation to Making Safeguarding Personal, which can be difficult to capture within the data, as often the detail is included within the narrative of the case files. The physical category of abuse has increased, however the number of incidents between residents has decreased. This could be due to the implementation of the TSAB incidents between residents guidance that was produced last year. AL will review the Q1 2020 incidents 		

between residents data for any impact linked to Covid-19 – a change in routine, lockdown restrictions and limiting of visitors may have had an impact on people in care.

- It was noted that the Self-Neglect categories in North Tees and Hartlepool NHS Foundation Trust (NTHFT) and South Tees Hospitals NHS Foundation Trust (STHFT) seem high compared to Tees Esk & Wear Valley's (TEWV) figures. Karen Agar (KA) advised that this has already been highlighted and suggested that TEWV could work with NTHFT and STHFT to explore in more detail.
- It was queried if TSAB can benchmark their data against comparators nationally. AL advised that the national Safeguarding Adults Collection (SAC) return has been delayed this year, but once this information becomes available comparisons can be made. There is also some work being carried out via the Regional Performance Group. Jean Golightly (JG) felt that monitoring the TSAB's data trends year on year is more valuable, as many other SABs are single authority and do not have the same geographical make-up or population needs.
- It was noted that the increased trends in safeguarding activity can be attributed to the ongoing awareness raising and training amongst organisations.
- Cleveland Police data showed a decrease in domestic abuse cases. Philip Bond (PB) explained that this decrease was unusual, particularly during lockdown as reports would have been expected to increase. The police have completed some awareness raising through the media and domestic abuse campaigns. Figures are starting to return to expected levels.

Action Points	Action Owner	Deadline
1. EOY Performance Report PowerPoint slides to be circulated with the minutes	GMc	29/09/20
2. NTHFT, STHFT and TEWV to consider Self-Neglect figures	SHR / HW / KA	TBC

Agenda Item 5	Annual Report – First Draft	Presenter: Amy Mahoney
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Amy Mahoney (AM) presented the annual report to members. The following key points were raised:

- The format last year was very well received and therefore the report has a similar layout and has the same page count (20 pages)
- It explains what a Safeguarding Concern and Section 42 Enquiry is, for people who may not be familiar with the terminology
- Key achievements from the past 5 years have been included
- Included an overview of Communication and Engagement work and Training
- Included the priorities within the Strategic Plan and 'what we said' and 'what we did' in a table format
- Included information about the Safe Place Scheme and Modern Slavery, as these subjects tend to generate discussions at accountability meetings
- Case studies have been included from a range of partners
- The Josh SAR has been emphasised and includes a link to the full report
- Although Covid-19 is mentioned, more emphasis will be placed on this in next year's annual report which will be looking at 1 April 2020 – 31 March 2021

Members provided very positive feedback and felt that the case studies were a positive addition. Jill Harrison (JH) commented that the annual report seems to improve every year as constructive criticism and feedback is taken into consideration. AM was commended for her hard work in pulling the report together.

AB requested final feedback to the Business Unit by 29 September. The final draft of the Annual Report will be taken to October Board meeting.

Action Points	Action Owner	Deadline
1. Members to provide feedback on the annual report	All	29/09/20
2. Final draft of annual report to be taken to October Board meeting	AM	22/10/20

Agenda Item 6	TSAB Independent Chair Recruitment	Presenter: Ann Workman
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Darren Best (DB) has been appointed the role of Independent Chair. DB will be attending the October Board meeting and is looking forward to meeting everyone. Those who attended the interviews are confident that he will do an excellent job, although it was noted that following AB will be a tough act to follow.

Agenda Item 7	Sub-Group Briefing Note	Presenter: Lorraine Garbutt
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A briefing report was provided for information. LG explained that although face to face Sub-Group meetings were suspended during the spring/early summer, work has continued and meetings are starting up again on a virtual basis. LG highlighted the key areas of work from each Sub-Group.

Performance Audit and Quality

LG advised that the Quality Assurance Framework template, process and schedule has been reviewed and approved by the PAQ Sub-Group. The updated version was circulated with the agenda for information.

Operational Leads

A multi-agency audit is scheduled to take place on 30 September with reduced members attending and will be held in a Covid secure room. If this process works well, further audits may take place in this way. There are a number of audits required to meet the recommendations from the Josh SAR and Adult C Learning Lessons Review (LLR). If audits cannot take place face to face, there is a risk that the learning from these cases cannot be implemented in a timely way. LG will provide feedback to the Board following the September audit.

Learning Training and Development

Face to face training sessions have been cancelled, however a number of virtual training sessions have been arranged. It is recognised that not all training can be delivered in this way, again this may impact in implementing some of the learning from the Josh SAR and Adult C LLR.

Communication and Engagement

The Safeguarding Adults Awareness Week takes place from 16 November. A planning group is pulling together some ideas and a communication and engagement plan with some resources will be produced. The majority of communications will need to be shared digitally due to the restrictions around Covid-19.

Safeguarding messages on social media have continued throughout the pandemic.

Safeguarding Adult Review

The Adult D LLR was paused, however this has now been reinstated on a virtual basis. Learning and Reflection Workshops are taking place with practitioners over the next few weeks. It is hoped that the final report will be ready in December – an extraordinary Board meeting, may need to be held to approve the report.

The SAR process has been reviewed and if a new notification is being submitted the referrer is asked to speak to the Business Unit to ensure they are following the revised process. Once the notification is received, the Business Unit will make contact with the referrer to seek further relevant information as a way of establishing if further chronologies and information are required prior to consideration at the SAR Sub-Group.

JH asked Board Members to review any outstanding actions for ongoing cases and to provide updates to the Business Unit. AB asked Board Members to respond to the Self-Neglect Policy email and Social Worker Analysis survey which has been circulated by the Business Unit.

Action Points	Action Owner	Deadline
1. LG to provide feedback on the MBC face-to-face multi-agency audit	LG	22/10/20
2. Members to review outstanding actions on all cases open to the SAR Sub-Group and to provide updates to the Business Unit	All	13/10/20

3. Members to respond to Self-Neglect Policy email and Social Worker Analysis survey	All	02/10/20
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Agenda Item 8	CQC Rapid Review - SBC	Presenter: Ann Workman	
AW advised that CQC carried out a Rapid Review of 11 Care Homes in Stockton. This was part of a bigger review which included Cumbria. Feedback has been provided to SBC which was very positive. AW will pull together a summary and will share with the Board.			
Action Points		Action Owner	Deadline
1. Summary of Rapid Review to be shared with Board		AW	TBC

Agenda Item 9	Any Other Business	Presenter: All	
A number of items were added to the agenda for information.			
LG commented that she has received some information via the National Safeguarding Network to advise that NICE are developing some guidelines around Care Homes and SABs. LG raised concerns that some of the proposed guidance is particularly operational and some falls within the remit of Commissioning Teams rather than the Board.			
It was agreed that LG will respond to NICE on behalf of the Board.			
Action Points		Action Owner	Deadline
1. LG to respond to NICE		LG	01/10/20

Next Meeting Date: **22 October 2020**
 Time: **9:30am – 11:30am**

Minutes approved by Independent Chair:



Date: 24/09/20

Appendix 1 – Attendance Matrix

The table below reflects named members of the TSAB, although deputies have been shaded.

Company	27/02/2020	11/03/2020	23/04/2020 (CANCELLED)	24/06/2020 (CANCELLED)	22/09/2020	3
Catalyst Stockton	0	0	0	0	1	33%
CCG Board Member Tees Valley CCG	1	1	0	0	1	100%
Cleveland Fire Brigade	1	1	0	0	1	100%
Cleveland Police	1	1	0	0	1	100%
CQC Board Member (Mlbro, Redcar, Stockton) (committed to attend 2 meetings per year)	0	0	0	0	0	0%
CQC Board Member (Hartlepool)	2	0	0	0	0	33%
Durham Tees Valley CRC	0	0	0	0	0	0%
Hartlepool and Stockton Safeguarding Children Partnership	0	1	0	0	0	33%
HBC Board Member	0	1	0	0	1	67%
HBC Assistant Director	1	0	0	0	0	33%
HBC Lead Member	0	1	0	0	1	100%
Healthwatch Hartlepool	0	0	0	0	0	0%
Healthwatch South Tees	2	0	0	0	1	67%
Healthwatch Stockton	1	1	0	0	0	67%
HMP Holme House Prison	0	2	0	0	0	33%
MBC Board Member	1	0	0	0	0	33%
MBC Lead Member	0	0	0	0	1	33%
Middlesbrough & Redcar Voluntary Development Agency	1	0	0	0	1	67%
National Probation Service Cleveland	0	1	0	0	1	67%
North East Ambulance Service (attend for specific agenda items only)	0	0	0	0	0	0%
North Tees & Hartlepool NHS Foundation Trust	1	1	0	0	2	100%
Public Health	1	0	0	0	0	33%
Office of Police & Crime Commissioner (committed to 2 meetings per year)	0	0	0	0	0	0%
RCBC Board Member	0	0	0	0	0	0%
RCBC Assistant Director	1	1	0	0	1	100%
RCBC Lead Member	0	0	0	0	0	0%
SBC Board Member	1	1	0	0	1	100%
SBC Lead Member	1	1	0	0	1	100%
South Tees Hospitals NHS Foundation Trust	1	1	0	0	0	67%
South Tees Safeguarding Children Partnership	0	0	0	0	0	0%
Teesside University	1	1	0	0	0	67%
Tees Esk & Wear Valleys NHS Foundation Trust	1	1	0	0	1	100%
Thirteen Housing	1	0	0	0	1	67%
TSAB Independent Chair	1	1	0	0	1	100%
TSAB Business Unit	4	6	0	0	4	100%