

**Gloucestershire Safeguarding Adults Board (GSAB) Meeting**  
**Thursday 10<sup>th</sup> September 2020, 10am**  
**Teleconference via Microsoft Teams**

**MINUTES**

**Present:**



Paul Yeatman (Chair) (PY)	Independent Chair, GSAB
Sarah Jasper (SJ)	Head of Safeguarding Adults, Gloucestershire County Council (GCC)
Carolyn Bell (CB)	GSAB Business Manager, GCC
Steve O'Neill (SO'N)	Outcome Manager - Drugs & Alcohol, Public Health, GCC <i>representing Sarah Scott</i>
Rosie Luce (RL)	Assistant Director of Quality and Safeguarding & Regional Lead for Safeguarding, NHS England and NHS Improvement – South West Region
Caroline Walker (CWA)	Head of Community Services, Cheltenham Borough Homes
Holly Beaman (HB)	Lead Commissioner - Learning Disabilities & Physical Disabilities, GCC/GCCG
Clare Lucas (CL)	Healthwatch
Matt Leonard (ML)	VCS Alliance
Anna Hansell (AH)	Manager, Gloucestershire POHWER
Mary Morgan (MM)	Lead Commissioner Housing, Health & Care, GCC/CCG
Jo Bridgeman (JB)	Safeguarding Specialist Nurse <i>representing Marion Andrews-Evans</i>
Michele Turley (MT)	Gloucestershire Domestic Abuse Support Service (GDASS)
Dawn Porter (DP)	Head of Adult Social Care, GCC
Donna Potts (DPo)	Gloucestershire Fire and Rescue Service (GFRS)
Jade Chew (JC)	Partnership Advisor, Department for Work and Pensions (DWP) <i>representing Val Baker</i>
Lisa Walker (LW)	Carer Services Manager, Gloucestershire Carers Hub
Riki Moody (RM)	Gloucestershire Care Providers Association (GCPA)
Hamish Robertson (HR)	South West Group Senior Safeguarding Leader, DWP Local Authority Partnership, Engagement and Delivery (LA-PED)
Karen Smith (KS)	Head of Regulatory Services and Consumer Protection, Trading Standards Services, GCC
Craig Tucker (CT)	Safeguarding Lead, Kingfisher Treasure Seekers
Hannah Williams (HW)	Deputy Director of Nursing and Quality, Gloucestershire Health and Care NHS Foundation Trust (GHC)
Mandy Fathers (MF)	Business Manager Operational Services, Forest of
Arman Mathieson (AM)	Detective Superintendent, Head of Public Protection Bureau, Gloucestershire Constabulary
Sam Lancaster (Minutes)(SL)	Safeguarding Adults Administration Manager, GCC
<b>Apologies:</b>	
Margaret Willcox (MW)	Commissioning Director: Adults & DASS, GCC
Cllr Kathy Williams (KW)	Cabinet Member for Adult Social Care Delivery, GCC
Jenny Cooper (JCo)	Lead Commissioner - Older People, GCC/GCCG
Sarah Scott (SS)	Director of Public Health, GCC
Marion Andrews-Evans (MA-E)	Executive Nurse & Quality Lead, NHS GCCG
Val Baker (VB)	Gloucestershire Partnership Manager, DWP Work Services Directorate, Avon Somerset and Gloucestershire District
Simon Hester (SH)	South West Ambulance Service Trust (SWAST)



Annette Blackstock (AB)



 Designated Nurse Safeguarding Children & Safeguarding Adults  
Manager, NHS Gloucestershire Clinical Commissioning Group  
(GCCG)

Carole Webster (CWe)

 Deputy Chief Nurse, Gloucestershire Hospitals NHS Foundation  
Trust (GHNHSFT)

		Owner
1.	<b>Introductions and Apologies were made</b> PY introduced and welcomed two new Board Members: Hamish Robertson, South West Group Senior Safeguarding Leader DWP, and Arman Mathieson, Detective Superintendent, Head of Public Protection Bureau. <b>1.1 Declaration of Interest –</b> No declarations of interest were made.	
2.	<b>Minutes of the Last Meeting – 04/08/2020</b> HB updated that there were five deaths within the LD community as a result of Covid-19, not six as originally reported. The minutes of the meeting held on 04/08/2020 were agreed as a true and accurate record.	
3.	<b>Matters Arising from 04/08/2020</b> All Actions Completed.	
4.	<b>Items from the Chair</b> The South West SAB Chairs group met last week, they discussed introducing a National Audit Tool. As well as the London Safeguarding Adults Partnership statutory partners version there is also one for voluntary and non-statutory partners. These will be taken to the GSAB Business Planning Group for discussion and also shared with Board members (below). <b>Action: CB to take the two National Audit Tool's to the GSAB Business Planning Group</b> <b>Action: Comments on the two (Statutory and VCS) National Audit Tool's to CB by Friday 16<sup>th</sup> October</b> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">             London Safeguarding Adults Partnerships A         </div> <div style="text-align: center;">             2018_19 Safeguarding Adults :         </div> </div> SCIE have held a webinar on the Safeguarding Adults Reviews Rapid Review process; it has a 15 day turnaround time and is being trialled in some areas. It is another option for Boards to consider when undertaking a SAR. The new National S42 Safeguarding Guidance will be published soon. This follows the Action on Elder Abuse report stating it can be a postcode lottery as to how satisfactory the response is from the Local Authority. It was noted that the severity of the referral is not determined by whether it proceeds to a S42 enquiry; that just means further investigation is required. NICE are currently consulting on the practice around safeguarding adults in care homes, further details can be found on their website. Public Health is leading a review into the impact of Covid-19 on care homes in Gloucestershire; PY is involved.	CB  ALL
5.	<b>VCS Alliance Update</b> The VCS Alliance's role is to be an independent voice for the Voluntary and Community Sector. There are over 5,500 VCSE organisations in Gloucestershire; almost 7,000 people are employed by registered charities, with over 14,000 volunteers. 33.6% of organisations have a turnover of £25,000 or less and 87% of	

	<p>organisations receive grant funding. 50% of VCSE organisations deliver on public sector contracts. The most common areas of support are for older people, rural areas and health. There is an ongoing issue with recruiting both volunteers and trustees.</p> <p></p> <p>VCS Alliance GSAB PowerPoint.pptx</p> <p>A survey was undertaken in May, in conjunction with the Barnwood Trust, on the impact of Covid-19 and many concerns were raised including the increased demand on the sector, an estimated 66,000 redundancies nationally, high financial loss to charities, cuts to services, potential closure and the inability to furlough staff, as it would result in stopping the service provision. The Covid-19 period has exposed both strengths and weaknesses within the VCS. It has highlighted the digital divide in VCS and communities, and the need to redevelop services.</p> <p>HR is keen to engage with the VCS and asked if there was a central forum, ML advised of the separate thematic groups including older people and mental health. ML and HR will liaise and discuss VCS engagement with the DWP.</p>	
<p><b>6.</b></p>	<p><b>Gloucestershire Carers Hub Update</b></p> <p>Gloucestershire Carers Hub provides support to all carers aged 18 or over. All of their services have continued since lockdown, either virtually or by telephone. There were multiple themes during Covid-19, including missing the support of family and friends, not being able to visit those in care homes or hospitals, access and confidence in IT, access to respite services and an increase in the emotional support required.</p> <p></p> <p>Glos Carers Hub Update.pptx</p> <p>During the lockdown period they increased their business hours, made wellbeing calls to the most vulnerable, increased social media presence, provided training virtually and enabled changes in respite options. They developed a Carer ID letter and a weekly carer's communication. The Carer Aware Scheme was developed, to make the wider community more aware of carers.</p> <p>Moving forward, more services are being developed including the Carer Discount Scheme, mentoring and befriending services and promotion of the Carer Aware Scheme. They also have a current live survey, in collaboration with Gloucestershire CCG, to determine the learning points from Covid.</p> <p>PY asked if the weekly carer's communication could include key safeguarding messages.</p> <p><b>Action: CB to arrange a virtual meeting between PY, LW and CB to discuss Carers Hub Comms</b></p>	<p><b>CB</b></p>
<p><b>7.</b></p>	<p><b>Gloucestershire Domestic Abuse Support Service (GDASS) Update</b></p> <p>The impact of Covid has been substantial with a marked increase in victims of Domestic Abuse. During lockdown there was a 40% increase in referrals; in order to deal with these robustly, the duty process was revised. High risk referrals are allocated or signposted within 72 hours. They have developed specialisms across their teams including elder abuse and PTSD. There has been a rise in control</p>	

	and coercive behaviour cases. Alleged perpetrators have had easier access to victim's phones and technology during lockdown. There have been spikes in the number of referrals at the end of each month. It was suggested that it could be financial, as money is running out or a new salary received.	
8.	<p><b>Trading Standards</b></p> <p><b>Financial Abuse by Scams – Stopping The Cycle</b></p> <p>The presentation covered the types of scams that exist, the victims and how Trading Standards are Stopping the Cycle. The approach of Trading Standards to Scams has altered since the introduction of the Care Act and more collaboration with the Safeguarding Adults Board and Adult Social Care. Trading Standards receive referrals from a variety of sources including Adult Social Care and the Royal Mail. Victims are often targeted, with 37% of people having been targeted five times or more. 'Suckers Lists' are sold to criminals around the world and then the victims are targeted again by criminals who claim that they can help recover lost money, known as Recovery Room Fraud.</p>  <p>Safeguarding Board Presentation Trading</p> <p>Trading Standards provide specialist support including repeat visits to victims and working with the family and friends of victims. They also raise awareness via training days and educate individuals to be scam aware.</p> <p>The most popular current scams are Covid related – Track and Trace and Covid-19 Doorstep Cleansing. During Covid there has also been an increase in Romance Scams, preying on people's vulnerabilities at this time. The estimated total detriment of scams was £45,000 in 2019/20 and Trading Standards raised awareness with 470 individuals throughout Gloucestershire. The introduction of Call Blockers, 20 in total in 2020, to intercept nuisance calls in people's homes has proved a positive initiative.</p> <p>Several Board members agreed to contact KS after the meeting to obtain more information for their agency.</p>	
9.	<p><b>Kingfisher Treasure Seekers Update</b></p> <p>Treasure Seekers was established 8 years ago in Gloucester City Centre with the aim to work with vulnerable individuals and allow them to be the best version of themselves, celebrating uniqueness. This includes the Gift Shop, Hub and Cavern. The Hub acts as an information point and art space. The Cavern Coffee Shop is a drop in venue which offers activities, entertainment and a safe space. The Anchor Enablement Programme offers specialist support to those individuals with mental health issues or personality disorders and provides training, increasing independence, the ability to budget and become more self sufficient. The Cavern has a Mental Health Drop In, open 365 days a year between 6pm and 9pm, it is a popular support service that sees 50 to 60 participants a night. The Lighthouse Project is a Learning Disabilities provision, providing activities with a learning element. Courses offered include budgeting, parenting, leadership and relationship skills.</p>  <p>Kingfisher Notes.pdf</p> <p>During lockdown mental health provision has continued online and via a phone</p>	

	<p>line, the enablement programme has also continued. The Cavern established a new database with contact details of 100 young people and successfully maintained weekly contact with them. They also introduced a Food Bank in the Westgate Ward, in partnership with Wiggly Worm.</p> <p>Currently Treasure Seekers are continuing the majority of their services online, including Performing Arts sessions, developing training both in conjunction with Restorative Gloucestershire and piloting training for Care Homes around Enablement. They also deliver Hate Crime training and are part of the Hate Crime Steering Group.</p>	
<b>10.</b>	<p><b>Cross Cutting Issues to follow up with GSCE</b></p> <p>No issues were raised.</p>	
<b>11.</b>	<p><b>Issues to be raised with NHS (South) QSG</b></p> <p>No issues were raised.</p>	
<b>12.</b>	<p><b>Any Other Business</b></p> <p>SO'N advised that an Alcohol Related Deaths audit is taking place, all of the usual statutory partners are involved, but if any other agency has an interest in this area, please contact him.</p>	
	<b>Date of next meeting: Thursday 19<sup>th</sup> November, 9.30am</b>	