



West of Berkshire Safeguarding Adults Board Meeting

26th September 2019

MINUTES

Attendees:	Teresa Bell , SAB Independent Chair - TB	Lynne Mason, SAB Business Manager- LM	Lorna Pearce, Safeguarding Strategic Services Manager, Wokingham Borough Council – LP
	Darran Hill, Deputy LPA Commander, Thames Valley Police - DH	John Ennis, Senior Probation Officer, National Probation Service - JE	Seona Douglas, Director of Adult Care and Health Services , Reading Borough Council – SD
	Debbie Simmons, Nurse Director, NHS Berkshire West Clinical Commissioning Group (CCG) - DS (left at item 11)	Patricia Pease, Associate Director for Safeguarding and Mental Health , Royal Berkshire NHS Foundation Trust - PP	Martin Sloan, Deputy DASS, Wokingham Borough Council – MS (left at end of item 5)
	Sara Ross, Service Manager Prevention and Safeguarding Adults, West Berkshire District Council - SR	Teresa Gravett-Smith, Safeguarding Lead and Principal Social Worker, Reading Borough Council - TGS	Sarah Bradshaw , Accredited Financial Investigator, Thames Valley Police –SB, for item 2
	Kate Mills , Accredited Financial Investigator, Thames Valley Police –SB, for item 2	Nicola Bell, Willow Project – NB, for item 4	
Apologies / Did not attend:	Linda Andrew, Acting Head of Service, Emergency Duty Service - LA	Van Gaffney, Safeguarding Coordinator, Royal Berkshire Fire and Rescue Service - VG	Mike Harling, Principle Social Worker, West Berkshire District Council - MH
	Nicola Strudley, Consumer Champion & Healthwatcher (Locality Manager), HealthWatch Wokingham - NS	Anthony Hesleton , Head of Safeguarding & Prevent Lead, South Central Ambulance Service – AH	Simon Leslie, Solicitor, Joint Legal Service – SL (virtual SAB member)

	Garry Poulson, Volunteer Centre West Berkshire - GP	Heidi Ilsley, Deputy Director of Nursing, Berkshire Healthcare Foundation Trust - HI	Kathy Kelly, Head of Safeguarding Adults , NHS Berkshire West Clinical Commissioning Group (CCG) - KK
	Simon Price, Wokingham Borough Council - SP	Tandra Forster , West Berkshire District Council - TF	Matt Pope , Director Of Adult Service, Wokingham Borough Council - MP
	Jon Dickinson, Deputy Director of Adult Social Care, RBC - JD	Julia Powers , Senior Probation Officer – East Berks PPU, National Probation Service – JP (virtual SAB member)	Cllr Tony Jones, Cllr, Reading Borough Council - TJ
	Mandeep Kaur Sira, CEO, Healthwatch Reading - MS	Sarah Morland, TBC, Reading Voluntary Action - SM	Dorcas Nyabunze , Head of Service, Emergency Duty Service - DN
	Zelda Wolfle , Acting Head of Housing and Neighbourhood Services, Reading Borough Council - ZW	Liz Warren, Risk Reduction Manager, Royal Berkshire Fire and Rescue Service - LW	Susan Powell , Building Communities Together Team Manager, West Berkshire District Council – SP
	Cllr Graham Bridgman, Cllr, West Berkshire District Council – GB	Cath Marriott, Policy Development – Partnerships and Performance, Office of the Police and Crime Commissioner – Thames Valley - CM (virtual SAB member)	Cllr Charles Margetts, Executive Member for Adult Social Care, Wokingham Borough Council
	Jennifer Daly, Safeguarding Programme Lead, NHS England South (South East)		
Dates of future meetings:	Monday 6 th January 2019, Reading Civic Office, Council Chambers		

Item	Discussion	Action
1. Welcome and Introductions	TB opened the meeting and there was a round of introductions. The SAB (Safeguarding Adults Board) will have a focus on targeted exploitation in light of the Daniel Safeguarding Adult Review (SAR) that was endorsed by the SAB in June and the SABs priority of: We will understand the main risks to our population	

	<p>in regards to Targeted Exploitation and agree how best to equip the partnership to safeguard vulnerable people against these risks.</p>	
<p>2. Thames Valley Police (TVP) – Response to Financial Abuse</p>	<p>DH introduced SB and KM to the SAB and explained that they will be delivering a presentation on Identifying Financial Abuse. DH noted that there were clear failings in relation to the case of Daniel that have been echoed at TVP. Fraud is the fastest growing crime costing victims Billions. TVP focus has shifted from the fraud that effects big organisations who are equipped to have their own processes to protect themselves from fraud to the individual victims of financial abuse.</p> <p>SB and KM delivered the presentation, a copy of this presentation can be provided by LM on request. Key points raised during this presentation was:</p> <ul style="list-style-type: none"> • A national initiative, Operation Signature was launched by TVP in November 2018 within the force to safeguard victims of financial abuse. This includes preventing people becoming victims of financial abuse and helping to stop victims being repeatedly targeted. • The focus of Operation Signature is to: attend, identify vulnerabilities and safeguard. • Banking Protocol has been launched in the Thames Valley, which enables bank staff to contact the police if they suspect a customer is in the process of being scammed. To which an Officer will immediately attend. This has proved very successful in preventing financial abuse. • Financial Abuse is not a victimless crime and often victims may not realise that they are a victim or are very embarrassed to admit it. Often the person defrauding them may be a family member or the only human interaction the victim has. • TVP need intelligence from other agencies to help tackle this increasing crime. • There are 64 types of financial abuse. • A person is more likely to be a victim if they are over the age of 65, with the most vulnerable age being 75. • Most common type of financial abuse is: Telephone and Rogue Traders. TVP rely on neighbourhood teams to support older people to reduce the likely hood of being targeted by rogue traders, such as changing the appearance of the front of their home. • There are links to suicide for victims of fraud. 	

	<ul style="list-style-type: none"> • Neighbours/friends/family can help to prevent financial abuse by looking of for signs such as: lots of phone calls (peoples details are sold on the dark web), lots of post free gifts etc. • An operation completed by TVP identified 15 victims of Financial Abuse of which one victim lost £1.5 million but did not believe he was a victim • It can be difficult for the police to speak to victims of financial abuse and social services can support with this. • There needs to be better communication links between agencies to share intelligence around fraud, agencies can contact the Economic Crime Unit to share intelligence or get advice. C7180 Sarah Bradshaw – Accredited Financial Investigator Tel: 01865 309081 Internal (304 1821) Mob: 07974 129124 Sarah.bradshaw@thamesvalley.pnn.police.uk • TVP have a crib sheet and an action against fraud vulnerability scale for officers when talking to possible victims of financial abuse, this can be shared and adapted for partner agencies. • Action Fraud is where reports are financial abuse are held, there are 1000's of reports for 65+ for the Thames Valley region per month, this increases to 10,000's if other vulnerabilities are included. • TVP have a book of scams guide for officers that can be shared across partners. • We cannot end financial abuse by prosecution as it is too common, prevention is the key. <p>The SAB were asked if they had any questions:</p> <p>TB&SD, Are there any statistics specifically for the West of Berkshire around Financial Abuse and conviction rates? <i>DH will share figures with the SAB, the focus for TVP in regards to financial abuse is to safeguard and prevent, however if there is evidence to prosecute this will happen.</i></p> <p>DS, how does TVP link in with the voluntary sector? <i>Work needs to be done to engage the voluntary sector, who may be able to support with social isolation and identify possible fraud. TVP have a fraud prevention team that can go out and talk to communities about fraud.</i></p> <p>JE, the perpetrators s of financial abuse are often family members how is this captured? <i>The SAB dashboard reports data on if the perpetrator is known to the person.</i></p>	<p>Share adapted TVP Crib sheet and vulnerability scale for speaking with possible victims of Financial Abuse for dissemination across the SAB - DH</p> <p>Share book of scams guide for dissemination across the SAB - DH</p> <p>Provide statistics on Financial Abuse specific to the West of Berkshire –DH</p> <p>Highlight operation signature to voluntary care sector and HealthWatch at next subgroup – LM/TV</p>
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	<p>SD, what is the SABS strategy around this? <i>Statistics are vital to ensure that agencies are adequately funded to deal with the issue. We need to work with ADASS, Trading Standards and look more towards multiagency training.</i></p> <p>PP, dealing with an active case at the moment where Direct Payments are being misused, how are Direct Payments monitored? <i>All Local Authorities will have governance processes regarding Direct Payments. PP confirmed that this has been raised with the Local Authority.</i></p> <p>NB, can there be a prosecution without the support of the victim? <i>It does make things more difficult but it is a possibility depending on evidence.</i></p> <p>LP, social care staff sometimes find it difficult to identify the difference between fraud and theft which require different reporting processes which means there are a risk of things falling through the net. There is lots of great work which is not being captured through the safeguarding framework, how does the SAB address this?</p> <p>TB, made the following proposal to the SAB which was agreed:</p> <ul style="list-style-type: none"> • To develop and implement a Berkshire wide strategy around financial abuse • That a Berkshire wide conference focusing on financial abuse to launch the strategy takes place. 	<p>Berkshire wide Strategy for Financial Abuse – SAB</p> <p>Berkshire wide Conference for Financial Abuse – SAB</p>
<p>3. Response to Financial Abuse – LA’s</p>	<p>In response to the Daniel SAR that was brought to the SAB in June, local authorities were asked to present their response to the SARs findings.</p> <p>Reading Borough Council</p> <p>TGS presented, Reading Borough Council have an action plan in response to this SAR, key points raised were:</p> <ul style="list-style-type: none"> • Working on upskilling staff in regards to financial abuse. • Weekly surgeries for staff to discuss cases take place. • Monthly surgeries for managers to get support regarding management oversight. • All financial abuse cases over the last 12 months are being audited to identify themes of vulnerabilities’ and to ensure cases have been managed as per policies and procedures. 	

- Attendance at financial abuse training commissioned by Wokingham Borough Council.
- Improving links between safeguarding and FAB Team who may identify financial irregularities.

West Berkshire Council

SR presented a case study from West Berkshire Council, where a vulnerable person, Margaret, son was stealing from her. Key points raised were:

- Concerns raised by a member of the clergy who visited the victim when, cameras had been installed and there was a note on the door stating there was to be no visitors.
- Professional Curiosity, identified that Margaret son was stealing, the workers had to challenge a drunk live in care worker.
- The son had Lasting Power of Attorney (LPA), the victim did not want to go to the police, and The of Office of the Public Guardian (OPG) could not get involved.
- Margaret wanted to continue to have a relationship with her son so did not want the police involved
- Legal Services were unable offer legal advice.
- LPA was taken from the son and given to Margaret's grandson.
- SR shared with the SAB that a member of her family was a victim of financial abuse.
- Protocols are required to support staff with how to deal with cases where the victim may not want to report the crime to the police. Where family are involved it can be a really difficult decision to make, however we need to consider our response to Domestic Abuse.
- Attendance at financial abuse training commissioned by Wokingham Borough Council.
- Banks are really responsive to financial abuse in West Berkshire.
- Have found it difficult to get police involvement in some financial abuse cases, we need to ensure that the links work.
- Understanding the role of an LPA is a training issue for staff.
- We need to look at the full picture not just the individual circumstances.

Wokingham Borough Council

LP presented the findings from Daniel, 2 cases studies and actions taken by Wokingham Borough Council in relation to Daniel.

- Allegations of financial abuse by a family member who was alleging they had LPA, it transpired that the LPA had been revoked so the OPG could not investigate. There are fears of violence from the perpetrator.

	<ul style="list-style-type: none"> ○ It wasn't clear if it was a fraud or theft case to which have different reporting routes to the police. ○ TVP 101 response was that it was a civil matter so they would not get involved ○ LP pushed for TVP attendance at a strategy meeting, which fell out of timescales in order to get representative. ○ The strategy meeting delivered no real actions to safeguard this person and this case needed to be escalated at TVP. ○ Enquiry is ongoing. ○ There appears to be inconsistencies with OPG practise and their policies and procedures. <p>TB thanked all for their useful presentations and it was agreed that an action for this SAB was:</p> <ul style="list-style-type: none"> ● Development of links with the OPG – SD to look into. ● A protocol on financial abuse is required. <p>TGS made the point that the demonstrations evidenced that we appear to struggle managing allegations of financial abuse when the alleged perpetrator is known to the person so this should be our focus.</p>	<p>Berkshire wide protocol for Financial Abuse – SAB</p> <p>Develop links with OPG – SD</p>
<p>4. Break</p>	<p>Due to the informative presentations and the discussions they had generated the meeting was overrunning, the SAB agreed to some amendments to the agenda.</p>	
<p>5. Willows Project</p>	<p>NB provided a presentation to the SAB on the Willows Project. Key points arising from this presentation were:</p> <ul style="list-style-type: none"> ● Willows Project, support victims of targeted exploitation across the Thames Valley. It sits under the Thames Valley partnership. ● Has been running since July 2018. ● Support children, adults and family members of victims. ● There is no time limit on the support that is provided and the support is tailored to the persons needs ● There are 3 hubs across the Thames Valley. ● Since its launch the project has supported 464 victims, 185 is Berkshire, 78 in Reading, 12 West Berkshire and 9 in Wokingham. ● Of the 464 victims just 7 met the threshold for safeguarding. 	<p>NB, to be invited to contribute to the SAB Targeted Exploitation Strategy – SAB</p> <p>Consider NB presentation as SAB Bitesize Learning – L&D Subgroup</p>

	<ul style="list-style-type: none"> • More work is required in Wokingham and West Berkshire due to the lower numbers of victims being referred. • 78% of the victims the project support are British. • The project also works on education and training for communities and agencies in regards to targeted exploitation. Training is free and been delivered to over 6000 people. • Gaps have been identified in regards to the provision of emergency accommodation and that this is then passed onto the local authorities. • Professional Curiosity is key in order to identify targeted exploitation. • The highest trend in the West of Berkshire is where elderly men are targeted by women. • There has also been an increase in cuckooing where the victims are older people. • Increase in adults being exploited through county lines. • Whilst people may seem willing participants in relationships etc. there is every possibility that they have been subjected to grooming. • It is important to focus on the indicators of targeted exploitation not the person anyone can be a victim. • Often a victim has been victim to more than one time of exploitation. • Victims often feel shame. • Perpetrators look for the victim’s vulnerability, for example social isolation. <p>Questions</p> <p>SD: how much contact do you have with NRM (National Referral Mechanism, for modern slavery)? <i>The NRM have recently been requested to continue support over the set period of time they allocate as a result of a challenge. They are looking at how they can transfer people identified as being protected from modern slavery being picked up by Local Authorities as support should not be time limited but related to the need</i></p> <p>DS: noted on the presentation that there was a poster, what sort of promotion material is out there? <i>Agreed more work is required and that this can be considered as part of the SAB’s Targeted Exploitation Strategy.</i></p>	<p>Consider NB presentation as SAB Bitesize Learning – L&D Subgroup</p> <p>Communication Plan to be considered with Targeted Exploitation Strategy – SAB</p> <p>Share SAB contact details for networking/ intelligence sharing - LM</p>
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	A list of contact details for SAB members will be shared to improve networking.	
6. Minutes of Last Meeting and Action Log	Minutes endorsed.	Finalise and publish minutes - LM
7. SAB Dashboard – Q4 2018/19	<p>The SAB were highlighted to the difference in Safeguarding Concerns figures for 2018/19 across the local authorities.</p> <p>There has been a 20% reduction in safeguarding concerns across the partnership, 37% in Reading and 17% in Wokingham, with West Berkshire seeing a 20% increase. LM has provided a briefing note to safeguarding leads.</p> <p>TB noted that the LA's should be using the same methods to log concerns and to triage, however the figures suggest that this may not be the case.</p> <p>An explanation is required for the SAB Annual Report, all felt that the explanation would be straight forward and will provided to LM. By the 31st October 2019.</p>	<p>Share briefing note with LA DASS's – LM</p> <p>Provide explanation to safeguarding concern figures by 31st October 2019 – SR, LP, TGS</p>
8. Review of Board ToR/Constitution and Board Member Induction Pack	The SAB documents require a review, SAB members are to review and comment back to LM by the 31 st October 2019 for revised version to be endorsed at the next SAB.	<p>SAB Members to comment on SAB ToR Constitution and Induction Pack by 31st October 2019 – All</p> <p>Revised SAB ToR Constitution and Induction Pack to be presented to the next SAB - LM</p>
9. Subgroups update to the SAB	<p>LM summarised the Subgroup update report the SAB agreed to:</p> <ul style="list-style-type: none"> • Endorse Learning and Development Subgroup Terms of Reference. • Endorse Communication and Publicity Subgroup Terms of Reference. 	Finalise ToR for L&D and C&P Subgroups – LM

	<ul style="list-style-type: none"> For the Communication and Publicity Subgroup to consider merging with LSCB and CSP Boards. <p>For the Learning and Development Subgroup to monitor safeguarding training levels across the partnership</p>	<p>Learning and Development Subgroup to monitor safeguarding training levels across the partnership – L&D Subgroup</p> <p>For the Communication and Publicity Subgroup to consider merging with LSCB and CSP Boards – C&P Subgroup</p>
10. Business Plan and Learning From SAR/Audit Implementation	Summary report provided to the SAB to note.	
11. Risk and Mitigation Log	<p>The SAB were asked to acknowledge the risks a no deal exit from the EU will have on Safeguarding.</p> <p>This will be added to the risk and mitigation log and Board members are to report back what risks have been identified through contingency plans and how these are being addressed at the next SAB.</p>	<p>Add Brexit to the Risk and Mitigation Log – LM</p> <p>SAB Members to seek assurances from internal Brexit contingency plans in regards to safeguarding – SAB Members</p>
12. SAB Budget	Budget report provided to the SAB to note.	
13. Communication Items for the Board	<ul style="list-style-type: none"> Thames Valley Adult Modern Slavery Pathway, published on SAB website: http://www.sabberkshirewest.co.uk/media/1406/thames-valley-adult-modern-slavery-referral-pathway-july-2019.pdf <p>LM to work with NB about including Willows Project information on the Website.</p> <ul style="list-style-type: none"> SAB Mental Health Governance Update The paper recommended that this report would not be needed going forward. The SAB did not agree with this recommendation and PP who is a member of the Mental Health and Learning Disabilities Programme Board, will discuss with the author of this report how best to provide updates around Mental Health Governance arrangements and what impact this is having in regards to safeguarding. Devon SAB ATLAS SAR – published 26th September 2019 	<p>Add Willows Project information onto the SAB Website – LM</p> <p>PP to discuss update report requirements with Andy Fitton – PP</p> <p>Update on Mental Health Governance to be provided at March’s SAB – PP/AF</p>

	<p>Published today, SAB members are required to read this report prior to the next SAB where there will be a focus on organisational safeguarding. https://www.devonsafeguardingadultpartnership.org.uk/about/safeguarding-adult-reviews/</p>	<p>Read Devon Atlas SAR in preparation for Januarys SAB – SAB Members.</p>
<p>14.</p>	<p>AOB</p> <p>Annual Report First draft of annual report was provided to SAB members on the 25th September, there are a number of partners who have yet to supply the required information. Deadline is the 31st October, if this deadline is not achievable contact LM to discuss.</p> <p>There will be little change to the format to allow the SAB time to focus on its ongoing priorities however any suggestions will be welcomed by LM up until the 31st October.</p> <p>The final report will come to the SAB in January 2019 for endorsement.</p> <p>SD, has found the SAB discussions extremely helpful and it is useful for the SAB to focus on topics of concern to the Board and that we always need to balance this with adequate time for local scrutiny.</p> <p>PP – needs venue suggestions, for a safeguarding conference in November, which needs to be in a location near to the RBFT.</p> <p>Liberty of Safeguards (LoS) – In July 2018, the government published a Mental Capacity (Amendment) Bill, which passed into law in May 2019. It replaces the Deprivation of Liberty Safeguards (DoLS) with a scheme known as the Liberty Protection Safeguards. PP highlighted that this will have a significant impact on health, and a meeting was held this week which KK led on. It was agreed that that the SAB should have a coordinated approach and PP proposal to have a one of task and finish group around LoS was agreed.</p>	<p>Provide information required for Annual Report , as per LM’s email request no later than the 31st October 2019– SAB Members</p> <p>Provide any comments regarding content to LM no later than the 31st October – SAB Members</p> <p>Task and Finish Group to be arranged in regards to LoS – LM</p>
	<p>TB thanked all for attending and closed the meeting.</p>	