

Safeguarding Adults & Mental Capacity Act Service



Responsible Manager & Administrative Support Service Guidance for the Management of Safeguarding Meetings including the Production & Distribution of the Minutes

September 2013

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1. Introduction

All investigations carried out under the:

**Edition April 2013 Safeguarding Adults at Risk:
The Stockport Multi-Agency Policy for Safeguarding Adults at Risk and Operational Procedures
for Abuse Investigations'**

must be evidenced through the production and retention of professional, objective and accurate records. This is of particular importance in relation to the recording of all Strategy Meetings, Case Conferences and Reviews.

An effective, mutually understood, working relationship between the chair of these meetings and the minute taker is essential to the achievement of this. The relationship requires clear communication, timely preparation and where appropriate, opportunities for pre-meeting and post-meeting briefings. The chair and minute taker should work closely together to ensure that a reasonable timescale is achieved.

The purpose of this guidance is to inform and support this important element of the adult abuse investigation process.

2. Arranging the meetings

Meetings should be arranged within normal working hours and regard given to pressure periods, particularly on small admin teams. Other than in exceptional circumstances, all meetings should be held in the work base of the responsible team. Where possible, lunch times and late meetings (that run after 5pm) should be avoided. If a minute taker is required for meetings made outside normal office hours, prior arrangements should be made.

Admin teams should be **alerted as soon as the responsible manager has made a decision to progress the alert to a formal referral and is planning to hold a formal meeting; this should be done** even before a meeting date is known or arranged. The allocated inquiry officer or chair should then update the admin team as and when meeting dates are agreed.

(Local variations apply e.g. Stopford House admin teams arrange the meeting times and date and then inform the inquiry officer and chair).

The responsible manager should consult with admin where the need for a Unique Identification Number (UIN) has been agreed – (see page 11 below).

3. Supporting documents for use in safeguarding meetings

- Strategy Meeting Agenda Pro forma (AC O140).
- Case Conference Agenda Pro forma (AC O141).
- Minutes Record Pro forma.

- These first two documents are designed to be used as a guide for chairs who can select the appropriate items from the agenda pertinent to each case.
- In most cases it will be for the minute taker to download the relevant pro forma from EDRMS, enter the required personal information on the front sheet and ensures copies are available for all attendees.
- Where the chair prefers to create a bespoke agenda they may do so and pass to the minute taker for copying and circulation at the meeting.
- A copy of the agreed agenda should then be saved to EDRMS
- The Minutes Record Template should be used for the final version as agreed with the chair of the meeting.
- The above documents are available in the Safeguarding Folder on the EDRM system. For staff who do not have access to the EDRM system, blank templates can be stored electronically, populated with relevant information then printed off and stored on the client file.

4. On Notification of a Meeting

The minute taker will:

Coordinate the venue ensuring:

- The room is booked.
- The room is accessible to all attendee (i.e. attendees know how to gain entry to the building and the room meets the needs of all attendees).
- Relevant equipment is available (table/Slant Board) for the purpose of taking minutes.
- Prior distributions of any documents as identified by the chair are sent to the appropriate attendees.

5. Prior to the Meeting

The Responsible Manager will be responsible for:

- Making a decision regarding the progression of an alert to a referral. **The referral stage is the acceptance of an alert under the Adults at Risk: the Stockport Multi-Agency Policy for Safeguarding Adults at Risk and the Operational Procedures for Abuse Investigations requiring progression to a strategy meeting/discussion.**
- Appointing an inquiry officer and ensuring the relevant admin manager is aware of the need for a minute taker and appropriate room.
- Informing the meeting arranger which attendees are required to attend the meeting. The meeting arranger will then contact each attendee with the details of the meeting.
- Ensuring that the inquiry officer liaises with the service user and/or their representative and ensures they have the relevant information should they wish to attend part 2 of the case conference.
- Providing the minute taker with any relevant information that may be required for the meeting. This will include for example which agenda format the chair would prefer to use bespoke or the Safeguarding meeting agenda template found in EDRMS. Where possible it would be helpful if this could be provided 24 hours in advance.

The minute taker will:

- Ensure the room is still available.
- Ensure a jug of water and cups are available.
- Make sure all photocopying and/or documentation required for the meeting is available to all attendees (i.e. minutes of previous meeting, spare copies of the agenda, statements, individual reports etc.).
- Ensure the Safeguarding Adults Meeting Tool Pack¹ is available and in the room.
- Ensure adequate stationary and pens for the purpose of taking minutes are available.

6. Commencement of the Meeting

During the meeting the minute taker is responsible for:

- Circulating the attendee and confidentiality statement sheet (as soon as people start to arrive).
- Recording who is in attendance, who was invited and who the chair has received apologies from.
- Recording all relevant information in the hard backed book.
- As far as is **practically possible**, the minute taker will record verbatim notes of the meeting. The minutes produced from these notes **should not be a** verbatim account of the meeting. The minute taker will provide the chair with a coherent and logical account of the discussions in a minuted format.
- Recording long hand notes that should be written in hard backed books which should be renewed annually. (Data destruction requirement).
- Using full names throughout all safeguarding minutes. Referring to people by their initials in the minutes is not acceptable, (they can be used in the minute takers handwritten notes in the hard backed book).
- Clearly recording what time an attendee joins the meeting, leaves the meeting and where appropriate when they return.
- Ensuring all actions and protective measures are clearly recorded including who is responsible and the time scales required.
- Ensuring the outcome(s) is formally recorded for each attendee and the overall outcome is clearly recorded for each category.

¹ Content of Safeguarding Adults Meeting Tool Pack:

- Attendance signing in sheet and confidentiality statement-laminated master copy.
- Definitions Guidance.
- Ground Rules.
- Categories of Adult Abuse Guidance.
- Balance of Probabilities Guidance. (Case Conclusion)
- Laminated Place Cards.
- White Board Pens and Wipes.
- Box of tissues.

- Ensuring that a relevant outcome is clearly documented within the minutes.
- Clarifying anything they have not understood and indicating when they need to take a comfort break.

Chairing the meeting - the responsible manger will be responsible for:

- Highlighting the confidentiality/ ground rules statement. The chair will remind attendees that in signing it they are agreeing to comply with the confidentiality agreement.
- Ensuring the right people are at the right meeting. Where the chair is of the view that it is inappropriate for a particular person to remain in attendance at the meeting it is within the chairs jurisdiction to ask them to leave.
- Reminding attendees that they should come to the meeting prepared and willing to share relevant information which will be recorded by the minute taker. A permanent record will remain of all discussion even if some of the information discussed does not appear in the final minutes. In response to the request 'this is off the record' or 'this is not for the minutes' the chair will use their discretion as to what information is recorded in the final draft of the minutes.
- To control the meeting agenda throughout the course of the meeting and assist the minute taker by directing contributors to as far as possible to contribute in a chronological order and not deviate from the discussion too significantly by using statements such as 'for the benefit of the minutes please can we return to your point later'.
- To ensure pertinent information is recorded and to assist the minute taker the chair can use interjections such as 'for the benefit of the minutes please state clearly again in a chronological order what took place'.
- Maintaining a dialogue with the minute taker in order to notice if the minute taker needs clarification on any point or requires time to catch up with the discussion or requires a comfort break.

7. Closing the Meeting

The responsible manager is responsible for:

- Summarising the key points of the meeting discussions.
- Ensuring that all actions and protective measures are clearly recorded including who is responsible and the time scales required.
- Reiterating the standard of proof required to decide the outcome of the abuse allegation where the meeting is a case conference.
- Ensuring that the outcome is formally recorded for each attendee starting with the inquiry officer and that the overall outcome is clearly recorded for each category of abuse.
- Ensuring that where the provider has brought support staff i.e. HR advisor to the case conference, such personnel **will not be invited** to provide an outcome.
- Ensuring where there is a lack of consensus regarding the outcome of the inquiry the responsible manager will endeavour to clarify the significant points of the case and encourage further discussion to enable consensus. If a consensus still cannot be reached the responsible manager will accept the majority decision. In the unusual case of a split 50/50 decision the responsible manager will make the final decision.
- Ensuring that where a safeguarding case is concluded this is clearly documented within the minutes.

8. Post Meeting

The minute taker will be responsible for:

- Collecting up any papers left behind. Liaising with the chair regarding the disposal or retention of any paper records relating to the inquiry.
- Where the opportunity for a debrief has not been possible for logistical reasons and the minute taker feels they require support, they should bring this to the attention of the chair or their line manager to seek resolution.
- Preparing the first draft of the minutes from their notes² and emailing them to the chair using agreed password methodology (see Page 10) and including a read receipt,^{3 4} as soon as possible to allow the chair to meet the stated deadlines for minutes to be circulated.
- If the minute taker has not received the signed off minutes back from the chair within 7 days, the chair should be contacted to agree a timescale.

The Responsible Manager will be responsible for:

- Liaising with the minute taker regarding the disposal and retention of any paper records left at the end of the meeting.
- Meeting with the minute taker to ascertain if there are any immediate issues to resolve, and allow time for debriefing if necessary.
- Reviewing the minutes, edit as necessary and return to the minute taker for distribution via email and using the agreed password methodology (see Page 10). Best practice aim is for the strategy meeting minutes to be circulated within 5 working days and case conference and review meeting minutes within 10 working days. The chair may opt to work alongside the minute taker in agreeing the final version of the minutes.
- Accepting amendments forwarded by the minute taker for consideration before adding to the formal record and sending back to minute taker for distribution and saving to EDRMS or relevant paper record.
- Ensuring that the communication strategy is clear at the end of each meeting. This includes what information needs to be communicated and by whom, including reasonable timescales. The chair

² **Minutes Template and Guidance** can be located in EDRMS.

³ **Typing Rules:**

- Text type-Arial, Text 12 point
- Line Spacing 1.5 lines
- Heading 14 point **Bold**, Action 12 point *italic*,
- Subheading-heading 12 point **Bold**, Action 12 point *italic*

⁴ **Spaces & Lines:**

- One space between words
- One blank line between paragraphs and after heading
- Two blank lines between sections.

should ensure the inquiry officer undertakes their responsibility to feed back the safeguarding investigation outcome to the service user and/or their representative.

9. Strategy meeting minutes

(see 3rd edition Policy and Procedures section 4.8.3)

- Strategy meetings are professional meetings which include detailed discussions of the investigation process. Therefore the minute taker will distribute the minutes from the strategy meeting to attendees only.
- Minutes should not be shared with the alleged victim and/or their representatives or following a third party request.
- Where allegations relate to a **regulated service**, whether or not CQC have been directly involved, a copy of the minutes should be sent to them. Minutes must be encrypted and password protected and sent to their central email address at – safeguarding@cqc.org.uk
- The relevant inspectors name and the name of the regulated service should be included in the title bar of the email. (A list of the inspectors names is available from the office Managers)

10. Case Conference minutes (part 1 and 2)

(see 3rd edition Policy and Procedures 4.8.4)

- The case conference will be divided into 2 parts. Part 1 and 2 of the case conference may run consecutively on the same day or on separate days or separate times on the same day.
- Minutes from part 1 of the case conference **should not** be shared with the alleged victim and/or their representatives or following a third party request.
- The minute taker will send copies of the minutes to all professional attendees of part 1 and 2 of the case conference.
- The Responsible Manager will give a clear indication at what point the business of Part 1 of the meeting has been concluded and the meeting is now moving to Part 2 (See 4.16.6 P&P)
- The minute taker will distribute minutes from part 2 of the case conference to the adult at risk and/or their representative where they have attended. Where the adult at risk or representative has not been in attendance minutes will be shared with the adult at risk or sent to their representative with the consent of the adult at risk or where they lack mental capacity, a best interest decision has been made under the Mental Capacity Act to share the minutes, or as directed by the communication strategy as agreed at the case conference. The minute taker should check with the chair if they are unclear regarding distribution of part 2 case conference minutes.
- The minute taker will distribute minutes checked by the chair via fax, post or e-mail, stating within the correspondence that any requests for amendments to the minutes must be directed back via email to the minute taker within 5 working days of their receipt. After 5 days the minute taker will forward all received amendments to the chair to agree.
- The minute taker will email all attendees/invitees advising them of the amendments.
- Prior to final set of minutes being saved to EDRMS, draft minutes should be held on relevant admin shared drive.

11. Distribution of minutes

Distribution of Minutes By the minute taker:

The minute taker should distribute minutes to those organisations or individuals identified by the chair only after the chair has formally signed them off and approved their distribution.

Distribution of Minutes By the Chair:

The Chair will direct the minute taker in relation to the sharing of minutes with the Adult at Risk and/or their representative where they have not been in attendance for all or part of the meeting.

Method of Distribution:

- Post–must be stamped private and confidential and have a return address
- Email –must be password protected and encrypted using the security option
- Please see guidance.

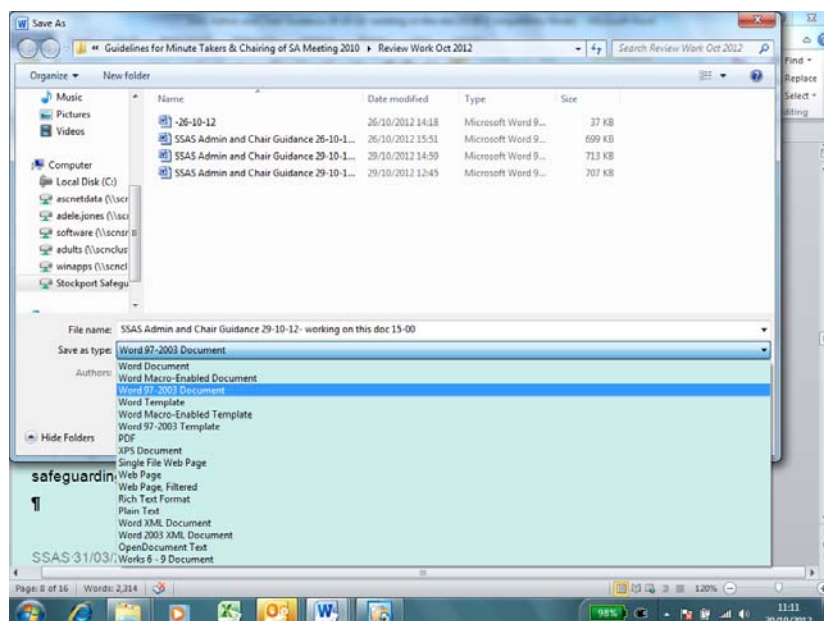


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Guidelines for
sending Personal

- The subject bar of any distribution email should only contain the date and title of the safeguarding meeting i.e. 31/05/2013 strategy meeting minutes, with the exception of CQC (see above).
- Please be aware that not all recipients will have windows 2007 all minutes should be saved in windows 2003 before sending out via email.



- Fax – the recipient must be contacted immediately prior to sending the fax to ensure they are there to collect the documents form the fax machine as they are transmitted.

12.Data protection of minutes

Uniformity in password protection

- Minutes must use the following format for password protecting safeguarding minutes and information. All other formats of password protection for safeguarding adult's minutes and information must cease with immediate effect.

Password format:

- SA (in capital letters) _ (underscore) first 3 letters of the month (in lower case) followed by year (in full). For example:

SA_may2013

Data protection - re chairs responsibility

- **Please see section above re encryption and password protection**
- Please note perpetrators of abuse whether they are an adult at risk/service user or an employee are covered by the Data Protection Act. Consequently the sharing of any identifiable information about them that may appear in the minutes must be appropriately redacted.
- Where the minute taker has not been responsible for taking the minutes of any previous meetings, it will be the responsibility of the chair to ensure a copy of the previous minutes have been passed to the new minute taker prior to the meeting.

13.Saving and storage of Safeguarding Information and minutes

Saving Information to Client Record:

- For Pennine Heath Care the storage of minutes should continue in line with the current practice for your service.
- For Adult Social Care ctrl & click on link re file retention.

[Records Management](#)

Removal of password on electronic copies

- The password **must** be removed immediately before the minutes are saved into electronic record.

For EDRMS Client based and EDRMS Safeguarding Adults

The minute taker must ensure that a copy of the signing in/confidentiality agreement, agenda, minutes, appendix, photographs, statements, emails etc. relevant to each meeting are saved under their own relevant EDRMS pick list option under Smart Open. Alternatively all relevant documentation can be saved as one document under the meeting details e.g. strategy meeting, case conference and review.

SAMCAS

Responsible Manger & Administrative Support Service Guidance for Management of Safeguarding Meetings including the Production & Distribution of the Minutes

Document Title ADULT*	
Document Description	Safeguarding Adults - Best Interest Agenda - Proforma
Author	Safeguarding Adults - Best Interest Minutes Cover Sheet
Entered by	Safeguarding Adults - Body Maps
	Safeguarding Adults - Case Conference - Standard Agenda
	Safeguarding Adults - Case Conference Basic Information Sheet
	Safeguarding Adults - Case Conference Meeting Agenda - bespoke
	Safeguarding Adults - Case Conference meeting
	Safeguarding Adults - Case Strategy Meeting Basic Information Sheet
	Safeguarding Adults - Cause for concern meeting record of communications
	Safeguarding Adults - Cause for concern meeting template
	Safeguarding Adults - Correspondence
	Safeguarding Adults - Correspondence - Email
	Safeguarding Adults - Correspondence - Fax
	Safeguarding Adults - Correspondence - Letter
	Safeguarding Adults - Deprivation of Liberty (DoLS) - Initial Screening Tool
	Safeguarding Adults - Inquiry Officers Investigation Report
	Safeguarding Adults - Interview transcripts - Alleged Victim
	Safeguarding Adults - Interview transcripts - Family Member
	Safeguarding Adults - Interview transcripts - Friend
	Safeguarding Adults - Interview transcripts - General Public
	Safeguarding Adults - Interview transcripts - Informal Carer
	Safeguarding Adults - Interview transcripts - Neighbour
	Safeguarding Adults - Interview transcripts - Paid Carer
	Safeguarding Adults - Interview transcripts - Perpetrator
	Safeguarding Adults - Interview transcripts - Professional
	Safeguarding Adults - ISA (Independent Safeguarding Authority)
	Safeguarding Adults - Meeting Agenda - Bespoke
	Safeguarding Adults - Photographs
	Safeguarding Adults - Protection Plan
	Safeguarding Adults - Risk Assessment Guidance
	Safeguarding Adults - Risk Assessment Part 1
	Safeguarding Adults - Risk Assessment Part 2
	Safeguarding Adults - SAMCA standard Letter
	Safeguarding Adults - Service User Experience Survey Guidance
	Safeguarding Adults - Service/Provider Investigation Report
	Safeguarding Adults - Statement - Alleged Perpetrator
	Safeguarding Adults - Statement - Witness Family Member
	Safeguarding Adults - Statement - Witness Friend
	Safeguarding Adults - Statement - Witness General Public
	Safeguarding Adults - Statement - Witness Informal Carer
	Safeguarding Adults - Statement - Witness Neighbour
	Safeguarding Adults - Statement - Witness Paid Carer
	Safeguarding Adults - Statement - Witness Professional
	Safeguarding Adults - Strategy Meeting Standard Agenda
	Safeguarding Adults - Strategy Meeting Minutes
	Safeguarding Adults - Witness Statement - Alleged Victim

- The author of the minutes will be recorded as the name of the chair.
- In cases involving multiple service users, see Carefirst and EDRMS guidance relating to UIN number allocation.



EDRMS SafeGuarding
UIN Guidance V1 4. dc

Hard backed books

- All minute taker books will be archived annually along with the hard copy of the signing in/confidentiality agreement.