

North Somerset Multi-Agency Adult Safeguarding Procedures



This is an approved North Somerset Safeguarding Adult Board
Document and should not be edited in any way

Communication Protocol

Reference Number: C O M M S P O L 1
Author: Gavin Hutchison
Document Owner: Business Manager - NSSAB
Approved by: NSSAB
Approval Date: 02/04/2025
Replaces: Communications Policy (2019)
Equalities impact: n/a
Impact on carers: n/a
Date displayed on NSSB web site: 19 th September 2025
Date due to be reviewed by responsible person or body: 0 2 / 0 4 / 2 0 2 7
Reviewed by/changes made:

Contents

1. Purpose	3
2. Procedure.....	3
3. Out of county placements.....	4
4. Notifying the Safeguarding Adults Board.....	5
5. Key agencies & contact details:.....	5

1. Purpose

This protocol outlines the process practitioners, team managers, and safeguarding chairs must follow when a referral is received where there is a high likelihood of media attention. This is likely to be applicable when there is a:

- serious safeguarding concern,
- whole home or provider safeguarding investigation,
- a complex case,
- a Serious Case Review (SCR),
- regulatory action by CQC, or
- cases with heightened media attention.

This protocol should also be followed in the event of a vulnerable adult concern within a Domestic Homicide Review or a Safeguarding Children Serious Case Review.

2. Procedure

- Anyone involved in the response to a safeguarding alert or referral has the responsibility to alert the relevant Team Manager or Safeguarding Chair if there is potential for a multi-agency media response.
- Where appropriate a communication strategy should be formulated at the strategy stage and then reviewed at any subsequent stages of the process.
- The North Somerset Council Safeguarding Adults Team Manager should be notified at the earliest opportunity. In their absence North Somerset Councils Assistant Director (Adult Social Services and Housing) should be notified.
- North Somerset Council's Safeguarding Adults Team Manager/ Assistant Director (who ever has received the information first) should brief the Director of Adult Social Services and Housing and the relevant Nominated Integrated Care Board Executive - Safeguarding (all-age).
- The Director of Adult Social Services and Housing should then notify North Somerset Councils Chief Executive Officer, the relevant Portfolio Holder, and the Leader of the Council.

- The Safeguarding Chair should work with North Somerset Councils Safeguarding Team Manager to appoint a nominated person to liaise with the North Somerset Councils Marketing and Communications Team, who will be the lead Agency on communications. The appointed person should ensure that the Marketing and Communications Team are aware of contact details of all the agencies involved.
- North Somerset Councils Marketing and Communications Team should be apprised of the details of the Safeguarding Referral and should liaise with the appointed person, the Safeguarding Adults Team Manager and any other relevant Senior Officers of action needed. This may include:
 - a press response,
 - a press release,
 - critical times / events,
 - how to respond to issues in between formal meetings.
- The Chair of the Safeguarding Referral has a responsibility to update North Somerset Councils Marketing and Communications Team and Safeguarding Manager in between formal meetings if necessary.
- North Somerset Councils Marketing and Communications Team will liaise with the relevant key partner agencies to prepare any responses; this is critical in cases where there is police and / or CQC involvement.
- North Somerset Council Marketing and Communications Team will ensure that any prepared press responses or statements are shared with the Chair of the Safeguarding referral; the Chair will ensure these are circulated with the relevant Agencies.

3. Out of county placements

- For people with care and support needs whose home is in North Somerset, but where North Somerset Council is not the placing authority, North Somerset Council must seek to establish a direct line of communication with the placing authority.
- The Chair of the Safeguarding Referral should request that the relevant Local Authority provides the contact details of their Communications Team. It is the responsibility of the Placing Authority to provide North Somerset

with this information.

- The [ADDASS Out of Area Safeguarding Arrangements procedures](#) should be followed.
- Any press releases or statements should be shared with all relevant Commissioners.

4. Notifying the Safeguarding Adults Board

North Somerset Council Safeguarding Adults Team Manager and North Somerset Councils Assistant Director (Adult Care) should evaluate the need to notify the Chair of the Safeguarding Adults Partnership Board and/or the Safeguarding Adult Boards Business Manager.

Where there is a high likelihood of media attention, then the Chair of the Safeguarding Adults Partnership Board and/or the Safeguarding Adult Boards Business Manager must be informed and a briefing agreed for circulation to all Board members. The Chair should be provided with regular updates on the referral.

5. Key agencies & contact details:

North Somerset Adults Safeguarding Board

Teresa Bell (NSSAB Chair): teresabellconsult@gmail.com

Liz Langson (NSSAB Manager): Elizabeth.Langson@n-somerset.gov.uk

North Somerset Council

Hayley Verrico (Director of Adult Social Services and Housing): hayley.verrico@n-somerset.gov.uk

Ros Cox (Assistant Director - Adult Social Services and Housing): ros.cox@n-somerset.gov.uk

James Wright (Safeguarding Adults Manager): james.wright@n-somerset.gov.uk

Vanessa Andrews (Head of Communications): vanessa.andrews@n-somerset.gov.uk

Hannah Gray (Domestic Abuse and Violence Against Women and Girls Lead): hannah.gray@n-somerset.gov.uk

Sarah Shaw (Head of Safeguarding, Quality Monitoring and Single Point of Access) - Sarah.Shaw@n-somerset.gov.uk

Bristol, North Somerset and South Gloucestershire Integrated Care Board

Rosi Shepherd (Nominated ICB Executive Safeguarding (all-age), including looked after children@): rosishepherd@nhs.net

Alex Morgan (ICB - Designated Professional for Safeguarding Adults): alex.morgan13@nhs.net

Faye Kamara (ICB – Head of Safeguarding): faye.kamara@nhs.net

Lucy Austin (Deputy Designated Nurse for All Age Safeguarding) - lucyaustin@nhs.net

Avon and Somerset Police

Lisa Simpson (Chief Inspector) - Lisa.simpson@avonandsomerset.police.uk

Alison Jenkinson (Partnership Liaison Manager (LSU) - alison.jenkinson@avonandsomerset.police.uk

Dave Marchant (Detective Inspector) - Dave.Marchant@avonandsomerset.police.uk

Care Quality Commission

Caroline Bell (CQC Operations Manager) - caroline.bell1@cqc.org.uk

Charlotte Giles (CQC - Operations Manager) - charlotte.giles@cqc.org.uk

Avon & Wiltshire Mental Health Partnership Trust

Lynn Franklin (Head of Safeguarding) - lynn.franklin1@nhs.net,
awp.safeguardingspoc@nhs.net

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)

Sue Bourne (Director of Safeguarding) - susan.bourne@uhbw.nhs.uk

Claire Pengelley-Scott (Associate Director of Safeguarding) - claire.pengelley-scott@uhbw.nhs.uk

Other key contacts may include:

Zoe Gartland (Children's Partnership board manager) zoe.gartland@n-somerset.gov.uk

Emma Williams (National Probation Service - Head of Bath & North Somerset PDU)
- emma.williams15@justice.gov.uk

Denice Moorehouse (Deputy Chief Nursing Officer) - Denise.moorhouse1@nhs.net
Tina.mosert1@nhs.net (Personal Assistant).