



Safeguarding Adults Board
Minutes of meeting held on Tuesday 11 July 2017
Wroxham room, Norfolk Constabulary, Jubilee House,
Falconers Chase Wymondham, Norwich NR18 0WW

PRESENT:

Joan Maughan, Independent Chair of NSAB
Jackie Schneider, Head of Patient Safety, North Norfolk CCG
Deborah Beresford, Deputy Dof Nursing & Quality, NCH&C
Michael Millage, Chair, ARMC
Val Newton (for Emma Hardwick), Deputy Dof Nursing, QEH, Kings Lynn
Paul Reeve, Deputy Director, Norfolk & Suffolk CRC
Richard Block, Hof Housing & Environmental Services, Broadland DC
James Bullion, Exec Dof Adult Social Services
Chris Butwright (for Louise Smith), Hof Public Health, Performance & Delivery, NCC
Garry Collins, Hof Prevention & Protection, Norfolk Fire & Rescue
James Kearns, CEO, Build Charity
Kate Rudkin, Hof Development & Operations, Age UK, Norfolk
Helen Thacker, (for Lorna Bright) Hof Service, Safeguarding, Norfolk County Council
Walter Lloyd-Smith, Board Manager, NSAB
Andrea Smith, Safeguarding Coordinator, NCC (Minutes)
Paula Gilbert, Regional Safer Custody Lead, HMPPS (Guest)
Darren Lee, Deputy Regional Safer Custody Lead, HMPPS (Guest)
David Ashcroft, Independent Chair, Norfolk Safeguarding Children's Board (Guest)

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Apologies received from: Julie Wvendth, Nick Davison, Lorna Bright, Louise Smith, Charlotte Belham, Antek Lejk, Jane Sayer, Judith Bell, Emma Hardwick and Gavin Thompson.	
2	Declarations of interest	
2.1	None	

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3	Approval of minutes	
3.1	IT issues prevented the apologies being received from representatives of Norfolk & Suffolk CRC for the May board meeting.	
3.2	Other than 3.1, the minutes were signed off as an accurate record of the last meeting.	
4	Minutes of last meeting on Tuesday 16 May 2017	
4.1	<p>(Item 4.1) News Desk - Vulnerable communities The members of the group are not fixed and interest from others is welcome. Judith Blackman from Norfolk Probation Service expressed interest and Walter will send on contact details to her. Christine MacDonald advised that Healthwatch is hosting a follow-up meeting on this topic in June, and believes that some useful information may come from that which she can pass to the group. HS had met with the Task & Finish Group. A paper had been drafted for presentation at the October Board, around the recourse of public funds.</p> <p>CMcD advised that the follow up meeting with Jenny McKibben regarding migrant workers has yet to take place. Feedback has been requested and there will be a watching brief.</p> <p>JM has had conversations with GYROS and has asked them what the board should be considering. GYROS are best placed to advise as they are out there dealing with people. WLS has contacted GYROS but received no response to date. WLS has made repeated attempts to contact GYROS but to no avail. HT advised that Neil Howard (Equality and Accessibility Officer, NCC) has good links with the LGBT community and ethnic groups within the area. JM suggested that it would be useful for Neil to attend a future board meeting.</p> <p>JBe suggests that the Citizen's Advice Bureau or Keystone would be a good access route into GYROS. BC says that David Ashcroft, chair of the Norfolk Safeguarding Childrens Board has contacts with groups in Norwich. IF has some contact details which she will forward on to AS. If anybody else can suggest contacts, please forward details to AS. Update: complete. Action: close.</p> <p>Both DB and EM suggested INTRAN as best placed to provide data on where diverse population focused. They work with every public sector group across the east so best to use them as an umbrella agency. They provide translation services, including Braille. DB will provide JM</p>	

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	with some details. EM suggests Valerie Gidney as point of contact at NCC. Update: DB will arrange for information to be sent to AS. Action: close.	DB
4.2	(4.4) SD confirmed that much was taking place in prisons to safeguard vulnerable prisoners. SD would be happy to arrange a presentation to the board mid-year to explain what is being done. There are three prisons in the area and each work very differently so much information needs to be collated, and colleagues consulted, before the presentation can be put together. Carry forward to July 2017. SD is moving to a new post at HMP Littlehey with effect from 30 May. DA advised that Paula Gilbert, regional manager, will be attending July's meeting to give an overview. Update: on agenda. Action: close.	
4.3	(4.5) Safeguarding advocates: following Daniel Anderson's presentation at the last board meeting, members AGREED that it would be helpful to invite a Pohwer representative to a future meeting. Of particular interest would be sight of more statistical data and comparisons with other counties. For those counties that are doing well, what is it that they're doing that we in Norfolk aren't? SD advised that it would be useful for advocates to have links with prisons as it's not something that currently happens. Advocates are more likely to have contact with young offenders' institutions. WLS/AS to invite Pohwer to a future board meeting. Update: in progress. Action: carry forward.	WLS/AS
4.4	(4.11) JBu felt that it would be useful to have an offline discussion about edge of care/edge of eligibility issues, to include MM, JSc also. Update: JBu advised that this will be picked up and information emailed to board members in due course. Action: carry forward.	JBu/HT/MM
4.5	(4.16) Whistleblowing: JBu advised the board that he had recently met with a whistleblower from the adult care sector. JBu was interested to know if the board had set up an environment for whistleblowing. He said that he found it difficult to find the process for doing so. JM confirmed that it hadn't been discussed by the board recently. She had, however, been doing some work in Northern Ireland recently and had some of their documentation which covered the matter. JM will look through documents to see if there is anything that NSAB can use. Update: JM has some information from her work in Northern Ireland, and will send on to JBu. Action: close.	JM

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4.6	(5.2) Subgroups should look at ways of mitigating risk and chairs to report back to the risk and performance subgroup so that wording can be updated. KR would like responses by Friday 23 June, please. Update: complete. Action: close.	
4.7	(5.4) PH is working on improving learning from SARs and distribution of this to GPs. If anyone has any suggestions on this matter, please let PH know. WLS mentioned that it would be valuable for PH to link in with HT so that the communications subgroup can be involved. Update: JSch advised that PH was holding regular feedback sessions for GPs. Action: close.	
4.8	(5.6) There was a discussion about the board's priorities, how they can be established without creating a big industry. It was suggested that it might be useful to look at all four quarters rather than one quarter at a time. That way, seasonal trends can be identified. KR to bring new formats of the performance report to business group for comment prior to presenting to the board for agreement. Update: KR will lead discussions with business group. Action: close.	
4.9	(6.3) The board AGREED to put together a task and finish group to establish what NSAB should focus on in order to move forward. JK, JW and GC volunteered to form the group and WLS will oversee. Update: JK advised that the group had looked at a number of different models. It's clear though that there is a need to set priorities for the work plan to decide which of the models will work best. Output from September's development day will direct this. WLS said that he will provide a supporting document to help members prior to the development day. Action: carry forward.	WLS
4.10	(10.1) HT gave a presentation on the guidance document which she put together along with Alison Simpkin (Head of Social Care - Adult Mental Health & Learning Disabilities, NCC), and Saranna Burgess, (Head of Patient Safety & Safeguarding, NSFT). This guidance document has been developed in response to SAR BB, theme one, action one. HT asked members to promote the guidance to their staff and to encourage its use. Update: JM asked HT whether she thought that the guidance was being promoted. Having had conversations with some social workers, HT didn't feel that it was being promoted as much as it could be. JSch said that she will take guidance along to the next HESAA meeting. Action: close.	JSch

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4.11	<p>(11.2) There was a general feeling that the term 'whistleblowing' didn't have a positive connotation. Members of the group shared their own organisation's way of promoting speaking out. MR confirmed that NCHC are promoting their 'freedom to speak up' campaign, which MR is championing. EH said that QEH had recently appointed an independent person to promote speaking out. She will put together a short paragraph of what is being done.</p> <p>Update: VN confirmed that the QEH had appointed an independent person. Once they have become more established in role, EH will be able to provide an update to board on the work being carried out. Action: carry forward.</p>	EH
4.12	<p>(13.1) After discussion, NSAB AGREED to the reintroduction of the mandate for agencies to sign-up to NSAB's policy and operational procedures. The group AGREED that the chief executive of the organisation would be the appropriate person to sign the mandate as a commitment to NSAB and its policies. It was felt that onus should be on the agency to check for adjustments and updates to policies. Members also emphasised that, given the constraints on resource mentioned earlier, the process should be as efficient and least labour intensive as possible.</p> <p>WLS/AS will start to contact agencies again in order to get this set up on-line. Update: no progress as yet due to other demands. Action: carry forward.</p>	WLS/AS
5	News desk	
5.1	<p>WLS reminded members that safeguarding awareness week starts on Monday 11 September. The conference, focusing on financial abuse and scams, is being held on Thursday 14 September at The Space, Roundtree Way, Norwich. The event has been publicised and places are filling quickly so please register attendance as soon as possible. The event is free to attend but there is a non-attendance fee. Details available on the NSAB website.</p>	
6	Risk & performance report	
6.1	<p>KR advised that the risk register hadn't yet been fully updated following the meeting at the end of June 2017. She confirmed that subgroup resource and the capacity to manage SARs, particularly investigation and implementation of learning, are still of concern.</p>	
6.2	<p>The self-assessment tool needs more work in order to give meaningful information to individuals. It was suggested that a task and finish group is set up to work on this. HT advised that the London boroughs had put together an assessment tool and she will send the information to KR.</p>	

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	DA said that the local safeguarding children's board (LSCB) will have information which may help NSAB develop the tool. NSAB discussed the potential opportunities to combine an audit process to cover both adults and children (Section 11) however, given the proposed changes to safeguarding children's arrangements (see DA's presentation) NSAB made no specific decisions on this idea at this point. DA will link in via WLS and KR to share audit documents.	DA/WLS/KR
6.3	JSch brought to the attention of the meeting the development of an NHS safeguarding adult assessment tool which is currently being deployed in Norfolk via CCGs. There was a discussion about whether the NHS tool could be adapted so that it can be utilised across the partnership. JSch will send information to KR about licences so that this can be explored. The task and finish group can then decide the next steps in developing and testing the self-assessment tool. It was felt that November might be too soon for this information to be available. WLS/KR will lead a group and advise.	
6.4	JM had a conversation with the governance group (6 July 2017) regarding additional administrative support for SARs. It was AGREED that there is a need to link in with the priorities piece of work (see 4.9 above). WLM and JM will discuss further and will be able to advise the governance group what it will look like (in terms of SARs). Others will be brought into discussions as this is progressed. WLS suggested that SARG play a role too.	WLS/JM
7	NSAB business group report	
7.1	The report had been shared with members. There were no comments.	
8	Safeguarding adult reviews	
8.1	A summary of current SARs was shared with the group. JK queried SAR Louise and whether the request for privacy will have an impact on learning. WLS acknowledged the point and advised that the action plan will need to be written in such a way to provide sufficient information without disclosing Louise's identity.	
8.2	JM informed the board that Louise's mother had made a complaint to the ombudsman, countersigned by Louise. The complaint is against the service provided by NSFT and Norfolk County Council (NCC). The ombudsman had contacted NCC's complaints team who made contact with WLS. WLS will speak with the ombudsman's office and request that the complaint is channelled through NSAB. Maintaining Louise's anonymity is key and there is concern	

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	as to what the ombudsman will do with the report and how widely it will be shared.	
8.3	Having had much contact with the ombudsman's office in his role at the prison, DL suggested that NSAB speak with the ombudsman and explain the complexities of the case. WLS will action.	WLS
8.4	It is important to consider Louise wishes in this process. DB suggested that a conversation is had with Louise to see what she would like to happen. DB and JM will arrange to meet Louise to discuss the report and the complaint. At that time, they will ask her to sign documentation to confirm that she has had a meeting with both.	DB/JM
8.5	<p>WLS advised that the inquest for SAR BB will start on 4 September 2017 and last for two weeks.</p> <p><i>Update following the meeting: the coroner's office advise that the inquest will start on 20 November 2017 for two weeks.</i></p>	
9	Presentation: Wood review – future for LSCBs by David Ashcroft.	
9.1	Copy of David's presentation attached with minutes.	
10	Presentation: safeguarding in prisons by Paula Gilbert	
10.1	Copy of Paula's presentation attached with minutes.	
11	AOB	
11.1	<p>JM flagged the document titled Building Resilient Lives (sent by Adam Clark, chair of the housing subgroup) and urged members to read it. The impact of housing support reductions are of great concern and may influence more incidents of practices such as cuckooing. WLM and JM will review the documentation outside of the meeting, and liaise with the board.</p> <p>JBu asked HT to have a discussion with Sera Hall, (Acting Director of Integrated Commissioning, NCC) to consider how a safe transition to the new model can be made once housing support is withdrawn. HT will feed back to the board in November.</p>	WLS/JM HT
11.2	WLS advised that the Norfolk Older People's Strategic Partnership Board would value a representative from NSAB to attend their quarterly board meetings. He asked if anybody was interested. KR is willing to take up this opportunity and will speak with her CEO.	

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11.3	JM reminded members to complete their contributions for the annual report, where applicable.	
11.4	The board development day is being held on Tuesday 19 September at the Hethel Engineering Centre. Risk management will be one of the items covered. It will be a good opportunity for the board and business group to work together.	
	Date of next meeting	
	Tuesday 19 September, 10:00-16:00, Colin Chapman room, Hethel Engineering Centre, Chapman Way, Hethel, Norwich NR14 8FB	