



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:

Walter Lloyd-Smith, Board Manager, NSAB (chair of this meeting)
Joan Maughan, Independent Chair of NSAB
Charlotte Belham, Senior Operational Support Manager, National Probation Service
Richard Block, Hof Housing & Environmental Services, Broadland DC
James Bullion, Exec Dof Adult Social Services
Chris Butwright, Hof Public Health, Performance & Delivery, NCC
Garry Collins, Hof Prevention & Protection, Norfolk Fire & Rescue
Emma Hardwick, Interim Dof Nursing, QEH
James Kearns, CEO, Build Charity
Micki Munro, Locality Manager for Later Life, Central Norfolk (on behalf of Jane Sayer)
Kate Rudkin, Head of Development & Operations, Age UK, Norfolk
Helen Thacker, (on behalf of Lorna Bright) Head of Service, Safeguarding, Norfolk County Council
Judith Bell, Operations Manager, Healthwatch Norfolk
Nick Davison, C/Supt, Norfolk Constabulary
Gavin Thompson, Office of Police & Crime Commissioner
Gary Woodward, Adult Safeguarding Senior Nurse, Norfolk CCG
Darryn Adcock, Hof Offender Management, HMP Bure
Maria Richardson (on behalf of Deborah Beresford), Safeguarding Lead, NCHC
Julie Wwendth, DS, Hof Safeguarding and Harm Reduction, Norfolk Constabulary
Pippa Harrold, GP Adult Safeguarding, Norfolk & Waveney 5 CCGs
Andrea Smith, Safeguarding Coordinator, NCC (Minutes)

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Jane Sayer, Lorna Bright, Deborah Beresford, Antek Lejk and Jackie Schneider.	
2	Declarations of interest	

Item	Minute	Action
2.1	None	
3	Approval of minutes	
3.1	The minutes were signed off as an accurate record of the last meeting.	
4	Minutes of last meeting on Tuesday 14 March 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 with some details. EM suggests Valerie Gidney as point of contact at NCC. Update: carry forward.</p>	<p style="text-align: center;">DB</p>

Item	Minute	Action
4.2	(Item 4.2) in relation to safeguarding and older people's bed availability) Jackie Schneider to seek feedback from HESAA for further discussion at the January 2017 meeting. JSay confirmed that, along with CCGs, they had commissioned a review of beds for mental health patients/older people and will advise further. The company who have completed the bed review for NSFT were due to feedback to the Trust board on the 23 February, but were defeated by adverse weather. This meeting is scheduled for 30 March, and we'll receive a report at May's meeting. Update: on agenda. Action: close.	
4.3	(4.3) MO will send the strategy through to WLS/AS for forwarding on to board members. Work is progressing but uncertain whether the strategy has been emailed through. WLS to follow up with MO for a copy of the Norfolk PREVENT Strategy. MO advised WLS that the strategy has just been updated so WLS will circulate once finalised. Update: complete. Action: close.	
4.4	(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. Update: *SD is moving to a new post at HMP Littlehey with effect from 30 May. DA advised that Paula Gilbertson, regional manager, will be attending July's meeting to give an overview. Action: carry forward.	SD*
4.5	(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 to invite Pohwer to a future board meeting. Update: in progress. Action: carry forward.	
4.6	(4.9) Members AGREED that this long-standing issue regarding data sharing needs to be resolved in support of improving adult safeguarding activity across Norfolk	

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	<p>agencies and, the Norfolk Public Protection Forum (PPF) was felt to be the appropriate forum to continue to take this forward to resolution. JM to speak with Jon Shalom (Community Safety Co-ordinator, Norfolk's County Community Safety Partnership (CCSP)) to agenda this topic for a future PPF meeting. JM advised that this piece of work is moving along well and is perhaps something for the next board meeting. WLS sent an email out on 15 February but few responses received. Action: WLS will resend email and asks for responses by 27 March. If your agency isn't doing any work in relation to information sharing, please respond to let us know. Update: some returns have been received, and these have gone to PPF. WLS will send an update via email shortly. Action: close.</p>	
4.7	<p>(4.12) GC mentioned an incident where an elderly male had died in a house fire. The victim's home, which was in a poor state of repair, was one which was privately owned amongst a row of council owned houses. The house did not have a smoke alarm and it was only because the fire spread into a neighbour's house that the alarm was raised and the fire service called. WLS suggested that this should be considered for a safeguarding review. CG to provide further information and submit a SAR1. IF advised that there was no social services interaction. GC to advise if there will be a referral made. Update: referral has been made now and passed to the safeguarding adult review group. Action: close.</p>	
4.8	<p>(5.2) The board acknowledged the limited capacity of the subgroups to deliver board work particularly around actions from SARs, and this work often seemed to fall to the chairperson. JM emphasised the extensiveness of the action plans for SAR AA and BB and asked if the capacity issue is something that needs to be recorded on the risk register. JM and board members felt that this is something that should be afforded additional time for debate at the next meeting in May. Update: on agenda. Action: close.</p>	
4.9	<p>(6.3) The board AGREED that the role of carer should be regarded as a positive career choice and attract the best quality candidates. EM queried whether this was something that could be highlighted in upcoming Radio Norfolk programmes on adult safeguarding. HT has been linking in with Radio Norfolk recently so will pick this up with her contact. Update: HT has spoken to her contact at Radio Norfolk. Information has been submitted to the editors but uncertainty as to whether the features will run. HT will keep the board informed. Action: close.</p>	

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4.10	(6.4) LA to send presentation link to AS to disseminate. Update: complete. Action: close.	
4.11	(6.5) 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. Action: JBu to pick up with HT to progress. Update: carry forward.	JBu/HT
4.12	(7.4) As a start to finding meaningful data, those agencies with analysts/researchers are asked to check with them to see if they have capacity and feedback to AS by Friday 31 March with response. If your agency is unable to help, please advise that you're not able to at this time. Update: no further updates received. Action: close.	
4.13	(8.2) WLS/AS to email out action plan today and obtain status update from owners. This will be followed up by a telephone call. Only a short statement of what has been done is required. AS will collate. An updated version of the action plan will need to be sent to the coroner by 25/26 March. Update: the action plan is ongoing. As JM was asked to attend the inquest, she gave members a quick update. The inquest closed after four weeks but JM asked the court to keep NSAB informed of any additional information. She also said that the family offered thanks to NSAB for progressing the actions which came from the SAR. Action: close.	
4.14	(10.2) The presentation provoked lots of discussion on early deaths (under aged 75) of people using services provided by/in the care of NSFT. JM said that she will lead a debate at PPF on developing a dementia strategy. Update: JM advised that this is scheduled for September's (2017) PPF. Action: close.	
4.15	(11.1) Older people's mental health bed availability. Delayed; see 4.2. Update: on agenda. Action: close.	
4.16	(12.1) 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. Action: JM will look through documents to see if there is anything that NSAB can use. Update: whistleblowing on agenda. Action: JM will see if there is anything that NSAB can use from her work in NI. Carry forward.	JM

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5	Risk and performance report	
5.1	KR reviewed the report with members. R24: the risk score has increased and the issues around resourcing have slightly increased the target score. R31: is a new risk identified by Jackie Schneider and relates to the lack of nursing staff which will have an effect on future safeguarding.	
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.	Subgroup chairs
5.3	KR thanked Garry Collins and Gary Woodward who have both recently joined the R&P subgroup. There is a general concern though about resourcing for subgroups.	
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.	All
5.5	It has been recognised that the performance report doesn't make easy reading. KR is involved in conversations to make the report more user friendly and the statistics meaningful.	
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. Action: KR to bring new formats of the performance report to business group for comment prior to presenting to the board for agreement.	KR
6	NSAB capacity	
6.1	There was much debate on the capacity issue. The general consensus was that we need to separate what we have to do as a board (as outlined in the Care Act), and what is 'nice' to do. It was AGREED that the first priority should be SARs and not developmental work. The majority of the board were aware that, nationally, the adult boards are under-resourced compared to children's.	
6.2	JM said that she had received a positive response during her conversations with JBu on this subject of additional resource. It is also a live agenda item with PPF.	

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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.	JK, JW, GC, AS
7	Safeguarding adult reviews	
7.1	Board members received a soft copy prior to the meeting giving an update of current SARs. There were no comments.	
7a	MoU between Norfolk police and NSFT	
7a.1	The Memorandum of Understanding (MoU) circulated with the agenda has been superseded and the updated copy was handed out. ND confirmed that the document was worked on at a national level by experts in the field and will be adopted by Norfolk police. It was AGREED that JM will sign-off this document on behalf of NSAB.	
8	SAR CASE D	
8.1	WLS wished to record his thanks to the panel who worked positively throughout on this particular SAR. He proposed that the report would not be published so as to conceal the person's identity and this was AGREED by board. Limited information will be given about this SAR in the NSAB annual report.	
8.2	Due to the particular sensitivity of this SAR, JM instructed members who were in possession of hard copies of the report to shred them once they had been read. A master copy will always be available from WLS or AS if required.	
8.3	The recommendations will generate the action plan for this SAR. PH was concerned that having so little information about the case will make it difficult to take any learning from it. This point was acknowledged and the action plan will need to be written in such a way to provide sufficient information without disclosing the person's identity.	
8.4	Questions were asked about the remit that we give to the independent author of the SAR report. JW confirmed that the length of the report has been an issue (i.e. too long). The learning also needs to be looked at thematically so that recommendations can be grouped to have greater impact. SARG has scheduled time (on 12 July) to review all of the current recommendations from completed SARs with the aim of developing a thematic framework. Both GW and PH would like to be involved in this.	
8.5	The board AGREED to accept the SAR CASE D report.	

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9	NSAB business group report	
9.1	There were no comments on the report although it was thought that it could be given more consideration at the NSAB development day in September.	
10	Complex case guidance	
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.	All
10.2	The group discussed partner databases and the sharing of information. HT confirmed that EDT staff can use Lorenzo however there are no plans for health staff to have access to CareFirst. This request has been referred to Lorna Bright, Caldicott guardian for adult social services, who has declined this request.	
11	Whistleblowing	
11.1	Members were advised about a case involving a care worker who was dismissed from post after raising a safeguarding concern. This provoked discussion about whistleblowing.	
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.	EH
11.3	Although there was agreement that people should be able to speak up, there was concern in the group that whistleblowing is a big area and, whilst we are of course interested in the impact on safeguarding, we don't want to create a bigger piece of work focusing on whistleblowing matters outside of the safeguarding arena.	
12	Older people with mental health issues and bed availability (NSFT)	
12.1	MM gave the group an overview on the subject and the report was circulated. MM gave examples of work underway to address this issue, such as crisis cafes that are being trialled to reduce the demand on beds. There are also five	

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	<p>dementia support teams across Norfolk and Suffolk, and these are being strengthened. MM stressed that they cannot take resource away from community teams. There is an emphasis on keeping people close to home and also a concern about the reduction in housing support (JBU had sent an email out about this recently).</p>	
13	Mandate for NSAB's policy and operational procedures	
13.1	<p>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.</p>	WLS/AS
14	AOB	
14.1	<p>GC informed the group of 'ultraguard', a fire suppressant system, which is available for those people with mobility issues, and can be fitted anywhere. For those requiring further information, please contact GC direct.</p>	
	Date of next meeting	
	<p>Tuesday 11 July, 13:00-16:30, Wroxham room, Norfolk Constabulary, Wymondam</p>	