



Safeguarding Adults Board
Minutes of meeting held on Tuesday 10 July 2018
Filby room, Norfolk Constabulary, Wymondham

PRESENT:

Joan Maughan, independent chair
Rebecca Hulme, Chief Nurse, Great Yarmouth and Waveney CCGs
Judith Bell, Operations Manager, Healthwatch
Andy Coller, (Deputy for Nick Davison), T/Det Supt Norfolk Police
Saranna Burgess, (Deputy for Dawn Collins), Assistant D of Nursing, NSFT
Walter Lloyd-Smith, Board Manager, NSAB
Gavin Thompson, Dof Policy & Commissioning, OPCC
Deborah Beresford, (Deputy for Anna Morgan), Deputy D of Nursing & Quality, NCH&C (part)
Isabel Farrelly, (Deputy for Garry Collins), Equality Officer, Norfolk Fire & Rescue
Jo Rusby, Deputy Director, Norfolk & Suffolk CRC
Louise Notley, (Deputy for Emma Hardwick), Associate Dof Quality, Queen Elizabeth Hospital
Sally Hughes, Public Health Commissioning Manager, NCC
Gregory Peck, Councillor, Norfolk County Council
James Kearns, CEO Build Charity
Helen Thacker, H of Service, Safeguarding, Norfolk County Council
Andrea Smith, Safeguarding Coordinator, NSAB/NCC (Minutes)

GUESTS:

Francis Chennell, Ricky Nicholson and Ian Hubbard from Opening Doors

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Apologies received from: Andrew Hannant, Garry Collins, Bob Cronk, Lee Robson, Charlotte Belham, Lorna Bright, James Bullion, Nick Davison, Emma Hardwick and Alison Leather	
1.2	JM asked members who were deputising to make notes of the key points of the meeting and feedback.	
1.3	Members were advised that Nancy Fontaine takes up the post of director of nursing at the Norfolk & Norwich University Hospital (NNUH) with effect from 1 August 2018.	

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2	Declarations of interest	
2.1	None	
3	Approval of minutes	
3.1	<p>IF advised that Norfolk Fire and Rescue colleagues had moved into the same office as the police, and not the other way around as wording in May's meeting minutes might suggest.</p> <p>Other than that, the minutes were signed off as an accurate record of the meeting.</p>	
4	Minutes of last meeting on Tuesday 15 May 2018	
4.1	<p>(4.2) 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. No progress as yet due to other demands. Not yet started due to capacity issues. JM said that, over time the board will require all organisations to commit to the board. JK suggested that this item should be brought back once we have the strategy signed off as there is information in there about accountability. If the organisation signs up to the mandate then they sign up to the strategy as well.</p> <p>No progress yet due to capacity/priorities. It is thought that this could be a task that the new business support role can pick up. Carry forward (to keep on radar).</p> <p>Update: no progress due to current capacity. No candidates applied for business support post. JM advised that discussions are underway for children's and adults' boards to share administrative functions.</p> <p>WLS/AS confirm that this item will be kept on radar and will provide feedback when available. Action: close.</p>	
4.2	<p>(4.4) Matthew Coman from Norfolk & Suffolk CRC gave a brief overview of the work of the agency and shared some information.</p> <p>They work predominantly with people who are mentally ill, have been abused or have abused others. A lot of people</p>	

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	<p>that they see are males aged 45 years plus. Their duty is to protect the public and reduce reoffending.</p> <p>WLS mentioned the safeguarding in prisons piece of work which he is currently undertaking and feels that CRC and probation should be included. WLS to invite a representative from probation to join the working group.</p> <p>WLS confirmed that this action has been completed; Norfolk & Suffolk CRC will be joining the task and finish group. CB advised that she would like to be included as well. WLS/AS to include CB in task and finish group meeting.</p> <p>Update: WLS advised that the task and finish group work is moving forward and thanked those who are participating. Action: close.</p>	
4.3	<p>(5.4) The Norfolk Armed Forces Covenant Conference is also being held on 13 June at Norwich City football ground. It would be good if a member of NSAB can attend. SH confirmed that she will be attending.</p> <p>WLS to email details. Update: complete. SH advised that she attended and found it very useful. Public Health colleagues will continue to work alongside the covenant, in particular those who are vulnerable after leaving the armed forces. Action: close.</p>	
4.4	<p>(6.4) JK picked up a small typo on page 11; should say April 2018 to March 2019. WLS to amend.</p> <p>Update: complete. Action: close.</p>	
4.5	<p>(8.4) DB asked about the time frame for updating/reviewing protocols. MG wasn't certain but felt that there would be a period of grace.</p> <p>WLS suggested a task and finish group could work on this prior to the next board meeting. DB asked whether this could be something that the LIP (learning, improvement and policy) subgroup could do, with Mike's guidance. The board agreed that this would be the best course of action.</p> <p>WLS will brief the LIP subgroup.</p> <p>Update: WLS advised that this is ongoing and is on the LIP agenda. Action: close.</p>	
4.6	<p>(9.4) The first of the case studies was discussed and provoked much discussion. Several members asked if the gaps in this case, where the individual is refusing assistance, could be filled by the voluntary sector. GC</p>	

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	<p>mentioned some of the work that Norfolk Fire & Rescue do in these circumstances.</p> <p>JK will pick up with Prevent colleagues to see how the voluntary sector might be able to help.</p> <p>Update: JK has already had some discussions. He will provide a further update to the board in due course.</p> <p>Action: carry forward.</p>	JK
4.7	<p>(14.1) Further to recommendation 13.5 in the SAR AA report, WLS asked if any organisations had made any changes/reduced services and what impact this had on safeguarding. Where this applies, he asked if members could bring along a short summary to the next board meeting.</p> <p>Action: standing item on agenda. Close.</p>	
5	Safeguarding news	
5.1	<p>Safeguarding survey 2018 has been delivered by WLS and AS. WLS advised that partner organisations have been in touch with an offer to help with further returns. The survey has been extended and will close now on Friday 20 July 2018. Currently, over 1,000 have been completed/partially completed.</p>	
5.2	<p>The Norfolk & Norwich University Hospital has gone into special measures after being rated inadequate by the Care Quality Commission. This is a major disappointment to the many staff who provide a good service to patients. An oversight committee has been set up by the inspectorate and will meet on 19 July. JM will join this and is also part of the NSFT committee. SB will present an update at the November board meeting (on NSFT). JM plans to meet with Mark Davies, chief executive at NNUH.</p> <p>DB mentioned that Norwich Community Health and Care received an outstanding rating from a recent CQC inspection. DB said that they are working with partners to help them through turbulent times.</p>	
5.3	<p>The half day development session held on 13 June for locality safeguarding adult partnership (LSAP) chairs and subgroup members was a success. It provided interesting debates and feedback shows that members felt that it was worthwhile.</p>	
5.4	<p>The self-neglect and hoarding strategy v2 was relaunched on 13 June. JM thanked Adam Clark from Broadland</p>	

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	<p>Housing and WLS for all their hard work revamping the strategy.</p> <p>There have been 285 visits to the self-neglect and hoarding page on the website since the launch of the new strategy.</p>	
5.5	<p>Norfolk against scams partnership: a steering group has been set up and draft terms of reference presented to Norfolk County Council communities committee. An invitation for partner agencies to sit on the steering group will be sent out shortly.</p>	
5.6	<p>A national SARs library opened on 28 June, this is work led by Research in Practice for Adults (RiPfA).</p> <p>A link to the library and supporting documents can be found on: https://www.ripfa.org.uk/</p> <div data-bbox="322 819 1161 1339" style="border: 1px solid black; padding: 10px;"> <p>Preliminary resources include:</p> <ul style="list-style-type: none"> <li style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: #4a7ebb; color: white; padding: 10px; border-radius: 10px; margin-right: 10px;">Supporting quality</div> <ul style="list-style-type: none"> • SAR Quality Markers <li style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: #4a7ebb; color: white; padding: 10px; border-radius: 10px; margin-right: 10px;">Sharing learning</div> <ul style="list-style-type: none"> • A repository of published SAR reports (n=96) and reference list • Coversheet for coding and submitting SARs <li style="display: flex; align-items: center;"> <div style="background-color: #4a7ebb; color: white; padding: 10px; border-radius: 10px; margin-right: 10px;">Sharing analysis</div> <ul style="list-style-type: none"> • Signposting to research and other reports about SARs </div>	
5.7	<p>Events:</p> <p>88 people attended the 'Coercive control and adult safeguarding' workshops. Three were delivered countywide.</p> <p>NSAB stand at the Forum, Norwich, during carers' week (11 June).</p> <p>NSAB were also present at a learning disabilities health promotion day on 19 June.</p>	
6	Safeguarding adult reviews (SARs)	
6.1	<p>SAR Miss C</p> <ul style="list-style-type: none"> - In the run up to publication worked closely with North Norfolk CCG & Norfolk County Council communications teams 	

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	<ul style="list-style-type: none"> - The review was published on Wednesday 27 June - The father of Miss C was interviewed on ITV Anglia 6pm news bulletin on Thursday 28 June - Eastern Daily Press article on Friday 29 June 	
6.2	WLS provided a brief update on a current SAR and two new SARs. A hard copy of a summary was shared with members. This is a confidential document and shouldn't be shared with others outside of the board.	
7	Organisational learning from SARs: research project	
7.1	<p>Eight boards, including Norfolk, are involved in the project. WLS is supported by Adam Clark from Broadland Housing. NSAB will be using two pieces of work to feed into the research project: the move to use early help hubs for the focus of interventions for self-neglect and hoarding cases and, the impact of five workshops on mental capacity for primary care (to be held in October). The five workshops are being funded by money secured from NHS England</p> <p>DB asked about community care and will pick up with WLS following the meeting.</p>	
8	Risk & performance subgroup and the dashboard	
8.1	<p>JM apologised for the lack of dashboard. Data analyst support has been lost following a reorganisation, and no further support has been secured.</p> <p>The risk and performance subgroup has been without a chairperson since Kate Rudkin's departure. The board are therefore looking for volunteers, even if it is on a temporary basis. JM advised that it is the one subgroup which has a permanent seat on the board and is critical work. Members are asked to talk to colleagues who may have the right skillset to volunteer themselves.</p> <p>AC asked if there was any capacity in the board's funds to support a part time position. JM said that consideration would be given for somebody to take on the role independently and pay them a fee. It is understood that the children's board have recently appointed a data analyst. As it had been mentioned earlier that the children's and adults' administration areas might work together, RH asked if there was any flexibility there for them to help.</p> <p>Essentially there are two positions here: chair of the group and an analytical role. Action: WLS will put together a summary of what would be involved for both positions.</p>	WLS

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	<p>SH asked if she could view the last dashboard. Action: WLS to send.</p> <p>JR advised that, without a data person to drive, there is little point having a chair as there will be a limited amount that the chairperson can do. She asked where the board were with the data set and will pick up with WLS outside of the meeting.</p> <p>JB said that Healthwatch were currently recruiting as they are taking on a lot of commissions. She will speak with their chief executive; they could potentially help.</p> <p>IF asked if it was something that a Master's student from the University of East Anglia could assist with. JM felt that this might provide difficult as it would need to fit in with term time and link in with the student's coursework.</p> <p>JM advised the group that the annual report will be without data this year.</p>	<p>WLS</p>
	<p>DB left the meeting.</p>	
9	Opening Doors: feedback on 2018 survey	
9.1	<p>Francis and Ricky talked through feedback from the NSAB survey. The survey had been completed by 33 people who have learning disabilities.</p> <p>There had been a largely positive response to the survey although there was general uncertainty as to what the term safeguarding meant. HT advised that NCC run a course called 'What's safeguarding?' which might be of interest to service users at Opening Doors. The board were interested to learn how many people from Opening Doors had attended the course previously. Action: HT to find out.</p> <p>Some people found the survey upsetting as it brought back memories; they were provided with one to one support afterwards.</p> <p>It was found that people are scared to report abuse as they're afraid as to what might happen as a result. If they tell somebody the bully/abuser would hurt them; this was something that had happened before.</p> <p>The survey showed that a lot of people felt intimidated by homeless people particularly when they asked for money. An example was given of when a homeless person sits near a cash withdrawal machine and watches a user withdrawing cash. The user sometimes feels like a target then as they are known to be carrying cash.</p>	<p>HT</p>

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9.2	<p>Feedback suggests that Norfolk County Council's customer service number (0344 800 8020) is difficult to remember and wondered whether a shorter number could be provided.</p> <p>Action: HT will talk to the customer services manager at NCC to see if a shorter telephone number could be provided which will link through to the 0344 number.</p> <p>Ricky and Francis had also heard that response times were longer than expected. HT advised that they need to tell somebody, a social worker or their support worker, if they have been hanging on for weeks, so that it can be investigated. HT advised that a recent audit confirms that safeguarding matters are dealt with very quickly.</p>	HT
9.3	<p>There was a discussion about a victim having to appear in court to give evidence, and how intimidating it could be for a vulnerable person. AC advised that a victim would not have to face the perpetrator in court; video links or screens could be provided to protect the victim.</p> <p>Action: GT said that there is something here that he could take back regarding criminal justice board and working with a diverse range of people.</p>	GT
9.4	<p>Out of 33 people, only one person had the emergency number near to their phone. Ricky and Francis suggested a sturdier keyring with a pull-out piece of paper to record emergency numbers. JK suggested having a keyring which is like a shortened lanyard; the emergency number could be printed onto the material.</p>	
9.5	<p>The survey shows that the majority of people would report abuse to a family member although HT advised that this might not always be the most appropriate route as, sometimes, the family member can be the perpetrator.</p>	
9.6	<p>'Easy read' was discussed and it was asked why the strategy document wasn't converted to easy read. JK advised that, ideally, all documents would be written in easy read but this isn't possible. The strategy document would only be useful to a small number of people so it was more important to ensure reporting documents were converted as they will be appropriate to a wider audience.</p> <p>HT assured Opening Doors that the customer services representatives at Norfolk County Council will have undergone training to deal with people from diverse backgrounds.</p>	

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10	Peer review on integration	
	<p>WLS advised that a Local Government Association Peer Review is planned for 18-21 September. It will be an honest reflection of what works well and where we need to improve, with emphasis on the interface between health and social care.</p> <p>Key lines of enquiry have been agreed that relate to the system being well-led, safe, effective, responsive and person-centred. There will be interviews with several leaders and we are awaiting clarification of who the team would like to interview. Input from the NSAB is sought so there is an opportunity for a couple of people from the board to speak about safeguarding.</p> <p>HT advised that they are particularly interested in winter pressures so it would ideally be somebody who could speak about that.</p> <p>Action: WLS will circulate information regarding the review. Please let him know if you wish to volunteer.</p>	WLS
11	NSAB development day 2018	
11.1	The next time that the board meets will be at the proposed development day on 25 September. JM asked members what they would like to gain from the day. AC suggested reviewing the strategic plan, and the progress made, rather than doing something new. JB asked if the work with learning disabilities group could be expanded. What is it and what can be done about it?	
11.2	JK suggested having a walk through the safeguarding referral process. What improvements could be made? What doesn't make sense? Let's question what we're doing and why we are doing it. look at the whole customer experience process, particularly for somebody who has learning disabilities or doesn't have English as a first language. AC asked if we could get a service user's perception of what happens. HT advised that we would possibly need somebody from customer service centre, somebody from social care centre of expertise (SCCE), one of the multi-agency safeguarding hub team (MASH) and perhaps a locality social worker. JM asked if Toni Scattergood (team manager in MASH) could be involved from manager's point of view and perhaps somebody from the police to talk from their perspective and health and NSFT also.	
11.3	JR asked: before trying to fix things, do we need to see where the issue is? We are hearing anecdotally that	

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	<p>referrals aren't being responded to promptly but we need evidence to back this up.</p> <p>HT said that there was no feedback suggesting that safeguarding referrals are being delayed. A recent audit shows that this hasn't been raised as an issue. Is it more about people's engagement and understanding?</p>	
11.4	<p>RH asked what the development day from the board is trying to achieve. Isn't it much more about working together as partners and assurance as a county that processes are in place? Shouldn't the board challenge the customer service team and ask them to give members assurance that they're working properly?</p>	
11.5	<p>JM asked members if they could give some thought about the development day and what they would like to gain.</p>	
11.6	<p>Following on from his earlier suggestion, JK advised that he will put together a model/objectives for the development day and circulate (via WLS/AS) to board members for comment. Action: JK to circulate his suggestion for the development day for board member comments.</p>	<p>JK</p>
12	Business group report	
12.1	<p>WLS shared a hard copy of the business group report, which is a synopsis from the board's subgroups and LSAPs.</p> <p>The final page of the report shows how NSAB's social media presence has drawn many followers.</p>	
13	Safeguarding impact of any organisational change or reduction of services (SAR Mr AA, recommendation 13.5)	
13.1	<p>JM asked the members if they had any updates. No updates were offered.</p>	
	Date of next meeting	
	<p><i>Tuesday 13 November, 9.30am-12.30pm in the conference room at North Earlham Fire Station, Ivy Road, Norwich</i></p>	