



Safeguarding Adults Board
Minutes of meeting held on Tuesday 10 January 2017
Filby Room, Police Headquarters, Jubilee House,
Falconers Chase Wymondham, Norwich NR18 0WW

PRESENT:

Joan Maughan, Independent Chair
Deborah Beresford, Deputy Dof Nursing & Quality, NCH&C (representing community health providers)
James Bullion, Exec Dof Adult Social Services (part)
Saranna Burgess (on behalf of Jane Sayer), Assistant Dof Nursing, NSFT
Sue Doolan, Governor, HMP Bure
Garry Collins, Hof Prevention and Protection, Norfolk Fire & Rescue
Gareth Jackson, Senior Probation Officer, Norfolk Probation Service (part)
James Kearns, CEO, Build Charity
Christine MacDonald, Operations Manager, Healthwatch Norfolk
Cllr Elizabeth Morgan, Norfolk County Council
Kate Rudkin, Head of Development & Operations, Age UK, Norfolk
Jackie Schneider, Head of Patient Safety, N Norfolk CCG
Helen Thacker, (on behalf of Lorna Bright) Head of Service, Safeguarding, Norfolk County Council
Ian Sturgess, Police & Crime Commissioners Office
Julie Wwendth, Chair of Norfolk Safeguarding Business Group (representing Norfolk police) (part)
Walter Lloyd Smith, Manager, NSAB
Andrea Smith, Safeguarding Coordinator, NCC (Minutes)

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Lorna Bright, Adult Social Services Lella Andrews, CQC Catherine Underwood, Adult Social Services, NCC Richard Block, Broadland District Council Catherine Morgan, Queen Elizabeth Hospital Emma Osborne, Norfolk & Suffolk Community Rehabilitation Company	

Item	Minute	Action
2	Declarations of interest	
2.1	None	
3	Approval of minutes	
3.1	Item 5.1 relates to safeguarding assessment tool, not risk register. AS to amend.	AS
3.2	The minutes were signed off as an accurate record of the last meeting.	
4	Minutes of last meeting (Tues 15 November 2016)	
4.1	(4.1) JM to write to Ray Harding (as board representative for district councils) around attendance. Update: Richard Block from Broadland District Council will be attending future meetings in Ray's place. Action: close.	
4.2	(Item 4.2) CQC Report – Jackie Schneider noted and discussed the report from the Care Quality Commission (CQC) published this morning (15-10-2015) detailing the annual analysis of the quality of health and adult social care in England that had made news headlines where hospital staff levels were at risk. JSch noted that Norfolk in particular is finding it difficult to recruit medical staff. There was general discussion of how to understand this national report in relation to Norfolk and NSAB requested JSch to provide a summary analysis of the CQC report in relation to Norfolk for the next meeting. Jackie to draft a document that will explain all actions across acute and providers. This will go to the board via the business group. Update: on today's agenda. Action: close.	
4.3	<p>(Item 4.4) 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</p>	WLS

Item	Minute	Action
	<p>people. Update: WLS has contacted GYROS but received no response to date. Action: carry forward.</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.</p> <p>GC asked what the board's top three priorities were in terms of vulnerability. JW responded: domestic abuse, mental health and trafficking as they applied to all age groups although these vulnerabilities are fluid and change all the time. GC had concerns relating to this discussion which he was asked to put in an email and JM will take to public protection forum (PPF). Update: JM raised with PPF and it will be carried forward to their next meeting. Action: close.</p>	DB
4.4	<p>(Item 4.5) News Desk – Licenses A query was raised by North Norfolk DC regarding applications for licences which currently have to be run past the children's board. Shouldn't these have to be agreed by the adults' board as well? The group AGREED that we need to know the types of licences that are being considered first before we can decide. Walter will speak with Abigail McGarry from the children's board to find out more. The board AGREED that it would be useful to adopt some of the children's boards' approaches and processes but were reluctant to take on a large administrative task at this stage. Action: WLS to advise children's board that 'we have no resource to manage currently but may revisit at a later stage.'</p> <p>Update: complete. Action: close.</p>	
4.5	<p>(Item 4.6) SAR AH JM will write to Cambs to let them know what's happening. JM confirmed that Cambridgeshire and the parents have been kept informed. The ombudsman report is still awaited and should be available mid-September. We cannot officially receive the Report until it is in final version. JM advised that ombudsman's report is still awaited and unlikely to be available this year. She has been in communication with AH's father, who is understandably frustrated about the whole process. Will update at January's meeting. Update: JM has contacted Gill Poole who will work with JSch in order to progress. Action: close.</p>	
4.6	<p>(Item 4.14) Budget/Resource Update The Board had a clear consensus that there should be an equal financial split</p>	

Item	Minute	Action
	<p>between the adult and children's safeguarding board. They acknowledged the differing levels of resource available to each and there was considerable discussion of the reasons for this and it will remain an on-going issue. JM to inform future discussions, JM will send out figures once known. JM confirmed that the board still requires additional administration support and will discuss with Lorna Bright.</p> <p>Update: this will be reviewed again in March 2017.</p> <p>Action: close.</p>	
4.7	<p>(Item 4.18) NSAB discussed liabilities and indemnities. As JM is not an employee of NCC, MG advised JM to check that she is indemnified. Pending response from LB.</p> <p>Update: not a matter for the board. Action: close.</p>	
4.8	<p>(Item 4.18) 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.</p> <p>Update: JSay confirmed that, along with CCGs, they had commissioned a review of beds for mental health patients/older people and will advise further. Action: carry forward to March meeting.</p>	JSay
4.9	<p>(5.2) GC agreed that being a member of the risk and performance group would be useful and will liaise with KR/WLS about joining the group. Action: complete.</p>	
4.10	<p>(6.1) WLS gave an update: work is moving more freely through the structure. He reported that low attendance at partnership meetings is a concern. The LIP sub group has had train the trainer materials developed and these will be trialled shortly. WLS will circulate details post meetings.</p> <p>Update: the first of the two pilot sessions of 'train the trainer' has been very well received and the materials are of good quality. The second session is planned for later in January and the LIP sub group will complete an evaluation after both sessions. Action: close.</p>	
4.11	<p>(8.1) Due to insufficient time, this (the safeguarding news desk document) will be emailed out with the minutes.</p> <p>Action: complete.</p>	
4.12	<p>(9.4) MO will send the strategy through to WLS/AS for forwarding on to board members. Update: work is progressing but uncertain whether the strategy has been emailed through. Action: WLS to follow up with MO for a copy of the Norfolk PREVENT Strategy.</p>	WLS

Item	Minute	Action
5	Risk and Performance Report – Kate Rudkin	
5.1	There were some items on the risk register with no risk owner attributed. KR asked the group if they would like to nominate owners during the meeting.	
5.2	The group agreed on owners for each of the outstanding items. KR added the agreed owner to the risk register and this will be shared with the group in due course.	
5.3	NSAB is unsighted in the efficacy of safeguarding within prisons. The current comment has a red status. Jo Cook (Operational Head of Integrated Care - northern locality, NCC) is leading on this. SD acknowledged that prisons within the county have a number of systems to support prisoners including listeners and buddies. Care reports are written and a lot is done to mitigate the risk of self-harm and suicide by prisoners. Where bullying occurs, the perpetrator is removed from the wing, rather than the victim. SD will be involved in the conversations with Jo Cook.	
5.4	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. Action: carry forward to July 2017.	SD
5.5	Risk 5 – resource allocation: HT advised that there have been pressures on the NCC safeguarding team following the introduction of the Care Act. As an example, HT said that her team have been advertising for a temporary peripatetic social worker but they have been unsuccessful in recruiting for this post. NIPE (Norfolk Institute of Practice Excellence) should help out in the longer term as this will ensure that there are more social workers but, ultimately, there are recruitment issues throughout the social work teams centrally and in the localities.	
5.6	<p>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?</p> <p>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.</p>	

Item	Minute	Action
	Action: WLS to invite Pohwer to a future board meeting.	WLS
5.7	Nursing/care homes rated inadequate: the group AGREED that this should be pursued through the NCC's quality assurance team (Roger Morgan).	
5.8	Protection: the group discussed the lack of safeguarding referrals from dental practices. JSch confirmed that there is still a lot of work to be done as the safeguarding procedure is new to dentists. It was established that NHS England are doing work with dentists and GPs and it was AGREED that could be followed up by the health executive sub group. CMcD forwarded on link of local dental committees: http://www.norfolkldc.co.uk/	JSch
5.9	Accountability: JM has been trying to encourage regular attendance at board meetings by members, or for a deputy to step in. As new Executive Director of adult social care, James Bullion confirmed that he will attend as many of the board meetings as his diary will allow, or he will send a deputy in his place.	
6	Making safeguarding personal (MSP) – Helen Thacker	
6.1	HT has linked up with NCC's training provider, St Thomas', to share information from the making safeguarding personal exercise and MSP case examples are now included in the training programme . A best practice fact sheet has been developed and this, as well as the presentation from the development day held in September 2016, are on the NSAB website.	
6.2	Those that attended the development day were contacted recently to seek feedback on how MSP was being embedded in their organisations. This provoked a discussion that MSP shouldn't be seen as a separate process, but that it is part of safeguarding, the group AGREED this principle. JK argued that it needs to 'run through' all safeguarding contacts. IS suggested that it is monitored and KR thought that it could be a standing item on the LSAP agenda. The group AGREED that this would be a good idea. Action: HT will pick this up with LSAP chairs.	HT
7	News desk – Walter Lloyd-Smith	
7.1	Self-neglect and hoarding pilot WLS confirmed that there had been a surprisingly slow start to the self-neglect and hoarding pilot and that there hadn't been any referrals. He thought that it might be wise to extend the pilot and JM suggested that it ran until	

Item	Minute	Action
	September 2017 and any feedback could be picked up at the NSAB development day to be held in the same month. Board members AGREED that this would be beneficial.	
7.2	NSAB website Users of the NSAB website have increased dramatically in the past 14 months. In November 2015 stats show that there were just 380 users to the site. In November 2016, there were just over 1000 users. This is very encouraging.	
7.3	Claire Crawley, Senior Policy Manager, Adult Safeguarding , has been invited to attend the board meeting in March to give an overview of her work. Board members have been asked to suggest anyone who they feel may be interested in attending. Action: all board member to submit names to Andrea Smith by Friday 3 February in order to establish numbers.	ALL
8	NHS challenge: nursing staff shortages within Norfolk – Jackie Schneider	
8.1	JSch gave an overview of her paper, which had been emailed out to members. The group discussed the recruitment issues, for example fast-tracking healthcare assistants into nursing roles and backfilling those roles.	
8.2	It was acknowledged that there needs to be integration between agencies and support is needed across all sectors to address this issue. Shortages of nursing staff in one area have the potential to impact on another. As a system wide network there is a need to establish the right training and support to meets the demands of our population. This in turn will influence and shape the right models of care.	
9	Information sharing – Walter Lloyd-Smith	
9.1	WLS shared feedback from the information sharing conference which colleague, Sarah Rank, attended. Sarah's feedback, along with associated information, was emailed to board members prior to the meeting.	
9.2	WLS felt that it might be prudent for members to cascade the document titled 'Preparing for the GDPR 12 steps' document to colleagues.	
9.3	The group discussed how data sharing is required to support adult safeguarding activity. JM confirmed that the SAR reviews she had read highlight a lack of information sharing. After considerable discussion about the complexities of information sharing in Norfolk agencies, the group acknowledged this continued be to a challenging topic of concern. While there are many reasons why information is	

Item	Minute	Action
	not shared it was acknowledged one important factor is a perception by frontline staff that to share data would have serious repercussions for them personally including the possibility of losing their job and / or being removed from professional registration. SD said that the chances of being challenged were minimal and the group AGREED with the view that, if an individual can demonstrate why they shared the information and document the bases on which sharing was made, then it should, in most cases, be sufficient.	
9.4	Members AGREED that this long-standing issue regarding data sharing needs to be resolved in support of improving adult safeguarding activity across Norfolk agencies and, the Norfolk Public Protection Forum (PPF) was felt to be the appropriate forum to continue to take this forward to resolution. Action: 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
10	Business Group – Julie Wwendth	
10.1	JW confirmed that the group felt that the work plan was very effective.	
10.2	JW talked through the BG report. A particular concern was the lack of referrals to the self-neglect and hoarding high risk panel (HRP) and why this might be. A piece of work will be undertaken which might provide some answers.	
10.3	A PowerPoint presentation will be prepared on each SAR to share with agencies. This can then be integrated into learning.	
10.4	CM advised that she wouldn't be able to pick up the Healthwatch actions from the BB action plan and was unsure how to progress. CM advised that Judith Bell would be attending future board meetings.	
11	Safeguarding adult reviews	
11.1	JM gave the members an overview of case BB. The inquest takes places in Norwich at the end of January. JM has given final feedback to Chris Brabbs, independent report writer, and Chris has fed back his main concern about the process; specifically the lack of respect of confidentiality from the review group. The family of BB have been invited to meet with JM to discuss any concerns they have regarding the report but none have expressed an interest to meet as yet. The cost of this particular SAR was mentioned. JM will need to advise the governance group of the exact costs. Action: WLS to advise.	WLS

Item	Minute	Action
11.2	JW informed the board that there were currently two SARs in progress: one concerning a young female who passed away in 2012, and another regarding a female with mental health issues who seriously harmed herself and is in supported living now.	
11.3	A new SAR has been opened as a result of concerns for an elderly woman who was living in a residential care home and died of hypothermia. The home had issues with two boilers which hadn't been working since the summer. JW advised members that a criminal prosecution was in progress against the care home. An independent report writer is currently being sought for this SAR.	
12	AOB	
12.1	JSch advised the group of the learning disability mortality review (ledger) programme. This procedure is to be used for cases where any person with a learning disability between the ages of four to 74 has died. Oversight of this work will be picked by health executive safeguarding adults' alliance (HESAA) and it is on the agenda for the HESSA meeting on 19 January.	
12.2	<p>JW advised the board that there had been a spate of burglaries targeting elderly people in the west of the county and the Breckland area. These burglaries had been particularly violent in nature and the perpetrators appeared to be choosing victims with key safes and grab handles. Ten had been reported in a 48 hour period.</p> <p>Communications need to go out as soon as possible and it was felt that the LSAP chairs would be a good starting point.</p> <p>Action: HT to communicate with LSAP chairs</p>	HT
12.3	GC spoke about a dashboard which he has been developing for the fire and rescue service. This will be adopted in April 2017 and GC will circulate to the board in due course. It also contains a flowchart and action plan specifically to do with human trafficking, which he is happy to share.	
12.4	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.	GC

Item	Minute	Action
	Date of next meeting	
	<p>Tuesday 14 March 2017</p> <p>*Filby room, Police HQ, Falconers Chase, Wymondham</p> <p>*Venue may be changed depending on numbers attending Claire Crawley's presentation. You will be notified if this is the case.</p>	