



**Safeguarding Adults Board  
Minutes of meeting held on Tuesday 16 January 2018  
Filby room, Norfolk Constabulary, Wymondham**

**PRESENT:**

**Joan Maughan**, Independent Chair of NSAB  
**Lorna Bright**, (Deputy for James Bullion), Assistant Dof Social Work, Norfolk County Council  
**Jackie Schneider**, (Deputy for Antek Lejk), Exec Nurse North & South CCGs  
**Isabel Farrelly**, (Deputy for Garry Collins), NFRS Diversity & Equality Officer  
**James Kearns**, CEO Build Charity  
**Chris Butwright** (Deputy for Louise Smith), Hof Public Health, Performance & Delivery, NCC  
**Helen Thacker**, Hof Service, Safeguarding, Norfolk County Council  
**Michael Millage**, Chair ARMC  
**Judith Bell**, Operations Manager, Healthwatch Norfolk  
**Andy Coller**, (Deputy for Nick Davison), T/Det Supt Norfolk Police  
**Walter Lloyd-Smith**, Board Manager, NSAB  
**Gavin Thompson**, Dof Policy & Commissioning, OPCC  
**Deborah Beresford**, Deputy Dof Nursing & Quality, NCHC  
**Valerie Newton**, (Deputy for Emma Hardwick), QEH  
**Helen Bamford**, (Observer), Service Manager, HMPPS Contract Management  
**Charlotte Belham**, Senior Operational Support Manager, National Probation Service  
**Gregory Peck**, Councillor, Norfolk County Council  
**Andrea Smith**, Safeguarding Coordinator, NSAB/NCC (Minutes)

Item	Minute	Action
<b>1</b>	<b>Welcome and apologies for absence</b>	
1.1	<p>Apologies received from: James Bullion, Antek Lejk, Garry Collins, Nick Davison, Emma Hardwick, Paul Reeve, Lee Robson, Kate Rudkin, Louise Smith and Roger Morgan.</p> <p>JM advised that Lee Robson, Head of Neighbourhood Housing at Norwich City Council will be a new member to the board, representing district councils.</p> <p>JM wanted to record her thanks to Julie Wvendth from Norfolk Constabulary, who was a major supporter of the board. Julie has been promoted to chief superintendent in a custody services role, working in Norfolk and Suffolk. Business group meetings are being chaired by WLS and HT now and SB is chairing the safeguarding adults review</p>	

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	group (SARG) in the short term. Andy Coller has recently joined SARG.	
<b>2</b>	<b>Declarations of interest</b>	
2.1	None	
<b>3</b>	<b>Approval of minutes</b>	
3.1	AC advised that Andy Hill's job title (item 11.1) should show DS, and not DI. Apart from this, the minutes were signed off as an accurate record of the meeting.	
<b>4</b>	<b>Minutes of last meeting on Tuesday 14 Nov 2017</b>	
4.1	(4.3) 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. JBu advised that this will be picked up and information emailed to board members in due course. WLS will email MM to seek clarification on points made and take from there. <b>Update: MM advised that he had recently had a discussion with JBu and was in the process of organising a meeting date. Action: carry forward.</b>	<b>MM</b>
4.2	(4.4) 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. JM has some information from her work in Northern Ireland, and will send on to JBu. JM has sent information to JBu. DB emailed through a document titled 'Freedom to Speak Up' just prior to meeting. It was agreed that NSAB will follow up with a request for assurance that agencies have something similar in place. It was confirmed that health agencies have adopted this approach. The group asked if there was a system in place for confidential discussions, and if people used it. It was noted by board members that some staff find reasons not to whistle blow. HT suggested that a question around whistleblowing could be added to the self-assessment tool (currently under development by risk and performance subgroup). WLS will pick up with KR. AS will circulate DB's document. <b>Update: DB will email her contact, Dr Henrietta Hughes, national guardian for the NHS, who will be able to provide further information and DB will bring this to the board.</b>	<b>DB</b>

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4.3	<p>(4.5) 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 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. Following the development day, the task and finish group met on 8 November to shape and develop the new strategy. T&amp;F to meet next on 1 December. Following this meeting an update will be provided to the board on progress made. JK suggested producing a draft for the original deadline and asking for comment - these comments could come from a number of partners, such as those who attended the financial abuse conference (14 September), plus board members and development day attendees. There were a number of suggestions as to how best to do this: by having a period of consultation including a face to face event, or consultation by email. Feedback gained will help the task and finish group. <b>Update: on agenda. Action: close.</b></p>	
4.4	<p>(4.6) HT gave a presentation on the guidance document which she put together along with Alison Simpkin (Head of Social Care - Adult Mental Health &amp; Learning Disabilities, NCC), and Saranna Burgess, (Head of Patient Safety &amp; 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. 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. October's HESAA meeting was postponed. This matter will be taken forward to the next meeting (possibly early December 2017). <b>Update: this relates to the complex case guidance. Action: JSch will add to the next HESAA meeting agenda and ask members to talk about how they have used it.</b></p>	JSch
4.5	<p>(4.8) 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</p>	

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	<p>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. <b>Update: 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. Action: carry forward.</b></p>	WLS/AS
4.6	<p>(4.9) 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. 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. This has been shared with Kate Rudkin and will be picked up by the risk and performance group. <b>Update: WLS confirmed that this item is currently 'live' and hopes to trial the self-assessment tool for partners in spring 2018. Action: close.</b></p>	
4.7	<p>(4.10) 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. 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. JBu confirmed that funding had been agreed for a 0.5 FTE administrative post. WLS to follow up with Sarah Rank, business development manager, adult social services. <b>Update: WLS confirmed that this is in progress. Action: close.</b></p>	
4.8	<p>(6.1) JM gave an update about the success of the financial abuse and scams conference. There were 230 attendees from 90 organisations. The Police and Crime Commissioners Office, trading standards, NSAB and the police have already met up to see how they can build on the</p>	

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	<p>event. GC said that there is a link here also between fire safety and the elderly and he is happy to help out in any way that he can. WLS to advise GC on progress of discussions. <b>Update: WLS advised that a task and finish group is busy working on taking this forward. Action: close.</b></p>	
4.9	<p>(6.2) JM asked if a volunteer from the board would be available to attend the launch of the domestic abuse partner forum on Thursday 16 November at Norfolk Constabulary, Wymondham. GC said that he will attend and will feed back as appropriate at January's board meeting. <b>Update: IF reported that GC went to the first meeting which was well attended, and everybody found it very useful, positive and well facilitated. It was chaired by Gavin Thomson. GT advised that information from the breakout sessions was recorded and a report has been completed. It is intended to do a piece of work to identify areas where issues can be addressed and the report should be available in the next four weeks or so. JM felt that it would be useful to circulate this report to board members when available. Action: close.</b></p>	
4.10	<p>(6.4) Resources on 'making safeguarding personal' are also available (via a link to Local Government Association) on the NSAB site. HT queried how best to promote this to individual organisations. There was a discussion about organisations feeding into the business group (for those where there is a guidance document). WLS to pick up with JW, chair of business group. <b>Update: WLS advised that this has been completed but it would be useful to pick this up again when new local government documents available. Action: close.</b></p>	
4.11	<p>(7.1) WLS explained that, in the 2016-17 annual report, the agencies whose representatives attend NSAB meetings are named. In the 2017-18 annual report it is intended to record the names of individuals who attend board meetings. Where the representative isn't able to attend, they must have a nominated deputy who has authority within their own organisation. WLS to email each individual board member to confirm their nominated deputy. <b>Update: JM emphasised how important it is to have a senior member from organisations on the board to influence change. Sending a nominated deputy is acceptable but there needs to be consistency in who is deputising. Please ensure that WLS and AS are aware of who your nominated deputy is. Action: close.</b></p>	

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4.12	<p>(9.1) HT has put together a draft document following a professional disagreement which arose in an area of Norfolk. The document, an amalgamation of processes from the children’s safeguarding board, and other safeguarding adult boards, was circulated prior to the meeting. HT would welcome members’ comments. There will be a requirement for all partners to sign up to it, and commit to it, to make it work.</p> <p>Board members were asked to review the document and advise HT if there are any additions/amendments to be made. Once the document has been agreed, and any amendments/additions made, it will be circulated. <b>Update: HT received a suggestion from Julie Wvendth that disagreements should only be documented if they reach a certain threshold (e.g. stage four) otherwise we’ll be documenting them all. The board agreed with this proposal. HT asked if the guidance could be published on the NSAB website with some publicity around it too. Action: WLS to arrange.</b></p>	WLS
4.13	<p>(11.1) DI Andy Hill from MASH gave a short presentation regarding care home staff and what they can expect from Norfolk Constabulary. Although they have found that few people actually go missing from care homes, there is still a risk, particularly around those who have dementia. Andy talked about developing an electronic system with the care homes and asked board members’ views. GC to pick up with AH from a fire and rescue perspective, and WLS to liaise with Roger Morgan from the quality assurance team at NCC. <b>Update: WLS advised that there have been several meetings following the presentation. IF advised that the fire service have liaised as well and will be working with MASH. DB suggested that it would be useful to have a representative from NCHC. WLS will speak with police colleagues and advise DB.</b></p>	WLS
4.14	<p>(11.2) Sgt Lucinda Cunningham from Norfolk Constabulary talked about dementia awareness and promotion, particularly around primary care. It was suggested that this was something that Dr Pippa Harrold might be able to help out with. JSch will share Pippa’s details with LC. Norfolk Constabulary were concerned that they were getting no feedback on the outcomes of missing person referrals that they send over to SCCE. HT will pick up with SCCE. <b>Update: HT made contact with Lucinda/SCCE and practice in the area has been reviewed. Lucinda raised concerns that the loss of PCSOs will mean that there are fewer people to complete the missing person forms. Is this something that care home staff would be able to</b></p>	AC

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	<b>do? Action: AC will find out whether the loss of PCSOs will affect work done around the Herbert protocol.</b>	
4.15	(12.2) NSAB members confirmed that they are as reassured as they can be based on the information presented at the meeting and in the report (re provision of services for adults with eating disorders in Norfolk and whether they're fit for purpose). There have been significant developments in the service. CR and JSch have been asked to put together a summary to tie everything together for the SARG. <b>Update: Joan, Clive Rennie and Mike Garwood (solicitor from NCC) had a telecom on 15 Dec 2017 and agreed a series of actions. Action: a checkpoint meeting has been planned for 30 January 2018 between Joan, Clive, Jackie and Mike. Jackie will report back at March board and then the board can decide what to publish.</b>	JSch
4.16	(13.2) All board members were given six copies of the NSAB annual report for 2017 and asked to distribute to colleagues and associates. JM said that she and WLM are happy to present the report to any interested parties. <b>Update: complete. Action: close.</b>	
<b>5</b>	<b>Risk and performance report</b>	
5.1	The report was circulated with the agenda. WLS advised that the cycle which generates the dashboard will be back on track shortly. Norfolk County Council's BIPS team has recruited additional staff to enable this to be done. This will give support back to the risk and performance group.  Work has started on the self-assessment tool and the group will develop a pilot.	
<b>6</b>	<b>News desk</b>	
6.1	With the help of WLS, NSAB has started a link with the school of social work at the UEA and the greater Norwich homelessness forum. Anything of particular interest will be fed back to the board.	
6.2	Just before Christmas, NICE published draft guidance around mental capacity and decision making for consultation. The expected publication date is 16 May 2018. The consultation closes on 5 February 2018 at 5pm.	
6.3	Homelessness Reduction Act 2017 implications for safeguarding, a presentation was given to business group by Tony Cooke. Members agreed that this would be a useful presentation for the board. <b>Action: WLS will liaise with Tony Cooke.</b>	WLS

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6.4	An update was circulated to NSAB members on work to progress information sharing and a report will be with PPF at their meeting on 27 February. JM will report back to board.	
6.5	Congratulations to James Kearns who won an award in the EDP Stars of Norfolk & Waveney Awards 2017. JK won the Unsung Hero/Heroine of the Year award 2017.	
6.6	Cardboard Citizens' latest production 'Priority Need' is being performed at Norwich Cathedral on 26 January at 7pm (details of this event were emailed to members on 9 January 2018). All proceeds go to the Church Urban Fund.	
6.7	JM plans to attend a series of meetings organised by NHSI concerning the scrutiny and overview of NSFT, since they are in 'special measures'. JM has only attended one meeting so far but will keep the board updated on anything significant.	
<b>7</b>	<b>Update report from NSFT</b>	
7.1	To carry forward as SB unavailable.	
<b>8</b>	<b>Safeguarding adult reviews</b>	
8.1	<p>WLS provided an update. Two of the SARs (AA and BB) are in the action planning stage.</p> <p>SAR C: mentioned in item 4.15. JM emphasised that if members are approached for information about this case please refer them to Jackie Schneider, so that we can ensure consistency in response.</p> <p>SAR E: Fourth draft of the report has been circulated. There is further work that the CQC need to do. It is anticipated that the report will be presented to SARG in February and then to the board in March for approval/sign-off. This will take us to the point of developing actions and recommendations. There will be a significant number of these. It is thought that there will be a wider interest in this case. JB had taken a report to the regional QSG to ask: is there a contingency plan in place if heating stops working in cold weather?</p> <p>JM acknowledged that there is concern about progress made with action plans. Although when attending the SAR BB inquest during the latter part of 2017, the coroner was very accepting that there were still some actions in progress.</p> <p>WLS has arranged to meet with the coroner's team to understand their processes and how NSAB and the</p>	

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	coroner's office can work together. JM was concerned that the SAR may be used as an investigation report so we need to be clear about how these two things fit together. If report writers are being asked to attend an inquest, we need to be mindful of costs incurred for their time.	
8.2	JM offered board members the opportunity to attend a SARG meeting. Please email AS if you are interested or would like more information.	
<b>9</b>	<b>Business group report</b>	
9.1	The report was presented in a slightly different format. As noted earlier, WLS and HT will take on the chairperson role of this subgroup. WLS briefly talked through the report.	
9.2	WLS mentioned that there is appetite for a developmental half day for those who are involved in subgroups and LSAPs. The board agreed that this was a good idea. HT suggested that it could be tied in with the launch of the strategy; the board agreed.	
9.3	JK asked about 'safeguarding friends'. WLS explained that this is something that was set up in the west of the region by two retired professionals. The scheme has been running for a year now and has been developed to start conversations within care homes (with staff/residents/families) about safeguarding. It is hoped to recruit around 20 volunteers in the next year who can commit to one day a month on average and a decision needs to be made about how to recruit as well as the materials that they need. JK explained that BUILD have all of the processes in place already so could help out. JB offered to help out as well. IF suggested that we go into the minority communities to recruit volunteers. We need to expand our mix of volunteers to include those from LGBT and black/ethnic minority communities. There will be a growing number of people in care homes whose first language isn't English. <b>Action: WLS to meet up with JK and JB to progress further.</b>	<b>WLS/JK/JB</b>
9.4	LB asked about the vacancy for a chairperson in the eastern LSAP. WLS has received an email expressing interest in the position and will advise further in due course.	
<b>10</b>	<b>Presentation by Dan Anderson, POHWER</b>	
10.1	Dan provided an overview of the service. He emphasised that if you are uncertain about whether a person fits the criteria for referral then please contact him in the first instance rather than completing a lengthy referral form. His details are:	

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	<p>Daniel Anderson Community Manager (Norfolk) POhWER Advocacy</p> <p>PO Box 14043, Birmingham B6 9BL Telephone: 0300 456 2370 Facsimile: 0300 456 2365 Minicom: 0300 456 2364 Website: <a href="http://www.pohwer.net">www.pohwer.net</a> Email: <a href="mailto:pohwer@pohwer.net">pohwer@pohwer.net</a></p>	
10.2	<p>JM asked about the people who refuse to engage with services, particular those who self-neglect/hoard. A number of instances have come to SARG recently which fall into this category. Dan responded that it depended on the person; the advocacy needs to be instigated by the social worker. If the person has capacity though and refuses to engage there is nothing that the advocacy service can do.</p>	
10.3	<p>Dan advised that he had spoken at the quarterly managers' forum (QMF) a few years ago and the board agreed that it would be beneficial for him to speak at the forum again. <b>Action: LB agreed to progress this with Dan.</b></p>	<b>LB</b>
<b>11</b>	<b>Safeguarding Adult Audit Tool – Jackie Schneider</b>	
11.1	<p>This tool has been commissioned by NHS England to monitor CCGs for adult and children's safeguarding. Information regarding policies, processes, procedures, etc., was input onto the system at the end of last year. There are nine fields around leadership, patient engagement, commissioning, etc., and CCGs need to assess themselves against those nine fields. JSch found that it was good to stop and think about where the group were and what they do. All CCGs in Norfolk and Waveney are on amber which is an improvement. NHS England have sent an invitation to NSAB and there is a session to explain how the board can hold CCGs to account. Garry Collins has offered to attend on behalf of NSAB and JM asked if anybody would like to go. MM said that he would be interested in attending as well. It takes place on Monday 26 February, from 10am to midday, in Fulbourn, Cambs. Details were sent out in an email from WLS dated 4 January 2018, at 14:56.</p>	
11.2	<p>DB asked if there was any overlap between the safeguarding self-assessment tool that the board are working on and the NHS tool. <b>Action: WLS will compare the two documents along with Gary Woodward. HT agreed to help as well.</b></p>	<b>WLS</b>

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<b>12</b>	<b>Norfolk &amp; Suffolk Community Rehabilitation Company role in safeguarding – Paul Reeve</b>	
12.1	Paul was unavailable so this item will be deferred to the March meeting.	
<b>13</b>	<b>Draft NSAB strategy 2018</b>	
13.1	<p>WLS advised that the 2018-2021 board strategy is progressing well and would like to thank the task and finish group for their hard work. JK, who is also part of the task and finish group, commented that the group is comprised of a dynamic set of people and has provoked some lively and open discussions.</p> <p>The fifth draft was shared with board members prior to the meeting. WLS would like board members to think about the three pillars in terms of their own organisation:</p> <ul style="list-style-type: none"> <li>• Preventing abuse and neglect</li> <li>• Managing and responding to concerns and enquiries about abuse and neglect</li> <li>• Learning and shaping future practice</li> </ul> <p>The strategy prompted much discussion. Would it be easy to predict what would be a priority in three years' time? If too many priorities are asked for then it becomes unworkable. What is a priority for one organisation might not be a priority for another.</p> <p>Members agreed that a minimum of three priorities from each agency, and a maximum of nine (drawn from the three pillars) would be achievable. <b>Please send these to WLS, copying in AS, by midday on Friday 26 January.</b></p>	
<b>14</b>	<b>AOB</b>	
14.1	<p>JM raised a concern about the transfer of people from acute hospitals back to the community, due to the number of safeguarding issues coming through, and asked members for their thoughts.</p> <p>LB, who recently spent time at the NNUH and James Paget hospital said that the speed and dedication of staff is incredible, and that she witnessed excellent inter agency working.</p> <p>Aside from discharging patients, there are people sitting in ambulances/corridors for many hours and JSch said that we need to balance what can be achieved for people in limited and restricted conditions. VN reported that the QEH brought in GPs to help out.</p>	

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	<p>CB advised that Louise Smith, Director of Public Health, is chairing a group involved in working on a preventative strand.</p> <p>Should this be on the risk log for the board? Is there anything that can be done to mitigate the risk and stop a SAR referral?</p> <p><b>Action: WLS will ask a question to sustainability and transformation partnership (STP) regarding winter pressures on the NHS and how this may have impacted on issues of safeguarding/opportunity to consider learning in relation to safeguarding. In addition HESAA will be asked to explore this topic. Each health organisation carries out a risk assessment collectively or, each colleague independently does one for their organisation.</b></p> <p><b>The use of safeguarding impact assessments was one of the recommendations made from the safeguarding adult review for Mr AA. It is a process to help an organisation consider any changes they are planning to a policy, service delivery or an organisation's functions in terms of what impact they would have on their safeguarding adult function.</b></p>	
14.2	<p>JK saw that it had been reported that adult social services had received three times the number of enquiries over the Christmas period so, did this mean that there had been a similar increase in safeguarding referrals? The group asked whether, in terms of future planning, we need to think about people who normally access support networks over the Christmas period at a time that the networks aren't there. LB advised that, in terms of the emergency duty team (EDT), a breakdown of calls can be provided. Only emergencies are responded to (adult safeguarding, anything to do with children and mental health assessments). <b>Action: HT has an email with information that she can circulate.</b></p>	HT
	<b>Date of next meeting</b>	
	<i>Tuesday 13 March 2018, 9.30-12.30 in the boardroom at Healthwatch, Norfolk, based in Wymondham.</i>	