



Safeguarding Adults Board
Minutes of meeting held on Tuesday 13 November 2018
Conference room, Earlham Fire & Rescue, Norwich

PRESENT:

Joan Maughan, independent chair
Judith Bell, Operations Manager, Healthwatch
Saranna Burgess, (deputising for Dawn Collins), Head of Patient Safety and Safeguarding, NSFT
Walter Lloyd-Smith, Board Manager, NSAB
Gavin Thompson, Dof Policy & Commissioning, OPCC
Deborah Beresford, (Deputy for Anna Morgan), Deputy Dof Nursing & Quality, NCH&C
Sally Hughes, Public Health Commissioning Manager, NCC
Gregory Peck, Councillor, Norfolk County Council
James Kearns, CEO Build Charity
Helen Thacker (deputising for James Bullion/Craig Chalmers), Head of Service - Safeguarding, Norfolk County Council
Chris Balmer, T/Chief Supt, Norfolk Constabulary
Charlotte Belham, Senior Operational Support Manager, National Probation Service
Ian Callaghan, Chief Resource Officer, UEA (part)
Garry Collins, Head of Prevention & Protection, Norfolk Fire & Rescue
Bob Pritchard (deputising for Michael Millage), Regional Manager, Heritage Care
Jerry Green (deputising for Emma Hardwick), Safeguarding Adult Lead, QEH
Gary Woodward (deputising for Alison Leather), Adult Safeguarding Lead, N&W CCGs
Kim Goodby (deputising for Nancy Fontaine), Safeguarding Lead, NNUH
Rebecca Clegg, Visitor, NSFT
Ian Callaghan, Chief Resource Officer, UEA (part)
Andrea Smith, Safeguarding Coordinator, NSAB/NCC (Minutes)

GUESTS:

Chris Small, Hof Youth Offending Service, Children's Service (part)

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Apologies received from: James Bullion, Craig Chalmers, Dawn Collins, Nancy Fontaine, Emma Hardwick, Michael Millage, Jo Rusby and Alison Leather	
2	Declarations of interest	
2.1	None	

Item	Minute	Action
3	Approval of minutes	
3.1	The minutes were signed off as an accurate reflection of the meeting.	
4	Minutes of last meeting on Tuesday 10 July	
4.1	<p>(4.6) <i>Channel panel</i>: 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 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>JK has already had some discussions. He will provide a further update to the board in due course.</p> <p>Update: this is an ongoing piece of work. JK will be able to feed back to the board in due course. Action: close.</p>	
4.2	<p>(9.1) <i>Safeguarding survey</i>: 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. HT to find out.</p> <p>Update: HT confirmed that some sessions had run. Thornage Hall and Independence Matters were very interested in the workshops. There may be the potential to expand the number of sessions next year if there is further interest from service user organisations. Update: close.</p>	
4.3	<p>(9.2) 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. 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>Update: HT investigated but, unfortunately, it is not technically possible to have a shorter number. It is</p>	

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	<p>suggested that people plug the safeguarding number into their phone.</p> <p>WLS has regular meetings with Opening Doors and they're keen to continue discussions. Cllr Peck is also involved in the discussions. Action: close.</p>	
4.4	<p>(9.3) 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>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> <p>Update: GT advised that this is ongoing. He will be able to feed back to the board when appropriate. Action: close.</p>	
4.5	<p>(10.1) 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>WLS will circulate information regarding the review. Please let him know if you wish to volunteer. Update: complete. Action: close.</p>	
4.6	<p>(11.6) 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.</p> <p>JK to circulate his suggestion for the development day for board member comments. Action: close.</p>	

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5	News desk	
5.1	A reminder that the Herbert Protocol relaunch is this afternoon (13 November) at the Willow Centre, Cringleford. All board member welcome.	
5.2	<p>JM attended a self-neglect and hoarding conference in Ipswich on 6 November, organised by the Suffolk Safeguarding Adults Board. Prof Suzy Braye and Dr David Orr were among the speakers.</p> <p>Action: JM had a few ideas from the conference which she will formulate and circulate.</p>	JM
5.3	Ian Callaghan, Chief Resource Officer, University of East Anglia, and a new member of the board, will be joining the meeting later.	
5.4	Date for diary: WLS has approached Alex Ruck-Keane, barrister, to come to Norfolk to speak about the Mental Capacity Act and mental health, on Thursday 12 September (which falls in safeguarding adults week). Further details will follow in due course.	
5.5	Five successful workshops on the Mental Capacity Act were held in Norfolk between 30 October and 1 November. They were facilitated by Rachel Griffiths from RiPfA, and there were approximately 127 attendees, mostly GPs.	
5.6	If any member has a meeting room that is large enough for the NSAB meetings, with car parking available, then please advise AS. SB will see if Hellesdon hospital has a large room and DB advised that NCH&C have a large meeting room that may be available although members may have to pay for parking.	
5.7	<p>This year's annual report, put together by WLS and AS, was well received at the adult social care committee meeting.</p> <p>Board members were emailed a copy of the report on 22 October and it now requires board sign-off.</p> <p>The board agreed to sign-off the annual report 2017-2018.</p>	
5.8	Roger Morgan, from Norfolk County Council's quality assurance team, has returned to work after a period of illness. Roger participates in many of the board's subgroups. JM and board members wish him well on his road to full recovery.	
5.9	Jerry Green from the Queen Elizabeth Hospital (and present at today's meeting), chairs the western locality	

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	safeguarding adults partnership (LSAP). Jerry retires in spring 2019 and JM and the board wish to thank Jerry for his hard work and contribution. The LSAP meetings are always well attended with a variety of interesting speakers. A search is on for a replacement chair of the western LSAP.	
5.10	<p>JM raised the subject of winter pressures on behalf of James Bullion. KG advised that the NNUH are replacing bed loss with a virtual team and a new winter pressures team with operational and nursing directors. It is programmed to run until the end of March but may become substantive.</p> <p>There are fewer beds available than last winter. KG also advised that the CQC will be returning to the NNUH in January for a full inspection.</p> <p>DB advised that NCH&C have a winter resilience group (linked to STP).</p> <p>KG also advised that there is a change in the way that ambulance delays are reported.</p> <p>Action: JM asked if somebody from NNUH and NCH&C could provide some short bullet points about plans in place.</p> <p>Chris B shared a hard copy of a four-page document concerning winter pressures. Document (received via email from JB) is attached here.</p> <div data-bbox="395 1330 453 1393" data-label="Image"> </div> <p>Winter 2018.19 - public briefing.pdf</p>	KG/DB
6	Safeguarding adult reviews	
	Official/sensitive – text redacted	
7	Update on NSFT improvement plan: SB	
7.1	<p>From the CQC action plan, there were a number of actions. Five of those actions need specific focus on and the remainder fall under 'business as usual'.</p> <p>Physical health services and CPA were two of these. In particular, who takes on physical health interventions and when? Supervision and appraisal, mandatory training (there have been great improvements in this.)</p> <p>SB said that the support received whilst being in 'special measures' is very good.</p>	

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	<p>It is apparent that a culture shift is needed at the trust. A new nursing director should be in place this month. An external consultancy team have been employed to work with senior leaders to help shape culture and hone leadership skills.</p> <p>The board agreed that SB's updates were very helpful to receive.</p> <p>It was queried whether NNUH and the QEH, who are also in special measures, should provide updates as well. JM advised that there is a need to understand what those in depth issues are first but, that in future meetings, an update from both hospitals would be helpful.</p> <p>JB advised that Healthwatch sit in on the oversight and assurance group meetings too.</p>	
8	Risk and performance and dashboard: WLS	
8.1	<p>A revamped data dashboard was included with the meeting documents.</p> <p>WLS wished to record thanks to the intelligence team at NCC for their work in putting this together.</p> <p>The dashboard will be developed further. There have been ongoing challenges regarding the process of recording safeguarding referral information. HT has been working with James Henry, from the intelligence team, and safeguarding colleagues, to see how this can be improved.</p>	
9	Business group report/plan	
9.1	<p>These documents were circulated with the agenda. One of the documents is a version of the business plan which has been updated to show work completed so far, and work in progress. It is hoped that the board members find this information useful. The information will also help when developing the new board subgroups and it is thought that these will be in place from April 2019 onwards. This will fit in with the reporting period for the annual report and will also allow enough time to enable us to bring in skills and expertise of those in our subgroups.</p> <p>WLS is currently working with colleagues in health and housing on how this will work.</p> <p>WLS also wanted to give assurance that the health executives' safeguarding adults' alliance (HESAA) will no longer be a formal part of the NSAB structure. Health colleagues are encouraged to continue to meet, but it will</p>	

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	<p>be sector led. HESAA members had already shared some concerns with the board. Agreement must be reached as to how this will fit in and influence the work of the board.</p> <p>Meetings with current subgroup chairs have been taking place, and will continue to do so, until the new structure is in place.</p>	
9.2	Chris B suggested having a version of colour coding on the plan so that the board knows where to direct attention. The board can then assess whether resources are being ploughed in the right direction.	
9.3	Twitter: NSAB has second largest number of followers for safeguarding adult boards, and the number continues to grow.	
9.4	JB left the meeting.	
10	Health safeguarding assessment tool: GW	
10.1	<p>This is currently in the review phase again. It is an electronic, externally hosted tool paid for by NHS England. The tool shows whether CCGs are compliant with safeguarding responsibilities. It shows that Norfolk is on a par with other nearby areas.</p> <p>The tool has been unavailable since the end of October to enable the review to take place. Focus is on nine themes: leadership and organisational accountability, governance and commissioning; training (more pertinent since the launch of the intercollegiate document); safer recruitment; inter-agency working; lessons learnt; policy and implementation; patient engagement and supervision.</p> <p>GW can share a spreadsheet with more information at a future meeting, if required.</p>	
10.2	Charlotte B and Chris B left the meeting	
11	County lines – Chris Small	
11.1	<p>Documents were emailed to board members about county lines. Chris explained what county lines is, and also cuckooing.</p> <p>The issue that Chris and his colleagues have is where children/young people currently meet thresholds, they won't meet those same thresholds when they move into adulthood.</p> <p>Those that present at hospital with stab wounds will be supported by hospital staff who will ask questions and, if the person is part of a county lines gang, they will try and</p>	

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	<p>intervene and remove the individual from the situation. There is also an issue with under 18s who try and maintain that their injuries are self-inflicted. Friends are asked to stitch one another up, literally, rather than attend hospital so as not to arouse suspicion.</p> <p>Chris advised that there are two established gangs in Ipswich. In Norfolk, incidents involving guns are relatively low at present, although there was one incident in Norwich during the summer.</p> <p>The board thanked Chris for his informative presentation, and he left the meeting.</p>	
11.2	GC, SB, GT and KG left the meeting.	
12	Safeguarding impact of any organisational change or reduction of services (SAR Mr AA rec 13.5)	
12.1	There was insufficient time to obtain responses from members for this item. Board members are reminded to think of any examples from their organisations so as to update the board in future meetings.	
13	Hate crime quarterly report: Q2 July to September 2018	
13.1	Carry forward to next meeting.	
	Date of next meeting	
	<i>Tuesday 15 January, 9.30am-12.30pm in the boardroom at Hellesdon hospital</i>	