



Norfolk Safeguarding Adults Board
Minutes of meeting held on Tuesday 11 May 2021
Virtual meeting due to COVID-19

PRESENT:

Joan Maughan, Independent Chair, NSAB (chair)
Chris Balmer, Detective Chief Superintendent, Norfolk Constabulary
Lisa Barraclough, North & East Midlands Group Senior Safeguarding Leader, DWP
Becky Booth, Deputy Board Manager, NSAB
James Bullion, Executive Director, Adult Social Services, NCC
Ian Callaghan, Chief Resource Officer, UEA
Cllr Penny Carpenter, County Councillor, NCC
Craig Chalmers, Director of Community Social Work, NCC
Tracey Denny, (deputising for Edmund Tabay) Safeguarding Lead, QEHL
Carolyn Fowler, Director of Nursing & Quality, NCH&C
Kim Goodby, (deputising for Nancy Fontaine) Associate Director for Complex Health and Safeguarding, NNUH
Sally Hughes, Public Health Commissioning Manager, NCC
James Kearns, Chief Executive Officer, BUILD Charity
Walter Lloyd-Smith, Board Manager, NSAB
Michael Millage, Chair, ARMC
Amanda Murr, (deputising for Gavin Thompson) Head of Community Safety, OPCCN
Jo Rusby, Deputy Director, Norfolk & Suffolk Community Rehabilitation Company
Andrea Smith, Board Coordinator, NSAB
Arusha Sturgeon, (deputising for Saranna Burgess) Specialist Safeguarding Practitioner, NSFT
Helen Thacker, Head of Service – Safeguarding, NCC
Sarah Jane Ward, (deputising for Cath Byford) Associate Director of Quality in Care, N&W CCG
Gary Woodward, Safeguarding Adults Lead Nurse, Norfolk & Waveney CCG
James Butler, Board Coordinator, NSAB (minutes)

GUESTS:

Chris Hancock, Housing Partnerships Officer, Norwich City Council **(Item 8)**

Item	Minute	Action
1	Welcome and apologies for absence	
1.1	Joan Maughan welcomed everyone to the meeting.	

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1.2	Apologies had been received from Judith Bell, Saranna Burgess, Nancy Fontaine, Greg Preston, Mike Pursehouse, Edmund Tabay and Gavin Thompson.	
2	Declarations of interest	
2.1	There were no declarations of interest made.	
3	Matters arising from meeting on 16 March 2021	
3.1	The minutes were not reviewed in detail during the meeting. Nobody raised any issues with accuracy.	
3.2	There were no formal actions carried forward from the previous meeting.	
4	Personal message from Joan	
4.1	Joan Maughan thanked everyone for their support, encouragement and friendship over the past seven years. This meeting would be her last as independent chair of the board and Joan will miss everyone.	
5	Domestic Abuse and Sexual Violence Group (DASVG) – updates/feedback	
5.1	<p>Amanda Murr updated the board on the work of the DASVG, noting that Gavin Thompson and Andy Coller are co-chairing the group.</p> <p>Amanda highlighted that the Domestic Abuse Act had been enacted and there are factsheets available on the gov.uk website page below.</p> <p>Click here to view the Domestic Abuse Act factsheets on the gov.uk website</p>	
5.2	Walter Lloyd-Smith said that he is chairing the DASVG Adults Subgroup, which is looking to develop something for primary care in Norfolk – building on the current training offer and how to strengthen it further. The subgroup is looking to strengthen its membership with colleagues from the community and voluntary sector.	
5.3	<p>Amanda provided an update on workstreams of the DASVG and highlighted links with the new Norfolk Domestic Abuse Partnership Board (NDAPB), which reported to Norfolk County Council's Cabinet.</p> <p>Amanda encouraged members to sign up their organisations to the Help, Educate, Awareness, Respond (HEAR) pledge and to complete a survey that is running at the link below.</p> <p>Click here to access the HEAR survey on the Smartsurvey website</p>	

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5.4	The next priority for the Communications Subgroup is older adults, working with the Adults Subgroup. Becky Booth confirmed that she attends the subgroup on behalf of the NSAB team.	
6	Domestic Homicide Reviews (DHRs) update	
6.1	Amanda Murr updated the NSAB on the review of outstanding actions from DHRs, noting that she is working through them systematically to understand progress made and any implications for NSAB and other partners. This would form the basis of a future update to NSAB once completed.	
6.2	Official/sensitive: text redacted	
6.3	Official/sensitive: text redacted.	
7	Safeguarding news desk & board manager's update (part one)	
7.1	<p>Joan Maughan noted that self-neglect and hoarding has been a key area of NSAB's work for a long time; it remains a key area of concern across the country and other boards frequently refer to work undertaken in Norfolk.</p> <p>Joan asked board members whether they would agree in principle to establish a new subgroup, perhaps with a specific lifespan, to draw together various elements of self-neglect and hoarding work in Norfolk.</p>	
7.2	<p>Walter Lloyd-Smith said that the subgroup would provide a great opportunity for Norfolk as a county. Walter highlighted opportunities NSAB is exploring with academic research teams and if research bids were successful, the subgroup would be valuable for oversight and governance.</p> <p>Amanda Murr, Sally Hughes and Lisa Barraclough said that they would be willing to participate in the subgroup.</p> <p>The NSAB <u>AGREED</u> to establish a self-neglect and hoarding subgroup.</p>	
7.3	Self-neglect and hoarding subgroup – Walter <u>AGREED</u> to draft proposed terms of reference outlining the scope, focus and membership of the group for review and sign-off outside of the meeting.	Walter
7.4	<p>Joan reported that the launch of the new NSAB website is imminent and thanked Becky Booth and Andrea Smith for all their hard work alongside web company BigFork. Joan thanked everyone who had provided feedback on the development version of the site so far.</p> <p>Gary Woodward highlighted that the updated website feels very fresh and modern, easy to navigate. Gary cautioned against changing the website too much after launch, as that would risk inadvertently losing</p>	

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	some of the benefits gained. If major tweaks and changes need to occur, Gary asked that the NSAB team consider consulting stakeholders again.	
	BREAK	
8	Norfolk homeless mortality review proposal	
8.1	<p>Joan Maughan welcomed Chris Hancock to the meeting.</p> <p>Chris introduced himself as a Housing Partnerships Officer at Norwich City Council, attending NSAB today on behalf of the Norfolk & Norwich University Hospital multi-agency working group on Homeless mortality and safer discharge.</p> <p>Chris presented some slides to the NSAB, which would be circulated with the meeting minutes.</p>	
8.2	<p>Chris discussed the background of the working group and the problems faced by those experiencing Multiple Exclusion Homelessness (MEH). People experiencing MEH often have a lifespan c. 30 years shorter than others; typically, they have many interactions with health and other services including criminal justice agencies.</p> <p>Chris said that people often move in and out of homelessness over the course of 10 to 15 years – homelessness is not a linear process.</p>	
8.3	<p>Chris summarised the homeless mortality review proposal, noting that it is not intended to replace statutory reviews or processes. Existing processes are likely to miss learning opportunities – not just regarding poor practice but also good practice; the proposal would seek to draw together partners and agencies so that learning can be identified and applied.</p> <p>Chris highlighted that Mental Capacity Act (MCA) assessments came up time and again as a concern. People say the right things, but they do not have the executive capacity to follow through on them; there are repeating patterns, with people not following through on stated intentions.</p>	
8.4	<p>Chris highlighted research examples and evidence of good practice, including from Haringey and Westminster – two MEAM (Make Every Adult Matter) areas.</p> <p>Chris then provided an overview of three local patients and their circumstances. A paper containing the details of these three cases had been circulated prior to the meeting. Chris highlighted the slides showing a profile of Norwich cases open to the Homeless Outreach Team by gender and need, as well as by location of death.</p>	

Item	Minute	Action
8.5	Chris summarised the proposal to NSAB: to support the development of Multi-agency Homeless Mortality review through a 12 month pilot using the Norwich Homeless Mortality review groups; and, to co-opt a member of the NSAB into a task-and-finish group to help set up an appropriate review mechanism.	
8.6	<p>Sally Hughes noted that the COVID-19 pandemic response had paused Public Health work to review alcohol and drug-related deaths. There were also plans to review some cases where the criteria for a Safeguarding Adults Review (SAR) were not met. Sally recognised that not all homeless deaths involved drugs and alcohol, but she hoped those case reviews could begin soon. Sally said that she would be happy to join the Norwich Homeless Mortality review group.</p> <p>Walter Lloyd-Smith said that the case summaries B and possibly C, had been discussed by the SAR Group (SARG), but after lots of discussion and consideration they did not meet the criteria for a SAR. The proposal from Chris would be a much wider mechanism to capture the learning for Norfolk.</p>	
8.7	<p>The NSAB discussed the proposal and the size of the cohort of people potentially involved; the correlation with work to deliver the No Homelessness in Norfolk strategy was also discussed. Practical issues were also considered, such as: access to records, other reviews running in parallel, governance and the availability of people to do justice to the work.</p> <p>Chris Balmer echoed the value of understanding deaths of people in this cohort but questioned the context of the proposed process in the network of existing reviews and initiatives, as well as the function of the Coroner. Chris noted that it is a complex space – is there a role for the NSAB in deconflicting activities.</p>	
8.8	<p>The NSAB did not reach consensus regarding the proposal and did not agree to the request.</p> <p>Kim Goodby highlighted that Adult Social Services and Norfolk Constabulary colleagues had previously been invited to join the Norfolk & Norwich University Hospital multi-agency working group on homeless mortality and safer discharge. Those colleagues had been unable to join the group, but Kim suggested re-inviting them to join the working group and be part of discussion.</p> <p>The NSAB <u>AGREED</u> to support the solution proposed by Kim, that colleagues from Adult Social Services and Norfolk Constabulary should be re-invited to join the working group.</p>	
9	Current topics from Locality Safeguarding Adults Partnerships (LSAPs)	
9.1	Becky Booth presented some slides providing an update on the five Locality Safeguarding Adults Partnerships (LSAPs). Since taking up post in March 2020, Becky has implemented a more coordinated and	

Item	Minute	Action
	<p>structured approach to the aims of the LSAPs, while also ensuring their local focus remains in place. Co-chairs have been installed and help to support the partnerships; Norfolk County Council continues to support the administration of meetings.</p> <p>Becky highlighted that the LSAPs provide a valuable opportunity for multi-agency discussion at a local level, for sharing information and good practice and ideas.</p>	
9.2	<p>Becky reported that she has strengthened links with the equivalent child safeguarding groups through regular meetings with Mark Osborn from the Norfolk Safeguarding Children Partnership (NSCP). Areas of common concern affecting both children and adults are being identified, with plans for a series of jointly run webinars about aligned topics.</p>	
10	Safeguarding Adults Reviews (SARs) update	
10.1	Official/sensitive: text redacted	
11	Use of the Mental Capacity Act (MCA) across the partnership	
11.1	<p>Helen Thacker presented to the NSAB following concerns raised at the Business Group meeting on Thursday 15 April. The purpose of the presentation was to ask for support regarding the area of the Mental Capacity Act (MCA).</p> <p>Helen noted that the MCA was the most frequently mentioned poor practice theme in a national analysis of SARs between April 2017 and March 2019, despite the MCA having been introduced in 2005.</p>	
11.2	<p>Helen discussed some examples of requests made to Adult Social Services regarding MCA assessments, that should have been handled by the originating agencies.</p> <p>The Business Group wanted to ask the NSAB whether it endorses MCA assessments as a priority, and what action might be taken.</p>	
11.3	<p>Carolyn Fowler noted NSAB members' responsibility to take concerns back to their agencies and said she is very happy to take specific feedback for Norfolk Community Health & Care NHS Trust too. Carolyn suggested a review of the available training would be beneficial, with NSAB developing an additional offer as needed – especially for smaller organisations.</p> <p>Chris Balmer reported that within the Police there are pockets of understanding, but a reference guide or video-based learning might be useful to help generalist officers who might, for example, receive conflicting advice from a GP and the healthcare practitioner in custody.</p>	

Item	Minute	Action
	Sarah Jane Ward echoed the need to review the area of MCA assessments and refresh what is on offer, then push out the message to all professionals and agencies.	
11.4	<p>The NSAB <u>AGREED</u> to endorse Mental Capacity Act assessments as a priority activity.</p> <p>The NSAB further <u>AGREED</u> to task the Business Group with reviewing mechanisms in place to support and advise professionals, and to consider the issue of wider training and understanding. The issue of management support of the process in differing sizes and structures of organisations should also be considered; the coverage of training commissioned from St Thomas' Training is also an area to review.</p>	
11.5	MCA assessments as a priority for NSAB – Walter Lloyd-Smith and Becky Booth <u>AGREED</u> to feed back to the Business Group to identify the best way forward.	Walter & Becky
12	Safeguarding news desk & board manager's update (part two)	
12.1	<p>Joan Maughan reported that work on the Annual Report for 2020-21 is underway and an updated NSAB Constitution is with the NSAB Governance Group for review and sign-off.</p> <p>Twitter continues to be an important communications channel with c. 1,500 followers.</p>	
12.2	Andrea Smith highlighted that safeguarding roller banners displaying the 'See something, Hear something, Say something' message are available. A total of 40 had been produced initially and they are being displayed in DWP offices and vaccination centres; another 40 are on order and will go to other DWP offices, district councils and libraries.	
13	Standing item Safeguarding impact of any organisational change, or reduction of services (SAR AA rec 13.5)	
13.1	Sarah Jane Ward highlighted that Jeasal Cawston Park will close on Wednesday 12 May and there will be an impact on the system; as a result of moving patients there will be no available in-county mental health beds for people with a learning disability from 12 May. Action is being taken to mitigate this and there may be an increase in safeguarding concerns raised, particularly in Astley Court where some of the Jeasal Cawston Park patients will move. There may also be an impact on community services trying to find placements for people at short notice.	
13.2	Chris Balmer queried whether there will be a knock-on impact on finding beds for acute Section 2 (Mental Health Act) patients taken into custody at night.	

Item	Minute	Action
	Sarah Jane confirmed that is a possibility, but the system will try to provide wraparound care in the community to prevent admission. A dynamic risk register will be used to manage provision of care, but for out of hours needs, it may mean out of county placements.	
14	Any other business	
14.1	Joan Maughan confirmed that she will chair the extraordinary board meeting on Wednesday 2 June. Joan thanked everyone once again for their support to the NSAB and the team.	
14.2	<p>Walter Lloyd-Smith on behalf of current and previous board members, thanked Joan for her stewardship, leadership, guidance and challenge. Joan will be really missed, having spent a significant amount of time working across the Norfolk partnership strengthening the way we work together to protect people.</p> <p>James Bullion recorded his thanks to Joan, noting that Joan has made a difference in Norfolk, making it a safer place for people. James said that he has always felt accountable to Joan for important issues.</p>	

Date of meeting	Item	Action	Responsible
11/05/2021	7.3	Self-neglect and hoarding subgroup – Walter <u>AGREED</u> to draft proposed terms of reference outlining the scope, focus, membership of the group for review and sign-off outside of the meeting.	WLS
11/05/2021	11.5	MCA assessments as a priority for NSAB – Walter Lloyd-Smith and Becky Booth <u>AGREED</u> to feed back to the Business Group to identify the best way forward.	Walter & Becky