



Minutes of the Nottinghamshire Safeguarding Adults Board Meeting

Held on 9th January 2014

***Nottinghamshire Safeguarding Adults Board
C/o Safeguarding Adults Strategic Team
County Hall
West Bridgford
Nottingham
NG2 7QP
Tel No: 01159773911***

Attendance List for NSAB Meeting 9th January 2014

NAME	ORGANISATION	PRESENT	APOLOGIES	ABSENT
Allan Breeton Chair	Independent Chair, Nottinghamshire Safeguarding Adults Board	√		
Amanda Sullivan Vice Chair	Chief Operating Officer, Newark and Sherwood CCG		√	
Amanda Jones (Deputy)	Adult Safeguarding Lead, Nottingham North and East CCG	√		
Alfonzo Tramontano (Board Member)	Assistant Director of Nursing, Patient Experience, NHS England		√	
Alison Kirk (Board Member)	Patient Experience Manager, NHS England	√		
Bob Ross (Board Member)	Nottinghamshire Safeguarding Adults Board Manager, Safeguarding Adults Strategic Team, Nottinghamshire County Council	√		
Caroline Baria (Board Member)	Service Director, Joint Commissioning, Quality and Business Change, Nottinghamshire County Council	√		
Cathy Burke (Deputy)	Nurse Consultant, Safeguarding, NHS Bassetlaw CCG	√		
Cheryl Crocker	Director of Quality and Patient Safety and Executive Nurse, Nottingham North and East, Nottingham West, Rushcliffe CCGs		√	
Chris Hooper	Engagements and Partnerships Manager, Nottinghamshire Fire and Rescue Service	√		
Claire Bearder (Board Member)	Group Manager, Safeguarding Adults Team, Nottinghamshire County Council	√		
David Pearson (Board Member)	Strategic Director, Adult Social Care, Health and Public Protection, Nottinghamshire County Council		√	
Deanna Westwood (Associate Member)	Compliance Manager, Care Quality Commission		√	
Deborah Kitson (Associate Member)	CEO, Ann Craft Trust		√	
Elaine Moss (Board Member)	Director of Quality and Governance, Newark and Sherwood CCG	√		
Gill Genders	Doncaster & Bassetlaw Hospitals NHS Foundation Trust	√		
Helen Chamberlain (Board Member)	Superintendent, Nottinghamshire Police	√		
Jeanette Brown (Associate Member)	Local Service Manager, POHWER	√		

Jon Wilson (Board Member)	Deputy Director, Adult Social Care, Health and Public Protection, Nottinghamshire County Council	√		
Julie Cuthbert (Board Member)	Senior Audience and Communications Officer, Nottinghamshire County Council	√		
Julie Gardner (Board Member)	Associate Director for Safeguarding and Social Care, Nottinghamshire Healthcare NHS Trust		√	
Mark Taylor (Board Member)	Service Director, Nottinghamshire Probation Trust	√		
Nicola Ryan (Board Member)	Head of Assurance/Deputy Nurse, NHS Bassetlaw CCG	√		
Paul McKay (Board Member)	Service Director, Adult Social Care, Health and Public Protection, Nottinghamshire County Council		√	
Richard Parker (Board Member)	Director of Nursing, Midwifery and Quality, Doncaster & Bassetlaw Hospitals NHS Foundation Trust	√		
Rob Morris (Dr) (Board Member)	Consultant Physician, Nottingham University Hospitals NHS Trust		√	
Bella Furse (Deputy for Dr Morris)	Safeguarding Adults and Consent Matron Nottingham University Hospitals NHS Trust	√		
Ruth Hyde (Board Member)	CEO, Broxtowe Borough Council	√		
Sally Moorcroft (Board Member)	Voluntary Sector Support Manager, NAVO	√		
Sarah Banks (Associate Member)	Advanced Legal Practitioner, Legal Services, Nottinghamshire County Council	√		
Steve Edwards (Board Member)	Service Director, Children's Social Care, Nottinghamshire County Council		√	
Sue Bowler (Board Member)	Executive Director Nursing and Quality, Sherwood Forest Hospital Trust		√	
Jane Freezer Deputy for Sue Bowler	Safeguarding Adults Advisor, Sherwood Forest Hospital Trust	√		
Sue Matthews (Associate Member)	Crown Advocate, Crown Prosecution Service		√	
Tina Lowe (Chair Training Sub-Group)	Training Co-ordinator, Safeguarding Adults Strategic Team, Nottinghamshire County Council		√	
Wendy Hazard (Board Member)	Locality Quality Manager – Nottinghamshire, North Division East Midlands Ambulance Service	√		
Claire Grainger (Guest)	Healthwatch	√		
Anna Jakeman (Minute Taker)	Business Support Administrator, Safeguarding Adults Strategic Team, Nottinghamshire County Council	√		

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Agenda Item	Discussion	Action by	By date
1.	Welcome, Introductions and Apologies		
	<p>Allan welcomed all to the meeting, particularly Jon Wilson of Nottinghamshire County Council and Richard Parker of Doncaster and Bassetlaw Hospitals, who were new to the Board.</p> <p>Apologies were given as detailed above.</p>		
2.	Minutes of the Board Meeting held on 3rd October 2013		
	<p><u>Points of Accuracy</u></p> <p>There were no points of accuracy raised, and the minutes were agreed to be a true and accurate record of the meeting.</p> <p><u>Matters Arising</u></p> <p><i>Action 2.2 – Julie Gardner is to arrange for the “Responding to disclosures of historic abuse abuse” and “Thinking about abuse that happened in childhood” leaflets to be distributed to the Board once they are finalised:</i> Bob stated that Julie is to distribute the leaflets once they are finalised, but as far as he was aware they are not done yet.</p> <p><i>Action 2.3 – Anna is to circulate the CQC’s update in respect of the Government’s Winterbourne View Concordat with the minutes of the meeting:</i> Anna confirmed that this action is complete.</p> <p><i>Action 2.4 – Claire is to provide an update to the Board at future meetings with regard to the work being carried out by the QA Sub-Group in relation to the Pressure Ulcer Data:</i> Claire confirmed that the data is not available at the current time from Health, and Elaine added that the data will be in next year’s contracts.</p> <p><i>Action 2.5 – Anna is to circulate the CPS report in respect of the low percentage of criminal prosecutions in safeguarding cases with the minutes of the meeting:</i> Anna confirmed that this action is complete.</p> <p><i>Action 2.6 – Allan is to contact Steve Chappell at the CPS regarding membership of the Board going forward, and update the Board at the next meeting:</i> Allan confirmed that he has contacted the CPS, and Sue Matthews is to remain as the Board contact for now.</p> <p><i>Action 2.7 – Caroline, Elaine, Nicola and Cheryl are to meet outside the NSAB meetings in order to look further at the recommendations made in the Francis Report and the level of scrutiny being applied to both health and social care. They are to provide an update at the next NSAB meeting in January:</i> Papers had been distributed in advance of the meeting. Elaine stated that the papers give an example of what is currently happening in health and social care. Caroline added that work is underway to identify what is happening with</p>		

	<p>regulated providers, including what support is given, and ensuring they are not “falling through the gap”. The strategic review is coming to an end and a report is being drafted. Elaine stated that joint working around care homes is being strengthened, but more specialist areas, such as dentists, still need to be considered. Elaine and Caroline agreed to provide a brief summary report to the next Board meeting.</p>		
2.1	<p>Action: Caroline is to provide a summary report at the next Board meeting in relation to the Strategic Review of the Care Home Sector across Nottinghamshire and Nottingham City. The report is to be emailed to Bob Ross for distribution a week before the meeting.</p>	Caroline Baria	03.04.14
2.2	<p>Action: Caroline and Elaine are to meet to review the recommendations made in the Francis Report and the level of scrutiny being applied to both Health and Social Care to ensure that there are no gaps.</p> <p><i>Action 2.8 – Julie Cuthbert is to ask Stuart Sale and the Performance Team to assist her in identifying numbers of reports of adult abuse so that a target can be set for the Communications Plan Business Objectives. Julie will update the Board at the next meeting:</i> Julie Cuthbert stated that the data is not currently available, and it was agreed that this action would be carried forward to the next Board meeting.</p>	Caroline Baria / Elaine Moss	10.04.14
2.3	<p>Action: Julie Cuthbert is to ask Stuart Sale and the Performance Team to assist her in identifying numbers of reports of adult abuse so that a target can be set for the Communications Plan Business Objectives, and provide an update to the Board at the next meeting.</p> <p>Allan queried the data situation. Caroline informed the Board that the County Council was in the process of developing a system called SWIPE for all performance indicators. It was understood that the new system would be very efficient, and as such the previous system was abandoned. However, the SWIPE system has not delivered what it promised, and the development of SWIPE has now been decommissioned, and the original system will be used. Staff are being made available to write reports across all areas, not just safeguarding, and other areas have been given priority where statutory reports are required. As such, it is not possible to give a timeframe for the availability of safeguarding data. Claire added that work is ongoing with the relevant team to provide support. Allan queried if any further assistance could be provided, and Jon confirmed that the Council is in the process of looking at mitigating the impact of delays and bringing in resources to regain any lost data. It is hoped that data will be available by the end of the financial year, but it cannot be guaranteed. Allan thanked Caroline, Claire and Jon for the update, and asked that they continue to keep the Board updated.</p> <p><i>Action 2.9 – Deborah Kitson is to provide an update in relation to a workshop held in the summer which considered sexual violence against children and vulnerable adults at the Board meeting in January:</i> Deborah was unable to attend the meeting, and the action was carried forward to the next meeting.</p>	Julie Cuthbert	10.04.14
2.4	<p>Action: Deborah Kitson is to provide an update in relation to a workshop held in the summer which considered sexual violence against children and vulnerable adults at the next Board meeting.</p> <p><i>Action 3.1 – Bob and Sarah are to speak outside the meeting to clarify what is required from the Legal department in relation to the ADASS responses, and Sarah will then forward Legal’s response to Anna:</i> Bob confirmed that this action is complete.</p> <p><i>Action 3.2 – Anna is to consolidate and format all responses in readiness for</i></p>	Deborah Kitson	10.04.14

<p>2.5</p>	<p><i>publication on the website:</i> This action was complete, and the document had been circulated. It was confirmed that the Board was happy for the document to be publicised on the website.</p> <p>Action: Bob is to arrange for the ADASS responses to be published on the website.</p> <p><i>Action 4.1 – The QA Sub-Group is to look at the results of the SAAF, particularly in relation to “not applicable” responses, and report back to the Board with any findings at the next meeting:</i> Claire confirmed that this would be covered under the QA Sub-Group update which was on the agenda for later in the meeting.</p> <p><i>Action 4.2 – Helen is to make enquiries as to whether the course at Ryton Police College can be adapted to work with Adult scenarios, and report back to the Board at the next meeting:</i> Helen stated that the training was not available for adult safeguarding at the present time, but if that changed she would update the Board further.</p> <p><i>Action 4.3 – Allan, Bob, Caroline and Claire are to meet to discuss the process for moving the SAAF returns forward over the next year, and update the Board at the next meeting:</i> Claire stated that the City’s Safeguarding Board now does the SAAF biannually, and she requested a steer as to whether NSAB should do the same.</p> <p>Helen thought that it made sense for those organisations which work across both City and County to do the same. Bella stated that the document in Health is a working document which is continually being updated. She agreed that with Helen that it would make sense for City and County to have the same process.</p> <p>Bob commented that feedback he had received included the fact that the document takes time to complete, although Claire responded that the SAAF should be a live working document, not something that is “started” each year.</p> <p>Nicola stated that some organisations have only completed the SAAF once. If completion is to become a biannual process, that would leave a considerable time for those organisations in particular before the next submission. Bob agreed, adding that if the SAAF is completed annually then updating it should be easier if it is not being done continuously.</p> <p>Bella noted that the City’s Adult Safeguarding Board was now in line with Children’s Safeguarding in this regard.</p> <p>Allan felt that the steer was towards the SAAF being completed and submitted annually, but would discuss this further with Bob and Claire before providing an update at the next meeting.</p>	<p>Bob Ross</p>	<p>ASAP</p>
<p>2.6</p>	<p>Action: Allan, Bob and Claire are to discuss the SAAF returns and their submission and update the Board at the next meeting.</p> <p><i>Action 5.1 – Claire is to report back to the NSAB in April with regard to the impact of the pilot project in relation to Making Safeguarding Personal:</i> Claire stated that she has received an invitation to join a pilot scheme in relation to Making Safeguarding Personal, a copy of which was distributed. She confirmed that she has spoken to colleagues in Adult Social Care, and the general view was that it would be useful to be involved and have the opportunity to influence. It was agreed that the Board would support the involvement in the pilot scheme.</p>	<p>Allan Breeton / Claire Bearder / Bob Ross</p>	<p>10.04.14</p>

	<p><i>Action 6.1 – Elaine is to circulate the outcome of discussions around paragraph 15 of the Health and Wellbeing Report on Winterbourne View:</i> Elaine confirmed that a pooled budget has been approved in principle but the most recent meeting was held on 8 January 2014 and she does not have any further update. She will provide more details at the next Board meeting.</p> <p>2.7 Action: Elaine is to provide a further update in relation to the Health and Wellbeing Report on Winterbourne View at the next Board meeting.</p> <p><i>Action 6.2 – Elaine is to establish who in NHS England commissions provider contracts, and update Bob and Claire:</i> Elaine confirmed that all local contracts have safeguarding requirements. Bob stated that the QA Sub-Group has also looked at this area, and an update would be provided later in the meeting.</p> <p><i>Action 7.1 – All Board members are to advertise the Partnership Event within the own organisations to ensure good attendance:</i> Allan confirmed that the Partnership Event had been well-attended, and he had received very good feedback.</p> <p>A confidential discussion regarding a SCR took place at this point of the meeting.</p> <p><i>Action 8.3.1 – Caroline is to remain in contact with the relevant teams at the County Council to try to ensure that data reports are available in time for the Board meeting in January. If they are not, Caroline is to provide an update as to progress at the January meeting:</i> The issues being faced in regard to data retrieval had been discussed earlier in the meeting.</p> <p><i>Action 8.4.1 – Julie is to ensure that there is an additional question included in future awareness surveys to validate whether people really do know how to report Safeguarding issues:</i> This action is not due until June 2014, and is therefore carried forward from this meeting.</p>	Elaine Moss	10.04.14
2.8	<p>Action: Julie is to ensure that there is an additional question included in the safeguarding awareness survey due to be completed in Summer 2014 and in future years to validate whether people really do know how to report Safeguarding issues.</p> <p><i>Action 8.4.2 – all Board members where applicable are to ensure that the new leaflets have been received and placed in GP surgeries, and contact Julie Cuthbert if not:</i> Bob clarified that the results of the safeguarding awareness survey carried out in Summer 2013 stated that the best place for leaflets to be available was GP surgeries. It was confirmed that some additional leaflets have been distributed to organisations which had stated they not been received.</p> <p><i>Action 8.4.3 – Julie is to arrange for the distribution lists to be sent to NSAB members:</i> <i>Action 8.4.2 – NSAB members are to review the distribution lists once received and inform Julie of any omissions so that she can act upon this:</i> Julie confirmed that both of these actions were complete.</p> <p><i>Action 8.4.5 – Julie is to look at the options for websites, including costs, and report back to the Board at the next meeting:</i> Julie confirmed that she would cover this later in the meeting.</p> <p><i>Action: 9.1 – Allan is to meet with David Pearson to discuss his new role and the impact this may have on his work with NSAB. Allan will update the Board at the next meeting:</i></p>	Julie Cuthbert	June 2014

	<p>Allan confirmed that he and David had met. David had given an overview of his new role going forward at the Development Morning. Jon Wilson will be the Deputy Director, and will be the Board member while David is in the role at ADASS.</p>		
3.	Bassetlaw CCG Performance Management Framework		
3.1	<p>Nicola and Cathy stated that there was a pilot project taking place in Doncaster and Bassetlaw, and papers had been distributed prior to the meeting. Contracts for providers are being developed to include performance management going forward.</p> <p>The main reason for Key Performance Indicators (KPIs) is to enable benchmarking across services, and Nicola and Cathy stated that they were happy to bring data to Board meetings in future.</p> <p>Bob noted that it was a pilot study which was being carried out, and there needs to be consideration of what information the Board may require. Elaine added that in Nottinghamshire, NHS England has also commissioned a pilot scheme looking at GPs.</p> <p>Allan queried whether the Board should wait until further information is available regarding the Doncaster and Bassetlaw pilot study, before deciding what information the Board needs and whether the Board needs to do any further work. Cathy responded that she understands that Margaret Kitchen has requested that the information is sent to the Boards which she chairs. Allan thought that he should discuss this further outside the meeting in order to look at how this could be taken forward.</p> <p>Claire queried who the data is aimed at, and Cathy confirmed it was at key providers, both community and acute.</p> <p>Bob queried the timescale for the first data, and Cathy confirmed it will be quarterly and the first data will be out in July 2014.</p> <p>Richard stated that, if the key performance indicators will be included in contracts, he would be keen to ensure it is the same across regions.</p> <p>Bob asked if the information and data could go to the QA Sub-Group for review before it is taken to the Board, and Elaine responded that it could, although raised the concern that if the data was going through several groups it may lead to a delay in it being presented to the Board.</p> <p>It was agreed that Allan, Bob, Claire, Cathy and Elaine would meet outside the Board meeting to discuss how to take the issue forward.</p>	<p>Bob Ross/ Claire Bearder/ Cathy Burke</p>	10.04.14
4.	Healthwatch		
	<p>Allan introduced Claire Grainger who was attending from Healthwatch. Claire distributed a presentation and leaflets.</p> <p>Claire explained that Healthwatch is linked into, but is not a part of, Healthwatch England. Claire then ran through the presentation and leaflets which outlined Healthwatch and its functions. A further copy of the</p>		

	<p>presentation was distributed with these minutes.</p> <p>Nicola noted that there was a difference between the Healthwatch work programme and the details on the leaflet regarding “what people have been talking about”, and queried if there was a reason for this. Claire responded that people are not necessarily aware of Healthwatch yet, so although there are concerns about areas they are perhaps not been raised. She pointed out the “Have your say...” section on the leaflet.</p> <p>Elaine thought that links between Healthwatch and the CCGs were needed, as well as between Healthwatch and the Safeguarding Board.</p> <p>Alison stated that Healthwatch and other organisations need to work as proactive, not reactive, partners.</p> <p>Claire commented that Healthwatch is looking at data sharing with organisations, and the same partnership agreement has been distributed to all partners. She added that, if Healthwatch can deal with a query, it will do, but if not it will signpost to other organisations.</p> <p>Richard commented that there are contractual arrangements in place with CCGs to write reports on quality and complaints, for example, on a quarterly basis, and queried if there might be some duplication of information if they are also working in partnership with Healthwatch. Claire stated that if reports can be shared that would be the ideal situation, as the aim is not to create more work. She added that Healthwatch does have a county-wide perspective on issues, rather than a more local perspective which other organisations might have.</p> <p>Elaine queried who a data sharing agreement may have been distributed to, and Claire confirmed it had gone to providers, although Nicola then added that she had received one as a commissioner. Claire stated she would look into it further.</p> <p>Allan suggested that he, Bob and Claire Bearder should meet with Healthwatch and Claire Grainger to look at how to take the relationship with the Board further, and report back to the Board at the next meeting. Bob suggested that someone from Health should be at any meeting as well, and Elaine stated that she would like to be involved.</p> <p>4.1 Action: Allan, Bob, Claire Bearder and Elaine are to arrange a meeting with Claire Grainger to discuss Healthwatch and its relationship with the Board and other organisations, and provide an update at the next meeting.</p> <p>Allan thanked Claire for joining the meeting and providing the information, and Claire stated that if any person wanted to hear directly from Healthwatch then contact details could be found at the back of the presentation.</p>	<p>Allan Breeton/Bob Ross/Claire Bearder/ Elaine Moss</p>	<p>10.04.14</p>
<p>5.</p>	<p>Sub-Group Updates</p>		
<p>5.1.</p>	<p>Communications Sub-Group</p>		
	<p>Julie Cuthbert confirmed that a newspaper column in December had focussed on safeguarding. She added that if any other communications are sent out messages can be added, for example relating to trading standards, bad weather etc.</p> <p>Alison stated that she would be happy to look at what NHS England is doing and feedback to Julie.</p>		

<p>5.1.1</p> <p>5.1.2</p> <p>5.1.3</p>	<p>Action: Alison is to look at whether any of the work being undertaken by NHS England could be used by Communications and feed back to Julie.</p> <p>Ruth added that work is being undertaken in relation to distraction burglaries, and anything that could promote the message of caution in this regard would be useful.</p> <p>Julie then stated that the Communications team has been working with Radio Nottingham in terms of publicising the fact that recently bereaved people are being targeted.</p> <p>Julie then stated that any work in relation to the website re-design will be covered by the Communications team. One suggestion is that there should be a general “landing” page, which can then link in different directions. The aim is to give more “independence” to the website from Nottinghamshire County Council to avoid any conflicts of interest. Julie confirmed she would arrange for the initial proposed layouts to be distributed, and asked that any feedback be sent to her as soon as possible.</p> <p>Action: Julie is to arrange for the initial proposed layouts for the website to be emailed out to all.</p> <p>Action: all Board members are to review the proposed layout once received, and provide any feedback to Julie as soon as possible.</p>	<p>Alison Kirk</p> <p>Julie Cuthbert</p> <p>All</p>	<p>28.02.14</p> <p>ASAP</p> <p>ASAP</p>
<p>5.2.</p>	<p>Training Sub-Group</p>		
<p>5.2.1</p> <p>5.2.2</p>	<p>Bob confirmed that the training plans for 2014/15 have been requested, together with feedback on the plans for 2013/14. Tina will be bringing a report to the next Board meeting on the Cross-Authority QA Scheme.</p> <p>Action: Tina is to bring a report on the Cross-Authority QA Scheme to the next Board meeting.</p> <p>Alison stated that the safeguarding forum agreed to do a “safeguarding needs analysis” in February/March, and she confirmed she would provide the results to the Training Sub-Group.</p> <p>Action: Alison is to provide the results of the “safeguarding needs analysis” to the Training Sub-Group once it is completed.</p>	<p>Tina Lowe</p> <p>Alison Kirk</p>	<p>10.04.14</p> <p>March 2014</p>
<p>5.3.</p>	<p>QA Sub-Group</p>		
	<p>Claire outlined the QA Board Report which had been distributed.</p> <p><u>EMASB Performance Day Update</u> Claire stated that she and Stuart Sale had attended the Performance Day. She explained that, while the aim of the day was “to consider how a Safeguarding Board can tell...whether they make a difference”, the focus moved towards managing risk factors and creating a dashboard to identify risk factors early. A decision was made that data should not just reflect trends and risks relating to “vulnerable adults” or “adults at risk”, but all citizens where they “may be vulnerable” in particular circumstances. Claire added that both she and Stuart felt that this was too wide, and the focus should be on the core business. The Report presented to the Board outlined some of the popular areas considered at the Performance Day which Boards may wish to consider.</p>		

	<p>Richard stated that these areas should be documented, and added that they need to be both meaningful and able to be delivered.</p> <p>Allan added that at the regional chairs' meeting, all organisations were represented, and a national group are also looking at how Boards are performing and if they are effective. Bob asked if Allan could raise the issue at the regional meeting of the broad aims now being looked at, and the fact that they are on a tangent to the original aim of the EMASB Performance Day.</p> <p><u>Terms of Reference</u> Claire had arranged for the original Terms of Reference and the updated version to be circulated.</p> <p>Chris believed that the new version was simplified and clearer.</p> <p>Caroline noted that the new version appeared to have dropped reference to service user involvement, and added that it was vital that this was covered somewhere. Claire responded by asking whether the Board needed to consider the need for a separate workstream to look at service user involvement. Caroline was not sure how much work had been done in this area, and the Board needs to consider how it can be progressed.</p> <p>Bob stated that work is being done in relation to service user involvement in various arenas, and thought that a fourth aim could be added to the Terms of Reference to cover this.</p>		
5.3.1	<p>Action: Claire is to add a fourth aim to the Terms of Reference to cover work around service user involvement.</p> <p>Elaine then queried the section on organisational assurance under the Key Aims of the Sub-Group, and whether this meant that every organisation needs to give assurance that they have effective safeguarding arrangements as there are hundreds of them. She felt that this needed to be clarified. However, Jon responded that he read it that the questions needed to be asked in a "tiered way" – for example, the County Council would be asked about its providers, the CCGs would be asked about their providers etc.</p> <p>Alison commented that she would like NHS England to have a representative on the QA Sub-Group, and Jeanette also thought it would be useful if Advocacy was also represented. Claire confirmed that both would be welcome, and she would speak to Alison and Jeanette outside the meeting. Caroline suggested that the invitation to join the Sub-Group should also be extended to Healthwatch.</p>	Claire Bearder	03.04.14
5.3.2	<p>Action: Claire is to invite Healthwatch to have representation on the QA Sub-Group.</p>	Claire Bearder	28.02.14
5.3.3	<p>Action: Claire, Alison and Jeanette are to discuss representation from their organisations on the QA Sub-Group.</p> <p>Allan asked that everyone review the Terms of Reference and forward any comments to Bob. The updated Terms of Reference can then be reviewed again at the next Board meeting.</p>	Claire Bearder/ Alison Kirk/ Jeanette Brown	28.02.14
5.3.4	<p>Action: all Board members are to review the new version of the QA Sub-Group Terms of Reference and send any comments to Bob Ross.</p>	All	24.03.14
5.3.5	<p>Action: Claire is to bring the updated Terms of Reference to the Board meeting in April for further review and sign-off.</p> <p><u>SAAF</u> Claire stated that the Sub-Group has worked with the relevant organisations</p>	Claire Bearder	10.04.14

<p>5.3.6</p>	<p>on the completion of the SAAF. Chris Hooper had been invited to attend a sub-group meeting to review the Fire Service's document. Chris added that he had found it to be a useful learning exercise, and he will amend the document and send it to Bob as soon as possible.</p> <p>Action: Chris is to complete the Fire Service SAAF and return it to Bob.</p> <p><u>Communication NHS England</u> Claire explained that there had been some concerns regarding independent hospitals and the co-ordination of information. Keiran Preston from NHS England had attended a Sub-Group meeting to explain the arrangements following a restructure, and information is now to be embedded in procedures so that it is clear who the contacts when needed are.</p> <p>Allan thanked Claire for her update. He confirmed with the Board that the approach in relation to the EMASB was approved by the Board, there is still work to do in relation to the QA Sub-Group Terms of Reference, the work undertaken around the SAAF was acknowledged and approved, and the work undertaken with NHS England to facilitate better communications with commissioners was acknowledged and approved.</p>	<p>Chris Hooper</p>	<p>31.01.14</p>
<p>5.4.</p>	<p>SCR Sub-Group</p>		
	<p>Bob confirmed to the Board that Amanda Sullivan would be available to attend future meetings, and Allan explained that Amanda's attendance was the reason for a change of dates for future Board meetings.</p> <p><u>Current SCR</u> Bob provided a confidential update to the Board.</p> <p><u>SCR Sub-Group</u> Bob explained that there is still some work to do around "did not attend" appointments further to the Buckinghamshire Serious Case Review.</p> <p>A Root Cause Analysis (RCA) process has been developed for cases where the decision is made not to do a full SCR.</p> <p>Work has started around transitions and the Patient Advice and Liaison Service (PALS).</p> <p>Work is ongoing in relation to the SCR E11 Action Plan.</p> <p>Allan thanked Bob for the update, and also asked that his thanks be extended for the work in relation to the current SCR.</p>		
<p>6.</p>	<p>EMAS</p>		
	<p>Wendy stated that a copy of a letter had been circulated prior to the meeting regarding referrals and feedback. Wendy stated that EMAS attaches a feedback form to every referral made. However, the amount of feedback received in Nottinghamshire is low. Allan confirmed that he was concerned that Nottinghamshire gives almost the lowest amount of feedback, and stated that this was not acceptable.</p> <p>Claire queried whether the figures related safeguarding referrals specifically, or whether they relate to all types of referrals, but Wendy was not sure of this. Claire added that previous data has been separated so that it is clear what the figures relate to, and this makes it easier to deal with any issues. Caroline</p>		

	<p>also stated that it would be helpful if EMAS could identify where referrals are being made to (eg Customer Services Centre, the MASH), which will enable easier identification of why feedback is not being made and who is responsible.</p> <p>Claire stated that a part of the safeguarding referral process is the provision of feedback, and she did not therefore understand why the figures being provided by EMAS were so low. If a referral has been sent to the MASH, and the case is then sent to a different team, that information should still be sent back to the referrer.</p> <p>Bella commented that she believed in some cases that feedback is given, but it is not to the right person, and Nicola queried whether work could be done around staff expectation, as she thought staff sometimes expected more concrete outcomes or detailed feedback.</p> <p>Wendy then stated that the figures provided related to the fact that no feedback was being received.</p> <p>Bob explained that there are two stages to providing feedback, the first being in relation to what is happening (eg not applicable, passed to another team) and the second being in relation to the final outcome.</p> <p>Jon suggested that the referrals need to be investigated so that feedback can be looked at, together with processes, and then feed back information to the Board. Jon thought that Adult Social Care should be able to audit the 112 cases to establish if feedback is being given.</p> <p>6.1 Action: Claire is to arrange for an audit of the 112 EMAS cases to be completed to establish if feedback is being given.</p> <p>Gill commented that when a referral is taken, it needs to be ensured that correct details are taken so that feedback can be given. Jon asked that the MASH should be given a list of all contacts for feedback at each organisation. It was noted that the person who needs to receive the feedback will not necessarily be the person who made the referral.</p> <p>6.2 Action: all Board members are to send details of the correct person(s) for receiving feedback in relation to referrals to Claire Bearder.</p> <p>6.3 Action: Wendy is to send details of cases to Claire Bearder so that they can be looked into.</p> <p>Mark queried if EMAS has representation on the MASH Governance Group, and it was confirmed that they do through Elaine Moss.</p> <p>Wendy stated that there is only one person in EMAS who is an adult safeguarding lead, and as they cover five counties they do not have the capacity to be in the MASH. However, there is a 24/7 contact number.</p> <p>Allan thanked Wendy. He stated that the figures provide do not paint Nottinghamshire in a good light, and he hoped the discussions at the meeting would lead to improvements.</p>	<p>Claire Bearder</p> <p>All</p> <p>Wendy Hazard</p>	<p>10.04.14</p> <p>31.01.14</p> <p>31.01.14</p>
7	Any Other Business		
	<p>Caroline stated that, due to the changes taking place at the Council and to her role, this meeting may be the last she attends. However, she confirmed that she was hoping to attend the meeting in April before handing over to Paul McKay. Allan thanked Caroline for all her work and input.</p>		

	Allan asked everyone to note the new dates which had been sent out, adding that the minutes of the previous meeting give the wrong information now as the dates have been changed since that meeting took place.		
8.	Close		
	There being no other business, Allan thanked everyone for their attendance and closed the meeting.		
9.	Future Meeting Dates		
	<p>NSAB Meetings will be held at Lawn View House, Sutton in Ashfield, 2pm to 5pm:</p> <p>10th April 2014 10th July 2014 9th October 2014</p> <p>Partnership Events will be held at The Talbot Suite, Rufford Mill, 9:30am to 12:30pm:</p> <p>20th May 2014 18th November 2014</p>		