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| **Notes of Meeting****Date & Time: 20 March 2024 at 2.00 pm****Venue:** Microsoft Teams |

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| **Name** | **Agency** | **Attended** | **Deputy Present** | **No Deputy** |
| Sue Proctor (SP) | Independent Chair | X |  |  |
| Helen Day (HD) | TEWV NHSFT | X |  |  |
| Scott Bissett (SB) | North Yorkshire Police  |  | X |  |  |
| Emma Dixon (ED) | NYCC Legal Services | X |  |  |
| Olwen Fisher (OF) | NHS Humber and North Yorkshire Integrated Care Board (ICB) | X |  |  |
| Emma Nunez (EN) | Harrogate District NHSFT | X |  |  |
| Kim Robertshaw (KR) | Housing Services Manager, NYC |  | X |  |
| Carole Roberts | Community First Yorkshire | X |  |  |
| Hannah Ellingworth (HE) | NY Safeguarding Children’s Partnership |  |  | X |
| Christine Pearson (CP) | NHS Humber and North Yorkshire Integrated Care Board (ICB) |  | X |  |
| Michelle Carrington (MC) | Place Nurse Director for York and North Yorkshire, NHS Humber |  | X |  |
| John Pattinson (JP) | Independent Care Group |  |  | X |
| Louise Wallace (LW) | NYC Health and Adult Services | X |  |  |
| Richard Webb (RW) | NYC Health and Adult Services |  | X |  |
| Karen Siennicki (KS) | NYC Health and Adult Services |  | X |  |
| Thomas Hirst (TH) | North Yorkshire Fire and Rescue Service |  | X |  |
| Joseph Howard (JH) | National Probation Service | X |  |  |
| Ashley Green (AG) | North Yorkshire Healthwatch |  |  | X |
| Phil Hubbard (PH) | Safeguarding Exec Lead, BDCFT |  | X |  |
| Sally Lichfield | Head of Engagement & Governance, NYSAB | X |  |  |
| **Also in Attendance:** |  |  |  |
|  |  |  |  |
| **Name**Dan Atkinson (DA)Beverley Murphy (BM)Dr Stephen Findlay-Donaldson (SFD)Rachel Bowes (RB)Margarita Gibson (MG)Graeme Wright (GW)Katrina Uttley (KU)Amanda Robinson (AR)Jo Boutflower (JB)Rachel Craig (RC)Janice Foxton (JF) | **Agency**NYC HASChief Nurse, TEWVConsultant Psychologist, REACHNYC HASHousing, NYCNorth Yorkshire PoliceBDCFT (ICB)BDCFT (Care Trust)Trading Standards, NYCNYSAB TeamNYSAB Team |  |  |

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| **ITEM NO.** | **SUBJECT AND DISCUSSION** |
| **Item 1** | **Welcome / Introductions / Apologies for Absence** |
|  | Chair welcomed members of the Safeguarding Adults Board to the meeting. Apologies for absence: Scott Bissett, Karen Siennicki, Richard Webb, Mandy Robinson, Hannah Ellingworth, Phil Hubbard, Thomas Hirst, Ashley Green, Kim Robertshaw, Louise JohnsonNo declarations of interestChair noted that papers would be taken as read. |
| **Item 2** | **Minutes of the meeting held on 20 December 2023** |
|  | Minutes were noted and approved by the Board.No further matters arising other than those captured on the action log and risk register. |
| **Item 3** | **Action Log** |
|  | The action log was noted.With regard to outstanding actions:* It was agreed that actions 2022/08 and 2023/05 were complete and should move to completed actions log.
* Agreed that 2023/08 in relation to Elaine SAR could be closed as complete.
* 2023/09 with regard to increasing engagement work with homeless groups. SL requested further guidance with regard to what exactly was required. Agreed that SL/KR would meet to discuss further and possibly with Adrian Green (new Chair of NYSAB) to explore options. Proposal for next steps to be made to Executive in due course.
* 2023/10 – GW updated that that majority representatives had been identified for working group, but requirement to identify rep/s from social care and then work would commence to agree initial phases. Chair asked SL to ensure that this was reflected on the Delivery Plan. Action would remain on the log.
* Agreed that 2023/11 regarding emerging issues for inclusion in Delivery Plan was complete.

**Actions**: * **SL/KR to meet to discuss how best to increase engagement work with homeless groups (2023/09 on action log). Consider inviting Adrian Green to meeting. Compile proposal for discussion at future Executive meeting – 20 August 2024.**
* **SL to ensure that progress with regard multi-agency safeguarding hub (North Yorkshire Police (NYP): Safeguarding investment with a focus on safeguarding adults) was reflected in Delivery Plan.**
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| **Item 4** | **NYSAB Delivery Plan** |
|  | Members of NYSAB had read the paper and noted the contents of the Delivery Plan.The Chair thanked SL for the work undertaken on the Delivery Plan/Strategic Priorities following the Development Day in November 2023.SL invited members of NYSAB to offer feedback or propose amendments to the “Strategic Priorities Proposal”, with a view to approving the plan.Questions/comments:* The Chair asked about “Current items for 23/24 with completion anticipated by end March” at the bottom of page two in the document that were listed as completion by the end of March 2024 and enquired whether there was any “slippage” to note, following which those items should be added to work for the coming year? SL would arrange for relevant items to be carried forward to 2024/25.
* The Chair requested that urgent items be prioritised on the list/plan to ensure that they were addressed during quarter one.

Subject to the amendments requested by the Chair, members of NYSAB approved the proposal.With regard to the Delivery Plan, SL highlighted:* “Elaine” SAR was published on 11 March 2024.
* Work had resumed on the joint communications/engagement strategy. Focus would be on local activity and measuring the impact of that work.
* Work had resumed on review of LSP’s, and an initial meeting had been held to discuss current operation/next steps. A meeting would be set with Chairs of the Board and Partnerships to identify joint priorities.

Questions/comments:* LW noted that this had been the first full year of business since the Covid pandemic, i.e. business as usual, the increase in workload and complex cases/SAR’s and that the Delivery Plan represented the collective team effort over the year. SP agreed with LW and noted that increased SAR’s appeared to be the case across the country.
* The Chair thanked all those involved in the workstreams within the Delivery Plan

**Actions**: * **SL to carry any items that would not be completed by the end of March 2024 over to the next financial year 2024/25.**
* **SL to place items in order of priority on the Delivery Plan.**
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| **Item 5** | **Report from Executive** |
|  | Members of SAB had read the report.SL noted:* Executive had received an update on Domestic Abuse Strategy, and it was agreed that SAB would receive regular updates on domestic abuse and that a dedicated session would be arranged to consider domestic abuse in due course.

The Chair thanked SL for the update.Questions/comments:* The Chair asked members to note that the Community Safety Partnership was the official “lead” for work around domestic abuse. CSP was represented on NYSAB and Executive and work closely with NYSAB.
* With regard to the PQI report, the Chair asked members to note the drop in the number of registered nursing beds in Yorkshire, due to homes de-registering nursing provision. These beds remained available, but as residential beds. The Chair asked that we consider the reduced number of nursing beds v. the increased need for beds, and enquired whether there was a sustainable plan for the future? RB reported that there had been a number of themes with regard to provider failures or provider changes. During the pandemic, there were quality concerns, and then we saw a reduction in nursing beds in general nursing homes, we then moved on to emphasis on learning disability failings and now we were considering modern day slavery and exploitation impacting on the care sector. RB felt that we were seeing an impact in general nursing, but also the quality of training and support for nurses in the independent sector which also contributed to the current situation and to the problems with regard to recruitment and retention. It was noted that the reduction in beds was an issue nationally and was under discussion in regional and national workforce groups.
* RB noted that one of the biggest “pinch points” would likely be in dementia nursing, where some patients had to move some way from their home to obtain suitable care. A Community Workshop had been held and an action taken to consider potential models with regard to this care that could be used/adapted for use in Yorkshire to address in-reach into nursing homes, dates for future meetings to be fixed. RB noted that Michelle Carrington was a member of the group and that she would arrange for John Pattinson to be involved.
* OF reported that with regard to nursing placements as part of their training, nurses go out to care homes, dementia and rehabilitation settings in the community.
* The Chair requested that SL contact Michelle Carrington with regard to the ICS footprint being greater than North Yorkshire and the number of university/education providers within this. SL to enquire whether the problem with regard to lack of dementia care is recognised by education providers and whether there were any plans to address this? EN noted that this was recognised in under-graduate programmes rather than an explicit element.
* With regard to “modern slavery”, also mentioned within the PQI report, the Chair asked that members of NYSAB consider whether we need to delve further with regard to this and when there may be a “tipping point” for example due to winter pressures and asked how prepared we were with regard to those risks. RB reported that she would attend an ICB regional quality group on Friday at which modern slavery would be discussed. NYC had seen provider failures in relation to revocation of licences to employ people from overseas, and a number of suspensions of providers were in place. NYC had worked with one provider in order to enable them to meet the criteria to continue providing care, i.e., the suspension was removed.
* When the licence was revoked for ‘Comforting Hands’ (due to modern slavery), NYC worked through the night to ensure that alternative care was provided for 57 clients. Alternative work was found for the staff involved that were being exploited. HAS would share the learning from this sad, but well dealt with experience.
* Investigations were ongoing with regard to another provider that could not be named.
* Communications were awaited, for another five licence suspensions for providers that we work with.
* Work was underway in conjunction with “Make Care Matter” to develop guidance for international recruits and signpost them to information as to what their rights are and where they may seek assistance and the same for providers that may risk falling foul of the requirements of sponsorship through ignorance.
* A fortnightly webinar was held with care providers in North Yorkshire via Care Connect and HAS would use this webinar to disseminate information about modern slavery in the care sector which would aid prevention.
* OF advised that ICB wide, North Yorkshire make up 45% of the population of the whole of the ICB and the issues around modern slavery seem to be on the North Yorkshire patch, so the rest of the ICB are learning from us. In response to the issues that we are having around modern slavery, the ICB put on lunch and learn sessions with the Gang Masters and Labour Abuse Authority to upskill/raise awareness.
* GW explained that “Operation Agent” was a national operation with regard to modern slavery and the next section of the operation would focus upon exploitation in the care sector. It was noted that the level of complexity in investigations into modern slavery was significant and incorporated immigration offences and financial criminality.
* Chair noted that in the Executive report, page 2, item 8, we reported a drop in the number of suicides since quarter 2, 2023/24 in comparison to the same period for the year 2022/23, but in the report from Hambleton and Richmond LSP particular concern was highlighted with regard to the number of suicides in the Colburn/Catterick area. The Chair asked whether, by looking at this on a county-wide basis, were specific local risks being missed and might there be blind spots? The Chair asked how we might best support Hambleton and Richmond LSP in this important area of work. LW reported that Dan Atkinson focuses on this area and works with partners to gather the information. Further work can be undertaken to explore any clusters that may become apparent, but we are vigilant with regard to this data. LW suggested that it may be pertinent to address this at a future NYSAB meeting to ensure that members of NYSAB are aware of the data with regard to suicides in the county and any nuances therein. This would include the interventions and support that are out there in local communities, be it on a proactive or a reactive basis. It was agreed that this would be added to the agenda for the meeting in June and that Helen Williams, Chair of Hambleton and Richmond LSP should be invited to the meeting.
* GW wondered whether there might be a military link to the suicides and suggested that this be checked.
* JH wondered about the data for DARD’s and the death and the supervision for probation and considering whether there may be correlations there. Probation had seen an increase in older people dying whilst under supervision of probation and there may be links there.

**Action**: * **SL to advise with regard to frequency of updates to SAB on domestic abuse.**
* **RB to ask John Pattinson, Independent Care Group for his view on the matter of nursing beds/care/recruitment and retention of staff for consideration at meeting of NYSAB to be held in June 2024.**
* **RB to invite John Pattinson to the next Community Workshop.**
* **SL to contact Michelle Carrington with regard to the number of university/education providers within the ICS footprint and enquire whether this problem with regard to lack of dementia care is recognised by education providers and whether there were any plans to address this**.
* **SL, in conjunction with RB, to ensure that the Risk Register accurately reflects the scale of the risk with regard to modern slavery.**
* **RB to update next NYSAB meeting with regard to the work of the Community Workshop that was considering models that might be employed to improve dementia care in the region.**
* **LW to consider whether “modern slavery within the care sector” could be incorporated in plans for Safeguarding week as this would assist locally based teams that may not have been exposed to this yet, to have a greater understanding.**
* **JF to add “suicide prevention” to agenda for NYSAB meeting in June 2024 and Helen Williams, Chair of Hambleton and Richmond LSP be invited to attend.**

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| **Item 6** | **Risk Register** |
|  | Members of SAB had noted the Risk Register.SL noted:* All updates were in bold typeface.
* Please could partners forward any updates to the nysab email: nysab@northyorks.gov.uk;
* SL would add the risk with regard to modern slavery/provider failure to the register.
* Review of register would be undertaken when Adrian Green was in post.

The Chair thanked SL for the update and members of the team for the ongoing work on the register.There were no questions or comments with regard to the Risk Register. |
| **Item 7** | **Preparing for CQC Inspection – Adult Social Care Update** |
|  | LW reported:* Learning was now available from providers that have been inspected.
* We aspire to continually provide outstanding care.
* Three phases of preparation for inspection; desk top review, focus groups with participation by partners and case file audit.
* Colleagues were working hard to ensure that we were prepared for the inspection.
* NYC had not been notified as to when the inspection would take place.

The Chair thanked LW for the update and invited questions/comments:* EN felt that it would be helpful to consider how we work together to share learning following the inspections and how we strengthen relationships between partners. The Chair suggested that EN raise this with Adrian once in post and that it may form part of a future development day.

The Chair thanked LW for the update. |
| **Item 8** | **REACH Project Update** |
|  | The Chair welcomed Dan Atkinson (DA) and Dr Stephen Findlay-Donaldson (SFD), Consultant Psychologist for REACH and the Professional Lead for Psychology for York Therapy and Specialist Services. Emily Crowe, Rough Sleeping Coordinator was unable to join the meeting.Key points:* REACH - Reducing Exclusion for Adults with Complex Housing needs, based in Scarborough
* COVID brought about major changes to the private letting sector. Fewer individuals wanted to continue as landlords. Introduction of a new rate of tax for second homes prompted a decrease in available lettings, as landlords sell their properties.
* As of March 2024 there were:
* 368 homeless households (statutory homeless households – active cases in Scarborough )
* net backlog of 131 homeless households needing accommodation (these households are currently in temporary accommodation funded by NYC).
* Three-year service to provide dedicated units and intensive and community support to people who are currently homeless or likely to be made homeless due to a range of social and long-term health needs including mental health/substance misuse, physical health needs or because of their criminal activity or anti-social behaviour.
* Since August 2021 there have been 25 individuals accepted into REACH
* 70 have been assessed using the Multiple Disadvantage Index MDI (chaos score) to check eligibility for REACH. This is done individually by a team member from the referral and completed again with the person presenting as homeless.
* 16 people are currently in properties with no one waiting to be housed. We are currently full and will not be operating a waiting list.
* DA shared the demographics of those assisted by the project and a case study (full details available in attached presentation). (More men than women).
* REACH have presented and several Homeless Link National conferences, including the national Housing First England conferences
* Two nurses, Ben and Richard were nominated for Nursing Times Awards
* Nominated for TEWV Awards
* Programme had been extended for 12 months.

SFD explained:* Started off as a three-year service and provides a housing first model. Housing first is essentially the process whereby people with complex needs that have tried all other avenues and are street homeless can go.
* Applicants do not have to “jump through any hoops” to have a property. They get a property, and we sort everything else out later. It is a multi-agency service, although we have mental health offers, social and other offers in there, from social housing.
* The service is about coming together, learning from each other, being together and essentially from a mental health transformation perspective is good example of a transformed service, managing our boundaries, managing our systems, everyone contributing. If you walked into the REACH office and said “I need help” everyone would explain what was needed.
* The team works with people with attachment issues and that are trauma informed. Clients who have significant levels of multiple disadvantage and, as a result, are at high risk of premature death as a result.
* The idea of housing first is that we do not let people down and are a project with year-to-year funding.
* Members of the team carry Naloxone which is important given the increase in drug related deaths.
* Team work closely with police, probation service and drug and alcohol services.
* Working with a small population, members of the team often see clients up to six times a day.
* During the time REACH has been running, 525 individuals were accepted into the service.

Comments/questions:* The Chair enquired whether the team had considered a relationship with York University and looking at a full economic evaluation? DA said that they would consider exploring opportunities for this.
* MG noted that she was compiling a bid for RSI funding which was for 2025 onwards and within that bid the impact that REACH had on the customer group and the negative impact it would have should we lose that accommodation for whatever reason would be incorporated. We would like to replicate REACH across other localities.

The Chair requested that a further update on REACH be offered to SAB in December 2024.The Chair thanked DA/SFD for the update and asked that thanks and congratulations from NYSAB be passed to all involved in the project.**Action:*** **Add REACH to work plan for December and invite DA/SFD/EC to the meeting.**
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| **Item 9** | **Quality Pathway Update/Standards & Outcomes Framework** |
|  | The Chair welcomed James Harris, Quality Assurance Manager, to the meeting.Members of SAB had noted the contents of the presentation/paper.Key points:* Management structure has been amended: Sarah Fiori, Principal Nursing and Janine Tranmer, Head of Quality & Service Continuity
* Relaunch of the Quality Team completed, and contract management has now moved to the Contract Management Service. Some vacancies have been recruited to. Recruitment to remaining Quality Improvement Officer posts has been paused.
* PAMMS Quality Assurance Assessments commenced in February 2023 and to date we have completed 71 assessments through the system . Breakdown as follows: Residential and Nursing Homes – 45, Home Based Support – 19, Community Based Support – 4, Supported Living – 3.
* Care Connected relaunch was carried out in April 2023 this included combining NYC Care Connected and Partners in Care forums hosted by the ICB. They run a fortnightly session via Teams platform on Wednesday at 10:30am for 1 hour. Where appropriate, sessions will be recorded to support the market and to share the information with relevant colleagues.
* Person Form activity: Report was generated on 07 March 2024. Overall 105 respondents completed the questionnaire. Some positive feedback but still requires wider participation from system partners.
* Increase is provider Sponsorship Licence suspensions. There are currently four home based providers on NYC’s Approved Providers List with a suspended Sponsorship Licence. These four providers have 190 packages of care between them, with one of these providers being responsible for 113 packages of care.
* Themes from suspensions: Maintaining migrant contact details, queries related to whether genuine vacancies exist (in some cases there were unsourced packages of care, so providers started internal recruitment and when staff in place number of unsourced packages had significantly reduced), migrant tracking and monitoring, monitoring immigration status.
* North Yorkshire Police commencing Operation Aident in March 2024. This is a national operation to highlight the signs of modern slavery and to actively encourage people to report it and this quarter it will focus on Social Care. This may generate some additional activity over the coming months with the Police making targeted visits to providers.
* Rapid Reviews - Onecompleted in last six months, one in process and five being arranged.

The Chair thanked JH for the update and invited questions/comments:* RB thanked all teams involved, as the integrated team was having a great impact.

The Chair suggested that the Quality Pathway Update/Standards and Outcomes Framework move from bi-annual to annual presentation to SAB, unless there was something exceptional to report. Next update to SAB would be in March 2025.**Action:*** **JF to add to the Work Plan/Agenda for update in March 2025.**
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| **Item 10**  | **Trading Standards Update** |
|  | Members of SAB had noted the contents of the presentation.Jo Boutflower (JB) updated SAB:* Personal visits to those identified as most at risk of becoming a scam victim/already a scam victim (April-Dec – 21 visits)
* Scam awareness raising and advice by letter (April-Dec – 276 letters)
* £2175.61 returned to victims
* Three safeguarding referrals
* Work undertaken to discourage residents from dealing with cold callers as scammers often use this route, targeting vulnerable elderly residents and over-charging for work/carrying out unsatisfactory work. Perpetrators often use threatening behaviour and are abusive.
* A number of convictions had been secured for fraudster cold callers that had obtained significant sums of money from vulnerable residents. Where possible money was recouped for the victims but in some cases, it was too late as the victims had died.

The Chair thanked JB for the informative update and noted the importance of Trading Standards being integral to adult safeguarding.The Chair noted the ongoing investigation into the fraudulent behaviour of a funeral directors business and the impact that is having on bereaved families. Could members of SAB consider whether this could happen here and be alert to the potential learning from that investigation. |
| **Item 11** | **Safeguarding Week 17-20 June 2024 planning**  |
|  | LW updated members of SAB:* Email had been circulated to notify people of the dates for SG week.
* Programme being compiled.
* Eventbrite would be used for bookings as per last year.
* LW would Chair planning committee with Diane Burton.
* Further information would be shared in due course.

The Chair thanked LW for the update and wished the team well with the event. |

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| **Item 12** | **Summary of the CQC inspection and the NICHE investigation** |
|  | The Chair welcomed Beverley Murphy (BM), Chief Nurse, TEWV to the meeting and thanked her for the report submitted.Members of NYSAB had noted the content of the report from TEWV.BM reported:* that the team at TEWV understood what the CQC had found, what the ask was and where improvements were required.
* that there was good governance around the improvement plan.
* that the new reducing restricted practise plan should be noted.

Comments/questions:* The Chair suggested that there may be an opportunity for NYC and health partners to meet later in the year to meet to discuss/share learning from/issues identified by inspections.
* EN asked whether there was anything that partners could assist with and suggested that BM get in touch if there was. BM thanked EN for the offer and stated that TEWV were in a good position and ask they move forward under the single assessment framework which would demonstrate that partners work together and are committed to that.

The Chair thanked BM for the update and noted the considerable improvement from the previous to the current inspection and wished the team well with regard to the action plan. |
| **Item 13** | **Any other business** |
|  | LW proposed thanks to SP on behalf of members of SAB as this was SP’s final meeting as Chair of NYSAB.LW noted the impact that SP had, the leadership shown, and the work undertaken during her tenure as Chair. SP had enjoyed her time as Chair and thanked the team their work over the years and wished them well in the futureThere was no further business and the Chair thanked members of SAB for attendance/participation. The meeting closed at 4.30 pm. |
| **Calendar of Meetings** |
|  | * Wednesday, 19 June 2024 at 2.00 pm, Microsoft Teams
* Wednesday, 18 September 2024 at 2.00 pm, Microsoft Teams
* Wednesday 11 December 2024, 2.00pm, Microsoft Teams
* Wednesday 19 March 2025, 2.00pm, Microsoft Teams
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