

**Health and Wellbeing Board**  
**with Norfolk and Waveney Health and Care Partnership (NWHCP) Oversight Group**  
**Members**  
**Minutes of the meeting held on 08 July 2020 at 09:30am**  
**on MS Teams (virtual meeting)**

**Present:**

Cllr Yvonne Bendle  
Cllr Bill Borrett\*

Geraldine Broderick  
James Bullion  
Cllr Alison Cackett  
Jonathan Clemo  
Pip Coker  
Melanie Craig\*

Dr Anoop Dhesi\*  
David Edwards  
Cllr Emma Flaxman-Taylor  
Cllr John Fisher\*  
Cllr Virginia Gay  
Rt Hon Patricia Hewitt\*  
Alan Hopley  
Cllr Elizabeth Nockolds  
Tony Osmanski  
Gavin Thompson  
Caroline Shaw  
Dr Louise Smith  
Alex Stewart  
Sara Tough  
Cllr Alison Webb  
David White  
Tracy Williams  
Matthew Winn  
Cllr Fran Whymark  
Marie Gabriel  
Mason Fitzgerald

**Representing:**

South Norfolk District Council  
Cabinet member for Adult Social Care, Public Health and Prevention,  
Norfolk County Council (NCC)  
Norfolk Community Health & Care NHS Trust  
Adult Social Services, (NCC)  
East Suffolk Council  
Voluntary Sector Representative  
Norfolk and Suffolk Foundation Trust  
Norfolk and Waveney Health and Care Partnership (Executive Lead)  
& NHS Norfolk & Waveney CCG (Clinical Commissioning Group)  
NHS Norfolk & Waveney CCG  
Healthwatch Norfolk  
Great Yarmouth Borough Council  
Cabinet member for Childrens Services and Education, NCC  
North Norfolk District Council  
Norfolk and Waveney Health and Care Partnership (Chair)  
Voluntary Sector Representative  
Borough Council of King's Lynn & West Norfolk  
East Coast Community Healthcare CIC  
Office of Police and Crime Commissioner  
Queen Elizabeth Hospital NHS Trust  
Director of Public Health, NCC  
Healthwatch Norfolk  
Children's Services, NCC  
Breckland District Council  
Norfolk & Norwich University Hospital NHS Trust  
NHS Norfolk & Waveney CCG  
Cambridgeshire Community Services NHS Trust  
Broadland District Council  
Norfolk & Suffolk NHS Foundation Trust  
Norfolk & Suffolk NHS Foundation Trust

*\* Joint members of the NWHCP Oversight Group and Health and Wellbeing Board*

**NWHCP Oversight Group Members present as guests:**

Tony Goldson                      Suffolk Health and Wellbeing Board

**Officers Present:**

Hollie Adams	Committee Officer, Norfolk County Council
Paula Boyce	Great Yarmouth Borough Council
Chris Butwright	Head of Public Health Performance & Delivery, Norfolk County Council
Steve James	Breckland District Council
Hannah Shah	Public Health Policy Manager (Health and Wellbeing Board), Norfolk County Council
Ceri Sumner	Director, Community, Information and Learning, Norfolk County Council
Jamie Sutterby	South Norfolk District Council
Sara Tough	Executive Director of Children's Services, Norfolk County Council

## **1. Apologies**

- 1.1 Apologies were received from Anna Davidson, ACC Nick Davison, Lorne Green, Sam Higginson (David White substituting), NWHCP Member Neville Hounsome, Cllr Beth Jones, Dr Sanjay Kaushal, Cllr Mary Rudd (Cllr Alison Cackett substituting), Prof. Jonathan Warren (Mason Fitzgerald substituting) and Jonathan Williams (Tony Osmanski substituting),
- 1.2 Also absent was Cllr Stuart Dark, Anna Hills and Dan Mobbs.

## **2. Chairman's Opening Remarks**

- 3.1 The Chairman:
- Welcomed members to the first virtual meeting of the Board.
  - Welcomed Members of the Norfolk and Waveney Health and Care Partnership Oversight Group who had joined the meeting due to the meeting being focussed on the Covid-19 pandemic response,
  - Shared with the Board the non-executive appointments to the HWB from the recently constituted NHS Norfolk and Waveney CCG. Tracy Williams and Dr Anoop Dhesi had been appointed and membership of the HWB had been updated to reflect this.
  - Thanked the previous CCG representatives for their valued contribution to the Health and Wellbeing Board: Dr Liam Stevens (Great Yarmouth and Waveney CCG); Dr Hilary Byrne (South Norfolk CCG); Dr Paul Williams (West Norfolk CCG)

## **3. Minutes**

- 3.1 The minutes of the meeting held on 4 March 2020 were agreed as an accurate record.

## **4. Actions arising from minutes of 4 March 2020**

- 4.1 **Paragraph 8.3 b, Healthy Lifestyles & Behaviour Change –Transformation Programme:** Action to “Engage Health and Wellbeing Board members in a bespoke development session for senior leaders on incorporating behaviour change at a policy level to support population level health improvement” had been postponed while the Public Health team focussed on the response to the pandemic.

## **5. Declarations of Interests**

- 5.1 No interests were declared.

## **6. Public Questions**

- 6.1 No public questions were received.

## **7. Outbreak Control Plan for Norfolk**

- 7.1.1 The Health and Wellbeing Board (HWB) received the report setting out the Norfolk Covid-19 outbreak control plan.
- 7.1.2 Dr Louise Smith, Director of Public Health, Norfolk County Council, introduced the report and gave a presentation to the Board ([presentation can be viewed here](#)):

- The plan would be amended and developed based on feedback received from partners
- Data would be reviewed to identify where there were new issues; the strategy looked at local outbreaks and cases across the Norfolk population
- Where 2 or more cases were identified in high risk settings, actions would be agreed, and an outbreak declared for 28 days or until the outbreak was cleared
- The number of cases in the general population was monitored daily and the number of cases in Norfolk was low at that time
- Caroline Shaw and Melanie Craig joined the meeting at 9.55
- A new governance structure was being set up to support the plan including a Governance Board and a Health Protection Board which would be officer led with strategic oversight and responsibility for oversight of the plan and data.
- A multi-disciplinary Outbreak Control Team would deliver the plan, linked to local areas

## 7.2 The following points were discussed and noted

- It was hoped that environmental health officers could be involved in the work and a sum of money had been put aside to fund this; concerns had been raised by teams who were concerned they would not have capacity and officers were looking into how this could work
- It was confirmed that the plan was written at upper tier geography which put Waveney into Suffolk's local plan
- The Director of Public Health confirmed that if cases began increasing, an urgent meeting would be called to ensure all District Councils were fully briefed
- The communication plan for visitors to the County was queried; this query would be referred to the Strategic Coordinating Group who were responsible for this area of work. Hannah Shah would circulate information on this to the Board
- Vice-Chair Tracy Williams noted the section on communication and asked how well the public were being engaged on preventing the spread of Covid-19; Louise agreed to take this query to the Health Protection meeting
- Clarity of information for the general public on testing was queried; the Director of Public Health responded that the current advice was to go online and register for a test if experiencing symptoms. There were no plans to integrate local NHS and national testing, but it was suggested that there would be more involvement with directors of public health on where mobile testing would be located, based on local data
- Communication of testing was discussed; results had not always automatically ended up in patient records, however, coding would now automatically be put in patient records from the national testing programme. Concerns around the rollout of antibody testing was also raised, as the value of this was not yet established
- It was discussed as positive that organisations had worked more closely during the pandemic and there was an opportunity to build on this moving forward
- Around 45,000 people had been tested via Norfolk local testing.
- Local pathways were being looked into to get results from testing back as quickly as possible in coordination with local outbreak plans
- Coordination between Norfolk and Suffolk was queried; CCG (Clinical Commissioning Group) it was confirmed that representatives were involved in both plans
- The Director of Public Health reported that a cell dedicated to business and communications was providing support to businesses.

## 7.3 The Health and Wellbeing Board **received** the presentation and **noted** the report

# 8. Covid-19 Pandemic

## 8.1 The Health and Wellbeing Board (HWB) received the report providing an overview of the multi-agency response to the Covid-19 pandemic; presentations from health and wellbeing system partners on the response to the pandemic were shown at the meeting.

- 8.2 The Executive Director of Adult Social Services introduced the report to the Board:
- the response to the pandemic has been integrated and collaborative
  - the impact of the pandemic on the population was recognised, including disruption to families, education, health treatment and care arrangements.

8a Public Experience

- 8a.1 Alex Stewart from Healthwatch Norfolk gave a verbal presentation on the public experience of the Covid-19 pandemic:
- Healthwatch Norfolk were the first Healthwatch organisation in the country to undertake a Covid-19 survey looking at the views of local people and how they felt they were being supported by health and social care organisations across Norfolk. Following this, a Covid-19 resource pack was sent to over 2000 email addresses
  - As of 26 June 2020, the survey had received 821 responses, giving an overview of thoughts from people who did not have access to a mobile phone or internet technology as paper surveys and easy read surveys were supplied
  - The main themes which emerged from the results of the survey were that:
    - local council support was good
    - deaf and blind people felt that their needs were not being dealt with satisfactorily
    - wearing of masks at face to face appointments was an issue for deaf people for whom this made lip reading difficult
    - too much information was circulating which some people found difficult to navigate
  - 3,500 enquiries had come through the Healthwatch website during the 3 months of the pandemic, which was a high number of enquiries.
- 8a.2 The following points were discussed and noted:
- The Chairman was pleased that there was more public engagement and interest
  - James bullion agreed to pick a conversation with the Norfolk County Council sensory support team on Covid-19 actions taken or needing to be taken in relation to people with sensory disabilities.

8b Responding to the Pandemic

- 8b.1 Melanie Craig, Norfolk and Waveney Health and Care Partnership (Executive Lead) & NHS Norfolk & Waveney CCG representative, gave a presentation to the Board on the Health Service's response to the pandemic ([presentation can be viewed here](#)):
- Melanie Craig thanked all members of the Board for their focus on the pandemic response, and it was noted that the pandemic was still a level 4 incident for the Health Care system
  - The speed at which the response was stepped up and coordinated was a credit to all partners
  - At the start of the pandemic, critical care capacity was increased rapidly in all 3 hospitals, and sharing of personal protective equipment (PPE) across organisations helped support smaller organisations
  - People thought to be at risk of becoming seriously unwell from Covid-19 were reached out to using a bank of volunteers
  - Digital approaches were accelerated by the pandemic; there had been a 500% increase in virtual hospital appointments since the start of the pandemic. This had been mirrored in general practice with 80% of practices now offering virtual appointments. To support this laptops, webcams and headsets had been provided to GP practices
  - 384 registered staff and 298 unregistered staff had re-joined and 598 students had joined the NHS during the pandemic
  - Winter planning includes the usual winter planning, as well as planning for a winter with Covid-19.

- 8b.2 The following points were discussed and noted:
- Cllr Virginia Gay left the meeting at 10.50
  - Vice-Chair Cllr Yvonne Bendle was keen to see the increased public engagement being encouraged moving forward
  - Alex Stewart shared with Members Healthwatch's proposal for a digital impact survey
  - The number of people who had come out of retirement to help during the pandemic and the volunteers who had come forward during the pandemic was recognised
  - It was pointed out that there were a number of people who would need support to start leaving their homes again after lockdown
  - Steps were being explored to minimise other health impacts, such as ensuring a good flu vaccination campaign and exploring ways to address the health inequality and socioeconomic decline.
- 8b.3 James Bullion, Executive Director for Adult Social Care, NCC, gave a presentation to the Board on the Adult Social Care response to the pandemic ([presentation can be viewed here](#)):
- Geraldine Broderick left the meeting at 11am
  - A 40% drop in safeguarding referrals and a drop in whistleblowing referrals was seen at the start of the Covid-19 lockdown period, so maintaining a good safeguarding response was a key priority for Adult Social Care
  - Adult Social Care were working with the CCG on discharge arrangements and hoped to continue with the discharge to assess process beyond the pandemic
  - The role of carers had been more widely recognised during the pandemic, and it was hoped that this could be further built on to tackle the shortage of care workers in the market
- 8b.4 Sara Tough, Executive Director for Children's Services, NCC, gave a presentation to the Board on the Children's Services response to the pandemic ([presentation can be viewed here](#)):
- Partnership and collaborative working had increased quickly during the pandemic
  - Safety of staff and children and young people was a key priority for the service
  - Much work had become digital during the pandemic lockdown period however face to face visits had continued where risk assessments indicated this was required
  - The "see something, hear something, say something" campaign had been successful, reaching around 850,000 people; referrals were now starting to improve again
  - Alex Stewart left the meeting at 11.15
  - A short-term priority for the service was to be able to visit families more frequently, and it was hoped that this increase in visits would coincide with the school holidays
  - There was an aim to provide help in a more preventative way
  - The department had learned that using digital solutions to work with families had been positive and allowed them to reach extended family members more effectively
  - Gaps in joining up of data, data systems and data collection had been identified
  - There was a goal to carry out more joint commissioning; the Chairman agreed that joint working and system working were vitally important.
- 8b.5 Jamie Sutterby of South Norfolk District Council, Ceri Sumner, Director, Community, Information and Learning, NCC, and Alan Hopley, Voluntary Sector representative, gave a joint presentation to the board on the County and District Council response to the pandemic ([presentation can be viewed here](#)):
- Six community hubs had been established, for Broadland and Great Yarmouth, Norwich, Kings Lynn and West Norfolk, South Norfolk, North Norfolk and Breckland
  - Norfolk County Council had set up and dispensed the Government food drops and set up a local offer to supplement this and a Norfolk vulnerability hub had been set up
  - Capability had been established through agencies, allowing the County to put local arrangements in place in the case of a local outbreak or second national outbreak
  - Officers had been careful not to establish a culture of dependency, ensuring that

information was available online including self-help information

- A surge in demand for mental health support was expected due to the isolation of lockdown and other impacts of the pandemic; Officers were working with District Councils to distribute funding to ensure people could access help in the form of a one-off package and longer-term support
- 1400 screened and DBS checked volunteers were in place to provide community services such as delivering medicine and food and dog walking to local people. This would continue for 12 months or more as required
- David White left the meeting at 11.40
- There had been an increase in demand but a drop in funding to the voluntary sector, but support was very important at this time.

8b.6 The following points were discussed and noted:

- Cllr Flaxman-Taylor discussed the work carried out by Yarmouth Borough Council. The media and communications teams had been putting out information via many channels including on social media. An enhanced community team was set to help communities to be resilient, including work on a “pathway to recovery”; around 400 calls had been made to members of the public and over 1000 requests for help received over the preceding 10 weeks. There were 256 community volunteers in Yarmouth, of whom 53 were actively working at the time of reporting.
- Cllr John Fisher left the meeting at 11.44; Caroline Shaw left the meeting at 11.47
- The Director of Public Health confirmed that people with symptoms of Covid-19 should register online for a test, even if the symptoms were mild
- The food workstream activity would be less reliant on redeployed council staff and activity would transition to Voluntary Norfolk; the work of this workstream could be scaled up or down as needed
- Gavin Thompson left the meeting at 11.50
- Vice-Chair Tracy Williams asked how homeless people and Gypsy Roma Travellers were being supported to self-isolate. Officers confirmed that a further briefing could take place with interested members on how to take forward the approach that had been developed in this area during the pandemic.
- Officers were working with Community Action Norfolk, District Councils, support groups and the Norfolk Association of Local Councils to maintain and strengthen provisions in place for communities
- A concern was raised that more socially distanced activities were needed for young people; the Executive Director of Children’s Services was meeting with officers that day to discuss activities for young people through the school holidays. There were also concerns about young people being vulnerable to exploitation. She agreed to bring back further information on work to prevent this and on activities for young people
- Melanie Craig left the meeting at 11.53
- funding had been made available nationally from the DfE for vulnerable children to have access to laptops. Looked after children were provided with laptops through pupil premium funding and some schools had provided laptops to some children who needed one. Children’s Services had also identified additional children who needed a laptop; these laptops had now all either been or were being distributed.
- The befriending telephone offer would be extended to an “over the garden wall” chat.
- Dr Anoop Dhesi left the meeting at 12:00.
- Community links would be provided to people when their GP confirmed they were safe to come out of shielding
- The main group of volunteers had been sent a questionnaire to identify who was going back to work and who would be able to continue to provide support moving forward so that additional volunteers could be recruited if needed; there were currently 1400 active volunteers in place from all age ranges and communities.
- Paula Boyce left the meeting at 12:02
- The Chairman formally thanked everybody involved in the pandemic response on behalf

of the Health and Wellbeing Board

- Hannah Shah had been producing a list of themes identified by Members during discussion and a schedule would be shared for debate at the next meeting
- The Chairman thanked public Health for their cooperation in involving the NWHCP in the meeting. Cllr Goldson thanked the Chairman for inviting him to the meeting.

8.3 The Health and Wellbeing Board:

- a) **RESOLVED** to acknowledge the work carried out during pandemic
- b) **RESOLVED** to formally thank staff and communities
- c) **IDENTIFIED** themes and priorities for the HWB going forward

The Meeting Closed at 12:17

**Bill Borrett, Chair,  
Health and Wellbeing Board**



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