

Health and Wellbeing Board
with Norfolk and Waveney Health and Care Partnership (NWHCP) Oversight Group
Members
Minutes of the meeting held on 14 October 2020 at 09:30am
on Microsoft Teams (virtual meeting)

Present:

Cllr Yvonne Bendle
Cllr Bill Borrett*

Geraldine Broderick
James Bullion
Adam Clark
Jonathan Clemo
Melanie Craig*

Anna Davidson
ACC Nick Davison
Dr Anoop Dhesi*
David Edwards
Cllr Emma Flaxman-
Taylor

Cllr Virginia Gay
Rt Hon Patricia Hewitt*
Alan Hopley
Dan Mobbs
Cllr Elizabeth Nockolds
Cllr Mary Rudd
Caroline Shaw
Dr Louise Smith
Sara Tough
Jonathan Warren
Cllr Alison Webb
David White
Jonathan Williams
Tracy Williams
Cllr Fran Whymark

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)
Norwich City Council
Voluntary Sector Representative
Norfolk and Waveney Health and Care Partnership (Executive Lead)
& NHS Norfolk & Waveney CCG (Clinical Commissioning Group)
James Paget University Hospital NHS Trust
Norfolk Constabulary
NHS Norfolk & Waveney CCG
Healthwatch Norfolk
Great Yarmouth Borough Council

North Norfolk District Council
Norfolk and Waveney Health and Care Partnership (Chair)
Voluntary Sector Representative
Voluntary Sector Representative
Borough Council of King's Lynn & West Norfolk
East Suffolk Council
Queen Elizabeth Hospital NHS Trust
Director of Public Health, NCC
Children's Services, NCC
Norfolk & Suffolk NHS Foundation Trust
Breckland District Council
Norfolk & Norwich University Hospital NHS Trust
East Coast Community Healthcare CIC
NHS Norfolk & Waveney CCG
Broadland District Council

** 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
Sit Al-Rujaibi Norfolk, Waveney Health & Care Partnership
Debbie Bartlett Director - Strategy & Transformation, Adult Social Services, Norfolk
County Council
Paula Boyce Strategic Director, Great Yarmouth Borough Council
Chris Butwright Assistant Director Public Health Prevention & Policy, Norfolk
County Council
Ross Collett Associate Director Urgent & Emergency Care, Norfolk & Waveney
CCG
Gary Heathcote Director of Commissioning, Adult Social Services, Norfolk County
Council

Justin Kemm	GP Fellow, Public Health team
Joan Maughan	Chair of the Norfolk Safeguarding Adults Board
Sarah Oldfield	Policy and Partnerships Officer, Broadland & South Norfolk Council
Chris Robson	Chair of the Norfolk Safeguarding Children Board
Jamie Sutterby	South Norfolk District Council
Penelope Toff	Public Health Consultant
Stephanie Tuvey	Advanced Public Health Officer (Health & Wellbeing Board)
Chris Williams	Special Projects Manager, Norfolk and Waveney CCG

1. Apologies

- 1.1 Apologies were received from Cllr John Fisher, Lorne Green, Neville Hounsome, Tony Osmanski (Jonathon Williams substituting), Anna Hills (Anna Davidson substituting), and Cllr Beth Jones (Adam Clark substituting).
- 1.2 Also absent were Cllr Stuart Dark and Matthew Winn.

2. Election of Chair

- 2.1 Cllr Bill Borrett was proposed by James Bullion and seconded by Patricia Hewitt.
- 2.2 Cllr Bill Borrett was **duly elected** as Chairman of the Health and Wellbeing Board for the ensuing Council year.

3. Election of Vice-Chairs

- 3.1.1 Cllr Yvonne Bendle was proposed by Cllr Elizabeth Nockolds and seconded by Cllr Fran Whymark.
- 3.1.2 Tracy Williams was proposed by Melanie Craig and seconded by Patricia Hewitt.
- 3.2.1 Cllr Yvonne Bendle was **duly elected** as Vice-Chair of the Health and Wellbeing Board for the ensuing Council year.
- 3.2.2 Tracy Williams was **duly elected** as Vice-Chair of the Health and Wellbeing Board for the ensuing Council year.

4. Chairman's Opening Remarks

- 4.1 The Chairman welcomed new substitute members to the Board and welcomed members of the Norfolk and Waveney Health and Care Partnership Oversight Group who had been invited to join the meeting again.

5. Minutes

- 5.1 The minutes of the meeting held on 8 July 2020 were agreed as an accurate record.

6. Actions arising from minutes of 8 July 2020

- 6.1 The following actions arising from the minutes of the meeting on the 8 July 2020 were noted:
 - **Paragraph 7.2, bullet point 4; Covid-19 Communications plan:** a summary of the

communication plan for the Local Outbreak Control Plan had been circulated to the Board.

- **Paragraph 7.2, bullet point 4; Covid-19 Communication plan for Visitors to Norfolk:** The tourism information leaflet and a toolkit produced for tourists and businesses aimed at helping Norfolk visitors keep themselves and others safe had been circulated to the Board.
- **Paragraph 8b.6, bullet point 8; Socially distanced activities for Young People:** information had been circulated to the Board detailing current Norfolk County Council resources and services available for families during Summer 2020 and partner agencies working with families.
- **Paragraph 8b.6, bullet point 17, Themes discussed for future HWB work programme:** A draft forward work programme had been developed from the themes discussed at the meeting of the 8 July 2020. This draft work programme has been discussed at the HWB Chair and Vice-Chairs meeting on 30 September.

7. Declarations of Interests

- 7.1 Patricia Hewitt declared a non-pecuniary interest as an advisor to the UK Board of Trade, which was an unpaid post.

8. Public Questions

- 8.1 No public questions were received.

9. Health and Wellbeing Board Governance Update

- 9.1 The Health and Wellbeing Board received the report asking them to ratify an amendment to its membership to extend a standing invitation to a representative of the East of England Ambulance Trust recommended by the Chair and Vice-Chairs of the HWB.
- 9.2 The Health and Wellbeing Board **AGREED**
- a) to **RATIFY** the decision of the HWB Chair and Vice-Chair Group to extend a standing invitation to a representative of the East of England Ambulance Trust to attend HWB meetings.
 - b) At its next review, that Norfolk County Council be **ASKED** to consider amending its constitution to enable the East of England Ambulance Trust to become a formal member of the HWB.

10. Covid-19 Health Impacts

- 10.1.1 The Health and Wellbeing Board received the report providing an update on Norfolk's approach to the pandemic.
- 10.1.2 The Health and Wellbeing Board heard a presentation by a Public Health Consultant ([see appendix A](#)):
- Norwich was in the "red zone" of cases per 100,000 population due to recent increases in cases of Covid-19; all other areas of Norfolk were in the "amber zone"
 - A steady rate of testing had been maintained across Norfolk throughout the pandemic
 - The priority for testing moving forward would be NHS and social care staff
 - There was a higher proportion of younger and female cases detected through pillar two in Norfolk at the time of reporting, possibly representing health and care staff who tended to be mostly female and of the younger population

- 10.2 The following points were discussed and noted:
- Vice-Chair Cllr Bendle commended the good collaborative work carried out over the past months
 - The high proportion of older people in some areas of Norfolk was noted as well as the vulnerability of young people to effects of the pandemic.

10.3 The Health and Wellbeing Board **ACCEPTED** the presentation on Covid-19 health impacts on Norfolk.

11. People's experience of the Covid-19 pandemic

11.1.1 The Health and Wellbeing Board received the report collating and summarising the various pieces of research and engagement that had been conducted and the findings of this work which had been shared widely to inform operational decision-making, shape the development of our phase three response to the pandemic and guide our partnership's longer-term strategic planning.

11.1.2 The Board heard a presentation by the Special Projects Manager, Norfolk and Waveney CCG ([see appendix B](#)):

- Throughout the pandemic, partners had been working to gather increased feedback from the population of Norfolk; Britain Thinks had been commissioned to supplement this with qualitative data.
- Some of the surveys had been carried out in April 2020, during lockdown, whereas the Britain Thinks work had been carried out in July, therefore people's opinions may have changed during this time.
- While most people found telephone and online appointments positive, some people had negative experiences of this approach.

11.2 The following points were discussed and noted

- It was confirmed that the Healthwatch survey was open to all residents across Norfolk and Waveney; the Special Projects Manager, Norfolk and Waveney CCG, **agreed** to look into the IP address data to see if Waveney residents had taken part in the survey.
- Vice-Chair Tracy Williams asked how changes to reach people in different ways would be operationalised; the Special Projects Manager, Norfolk and Waveney CCG, replied that technology had been used to inform phase 3 decisions and it would be important to ensure people's experiences of care and services informed long term decisions.
- It was queried how people who did not have access to digital technology would be reached. The Special Projects Manager, Norfolk and Waveney CCG, replied that a draft report on digital access to care had been shared with Norfolk and Suffolk Healthwatch who had both noted the need to ensure arrangements were in place for those who could not access care using digital means.
- It was noted that some people in care settings would have received limited social contact for up to a year by the end of the second wave of the pandemic. It would be important to commit to continuing with engagement with service users after this time. The lived experience of service users was noted as particularly beneficial.
- It was noted that allowing more people to access digital services enabled access for more service users and freed up telephone access for those without digital access
- The higher rate of cases of Covid-19 in young people was noted and suggested that the mental health needs of young people should be considered. The Director of Public Health confirmed that the highest infection rates were being seen in people in their twenties at that time, however there was work to be done to encourage compliance with this age group, noting the recent outbreak of cases at UEA (University of East Anglia).

- The Chairman commended the report, which he felt was very valuable and he was not aware of other systems undertaking similar work.
- David White left the meeting at 10.28; Cllr Virginia Gay joined the meeting at 10.28

11.3 The Health and Wellbeing Board:

- a) **ACCEPTED** the report, People's experience of health and care services during the COVID-19 pandemic.

12. System Resilience Planning 2020/21

12.1.1 The Health and Wellbeing Board received the report highlighting the work in progress for planning for winter 2020/21, alongside the main challenges, learning and themes which are being addressed.

12.1.2 The Board heard a presentation by the Director of Commissioning, Adult Social Services and Associate Director Urgent & Emergency Care, Norfolk & Waveney CCG ([see appendix C](#)):

- The winter plan would not be a static document but would be informed by changing data.
- The plan would support the Norfolk Care Market and Norfolk County Council workforce, included the new discharge requirements and would support developing the discharge to assess process and ensuring flu processes were in place and robust
- Areas with high levels of dementia needed more support and this would be taken into account moving into the winter period, 2020-21.
- Supporting the provider market was key, and good feedback had been received from them about support received during the pandemic.
- Officers were looking into how Cawston Lodge, which had been opened previously as a step down provider, could be re-opened to support people with acute needs, as well as how more step down support could be provided to help people move back into their own homes.
- The NHS 111 model was being looked at based on past experience of increase in demand seen in emergency departments in winter; therefore a 111 first model was being looked into, with national messages being put out to encourage non-emergency patients to contact 111 or primary care first in order to be directed to the correct point of care.
- The aging well programme was being expanded into the 111 model so that there would be a 2-hour response route to help keep people safe at home, to prevent them going to an acute setting when not required.

12.2 The following points were discussed and noted:

- Melanie Craig, chief officer of NHS Norfolk and Waveney CCG, thanked all staff in the care sector and NHS for their hard work, thanked the voluntary sector and District Councils and recognised the good partnership working during the pandemic.
- It was pointed out as important to ensure that cancer and other elective surgeries were not affected by the second wave of the Covid-19 pandemic and winter pressures. The chief officer of NHS Norfolk and Waveney CCG explained that at the start of pandemic less people came forward to GPs and A&E, but numbers had now increased. There was however a slower progress of patients coming through departments due to restrictions in place because of Covid-19.
- Caroline Shaw, chief executive of the Queen Elizabeth Hospital, added that there were now 354 patients waiting over 52 weeks compared to none before the pandemic and the waiting list had grown by 2000 patients; work was ongoing to reduce the waiting list. The number of patients with Covid-19 at hospitals in Norfolk had doubled in the past week which had reduced the number of beds available to

treat patients with other conditions, therefore delivery would need close scrutiny and the support of the independent sector.

- Vice-Chair Yvonne Bendle discussed the work of district direct; she was concerned over the insecurity of future funding for this. The chief officer of NHS Norfolk and Waveney CCG replied that the CCG had needed to make difficult decisions around funding which was stretched due to the effects of Covid-19.
- Vice-Chair Cllr Bendle discussed that some people eligible for free flu jabs under the new eligibility cohort were having difficulty accessing their jab. The chief officer of NHS Norfolk and Waveney CCG clarified that the government were prioritising free flu jabs for vulnerable groups and over 65s first. Supplies of flu jabs for the additional cohorts would be released later, and people eligible for these would be contacted to attend a vaccination at their GP clinic.
- ACC Nick Davison left the meeting at 11am. Dr Louise Smith left the meeting at 11.01am.
- the capacity to provide the care needed for early discharges particularly for people living in rural areas was queried. The CCG was looking for additional community capacity for people living in both rural and city areas. For example, the additional community capacity identified in the first wave of the pandemic was being considered, and the capacity cell was exploring what further options were available.
- It was noted the important role that community groups had played in helping people access groceries and prescriptions during lockdown and the pandemic; the Director of Commissioning, Adult Social Services, recognised the importance of voluntary sector support and acknowledged the support they had provided during the first wave of the pandemic. He was keen to work with the voluntary sector to see how this could be enhanced.
- It was queried how the voluntary sector could add to winter planning moving forward; the Director of Commissioning, Adult Social Care, was happy to discuss this further with voluntary sector representatives; the plan would be taken to the Norfolk Care Association meeting later in the week in order to strengthen the input from the voluntary sector before submission of the Department of Health and Social Care.
- The Director of Commissioning, Adult Social Services, **agreed** to respond to Cllr Nockolds about effectiveness of the integrated equipment service and on feedback received about the service. She also **agreed** to come back to Cllr Nockolds on who was responsible for arranging access to PPE for District Council staff.
- Vice-Chair Cllr Bendle suggested using social media to promote the advice around when people should go for their flu jabs, as described above.

12.3 The Health and Wellbeing Board **READ** and **COMMENTED** on the emerging winter planning arrangements in the report and Appendix 1 of the report.

12.4 Caroline Shaw left the meeting at 11.21

13. Health & Care Partnership for Norfolk &Waveney – Becoming an Integrated Care System (ICS)

13.1.1 The Health and Wellbeing Board received the report providing an update on progress being made and next steps towards development of an integrated care system for Norfolk and Waveney.

13.1.2 The Board heard a presentation by Patricia Hewitt, Chair of Norfolk and Waveney Health and Care Partnership and Melanie Craig, the chief officer of NHS Norfolk and Waveney CCG ([see appendix D](#)):

- During the pandemic, partnership and integrated working had been strengthened across the Norfolk and Waveney health and care system.
- The ICS would be a partnership, building on the partnership working developed over

the past few years across the system.

- The HWB strategies would remain a primary priority; the Health and Wellbeing Board would hold the ICS to account for delivering its contributions towards the goals.
- It would be important to develop and move on from the existing structures as the NHS and NHS England would be looking to the ICS system to be held accountable as well as the accountability to the Health and Wellbeing Boards.
- The three acute trusts were working together on how their clinical services were delivered.
- The membership of the partnership board was proposed in the presentation to have 18 members and there would also be an engagement forum with larger representation from organisations in Norfolk and Waveney.

13.2 The following points were discussed and noted:

- David Edwards asked for Healthwatch to be involved in the partnership board; Patricia Hewitt said she would consider his request.
- The Executive Director of Adult Social Services noted it would be important to agree on boundaries of place locally. This was supported by the Chairman and Cllr Tony Goldson, who felt that the definition of 'place' was going to be very important.
- The Chairman confirmed that Norfolk County Council Cabinet was committed to the ICS process.
- Vice-Chair Cllr Bendle noted that since inception of the primary care networks joint working had improved, and hoped that the ICS would also support this.
- It was noted as important not to linger over process or boundary but to agree on what worked best for providers and partners.
- It was confirmed that involvement of Councillors including District Councillors was important and the District Council Sub Committee would be used as a forum to discuss Councillor involvement on the ICS.
- It was queried whether the Norfolk and Suffolk ICS plans would be joined up to provide consistency of care for people in Waveney; the chief officer of NHS Norfolk and Waveney CCG confirmed that officers had been working with the ICS in Lowestoft and South Waveney at Primary Care Network level and at all levels with GP practices and District Councils to develop services for communities with different needs. Therefore, people of Waveney would be fully supported through the ICS.

13.3 The Health and Wellbeing Board **AGREED** the Health and Wellbeing Board's continued support of the development of the ICS for Norfolk and Waveney

14. Adult Safeguarding Annual Report

14.1.1 The Health and Wellbeing Board received the report discussing the Norfolk Safeguarding Adults Board Annual Report and setting out some of the activity and impact the pandemic had had on safeguarding.

14.1.2 The Board heard an introduction to the report by the Chair of the Norfolk Safeguarding Adults Board:

- It was important that partners structured work so the system did not lose the "eyes and ears" on the ground in relation to safeguarding.
- Thanks were noted to District Councils and Adult Social Services for financial support which had enabled Norfolk Safeguarding Adults Board to increase their capacity and to the Safeguarding Adult Review Group, the Business Group and Safeguarding Adult Partnership for their work.
- One safeguarding adult review was published in 2019 of 2 people from the same care home whose cases were not related. Good progress was being made on recommendations which came out of this review and significant lessons had been

learned and informed improvements in service.

- Work had been carried out with partners on delivery of awareness training and additional events had been provided giving information and skills on dealing with specific circumstances. Workshops had been held with experts on specific knowledge areas.
- Learning from lived experiences was also used for staff development.
- Work with people in adult social care who did not want to engage was overly represented in people who were self-neglecting and hoarding. The NSAB was involved in a national piece of work being carried out to look further into this.
- The data dashboard was being developed to ensure it contained meaningful data which could be scrutinised to impact on work.
- Safeguarding messages were sent out to the shielding group, developed with a strong lead from Children's Services. The "see something, hear something, say something" banner had been adopted so there was a universal message across Adult Social Care and Children's Services.
- Abuse of older people was an area being worked on at that time.
- Communication had been set up with Parish and Town Councils to distribute safeguarding messages; information was also available on the NSAB website.

14.2 The Health and Wellbeing Board **ENDORSED** the annual report

14.3. Jonathon Williams and Joan Maughan left the meeting at 12.15. ACC Nick Davison re-joined the meeting at 12.15.

15. Children's Safeguarding Annual Report

15.1.1 The Health and Wellbeing Board received the report setting out the Children's Services Annual Report, which highlighted children's safeguarding across 2019/20 and a summary of the safeguarding system's response to Covid-19 and its plans for recovery

15.1.2 The Chair of Norfolk Safeguarding Children's Board gave a brief introduction to the report:

- There was excellent commitment to scrutiny and improving services for children and young people in Norfolk
- The Chair had attended 3 youth advisory board meetings and noted the importance of these for gathering the child voice
- Concerns around neglect and exploitation continued to be worked on and work was needed to improve use of data

15.2 The Health and Wellbeing Board **ENDORSED** the annual report

The Meeting Closed at 12:24

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



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