

**Minutes of the
Norfolk All Age Autism Partnership Board (NAPB)**

Held on: Thursday 28 September 2023, 11:00 – 1:00pm

Venue: Microsoft Teams

Please note: These notes represent an overview summary of this meeting rather than a verbatim transcript.

Name of Attendee	Organisation and or Role
Lee Gibbons	Partnership Coordinator / Note Taker Voluntary Sector Representative, Autism Partnership Coordinator, ASD Helping Hands
Adrian Grant	Co-Chair / Autistic Adult
Caroline Williams	Head of Engagement – Health Watch Norfolk
Holly Purchase	Autistic Adult
Jamie Tyson	Family Voice
Jared Carpenter	Autistic Adult
Joseph Jarvis	Autistic Adult
Karen Dures	Strategic Business Lead – Autism (NCC)
Laura Edwards	Autistic Adult
Rachel Gates	Senior Program Manager (ICB)
Stephen Durrance	Autistic Adult
Tracey Walton	Autism Commissioning Manager (NCC)
Rebecca Crossley	Children and Young people’s Senior Clinical Lead Mental Health, Learning Disabilities and Autism
Stephanie Summers	Clinical Psychologist (NSFT)
Andy Hudson	Head of Personalisation, Quality of Care for LD and Autism

Apologies Received	Organisation and or Role
Caron Ager	Commissioning Programme Manager Learning Disabilities and Autism (ICB)
Maria Karretti	Safeguarding Adults Clinical Advisor for Autism and Learning Disabilities
Maxine Blocksidge	Senior Adviser SEND (NCC)
Susan Willgoss	Service User Governor (NSFT)
Tina Allen	Autism Service Norfolk - Support Worker
Trevor Key	Co-Chair
Bethany Slaughter	Norfolk Police Mental Health Team Supervisor
Hannah Riches	Learning and Development Consultant- Adult Social Care (NCC)
Catherine Haig	Clinical Psychologist – Autism Service Norfolk

Rebekah Muttitt	Children and Young people's Mental Health (Tier 2) (NSFT)
Richard Peat	Parent/Carer

Presenters	Organisation and or Role
Rachel-Hyde Smith	Technical Project Manager - Adult Social Care Reform Norfolk County Council
Sonia Kerrison	Operations Director - Social Care Reform Norfolk County Council
Tracey Wooldridge	Learning Disabilities & Autism Discharge Programme Manager NHS Norfolk and Waveney Integrated Care Board (ICB)

Guests	Organisation and or Role
Bertone Santos-Socorro	Mental Health Strategic Commissioning Team Norfolk and Waveney Integrated Care Board (ICB)
Lucy Adcock	Norfolk learning Disability Partnership Co-ordinator ASD Helping Hands

	Pre- Meeting Support	Action and Due Date
	15 minutes was given to pre meeting support for those who required it.	

Agenda Item	Welcome, Introduction & Approval of minutes and action log	Action and Due Date
1.1	Board Members were asked to introduce themselves in the Teams chat function	
1.2	Welcome and introductions made. Communication prompts posted to the Teams Chat window, and their use explained. No reasonable adjustments were requested. Members reported no declaration of interest. Minutes and action log approved by the Norfolk Autism Partnership Board (NAPB)	
1.3	Action: Arrange for Pathological Demand Avoidance update Update: An update will be heard at the diagnosis working group at their next meeting scheduled for the 05/10/2023	
1.6	Action: Rachel Gates to feedback to the NAPB on the request for Autistic people to join the LD& A partnership Board.	

	Update: Due to the work that Tricordant are carrying out across Norfolk County council with regards to their governance structure, this has been put on hold. The LD & A Board are concerned that they are not properly equipped to allow Autistic people to have meaningful engagement with the LD & A Board currently. The partnership have said it would be better to have involvement from Autistic people at the earliest stage possible to ensure that the meetings are appropriate and accommodating.	
1.7	Action: Maria Karretti will be asked to bring the draft Pre and post diagnosis leaflets to present at the next board meeting.	MK / LG

Agenda Item 2	Oversight Board Update	Action and Due Date
2.1	AG Gave an oversight of the Oversight board to remind board members and to also refer them to the Terms of reference for the group as a refresher	
2.2	The oversight board has agreed on a set of priorities it would like to take forward. The next set of oversight board meetings will focus on each of these priorities and try to find the specific problems within them	
2.3	The oversight board hopes to present its 'Live Priorities Document' to the Partnership Board in early 2024	

Agenda Item 3	Social Care Reform Programme – LAS Client Portal	Action and Due Date
3.1	The NAPB welcomed Rachel-Hyde Smith and Sonia Kerrison to the Board meeting where they gave a presentation and demonstration on the new Liquidlogic Adults System (LAS) Client Portal.	
3.2	In Dec 2021 the government released their "People at the heart of care: adult social care reform paper". This is one of 4 documents that intends to deliver the government promise for adult social care. The full implementation of this reform has been delayed until Oct 2025 due to the Covid-19 pandemic.	
3.3	NCC faces significant challenges in managing the predicted demand for social care services. They aim to future proof Adult Social care by: <ul style="list-style-type: none"> • Having the right people in place • The correct policies 	

	<ul style="list-style-type: none"> Increasing the use of technology within social care 	
3.5	The LAS client accounts and portal will allow people (or their representatives) to access and receive information securely	
3.6	<p>Having a LAS account is not mandatory. Accounts can be held by the person or their representative's if they have been granted consent</p> <p>In order to set up the accounts the person using the account will need an email account and their phone. Accounts can be accessed on any device with an internet connection, such as laptop, PC or tablet.</p>	
3.7	<p>The benefits of having access to aLAS client account are:</p> <ul style="list-style-type: none"> Can receive and view download and print documents. Can view information from their social care record. Documents are secure in the Portal. Can complete financial assessment Not reliant on workers being in the office, or on functioning postal service 	
3.8	<p>The reform team are currently working with 3 teams and have set up 127 accounts (end of July 2023)</p> <p>Some issues have already been highlighted as needing to be addressed.</p>	
3.9	<p>Lessons learnt so far:</p> <ul style="list-style-type: none"> We need to simplify the registrations process to do this we will provide more support. We needed to show staff and people who use our services the benefits of a LAS Client portal account, we have created a slide that we use both in training our staff and our communications. We need to expand the demographic to include younger people who are already comfortable using technology and to do this our next pilot is with the Preparing for Adult Life team. 	
3.10	<p>The Social Care reform team would like people to get involved. They can do this by emailing Socialcarereformenquiries@norfolk.gov.uk</p> <p>This could involve:</p> <ul style="list-style-type: none"> Completing a survey 	

	<ul style="list-style-type: none"> Attend focus groups to give your views 	
3.11	The partnership then received a demonstration of the new portal.	
3.12	<p>Question: What can the NAPB do to help the design and rollout of this system?</p> <p>Answer: At this stage we would like people's views on the system and what needs to be added/changed to make it accessible for all.</p>	LG to email Partnership with the invitation to become involved
3.13	Other systems such as this are being set up across the county is it possible to have a single log in across all of these to save any confusion.	There will be a single log in for all Norfolk County Council social care accounts
3.14	RC asked if the Children's version of this system could be presented to the Continuing care team and Navigators team.	RC and presenters to organise

Agenda Item 4	Diagnostic Update (Diagnostic Data circulated before the meeting)	Action and Due Date
4.1	<p>Adult Diagnosis (without a Learning Disability)</p> <ul style="list-style-type: none"> Annual average referrals of 85 each month Total number of adults waiting 674 (24% increase since completion of the initiative work completed) <p>Waiting period breakdown:</p> <ul style="list-style-type: none"> 22 waiting between 200-104 weeks (1 person waiting longer than 200wks) 168 waiting between 104–52 weeks 324 waiting between 52-18 weeks 180 waiting up to 18 weeks 	
4.2	<p>With the waiting list initiative work ended, continued high referral rates and low assessment outcomes has resulted in a 24% increase in people waiting a diagnosis.</p> <p>Those 22 people waiting between 104 and 200 weeks in July 2023, is the lowest reported. 386 people were waiting in December 2021 that means a percentage reduction of 94%.</p> <p>Commissioners continue to work with the NAP diagnosis working group to re-engineer adult autism diagnostic pathways and in line with procurement</p>	

	regulations to recommission the service from October 2024.	
4.3	<p>Children and Young People wait times.</p> <p>Norfolk Community and Health Trust (central and West)</p> <p>As of June 2023</p> <ul style="list-style-type: none"> • 5496 children on the waiting list as of May2023 • Average of 200+ referrals month <p>Waiting times for first appointment:</p> <ul style="list-style-type: none"> • 1529 waiting between 104-200 weeks. (466 waiting longer than 200 weeks) • 1412 waiting between 52 and 104 weeks. • 1199 waiting between 18-52 weeks. • 889 waiting under 18 weeks <p>James Paget Hospital</p> <ul style="list-style-type: none"> • 1662 children on the waiting list as of May2023 <p>Waiting times for first appointment:</p> <ul style="list-style-type: none"> • 0 waiting between 104-200 weeks. • 298 waiting between 52 and 104 weeks. • 917 waiting between 18-52 weeks. • 447 waiting under 18 weeks <p><i>CYP NDD data is shared of which 20% are predicted as needing an autism assessment.</i></p>	
4.4	<p>Full pathway review still awaiting executive approval.</p> <p>ICB consultation has impacted pace.</p> <p>Waiting list initiative continues</p> <p>Review into referral routes to Neurodevelopmental services underway</p>	
4.5	No prior question had been received for this item	
4.6	AG (Co-Chair) thanked TW for her ongoing work around diagnostic waiting times.	
4.7	<p>JT raised concerns about different waiting times in Norfolk compared to the Waveney area.</p> <p>During the initiative program which ended in March 2023 many people where offered a choice of where their assessment would take place with some people opting to remain within the commissioned service (Autism Service Norfolk) which may lead to different waiting times in the areas.</p>	

4.8	<p>Question: Where people offered just the choice once or were they contacted throughout the waiting period to see if they wished to take up patient choice and pick another provider?</p> <p>Answer: Letters were sent to everyone on the waiting lists, and they were contacted several times. This was also done via Telephone with Voluntary Norfolk taking on this role.</p>	
4.9	<p>There is a final draft policy for patient choice, which includes Neurodevelopmental conditions.</p> <p>There are some difficulties understanding the process of patient choice and how people can access this.</p> <p>Patient choice information should be included in all medical letters and there is active work to make sure this happens across all areas of the NHS including GP letters.</p>	
4.10	The ICB is due to publish guidance on Children and Young People private diagnostic assessments.	
4.11	There is a national group that is looking at Diagnostic waiting times for Autistic people. Both TW and RC attend this group.	

Agenda Item 5	Update from the Autism Strategy Reference Group	Action and Due Date
5.1	LE of the Autism Strategy Reference Group gave up update on the ongoing work of this group	
5.2	The group has put together a You said we did document on the progress of the current Norfolk Autism Strategy and have also been working on a survey and communication tools for this. This is due to be agreed on the 28 th Sept pm.	
5.3	The group are going to be working on a communication and distribution plan to ensure that as many people as possible are able to have their say on the proposed priorities of the new strategy and what they think partnership should be working together to achieve.	
5.4	<p>The board were asked their views on: How do we reach out to engage people in the Autism Strategy Reference Group?</p> <p>There were some questions around what would be involved in this group and the commitment.</p>	LG to send information to Family Voice about involvement opportunities and commitments.

5.5	<p>The board were asked their views on: How often would you like to be updated on the progress to refresh the Autism Strategy?</p> <p>The board agreed that there should be an update at each meeting until this piece of work has been completed.</p>	
5.6	<p>The board were asked their views on: What information do you need to see (for example, update on the plans, a draft of the refreshed Strategy and partners' plan) and by when?</p> <p>The Board would like to see all information and items produced at this group.</p>	

Agenda Item 6	Break	Action and Due Date
6.1	Break – A ten-minute break was held	

Agenda Item 7	Care, Education, Treatment Review Process	Action and Due Date.
7.1	Tracey Wooldridge was invited to provide the board with an update on the Care, Education and Treatment Review process.	
7.2	Nationally there is a current focus on the mandatory training that is being provided and the recruitment and support process for self-advocates/ people with lived experience to be involved.	
7.3	There is currently no clarity on these plans or what will be involved.	
	Tracey Wooldridge will join the Partnership board in early 2024 to provide an update	LG To keep in contact with TW regarding further updates to the Care, Education and Treatment Review (to be expected in the early 2024)

Agenda Item 8	Members Story- Education in School	Action and Due Date.
8.1	LE presented a video she had made on the importance of Autistic role models within school.	

8.2	The video can be viewed at this link: https://www.youtube.com/watch?v=Vo-O3wVzyU	
8.3	Members of the partnership board congratulated LE on her video and the clarity of points that came across	
8.4	Members asked if they could share the video with colleagues across the different organisations. Laura agreed to this and for it to appear on the Norfolk Autism Partnership Board website.	
8.5	Question: Where there any plans to take this video further or distribute it to other organisations? Answer: No plans to distribute further. However, JJ was keen to support LE in distributing further if they wished.	LE / JJ to explore how they can take / distribute this video further.
8.6	The Anne Freud centre has an incentive of £500.00 for any schools that complete the training that they are offering.	

Agenda Item 9	Coalition for Change	Action and Due Date.
9.1	LG asked the board if they wish to take up the invitation from Coalition of Change to join. Documents and invite where sent round prior to the meeting.	
9.2	KD asked which membership they were asking the Partnership Board to sign up to	
9.3	The partnership agreed that there was not enough information to make an informed decision and ask to invite Coalition of Change to a meeting to answer any questions before we would accept or decline their invitation.	LG to invite Coalition of Change to a NAPB meeting to answer any further questions from the partnership.

Agenda Item 10	Any Other Business	Action and Due Date.
10.1	LG informed the Partnership board that the contract for the short term adult support service, to be known as 'Norfolk Autism Adult Support Service', had been awarded to Realise Futures. Referrals for this service will begin in Jan 2024.	
10.2	RC told the partnership about a Top Tips document that has been developed with Family Voice around accessing Children and Young person mental health services.	
10.3	There are currently 3 Navigators posts that are in the recruitment phase.	

10.4	The Navigators team have won a national award	
10.5	Covid Access clinic to be open from November 2023 and are currently accepting referrals. This is not currently open to Children and Young People	

Agenda Item 11	Close of Meeting	Action and Due Date.
11.1	The chair thanked everyone for their attendance and notified all members of the next meeting date	

Agenda Item 12	Close of Meeting	Action and Due Date.
12.1	30 Minute post meeting support offered to members if required.	

Date, time and location of next meeting
<p>Tuesday 21st November 2023 11:00-13:00 (Microsoft Teams)</p> <p>Upcoming Meeting Dates</p> <p>Tuesday 30 January 2024 Tuesday 26 March 2024 Tuesday 28 May 2024 Tuesday 30 July 2024 Tuesday 24 September 2024 Tuesday 26 November 2024 Tuesday 28 January 2025 Tuesday 25 March 2025 Tuesday 27 May 2025 Tuesday 29 July 2025 Tuesday 30 September 2025</p>

Glossary

ANF	Autism Norfolk Forum
ASD	Autism Spectrum Disorder
CQC	Care Quality Commission
ICB	Integrated Care Board
FOI	Freedom of Information
GDPR	General Data Protection Regulations
LD & A Board	Learning Disability and Autism Programme Board
LDP	Learning Disability Partnership
LDPB	Learning Disability Partnership Board

NAP	Norfolk Autism Partnership
NAPB	Norfolk Autism Partnership Board
NAS	National Autistic Society
NCC	Norfolk County Council
NCH&C	Norfolk Community Health and Care
NSFT	Norfolk and Suffolk Foundation Trust
SEND	Special Educational Need and Disabilities
UEA	University of East Anglia
WAW	World Autism Week
WG Lead	Working Group Lead