



Norfolk Safeguarding Adults Board

NEWS ITEM

- *Safeguarding Adults Annual report 2017-18 published* | 20 November 2018

Each year all local authorities must complete the Safeguarding Adults Collection (SAC) giving information about their adult safeguarding activity for that year. The annual report from these returns is an important update on the national picture.

The report covers the period **1 April 2017 to 31 March 2018** and presents information about adults at risk for whom safeguarding referrals were opened during the reporting period, and case details for safeguarding referrals which concluded during the reporting period.

It is valuable reading for all working or interested in adult safeguarding. A link to the report has been posted on the news page of the NSAB website.

[Important scam updates from NCC Trading Standards team.](#)

Please cascade to your colleagues, contacts and networks as appropriate, thank you.

Latest Consumer Alerts and Trading Standards news

We're highlighting the following consumer news and scams:

- [Scam Alert – ‘International FIFA World Cup Online Lottery’ Letters](#)
- [Rogue Trader Alert – Doorstep Cold Callers offering ‘Tree Surgery Work’](#)
- [Scam Alert – Telephone cold calls claiming to be from BT](#)
- [Scam Alert – Telephone cold calls claiming ‘your internet has been compromised’](#)

Email scams and phishing alerts

Look out for the following email scams which are circulating:

- [Emails claiming to be from ‘HM Revenue & Customs’ titled ‘Outstanding Amount’ – attainment is malware](#)

If you receive one of these emails delete it without clicking on any links in the message. You can report scam emails to Action Fraud, details below.

More advice and updates from Norfolk TS

For more consumer advice and updates, [visit our consumer alerts web page](#) or follow us on [Facebook](#) or [twitter](#).

Reporting scams

Reporting any scams you receive can help to build up intelligence on the scammers and how they target people. You can report scams to:

Citizens Advice Consumer Helpline 03454 04 05 06
or www.citizensadvice.org.uk/consumer
Action Fraud (UK’s National Fraud Office) 0300 123 2040 or
www.actionfraud.police.uk

Training

Contributes significantly towards Subjects 1, 4, 5, 7 and 8 on the Dementia Standards Training Framework 2018



EXPERIENTIAL DEMENTIA TRAINING

Day 1: Dementia – The Wider Picture

Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics (including Signs and Symptoms)

Day 2: Dementia - Distressed Behaviour / Communication

What to say when someone says.... What to do when someone does....

We are GDPR compliant; please just email if you do not want us to contact you in the future.

Dates:

5th & 6th February 2019
13th & 15th March 2019
16th & 17th April 2019

Price: £57 per day or attend both days for a reduced price of £100.

8.45am – 4pm each day at The Willow Centre, Cringleford, Norwich NR4 7JJ
(The days are designed to be booked as a two-day workshop)

To find out more and to book your place please contact Claire Gilbert on 07584 047996 or email claire@carerite.co.uk



Book before 31st December 2018 and reserve 4 places for the price of 3.

Basic HR & Legislation for Care Managers / Seniors

This course is ideal for anybody who is responsible for the recruitment and management of others within The Care Sector

Norwich

15th February 2019
09:30am - 16:30pm
£70pp

Suffolk

8th February 2019
09:30am - 16:30pm
£70pp

- Recruitment (including do's and don't of interview)
- Alterations to contracts of employment
- Notice periods & rights
- Retention (methods and schemes)
- Absence from work (Maternity, Paternity, Sick, Holiday)
- Medical conditions & reasonable adjustments
- Discrimination
- Training, PPE & Equipment
- Accidents at work
- Dismissal - Claims for unfair, wrongful & constructive dismissal
- Drugs & Alcohol Misuse
- Social Media
- Working Time Directive & Breaks
- Accidents at work
- Corporate Manslaughter
- Disciplinary Processes
- External Bodies



01508 447311
info@angliantraining.co.uk
www.angliantraining.co.uk

Events

CHRISTMAS

"Networking Sparkle"

BRECKLAND OLDER PEOPLE'S
FORUM, OTHER PARTNERS AND
AGENCIES



14th December 2018

1.30 pm

Conference Suite, Breckland Council Offices,
Dereham NR19 1EE

(Plenty of Parking & Konect Bus 4 stops at Tesco)

A range of stands, information and speakers, offering advice, ideas & activities for older people, their families and carers, to remain independent, safe and well.

Free Festive Refreshments!



All welcome: public, professionals,
organisations, carers, families.

Stands to include: Silver Social Project, Merle Boddy,
NCC Adult Social Services, Community Action,
`Change, Grow, Live, Norfolk 1st Response, Parkinsons,
LILY and Careline, Extra Hands and Wiltshire Foods
and others.....

For more information contact: 07546152695,
07771771637 or 07500818315
email: brecklandopf@gmail.com

Do you enjoy gigs, clubbing,
theatre and other events?

BECOME A GIG BUDDY

JOIN

GIG BUDDIES

A Gig Buddy is someone with a learning disability aged 18-35 who wants to make a new volunteer friend to go to evening events with.

Whether you're a fan of going to the cinema, gigs or bowling... We will help you find a buddy that likes similar things to you, so you can enjoy all that the Norwich nightlife has to offer!



FIND OUT MORE:

Hannah
hannah.riches@mencap.org.uk
07967769173

Or go on the Mencap website:
www.mencap.org.uk/gig-buddies



www.stayuplate.org

Registered charity number 222377 (England and Wales); SC041079 (Scotland) 2018.142.5a

News from CQC

20 November 2018

Dear colleague,

Care Quality Commission Provider Information Return update

In August we gave you an update on the development of a new digital system for the Adult Social Care Provider Information Return (PIR) and work we were undertaking to understand what we needed to do next to deliver a system with the right benefits for providers and CQC. We remain committed to delivering a system that allows us to share the information we gather between CQC, providers and partners, and reduces burden on providers and CQC.

Throughout September we undertook a thorough review of the project to identify how close the system was to those benefits and to inform proposals for taking the project forward. The review revealed that there is more work for us to do to ensure the system delivers the benefits we want for providers and CQC particularly so it allows more frequent and a two way exchange of information.

As a result we have decided to undertake additional work early in 2019 to better explore how we can best collect information from providers to deliver these benefits. We are currently scoping the timetable for undertaking this additional work. Whilst this work continues we will explore how we can ensure we collect the right information from providers to enable our effective regulation of the sector and will keep providers updated as we develop our plans.

We recognise that progress on this project has been slower than we expected. Development of this project has been a learning process for CQC and we will be taking forward an evaluation of the project to identify where we can improve and will be using these insights to develop how we deliver change programmes going forward. We remain committed to delivering services that meet the needs of providers and CQC staff and delivers clear benefits for both groups.

If you have any questions on the above please contact
providerengagement@cqc.org.uk
