

Healthwatch Kingston Upon Thames
Board Meeting, Wednesday 30th January 2019, 5pm - 7pm
At Kingston Quaker Centre

DRAFT MINUTES FOR BOARD APPROVAL (SB edit 10.03.19)

PART A (OPEN MEETING)

Present

Liz Meerabeau, HWK Chair/Trustee Board Member	LM	Nigel Spalding, HWK Treasurer/Trustee Board Member	NS
Grahame Snelling, HWK Safeguarding Lead/Trustee Board Member	GS	William Ostrom, HWK Trustee Board Member	NA
James Waugh, HWK Trustee Board Member	JW	Scotty McLeod, HWK Trustee Board Member	SM
Laila Awda, HWK Projects and Outreach Officer (minutes)	LA	Stephen Bitti, HWK Chief Officer	SB

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1	<p>Welcome and apologies for absence</p> <p>1.1 Liz Meerabeau (LM), HWK Chair/Trustee Board Member welcomed all. Apologies were received from Winnifred Groves (WG), HWK Trustee Board Member, Nike Alesbury (NA), HWK Trustee Board Member, Scott Bacon (SBA), HWK Projects and Outreach Officer (Learning Disabilities), Adelaide Boakye-Yiadam (ABY), HWK Projects and Outreach Officer, Tony Williams (TW), HWK Active Affiliate/Chair of Mental Health Task Group, and Graham Goldspring (GG), HWK Active Affiliate/Chair of Hospital Services Task Group.</p>	
2	<p>Declarations of interest</p> <p>2.1 No declarations of interest were raised at the meeting.</p>	
3	<p>Approval of PART A Minutes held 27.11.18</p> <p>3.1 JW passed a hard copy list of 'typos' in the previous minutes for amendment to LA.</p>	3.1 LA
	3.2 Item 10.3 cites an action for NA. It should be NS.	3.2 LA

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4	<p data-bbox="300 206 901 235">Action log of PART A Minutes held 27.11.18</p> <p data-bbox="300 273 1308 340">4.1 The action log was talked through and it was noted that HWK staff have been off sick and unable to action some activities.</p> <p data-bbox="300 369 1321 465">It was agreed that the outstanding actions (in red below) from PART A Minutes held 27.11.18 will be carried forward to the next Board meeting in March:</p> <p data-bbox="300 497 1232 526">5. Developing a framework for decisions about HWK work priorities</p> <p data-bbox="300 555 1300 721">5.2 There was then a discussion about how the ‘Selecting an issue for Task Group project work in 2019-20’ part of the framework might work with the Task Groups. It was agreed that HWK staff would review the additional elements of the draft document and provide a revised framework for Board approval at the next meeting in January 2019.</p> <p data-bbox="300 757 1305 963">5.3 NA suggested that HWK needs to produce an easy read version of the framework for decisions about HWK work priorities, SB mentioned that Involve, a local organisation that supports people with learning disabilities, would be able to help HWK with this. SB to ask Scott Bacon (SBA), HWK Projects and Outreach Officer (Learning Disabilities), to arrange this with Involve when he is in post next month.</p> <p data-bbox="300 996 1324 1097">5.5 NS asked if other members of the Board would be able to look at revising the document. SB agreed that he will simplify the document to make it accessible and will work with NS, JW and WO.</p> <p data-bbox="300 1131 635 1160">7. Chief Officer’s report</p> <p data-bbox="300 1198 1324 1433">7.2 NS suggested we need to incorporate the HWK Task Group Terms of Reference into the ‘Code of Conduct’. NA said it would be helpful to include the role of the chair and facilitator in managing meeting discussions into the ‘Code of Conduct’ as it’s finalised. SB agreed and said he will also be mindful of the All Age Learning Disability Partnership Board guidelines and how the document will work with young people when he finalises the work.</p> <p data-bbox="300 1467 1316 1702">7.3 SB discussed the ‘Disability Confident’ award scheme. HWK is already signed up to level 1 and is ready to move on to levels 2 and 3. He asked if there was a member of the Board who would like to work with him on this. SM volunteered. The Board then asked SB and SM to develop an action plan for achievement of the ‘Disability Confident’ award, and it was agreed this should include an action plan for achievement of the ‘Time to Change Employer Pledge’.</p> <p data-bbox="300 1736 1324 1870">7.4 NS highlighted that HWK needs to have a Managing Absenteeism/Sickness Policy. LM felt this would entail engaging external HR advice and that as there are other HWK policies that have HR related content, it would be useful to do all the HR related policy work at the same time.</p> <p data-bbox="300 1904 534 1933">9. Chair’s report</p> <p data-bbox="300 1971 1332 2072">9.1 LM has previously requested information on social care be provided to the Kingston Health and Wellbeing Board (HWB) but this hasn’t to date happened. The Board discussed requesting social care data from RBK</p>	<p data-bbox="1369 273 1417 302">ALL</p> <p data-bbox="1369 542 1487 638">5.2 SB, ABY, LA</p> <p data-bbox="1369 779 1476 846">5.3 SB, SBA</p> <p data-bbox="1369 990 1471 1115">5.5 SB, NS, JW, WO</p> <p data-bbox="1369 1220 1452 1249">7.2 SB</p> <p data-bbox="1369 1460 1460 1527">7.3 SB, SM</p> <p data-bbox="1369 1765 1452 1794">7.4 SB</p> <p data-bbox="1369 1971 1465 2033">9.1 LM, SB</p>

	<p>directly. LM agreed to work with SB to develop a specific data request (to include performance data, list of care homes, numbers with domiciliary care etc.) and then follow this up with the HWB and/or RBK as necessary. NS suggested LM approach Iona Lidington, Director of Public Health, RBK directly.</p> <p>9.3 LM noted that Healthwatch Richmond and Richmond Council ran a public event on the future of adult social care earlier in the year. Over 90 local residents, professionals and council members attended and shared their views on how the system should change to meet rising demand and how any proposed changes should be funded. The event was part of the consultation by the Local Government Association who estimate that adult social care will face a funding gap of £3.56 billion by 2025 due to growing demand from an ageing population and as inflation and other financial pressures faced by councils continue to build. LM asked if RBK had responded to the consultation. SB to enquire.</p> <p>11. Project and Outreach Officer reports</p> <p>11.1 It was agreed that we should use the Healthwatch England (HWE) hosting/template/support service package for the HWK website moving forwards. LA to progress with HWE. SB noted among other things, this made financial sense. Our current website host is Heart Internet. JW, as HWK GDPR Board Lead, noted that when we do change to the HWE package, HWK will need to amend our Privacy Statement/Policy accordingly. SB to amend in due course.</p>	<p>9.3 SB</p> <p>11.1 LA, SB</p>
	<p>4.2 The action referring to Student Volunteering Week in February was highlighted, as it is due. LA, ABY and SBA to progress urgently.</p>	<p>4.2 LA, ABY, SBA</p>
	<p>4.3 Regarding item 10.3 of the previous minutes, NS gave an update on a meeting that took place between himself, KCAH (Kingston Churches Action on Homelessness,) SPEAR Housing Association and Sam Finn, Discharge Coordinator at Kingston Hospital. NS explained that when someone goes into hospital and is declared homeless the person needs to be referred to Housing Options in Kingston Council, who require certain paperwork before they can proceed. As the homeless person can struggle to obtain these papers this can delay their discharge from hospital. A pilot by KCAH and SPEAR is being run. They will go into Kingston Hospital to meet patients to try and help them get the documents required by Housing Options and aid the process. There will be a follow up meeting. LM asked whether this pilot will be evaluated and the importance of recording that this work was happening was recognised. NS will continue to update the board on this matter.</p>	<p>4.3 NS</p>
<p>5</p>	<p>Chair's report, including HWK role in NHS 10 Year Plan and the Kingston Health and Care Plan consultations</p> <p>5.1 LM presented her Chair's report. No issues were raised by the Board but there was a short discussion about the need for more work to be done on digital inclusion to help people using smart phones and other technology to access NHS services.</p>	

	5.2 The Board noted particular thanks to LM for her summary of the NHS 10 Year Plan.	
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	5.3 The Board discussed the funding, due to be given to local Healthwatches from Healthwatch England (HWE), to support NHS teams in ‘ensuring the views of patients and the public are heard’ in relation to the NHS 10 Year Plan. Each local HW will receive £2,500 for engagement activity. There will be an additional £5000 made available to coordinate the activities of South West London (SWL) Healthwatches. The Board asked SB to seek clarification from HWE about the mention of funding to be sent Healthwatches in the NHS 10 Year Plan - Was this in addition to the above or in fact what is discussed above?	5.3 SB
6.	Chief Officer’s Report 6.1 The HWK Chief Officer’s Report (28 November 2018 to 29 January 2019) was noted by the Board.	
	6.2 The Board endorsed HWK’s approach/commitment (set out in the report) to the NHS England funded, HW England requested engagement with Kingston residents on the NHS Long Term Plan as part of a SWL approach (see 5.3 in the Chair’s report).	
7	Framework for Decisions about HWK Work Priorities 7.1 This item was carried forward to the March 2019 Board meeting. SB to meet with the HWK staff team to review framework and feedback.	7.1 ALL staff
8	Draft Generic Terms of Reference for HWK Task Groups 8.1 The Board reviewed the Draft Generic Terms of Reference (ToR) for HWK Task Groups (updated by SB). The draft included a proposed mechanism for the nomination of a Chair and Deputy Chair for each Task Group so that an option for cover and succession planning exists should a Chair not be available or steps down during term. Nominations for Task Group Chairs and Deputy Chairs will need to be approved by the Board.	
	8.2 The Board agreed that the updated Draft ToR would not run retrospectively but that each Task Group Chair’s three-year term would begin from 1 April 2019. The Task Group Chair and Deputy Chair could be asked to serve more than one term consecutively, but this would be subject to Board approval i.e. no more than two consecutive terms (six years). The Board hoped existing Task Group Chairs would re-start their 3-year term, if they and Task Group Members wished.	
	8.3 The Draft ToR were agreed subject to the following additions by SB: a. An introduction should be added to the ToR that mentions why the role of Deputy Chair is being added b. The use of the word ‘strategy’ should be changed to ‘work plan’ c. Mention to be made that if a Chair steps down midterm, the Task Group members will be asked to nominate someone else and the Deputy Chair of the Task Group will step up as Acting Chair while a new Chair is approved by the Board d. Change March to February as below:	8.3 SB

	<p>‘The Task Group will propose a Chair (and Deputy Chair) by consensus by the beginning of February for appointment by the HWK Board.’ (with the exception this year where nominations will be required by the end of February).</p>	
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	<p>8.4 The Board then agreed the amended Draft ToR should be emailed to Task Groups for review, and that comments be brought back to the March Board meeting. In relation to 8.3d (above), Task Group Members will be asked to confirm their nominations for Chair and Deputy Chair in time for approval at the March 2019 Board meeting. The Board and SB agreed the new Draft ToR will be discussed at the HWK Open Meeting on 18.02.19.</p>	<p>8.4 LA, ABY, SB</p>
	<p>8.5 The Board requested SB meet with existing Task Group Chairs to discuss the updated ToR before the next HWK Open Meeting.</p>	<p>8.5 SB</p>
	<p>8.6 The Board was informed that the Hospital Services Task Group (HSTG) is now going to be held on a different date (but near) to the HWK Open Meeting. This has been agreed by SB to allow, Active Affiliates who wish to attend the HSTG and another Task Group. The HSTG will still feedback to the Open Meetings with other TGs. JW reminded the Board that the purpose of holding the HWK Open Meetings was to condense the three Task Group Meetings on different days into one in order to drive efficiencies. The Board agreed that individual Task Group meetings should continue to be focused and run within the 1-hour agenda.</p>	
9	<p>Decision-Making Policy and Procedures</p> <p>9.1 The Board thanked NS for his work this document.</p>	
	<p>9.2 The Board approved the Decision-Making Policy and Procedures, pending one amendment. NS agreed to action this and circulate to the Board. When this amendment is agreed, SB will replace the existing document on the HWK website with the updated version.</p>	<p>9.2 NS, SB</p>
10	<p>Disability Confident Assessment and Time to Change Employer Pledge Action Plan</p> <p>10.1 The Board approved the ‘high-level’ timeline for HWK achievement of the Time to Change Employer Pledge and L1, L2 and L3 of the Disability Confident Certification and for both to be progressed to the next stage. SB would work with SBA and SM to provide a more detailed plan for the March Board meeting.</p>	<p>10.1 SB, SBA, SM</p>
	<p>10.2 The Board discussed having the Time to Change Employer Pledge signed by World Mental Health Week in May 2019 and agreed that this would enable HWK to encourage other employers to also sign up to the Pledge.</p>	
11	<p>Top questions asked of Healthwatch Kingston in 2018...What Matters Most?</p> <p>11.1 The Board noted the contents of the report. The uses for the information in the report were discussed and how this will be presented in the HWK Annual Report 2018-19.</p>	

	11.2 LA was asked to re-analyse the data in the report, excluding data on calls that are specifically related to enquiries about HWK role.	11.2 LA
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12	<p>Task Group Reports</p> <p>Hospital Services Group Report 30 January 2019</p> <p>12.1 The Board thanked GG for the Hospital Services Task Group Report, and noted the positive progress made with the Hospital Discharge Project.</p>	
	<p>Mental Health Task Group Report 30 January 2019</p> <p>12.2 The Board noted the contents of the Report and thanked TW.</p>	
	<p>12.3 SB shared that a meeting is being convened between Tonia Michaelides, Managing Director, Kingston NHS Kingston Clinical Commissioning Group (KCCG), Dr Phil Moore, Deputy Chair (Clinical) Kingston NHS Clinical Commissioning Group (CCG), Stephen Taylor, Director of Adult Social Care, Royal Borough of Kingston upon Thames, Iona Lidington, Director of Public Health, Royal Borough of Kingston upon Thames, TW and SB. This will review the priorities of 'Thrive Kingston' to see what is now realistic to deliver. This will then be presented to the next Mental Health Strategy Planning and Implementation Group meeting in March.</p>	
	<p>Community Care Task Group Report 30 January 2019</p> <p>12.4 The Board noted the contents of the Community Care Task Group Report and thanked NS.</p>	
	<p>12.5 NS advised that the meeting referenced in his report between the Community Care Task Group and Hilary Finnegan (HF), KCC Programme Director had taken place. NS is in process of writing up his notes, which he will circulate shortly to the Board.</p>	12.5 NS
	<p>12.6 National Social Prescribing Day is on 14 March 2019 and is when Connected Kingston will be launched publicly. An action was raised for NS to ask HF for any information she has on this and if she would like HWK to support promotion.</p>	12.6 NS
13	<p>Finance Report</p> <p>13.1 The Board noted the statements of income and expenditure to 31 December 2018, the estimates for 2019/20 and 2020/21, and thanked NS for his report.</p>	
14	<p>Safeguarding and Community Reference Group (CRG) Report</p> <p>14.1 The Board noted the contents and thanked GS for his report.</p>	
	<p>14.2 GS highlighted that the next CRG meeting will be held on 1 March 2019. This meeting will be advertised more widely than the previous meeting. GS also advised that Sian Walker, Chair of the Kingston Safeguarding</p>	

	Adults Board, will be completing her tenure and that the April 2019 meeting will be her last.	
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15	Projects and Outreach Officer (LA) 15.1 LA to amend her Report and add the full name and job title for Elizabeth at Kingston Hospital.	15.1 LA
	Projects and Outreach Officer (SBA) 15.2 The Board enquired about the recruitment of the planned Learning Disabilities Officer post. SB advised that SBA is trying to arrange a meeting with Paul Featherstone, at Balance CIC to plan the recruitment.	15.2 SB, SBA
	15.3 SB attended the 4 th Annual Learning Disability Forum where he gathered a range of useful information. He will have access to the slides shortly and will circulate.	15.3 SB
	15.4 There was a short discussion about the Parent Carer Forum and speakSEND. At this stage there appears to be no replacement for the recently closed SEND Family Voices.	
	Projects and Outreach Officer (ABY) 15.5 ABY to amend her report and add the full name and job title for Grahame (and correct spelling as the 'e' was omitted).	15.5 ABY
16	AOB 16.1 The Board suggested a list of future Board meetings with standing items be compiled. SB advised that there is already a draft document in the pipeline. It will be sent around in advance of the next Board meeting - all are invited to comment and suggest agenda items for consideration by the Chair.	16.1 SB, ALL
	16.2 Trustee business lead areas were discussed in light of there being two new board members and Nike Alesbury (NA), HWK Trustee being on a maternity break. SM and WJ have recently agreed lead areas. SB agreed to update the previous Trustee business lead areas document and circulate to the Board for review and any update.	16.2 SB
	16.3 A further action was raised to look at which areas of NA's work might be paused and/or what needs attention or temporary reallocation. The Board will consider this action when SB circulates the updated document.	16.3 ALL
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	16.4 The board were reminded that it was Time to Talk Day 2019 on 7 February. As a Time to Change hub there are lots of activities happening through partners across Kingston, all of which are listed on the HWK website. HWK will have a pop-up stall in the Kingston Quaker Centre	

	lobby with information and the staff team will be engaging visitors to the Centre about mental health stigma.	
	16.5 SM raised the use of 'DropBox' as a tool for the organisation. SB said that HWK currently uses 'Sharepoint' to share files and that access could be provided to Board members if required. LM requested SM write a proposal and send it to SB for discussion at the March 2019 Board meeting.	16.5 SM
17	<p>Confirmation of dates for 2018-19 meetings:</p> <p>Wednesday 20th March 2019, 5-8pm</p> <p>Wednesday 29th May 2019, 5-8pm</p> <p>Wednesday 31st July 2019, 5-8pm</p> <p>Tuesday 24th September 2019, 5-8pm</p> <p>Tuesday 26th November 2019, 5-8pm</p>	
18	Close of PART A	

Signed:

Liz Meerabeau, Chair HWK

Approval Date: 20.03.19