

Healthwatch Kingston Board Meeting (Part A)	Date: Tuesday 27 November 2018
Report Title: Chief Officer's Report (18 September to 27 November 2018)	Author: Stephen Bitti, HWK Chief Officer (SB)
PART A Agenda Item: 7	Appendices: 7A, 7B, 7C, 7D, 7E, 7F, 7G, 7H

FOR INFORMATION and/or REVIEW and/or DECISION

The purpose of this report is to update the HWK Board on recent activities and progress in relation to contracts, projects and activities. The Board is requested to:

1. **Note** the contents of the HWK Chief Officer's Report (18 September to 27 November 2018).
2. **Review** Appendix 7A, Meeting Guidelines - Code of Conduct and feedback any amendments.
3. **Agree** a separate Safeguarding Adults Community Reference Group report to future Board meetings.
4. **Review** Appendix 7D, Disability Confident Committed L1 Pack, **Appendix 7E**, Disability Confident Employer L2 Pack and **Appendix 7F**, Disability Confident Leader L3 Pack, and then
5. **Endorse** HWK's 'sign up' to Disability Confident Committed L1, and then
6. **Agree** who will work with SB to explore HWK attaining L2 and L3, in due course.
7. **Endorse** the Time to Change Kingston Hub 'Tranche 3' Funding Application - **Appendix 7G**.
8. **Review** Appendix 7H, Time to Change Employer Pledge - A guide to creating your action plan, and then
9. **Endorse** HWK's 'sign up' to the Time to Change Employer Pledge, and then
10. **Agree** who will work with SB to develop the HWK Employer Pledge Action Plan.

Subject:	Update:	Appendix:	Board action:
HWK Trustee Enhanced DBS checks	Two out of three outstanding enhanced DBS checks are now completed (JW and WO) and are in the HR file. SB has begun the process with NA.	No	Action: None
HWK Contract and General Data Protection Regulation (GDPR) and HWK Data Protection Officer	HWK is still waiting to hear from RBK about the outcome of their discussion about the Data Protection Officer role in regard to the HWK contract.	No	Action: SB and LM have agreed HWK will write to RBK requesting an update before Christmas break.
Kingston Safeguarding Adults Board	SB has written to Fergus Keegan who is the chair of the KSAB audit group as some items published as part of the audit of HWK for safeguarding were not accurate.	No	Action: None
Adult Safeguarding and Community Reference Group	The Board requested SB develop a code of conduct for all HWK meetings to facilitate a physically and emotionally safe and open space for engagement.	Appendix 7A HWK Meeting Guidelines – Code of Conduct DRAFT	Action: Board is requested to review Appendix 7A and feedback any amendments.
	<p>GS and ABY met on 26.10.18 to plan the communications strategy and that has now been implemented. They met again on 16.11.18 with an HWK volunteer, Sarah, to plan the first CRG meeting which is scheduled for 30.11.18. A plan of action is in place and GS is working on a terms of reference document, plus code of conduct for participants.</p> <p>GS has met with the new Head of Adult Safeguarding who has signalled his support for CRG plans.</p> <p>GS has also updated the risk register as it relates to Safeguarding (provided as PART B of the Agenda 27.11.18).</p>	No	Action: Request that GS to produce a separate Board report for future meetings.

<p>HWK Board Specific Safeguarding Training</p>	<p>GS will attend a Section 42 workshop led by the LGA on 29.11.18. (Section 42 is the Care Act power to make adult safeguarding enquiries and the workshop is about its use).</p>	<p>No</p>	<p>Action: GS to feedback to the Board, in due course.</p>
<p>Provision of Emotionally Unstable Personality Disorder Services for Kingston Residents</p>	<p>Kingston Clinical Commissioning Group (CCG) has informed SB that there is a paper going to the Kingston Health Overview Panel on 4.12.18, outlining progress with the work.</p> <p>South West London and St George's (the Trust) has struggled to recruit staff to implement an interim DBT service, however, Kingston CCG is working with the Trust to implement an interim DBT service by the end of the year. There is an action plan and timescales in the paper. The longer-term model will be commissioned in partnership with Richmond CCG and will be determined following the outcome of the Trust's SWL-wide Personality Disorder review that they are currently undertaking. There will naturally be a lot more detail in the paper.</p>	<p>No</p>	<p>Action: None</p>
<p>Volunteering Policy and Implementation</p>	<p>There was an action for SB (from last Board meeting) to develop an action plan of ideas to recruit HWK volunteers. This has been actioned in part and added into the Project and Outreach Officer activities reporting.</p>	<p>No</p>	<p>Action: None</p>
<p>Connected Kingston</p>	<p>HWK page is now 'live' – as part of the local offer and able to accept referrals providing volunteering and skills development opportunities in health and social care via this new online community portal.</p>	<p>No</p>	<p>Action: None</p>
<p>Youth Out Loud! (YOL!)</p>	<p>Meetings between YOL! delivery partners and young people at Kingston and Richmond Youth Council are</p>	<p>Appendix 7B YOL! Update Presentation</p>	<p>Action: None</p>

	<p>ongoing.</p> <p>The delivery partners have agreed to Re-develop a YOL! work programme that will run to end of March 2020. This will enable the films and social media work (outlined as part of the Digital Youth Project) to be interspersed with other YOL! work, learning and objectives.</p> <p>Kingston CCG have been asked to provide invoicing details so that HWK can invoice for the funding agreed to deliver the Digital Youth Project work.</p> <p>YOL! workshops have informed development to date and it has been agreed with YOL! that we support them to develop a 'What is YOL!?' short film. This film will then be published on the YOL! HW web pages and used to promote YOL! through social media and through presentations to schools and youth groups.</p> <p>Slides that outline the journey of engagement and decision making with YOL! to date, are provided in Appendix 7B, YOL! Update Presentation. These are being used to inform the script for the first YOL! film that will be produced and then launched at an event in March 2019.</p>		
<p>All Age Learning Disability Partnership Board</p>	<p>The All Age Learning Disability Partnership Board met for the first time on 23.10.18. Minutes are attached for information.</p>	<p>Appendix 7C DRAFT All Age Learning Disability Partnership Board Meeting Minutes</p>	<p>Action: None</p>

<p>HWK Recruitment</p>	<p>HWK has successfully recruited to an additional Projects and Outreach Officer (Learning Disabilities). The new post will start work from 1.12.18. The recruitment of additional HWK Trustees to the Board was also successful.</p>	<p>No</p>	<p>Action: None</p>
<p>Disability Confident Scheme (Levels 1-3)</p>	<p>Our 'sign-up' to this scheme was out of synch with the timing of the HWK Board meeting but was considered timely for our recent recruitment process. It was done with the intention to seek an endorsement from the HWK Board at the November meeting. HWK has now received paperwork certifying HWK as 'Disability Confident <u>Committed</u>'. The period of this award is from 25.10.18 to 24.10.19.</p> <p>As a Disability Confident Committed Employer, HWK has committed to:</p> <ul style="list-style-type: none"> • Ensure our recruitment process is inclusive and accessible • Communicating and promoting vacancies • Offering an interview to disabled people • Anticipating and providing reasonable adjustments as required • Supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work • At least one activity that will make a difference for disabled people. <p>There are three levels to this scheme:</p> <ol style="list-style-type: none"> 1. Disability Confident <u>Committed</u> 2. Disability Confident <u>Employer</u> 3. Disability Confident <u>Leader</u> <p>See Appendices 7D, 7E, 7F for an</p>	<p>Appendix 7D, Disability Confident <u>Committed Pack L1,</u> Appendix 7E, Disability Confident <u>Employer Pack L2,</u> Appendix 7F, Disability Confident <u>Leader Pack L3.</u></p>	<p>Action: Board is requested to review Appendices 7D, 7E, 7F, then endorse the 'sign up' to Level 1 of this scheme and to work with SB to explore attaining Levels 2 and 3.</p>

	explanation of each level.		
Time to Change Kingston funded Hub Application	<p>This application to become a funded TTC Hub (Kingston is currently an unfunded 'organic' TTC Hub) was developed in partnership with local organisations, Time to Change Champions and other local people. It was finalised and then submitted by RBK on 16.11.18 (the submission deadline). There were some formatting complications during the submission process, now beyond our control. We have confirmation of receipt, and have been informed that TTC will be in touch on 7.12.18 regarding the outcome of the shortlisting process. RBK is the TTC Kingston Hub Host and HWK is the Kingston Hub Coordinator.</p> <p>When successful 😊 HWK will recruit to a 2-day a week TTC Kingston Champions Fund Coordinator for a fixed term (17-month) post. The complete application is provided as Appendix 7G of this report.</p> <p><i>Thank you to everyone that was able to contribute. Fingers crossed!</i></p>	Appendix 7G, Time to Change Kingston Funded Hub Application	Action: Board is requested to endorse the Time to Change Kingston Funded Hub Application (see Appendix 7G).
Time to Change Employer Pledge	<p>It is assumed that Time to Change Hub Hosts and Hub Coordinators will sign up to the Time to Change Employer Pledge. HWK has re-committed to do so within our recent application. In signing up to the Employer Pledge HWK will demonstrate our commitment to change how we think and act about mental health in the workplace and make sure that employees who are facing these problems feel supported. TTC provide a guide to creating your Employer Pledge Action Plan and this is provided for review in Appendix 7H.</p>	Appendix 7H, Time to Change Employer Pledge – guide to creating your action plan	Action: Board is requested to review Appendix 7H , endorse the 'sign-up' of HWK to the Time to Change Employer Pledge and agree to work with SB to develop the HWK Employer Pledge Action Plan.