

## AGENDA: Healthwatch Kingston upon Thames Board Meeting

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**To be held on Wednesday 25<sup>th</sup> July 2018, 5pm - 8pm**

In the Large Committee Room, Kingston Quaker Centre, Fairfield East, Kingston upon Thames, KT1 2PT

**PART A (OPEN MEETING):** Members of the public are welcome to attend this part of the meeting.

No	Item	Lead(s)	Paper(s)	Time
<b>STANDING ITEMS (30 min)</b>				
1.	Welcome and apologies for absence	LM	-	17.00
2.	Declarations of interest	LM	-	
3.	Approval of PART A Minutes held 23.05.18	LM	✓	
4.	Outstanding actions report	LM	✓	
<b>FOR DISCUSSION AND/OR DECISION</b>				
5.	Adult Safeguarding Presentation/Q&A (30 min)	SF	-	17.30
6.	Chair's report (5 min)	GS (LM)	✓	18.00
7.	Finance report (15 min)	NS	✓	18.05
8.	Chief Officer's report (15 min)	SB	✓	18.20
9.	Project and Outreach Officer reports (10 min)	ABY/LA	✓	18.35
10.	Volunteering with HWK policy (15 min)	NA	✓	18.45
11.	HWK Strategy (15 min)	WO	-	19.00
<b>FOR INFORMATION</b>				
12.	Task Group reports (10 min) <ul style="list-style-type: none"> <li>• Community Care Task Group</li> <li>• Mental Health Task Group</li> <li>• Hospital Services Task Group</li> </ul>	AM TW GG	- ✓ -	19.15
13.	AOB (5 min)	LM	-	19.25
14.	Confirmation of dates for 2018-19 meetings: <ul style="list-style-type: none"> <li>• Wednesday 19<sup>th</sup> September 2018</li> <li>• Wednesday 28<sup>th</sup> November 2018</li> <li>• Wednesday 30<sup>th</sup> January 2019</li> <li>• Wednesday 20<sup>th</sup> March 2019</li> </ul>	LM	-	
15.	Close of PART A	LM	-	19.30

### Board Members (PART A):

Grahame Snelling (GS)	HWK Chair/Trustee Board Member
Nigel Spalding (NS)	HWK Treasurer/Trustee Board Member
Liz Meerabeau (LM)	HWK (Chair Designate)/Trustee Board Member
Nike Alesbury (NA)	HWK Trustee Board Member
William Ostrom (WO)	HWK Trustee Board Member
James Waugh (JW)	HWK Trustee Board Member

### Attendees (PART A):

Graham Goldspring (GG)	HWK Active Affiliate, Chair of the Hospital Services Task Group
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Ann Macfarlane (AM)	HWK Active Affiliate, Chair of the Community Care Task Group
Tony Williams (TW)	HWK Active Affiliate, Chair of the Mental Health Task Group
Stephen Bitti (SB)	HWK Chief Officer
Adelaide Boakye-Yiadom (ABY)	HWK Projects and Outreach Officer
Laila Awda (LA)	HWK Projects and Outreach Officer (Minutes)

**PART B  
(CLOSED MEETING)**

The HWK Board has resolved to go into a private session because discussions might include prejudicial terms. Due to confidential nature of the business covered in this part of the meeting, only Board Members are able to be present for this part of meeting plus an agreed minute taker in attendance.

No	Item	Lead	Paper	Time
<b>FOR DISCUSSION AND/OR DECISION</b>				
1.	Approval of PART B Minutes held 23.05.18 and 28.06.18 (5 min)	LM	✓	19.30
2.	New opportunities update (10 min)	SB	✓	19.35
3.	Local Transformation Board / South West London Health and Care Partnership update (10 min)	LM	-	19.45
4.	AOB	LM	-	19.55
5.	CLOSE	LM	-	20.00

**Board Members (PART B):**

Grahame Snelling (GS)	HWK Chair/Trustee Board Member
Nigel Spalding (NS)	HWK Treasurer/Trustee Board Member
Liz Meerabeau (LM)	HWK (Chair Designate)/Trustee Board Member
Nike Alesbury (NA)	HWK Trustee Board Member
William Ostrom (WO)	HWK Trustee Board Member
James Waugh (JW)	HWK Trustee Board Member

**Attendees (PART B):**

Stephen Bitti (SB)	HWK Chief Officer (Minutes)
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**Healthwatch Kingston Upon Thames  
Board Meeting, Wednesday 23<sup>rd</sup> May 2018 5pm - 7.30pm  
At Kingston Quaker Centre  
DRAFT MINUTES FOR BOARD APPROVAL**

**PART A (OPEN MEETING)**

Members of the public are welcome to attend this part of the meeting.

**Present**

Grahame Snelling, HWK Chair/Trustee Board Member	GS	Nigel Spalding, Treasurer/HWK Trustee/Board Member	NS
Liz Meerabeau, HWK Trustee Board Member	LM	Nike Alesbury, HWK Trustee Board Member	NA
William Ostrom, HWK Trustee Board Member	WO	James Waugh, HWK Trustee Board Member	JW
Stephen Bitti, HWK Chief Officer	SB	Adelaide Boakye-Yiadom, HWK Projects and Outreach Officer	ABY
Laila Awda, HWK Projects and Outreach Officer (Minutes)	LA		

No.	Item	Action
1.	<b>Welcome and apologies for absence</b> 1.1 Everyone was welcomed to the meeting. Apologies were noted for William Ostrom (WO), HWK Trustee Board Member, for part A of the meeting and the three Task Group Chairs Ann Macfarlane (AM), Tony Williams (TW) and Graham Goldspring (GG).	
2.	<b>Declarations of interest</b> 2.1 No declarations of interest were made.	
3.	<b>Approval of PART A Minutes held 27.03.18</b> 3.1 The minutes of the previous Board Meeting were checked for accuracy.	
	3.2 It was noted that item 6.4 refers to a letter addressed to Public Health. The letter was actually addressed to the Chair - this needs to be amended.	3.2 LA
	3.3 On item 12.1 the initials need to be amended to NA.	3.3 LA
4.	<b>Outstanding actions report</b> 4.1 Action items 5.5 and 5.6 refer to plans to progress work with Siân Walker (SW), Independent Chair, Safeguarding Adults Board, Kingston upon Thames, around potentially setting up a local reference group. Grahame Snelling (GS), HWK Chair/Trustee Board Member will be attending a meeting on adult safeguarding next week and will write to SW in advance of that about this matter.	4.1 GS
	4.2 The matter of DBS checks for the board was discussed. WO, Nike Alesbury (NA), HWK Trustee Board Member, and James Waugh (JW), HWK Trustee Board Member's DBS checks still need to be processed. There has been a delay due to issues with Stephen Bitti's (SB), HWK Chief Officer, access to the system. GS also needs to supply proof of his DBS to SB prior to the next Board Meeting.	4.2 GS, WO, NA, JW, SB

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	4.3 Item 14.1 which refers to the progress of talks around the closure of Murray house is pending and will be followed up by SB with a view to provide an update at the next meeting.	4.3 SB
	4.4 All other items on the outstanding actions report were noted as completed, or to be discussed later in the agenda.	
5.	<b>Chair's report (15 min)</b> 5.1 The Chair's report was noted by the group. 5.2 The Chair highlighted that he had met with Liz Green, the new leader of the Council following the change of administration. There was a short discussion around the implications of this change, and it was noted that the manifesto of the leading party proposed improvements to air quality, Health Care, and Adult Social Care. It was surmised that the change in leadership is not likely to cause any fundamental shifts to the work already in store for the Borough.	
	5.3 It was noted that there is a conversation due to take place between SB, GS, and Kingston Hospital to establish a more organised way of managing HWK's responses to the Hospital Quality Accounts next year. Liz Meerabeau (LM), HWK Trustee Board Member, raised a query around how the Quality Accounts document is actually used. SB to take this question to the discussions with the hospital.	5.3 SB
	5.4 It was stated that the work around Adult Safeguarding won't be treated urgently at this stage but talks with SW will continue.	
	5.5 The HWK Annual Report for 2017/18 which is due to be put together and published by 30 June 2018 was discussed. It was highlighted that WO would be well placed to work on this. WO and SB to arrange to speak about this further. It was noted that the annual report should focus on the impact and consequences of HWK's work in the past year.	5.5 SB, WO
	5.6 Nigel Spalding, HWK Trustee Board Member, requested a copy of the finance page from the template of the Annual Report so that he can work on this part.	5.6 SB
	5.7 Attention was brought to the parking charges for Blue Badge holders at Kingston Hospital, which are now on hold. 5.8 The Chair noted that HWK have gone into the year in better shape and made great progress since last April, particularly highlighting the high scrutiny profile HWK has held.	
6.	<b>Chief Officer's report</b> 6.1 The content of the report and the appendices were noted by the meeting.	
	6.2 A reminder was given that all future reporting must not have personal email contact details contained it as the first draft of this report had done so in error. An email needs to be sent to all off those who received this report to advise them to remove its contents.	6.2 SB
	6.3 The board reviewed Appendix 6A, (Revised DRAFT HWK Privacy Statement), Appendix 6B (DRAFT HWK Retention and Record Keeping Policy and Procedure), and Appendix 6C (DRAFT HWK Retention Schedule). All were agreed to be discussed under later agenda items.	

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	6.4 Appendix 6D (DRAFT TTC MoU) was reviewed. It was agreed that it should be explicitly written into the MOU draft that “this document is not intended to create legally binding relations.” SB to add this. On that basis the Board stated that they are happy to sign off to move the Time to Change (TtC) agenda forwards.	6.4 SB
	6.5 It was noted that the response to the Quality Accounts was provided to Kingston Hospital in time despite the tight time constraints. 6.6 It was reported that JW has been working on the GDPR action plan. As an organisation HWK have taken reasonable actions and now have a plan to be fully compliant as per the guidance.	
	6.7 Regarding Grassroots engagement events, LM requested a full list of all approved GR funding to bring to the next meeting.	6.7 SB
	6.8 There was a short discussion around Social Prescribing (SP). There was some discussion around HWK being commissioned to do a review of SP. SB confirmed that this is no longer on the agenda but that HWK are working with the team at RBK who are rolling out Connect Well. The Community Care Task Group (CCTG) will run a project to evaluate effectiveness of Connect Well as well as potentially be involved in the IT set up. Adelaide Boakye-Yiadom (ABY), Projects and Outreach Officer, will follow up with Chris Jones and Sian Brand about whether they can come to next Joint Task Group Meeting (JTGM) as they attended the previous meeting and were very keen to have HWK’s involvement.	6.8 ABY
7.	<b>Finance report</b> 7.1 The meeting noted the contents of the Finance Report and the attached provisional statement of income and expenditure for 2017/18., which were provided prior to the meeting 7.2 It was noted that the provisional figure for the balance held as at 31 March 2018 is £41,249.95, of which £4,246.40 is for expenditure on Grassroots Projects in 2018/19. This means that £37,003.55 is the amount carried for general use on HWK, and that the year has ended financially healthy.	
	7.3 NS stated that he will need a list of all Trustee’s addresses, DOBs and occupations. All trustees to send these details over in the next week.	7.3 WO, NA, LM, NS, JW, GS
8.	<b>Project and Outreach Officer reports</b> 8.1 The contents of the two Project and Outreach Officers’ reports were noted. 8.2 I was noted that accessibility was an important factor for HWK to consider, particularly due to plans to work further with people with LD. There will be a report about future work on LD in the next Board Meeting.	
	8.3 It was reported that the Enter and View report is being finalised. Following the request made by ABY, JW stated that he will be the Board Member responsible for signing off this report with a view to be ready for publish by end of June / early July. ABY to send the report to JW once SB has checked it, and prior to submission to Provider.	8.3 ABY, JW, SB
9.	<b>GDPR</b> 9.1 The Chair thanked SB, JW and the team for their work on GDPR.	
	9.2 There was a discussion about GDPR and why it was necessary for an ‘opt in’ email to be sent to all of the HWK mail list. It was clarified that after a	9.2 LA

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	final reminder is sent by LA tomorrow, on 25 May all contacts who have not opted in will be removed.	
	<p>9.3 There was a discussion around the regulation point that a Data Protection Officer is needed in each organisation. It was noted that this item is very hard to comply with. JW proposed that he could be the designated person. Although this would be non-compliant as he is a Board Member, it was agreed that this could be a temporary solution as it is very low risk.</p> <p>9.4 It was explained that the HWK Privacy Statement for HWK was based on HWE's Privacy Statement, with amendments made to make it relevant locally.</p> <p>9.5 SB to write to Andrew about a meeting to introduce him to HWK's new contract holder at RBK and about GDPR compliance, as there is an option for the Council to play the role of DPO.</p>	
	9.6 NA raised that the personal information that is provided within Grassroots applications is not mentioned with the draft Privacy Policy. SB to add one bullet on to the Policy to cover GR. The Board agreed for the Policy to go online as is and for any further changes to be passed to SB to be incorporated at a later date.	9.6 SB
10.	<p><b>Revised Lone Working Policy for approval</b></p> <p>10.1 The Revised Lone Working Policy was reviewed. Attention was brought to the main changes which include the addition of an intercom, of procedures to contact the line manager when offsite, and to the use of the panic alarm.</p>	
	10.2 An addition to the Policy was advised. SB to add a statement stating that staff should check in with their line manager at the start and end of grassroots events held outside of the office and of normal working hours.	10.2 SB
	10.3 The Board agreed to the Policy with the stated addition, and to the actions required to put it into practice. SB to arrange a meeting with Caroline Squire, Clerk to Premises Committee, Kingston Quaker Centre, to arrange for the ordering and installation of items to be completed by 30 June 2018.	10.3 SB
11.	<p><b>Volunteering with HWK</b></p> <p>11.1 NA provided a short update on a meeting that took place with ABY, LA, WO, and herself regarding volunteering. Out of this meeting volunteering role profiles are being created for an Event volunteer, Project volunteer, and Task Group Member.</p>	
	11.2 NA will look at HWK's Volunteering Policy in time for the next Board Meeting in July - SB to place item on the agenda for this.	11.2 NA, SB
12.	<p><b>HWK Strategy - plan for next meeting</b></p> <p>12.1 It was reported that WO and NA are continuing to work on compiling the HWK strategy, and will bring a paper to be reviewed at the next meeting. SB to place item on the agenda for this.</p>	12.1 WO, NA, SB
13.	<p><b>Task Group Reports</b></p> <ul style="list-style-type: none"> <li>□ Community Care Task Group</li> <li>□ Mental Health Task Group</li> <li>□ Hospital Services Task Group</li> </ul> <p>13.1 The reports by each of the Task Groups Chairs' were provided prior to the meeting. None of the Chairs were present.</p> <p>13.2 It was reported that the Task Group meetings no longer have minutes taken for them, and that there are notes made instead to keep meetings</p>	

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	<p>focused on key elements. The new one-hour format allows the group to focus on their main research project for the year.</p> <p>13.3 It was noted that email addresses were included in one of the notes and there is already an action for this to be removed, and all recipients of the notes notified.</p> <p>13.4 It was noted that the MHTG initially chose a broad area of work for their research project for the year and that at the next JTGM it will be confirmed whether iCope will be their main project. The Board expressed concern over the limits of organisation and was in agreement to advise TGs to have one project each.</p> <p>13.5 The Chair thanked all of those concerned in the organisation of the JTGMs. Thanks were particularly expressed to SB for bringing the meeting together and to WO for Chairing the meeting. It was noted that the JTGM ran well and a lot of positive comments were received about the new structure.</p>	
14.	<p><b>AOB - Support for People with Personality Disorder</b></p> <p>14.1 JW queried whether there has been any progress in the provision of support for people with Personality Disorder (PD), previously raised at the Health Overview Panel (HOP). This was brought to his attention by an email from a Task Group Member. A discussion took place about this matter during which it was stated that the issue had been acknowledged by the Clinical Commissioning Group (CCG) and that there has been progress. Whilst it was recognised that it will take some time for the necessary services to be made available, it was decided SB should send an email to the CCG to ask for an update on this matter prior to the next HOP on 20 June to ensure HWK stay informed.</p>	14.1 SB
15.	<p><b>Confirmation of dates for 2018-19 meetings:</b></p> <p>Wednesday 25th July 2018 or Wednesday 18<sup>th</sup> July 2018 (TBC)</p> <p>Wednesday 19th September 2018</p> <p>Wednesday 28th November 2018</p> <p>Wednesday 30th January 2019</p> <p>Wednesday 20th March 2019</p>	
16.	<b>Close of PART A</b>	

Healthwatch Kingston Board Meeting (Part A)	Date:
PART A Item: 4	Action: For noting/updating

MEETING: Healthwatch Kingston upon Thames Board		SUBJECT: Outstanding actions report		
DATE:		STATUS: Report for noting		
Minute ref	Decision	Action by	Action date	Progress
3.2	<b>Approval of PART A Minutes held 27.03.18</b> It was noted that item 6.4 refers to a letter addressed to Public Health. The letter was actually addressed to the Chair - this needs to be amended.	LA		Completed.
3.3	On item 12.1 the initials need to be amended to NA.	LA		Completed.
4.1	<b>Outstanding actions report</b> Action items 5.5 and 5.6 refer to plans to progress work with Siân Walker (SW), Independent Chair, Safeguarding Adults Board, Kingston upon Thames, around potentially setting up a local reference group. Grahame Snelling (GS), HWK Chair/Trustee Board Member will be attending a meeting on adult safeguarding next week and will write to SW in advance of that about this matter.	GS		?
4.2	The matter of DBS checks for the board was discussed. WO, Nike Alesbury (NA), HWK Trustee Board Member, and James Waugh (JW), HWK Trustee Board Member's DBS checks still need to be processed. There has been a	GS, WO, NA, JW, SB		It would be helpful to book in 1:1 time with SB/Trustees to progress this.



	<p>delay due to issues with Stephen Bitti's (SB), HWK Chief Officer, access to the system. GS also needs to supply proof of his DBS to SB prior to the next Board Meeting.</p>			
<p>4.3</p>	<p>Item 14.1 which refers to the progress of talks around the closure of Murray House is pending and will be followed up by SB with a view to provide an update at the next meeting.</p>	<p>SB</p>		<p>The notes from the 'Murray House Partners' meeting were emailed to the Board Thu 07/06/2018 18:47</p> <p>Only one person (other than council staff attended) out of 6 people invited and no other meeting was/is planned.</p> <p>There has been some email discussion since with Adult Social Care at RBK having been noted saying:</p> <p>'The project to develop a dementia nursing home in Kingston has had strong cross-party support and we are now working with our architects to develop the concept plans for initial planning discussions, with wider consultation later this summer.'</p> <p>There appears to be some campaigning for ammunition in case there's a by-election next year.</p> <p>It is understood by some that Murray House is now expensive to run and the CQC rating is not good.</p> <p>Recent reporting of the decision to close Murray House refers to the whole ethos of care having changed, and in fact a 'new model of</p>

				<p>care' was quoted in the original decision to close care homes in 2012.</p> <p>LM has recently asked local stakeholders: 'In order that we can be assured that care is not being compromised due to incorrect assumptions, is population-based data available on, for example, the number of older people requiring help with ADL, and the sources of that help, the data on delayed transfers of care, and the capacity of the private sector locally?'</p> <p>In addition, it's been stated that there had been no review of the effects of the decision to alter the charging policy for care services. LM has requested: 'Is there a piece of work which HOP should consider, bringing together these issues? (Preferably without waiting for the latest green paper on care).'</p>
5.3	<p><b>Chair's report</b></p> <p>It was noted that there is a conversation due to take place between SB, GS, and Kingston Hospital to establish a more organised way of managing HWK's responses to the Hospital Quality Accounts next year. Liz Meerabeau (LM), HWK Trustee Board Member, raised a query around how the Quality Accounts document is actually used. SB to take this question to the discussions with the hospital.</p>	SB		<p>Sian Bates, Chair of Kingston Hospital has suggested the best place to discuss this will be at the Kingston Hospital HW Forum - when the 6-month review is tabled.</p>
5.5	<p>The HWK Annual Report for 2017/18 which is due to be put together and published by 30 June 2018 was discussed. It was highlighted that WO would be well placed to work on this. WO and SB to arrange to speak about this further. It was noted that the annual report</p>	SB, WO		<p>The Healthwatch Kingston upon Thames Annual Report 2017-18 was published as required on Saturday 30 June.</p>

	should focus on the impact and consequences of HWK's work in the past year.			
5.6	Nigel Spalding, HWK Trustee Board Member, requested a copy of the finance page from the template of the Annual Report so that he can work on this part.	SB		Actioned as part of the preparation of the HWK AR 2017-18.
6.2	<b>Chief Officer's report</b> A reminder was given that all future reporting must not have personal email contact details contained it as the first draft of this report had done so in error. An email needs to be sent to all off those who received this report to advise them to remove its contents.	SB		Noted and actioned.
6.4	Appendix 6D (DRAFT TTC MoU) was reviewed. It was agreed that it should be explicitly written into the MOU draft that "this document is not intended to create legally binding relations." SB to add this. On that basis the Board stated that they are happy to sign off to move the Time to Change (TtC) agenda forwards.	SB		Noted and actioned.
6.7	Regarding Grassroots engagement events, LM requested a full list of all approved GR funding to bring to the next meeting.	SB		A complete list of HWK supported Grassroots Engagement Programme events was emailed to the Board on 05 June 2018 17:14. LM has requested a short report on impact at the end of the delivery period (anticipated by end of 2018).
6.8	There was a short discussion around Social Prescribing (SP). There was some discussion around HWK being commissioned to do a review of SP. SB confirmed that this is no longer on the agenda but that HWK are working with the team at RBK who are rolling out Connect Well. The Community Care Task Group (CCTG) will run a project to evaluate effectiveness of Connect Well as well as potentially be involved in the IT set up. Adelaide Boakye-Yiadom (ABY), Projects and Outreach	ABY		Completed - Iona attended the HWK Joint Task Groups meeting on Mon 18 Jun and conversations between HWK and commissioners/planners are ongoing.

	Officer, will follow up with Chris Jones and Sian Brand about whether they can come to next Joint Task Group Meeting (JTGM) as they attended the previous meeting and were very keen to have HWK's involvement.			
7.3	<b>7. Finance report</b> NS stated that he will need a list of all Trustee's addresses, DOBs and occupations. All trustees to send these details over in the next week.	7.3 SB, WO, NA, LM, NS, JW, GS		Noted and actioned.
8.3	<b>8. Project and Outreach Officer reports</b> It was reported that the Enter and View report is being finalised. Following the request made by ABY, JW stated that he will be the Board Member responsible for signing off this report with a view to be ready for publish by end of June / early July. ABY to send the report to JW once SB has checked it, and prior to submission to Provider.	8.3 ABY, JW, SB		Noted and actioned.  Final report is now with service leads for the stipulated 20 working days for an accuracy review and response to HWK recommendations.  ABY can update the Board at the meeting on Wed 25 Jul.
9.2	<b>9. GDPR</b> There was a discussion about GDPR and why it was necessary for an 'opt in' email to be sent to all of the HWK mail list. It was clarified that after a final reminder is sent by LA tomorrow, on 25 May all contacts who have not opted in will be removed.	9.2 LA		Completed.
9.6	NA raised that the personal information that is provided within Grassroots applications is not mentioned with the draft Privacy Policy. SB to add one bullet on to the Policy to cover GR. The Board agreed for the Policy to go online as is and for any further changes to be passed to SB to be incorporated at a later date.	SB		SB to review the HWK Privacy Policy after planned meeting between HWK and RBK contract holder. This is being scheduled for Thu 16 Aug. LM can join SB - if other Board wish to please advise.  PT on annual leave - returns Tue 24 July.
	<b>10. Revised Lone Working Policy for approval</b>			Noted and actioned.

10.2	An addition to the Policy was advised. SB to add a statement stating that staff should check in with their line manager at the start and end of grassroots events held outside of the office and of normal working hours.	SB		The HWK Staff Handbook has been updated and staff have been provided with a copy for information.
10.3	The Board agreed to the Policy with the stated addition, and to the actions required to put it into practice. SB to arrange a meeting with Caroline Squire, Clerk to Premises Committee, Kingston Quaker Centre, to arrange for the ordering and installation of items to be completed by 30 June 2018.	SB		Noted and actioned.  Meeting took place - actions to progress have been agreed.  <b>SB to now arrange installation.</b>
11.2	<b>11. Volunteering with HWK</b> NA will look at HWK's Volunteering Policy in time for the next Board Meeting in July - SB to place item on the agenda for this.	11.2 NA, SB		Noted and actioned.
12.1	<b>12. HWK Strategy - plan for next meeting</b> It was reported that WO and NA are continuing to work on compiling the HWK strategy, and will bring a paper to be reviewed at the next meeting. SB to place item on the agenda for this.	12.1 WO, NA, SB		Noted and actioned.
14.1	<b>14. AOB - Support for People with Personality Disorder</b> JW queried whether there has been any progress in the provision of support for people with Personality Disorder (PD), previously raised at the Health Overview Panel (HOP). This was brought to his attention by an email from a Task Group Member. A discussion took place about this matter during which it was stated that the issue had been acknowledged by the Clinical Commissioning Group (CCG) and that there has been progress. Whilst it was recognised that it will take some	14.1 SB		Email sent and conversation held with RR (CCG)  <b>RR then provided an update on Fri 08/06/2018 16:33 about the progress with the review to PD services in Kingston as agreed:</b>  <b>1. Interim specialist PD provision - The Trust is developing a business case for specialist PD therapy to be provided in Kingston whilst the K&amp;R review of PD services is undertaken. We are</b>

	<p>time for the necessary services to be made available, it was decided SB should send an email to the CCG to ask for an update on this matter prior to the next HOP on 20 June to ensure HWK stay informed.</p>			<p>expecting the business case towards the end of the month</p> <p>2. Demand &amp; Capacity Review - The summary Demand &amp; Capacity report undertaken by PPL has been presented to the Trust and to SWL CCGs and highlights the lack of specialist services within Kingston Borough. At the Trust / SWL CCGs Transformation Board meeting that took place on Wednesday, it was highlighted that we are still awaiting the final report and this is being followed up from the meeting. Julie (Risley) Waldron (Healthwatch Richmond) attends this meeting and indicated that the report should go to the next SWL-wide Healthwatch meeting for discussion that I understand takes place quarterly / bi-monthly</p> <p>3. K&amp;R PD Service Review - A task and finish group has been set up between K&amp;R CCGs and the Trust to take the community redesign work forward which will include specialist PD services and interventions carried out within the Recovery Support Teams (RSTs). An initial meeting of the group has taken place in which we discussed various PD service models including Structured Clinical Management provided within</p>
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				<p>RSTs. This therapy follows the principles of DBT and evidence suggests that it has a positive impact on reducing PD-related admissions and lengths of stay. We have indicated that this is something we would like to consider further as part of the review.</p> <p>Details have been shared with AM.</p>
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## HEALTHWATCH KINGSTON UPON THAMES CHAIR'S REPORT TO BOARD

25.7.18

### **Introduction**

This is the last report to the board I shall write as chair of Kingston Healthwatch. After 5 years it is good to step down and enable others to take forward the work of our organisation. So this is a valedictory report that reflects briefly on what has been achieved over 5 years. However, I plan to remain a board member for a further year at least, leading on safeguarding and with a specific ambition to establish an Adult Safeguarding Community Reference Group.

### **Looking back**

5 years ago applications were invited by Parkwood Healthcare for board members and a chair to develop a new voluntary organisation to deliver the Healthwatch programme in Kingston. Parkwood had won the contract from RBK, but the governance rules changed midway through the tendering process to prevent a fully commercial and for profit organisation such as Parkwood having sole operational control. So Parkwood was charged with establishing an independent board to plan strategy whilst the staff team employed by them would deliver local operations. Recently retired from RBK I saw this as an opportunity to use my skills and knowledge for local community benefit and I successfully applied, subsequently being asked to consider being chair of the embryonic organisation from August 2013 onwards. We recruited a team of fellow board members and then began a lengthy process of working out how the tri-partite Parkwood/RBK/HWK arrangement was going to work. Time and space do not allow for a description of the twists and turns of this complex and often challenging relationship.

Nevertheless, the board and the then staff team worked hard to establish HWK as the local independent consumer champion envisioned by the legislation that governs our work. Those firm foundations were key to ensuring that the current organisation is well managed, efficient in its work, well respected across the health and social care landscape, and is now growing in scope and capacity.

### **Achievements**

Previous annual reports sum up the detail of what HWK has achieved over the last five years and are not repeated here. Clearly winning outright the contract for 4 more years in 2016 was a major achievement in itself because it confirmed the credibility of our small voluntary organisation. It showed that we had the ambition to succeed in our task, have effective governance arrangements embedded and sound financial and other management systems in place that meet RBK's legal and contracting requirements.

The achievements I want to stress here though are much broader – having local influence, gaining respect, being included in key planning and strategy groups, forging productive alliances, being entrepreneurial delivering a quality service, using our legal powers effectively and having a reputation for reliability. All these qualities show how far we have travelled since August 2013, and I'm proud to have been associated with enabling them to flourish. It was personally satisfying at the HWBB on July 12<sup>th</sup> to hear from the Leader of the Council and the former chair of the Health Scrutiny Panel about how much they have appreciated my contribution over the last few years. But of course delivery of our objectives is so much a team effort.

### **Future challenges**

My report to the board in May set out a number of challenges based on our regular horizon watching locally and nationally. The last two council meetings I attended on behalf of HWK further suggested that there are interesting times ahead, but it almost seems that we are still where we were 5 years ago with ongoing concerns about mental health services. This time however the focus is more on children's mental health services and their capacity in the face of increasing demand. The development of the SW London Health and Care Partnership is probably the most important strategic



plan for HWK to monitor to make sure that priorities around early intervention, more integrated working and achieving measurable health improvements are sustained. Finally, the issue of car parking for disabled people at the Hospital will continue to feature in local debates.

**Thanks and good wishes**

I must make special mention of Nigel Spalding’s immense contribution to HWK. He has been with me since day one – we are the only ones left from the original board team - and is a bedrock of good sense and knowledge around governance and finance. I have stated before and state here again that without him we would not be where we are today. He has been a great source of stability and support.

I’d like to thank all board members past and present for their support and guidance in a variety of situations over the years, and the current team of Stephen, Adelaide and Laila who have collectively done a marvellous job in the almost year that they have all been in post.

Finally, I want to say thank you to Liz Meerabeau for picking up the mantle of chairing HWK as it enters a new phase in its organisational life with additional resources to expand into new areas of consumer championing. I wish Liz well in this role and assure her of my ongoing support as a board member.

It’s been a wild ride at times but ultimately satisfying to see where we can make a difference.

Grahame Snelling

Chair Kingston Healthwatch – until 31.8.18

July 20th 2018

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Wednesday 25 July 2018
<b>Report Title:</b> Finance Report	<b>Author:</b> Nigel Spalding, Treasurer, NS
<b>PART A Agenda Item: 8</b>	<b>Appendix:</b> No

**FOR DISCUSSION AND/OR DECISION**

The Board is asked to:

1. Note the attached **statements of income and expenditure** for the three months to the end of June 2018 as below and overleaf.

The significant underspend on staff salaries results, primarily, from £3k Employer's National Insurance Allowance which the government is providing – see <https://www.gov.uk/claim-employment-allowance>. SB will be making proposals to the Board on how some of this saving might otherwise be used.

2. Approve the separate **Report of the Trustees and Unaudited Financial Statements for the Year Ended 31 March 2018** for submission to Companies House and the Charity Commission.

<b>INCOME 2018/19</b>		
	<b>Budget</b>	<b>Income to 30/06/18</b>
RB Kingston	122,000.00	30,499.98
<b>TOTAL</b>	<b>122,000.00</b>	<b>30,499.98</b>

EXPENDITURE 2018/19				
	Approved budget for 2018/19	Pro rata to 30 June 2018 (or annual amount in italics)	Expenditure to 30 June 2018	Variance to 30 June 2018 (minus means underspend)
<b>ADMINISTRATION COSTS</b>				
Insurance	1,750.00	1,718.99	1,718.99	- 31.01
Photocopier maintenance contract	2,000.00	500.00	583.69	83.69
Independent Examination of Accounts	800.00	800.00	-	-
Rent of Community Venues	500.00	125.00	-	- 125.00
Companies House Annual Return	13.00	13.00	-	- 13.00
Legal and professional fees	1,000.00	250.00	-	- 250.00
Other Equipment	1,000.00	250.00	379.00	129.00
		-		-
<b>COMMUNICATION COSTS</b>				
Printing	500.00	125.00	-	- 125.00
Marketing/Promotion	500.00	125.00	69.23	- 55.77
		-		-
<b>STAFF COSTS</b>				
Salaries, including Employer's NI and pension	93,000.00	23,250.00	20,005.79	- 3,244.21
Additional staffing/staffing costs	-	-	-	-
Staff recruitment	1,200.00	300.00	-	- 300.00
DBS checks for employees	100.00	25.00	62.00	37.00
Staff training and attendance at conferences/workshops	1,000.00	250.00	-	- 250.00
Payroll service	750.00	187.50	160.56	- 26.94
		-		-
<b>EXPENSES</b>				
Staff travel	300.00	75.00	23.70	- 51.30
Volunteer expenses	300.00	75.00	17.00	- 58.00
Voucher incentives	1,000.00	250.00	-	- 250.00
		-		-
<b>OVERHEADS</b>				
Office Rental	7,200.00	1,800.00	1,700.00	- 100.00
Telephone/Internet	1,500.00	375.00	353.65	- 21.35
IT Set-up and Helpdesk	1,200.00	300.00	-	- 300.00
Stationery & Postage	500.00	125.00	-	- 125.00
Consumables and cleaning materials	500.00	125.00	261.88	136.88
Journals and Subscriptions	500.00	125.00	-	- 125.00
<b>TOTAL</b>	<b>117,113.00</b>	<b>31,169.49</b>	<b>25,335.49</b>	<b>- 5,065.01</b>
Grassroots Grants (underspend b/f from 2017/18)	2,700.00		2,700.00	-
Travel Loan			2,492.00	
Repaid to 30 June 2018			623.01	

Healthwatch Kingston Board Meeting (Part A)	Date: Wednesday 25 July 2018
Report Title: Chief Officer's Report (23 May to 20 July 2018)	Author: Stephen Bitti, HWK Chief Officer (SB)
PART A Agenda Item: 7	Appendices: Yes (7A, 7B and 7C)

## FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on recent HWK Team key activities and progress in relation to projects and action plans. Board is requested to:

1. **Note** the contents of the HWK Chief Officer's Report (23 May to 20 July 2018) and the Appendices.
2. **Confirm** which members of the Board are able to join SB to meet with our new RBK contract holder on Thu 16 Aug and **suggest** best time to meet (7.1)
3. **Review** Appendix 7A 'HWK Health and Safety Risk Assessment' (7.10)
4. **Review** Appendix 7B 'HWK RISK LOG\_updated April 2018' (7.11)
5. **Review and Approve** proposed re-allocation of £3k as set out in the revised HWK budget 2018-19 (7.12)
6. **Approve** proposed £20/person meal allowance for residential events. (7.13)
7. **Discuss** Who from the Board is able to attend the Healthwatch England Committee Workshops and Meeting in London (7.15)

### 7.1 New HWK contract holder at RBK

HWK has now been contacted by Peter Taylor, Commissioning Lead, Public Health in the RBK Communities Directorate (Stephen Evans, who I met with recently, is the Director). A meeting is being planned for Thursday 16 August (timing and location tbc) between Peter and HWK.

### 7.2 SWL HW Network Meeting

Meeting was hosted by HW Richmond on Wednesday 4 July. Draft minutes are provided as a reference document for Board discussion in PART B Item 2 (New Opportunities Update).

### **7.3 HWK Joint Task Groups Meetings 2018-19**

The second HWK Joint Task Group Meeting took place on Monday 18 June. Presentations and discussions included:

- ‘Thrive Kingston’ Mental Health Strategy: One Year On
- HWK working with young people
- HWK working with people with Learning Disabilities
- ‘Connect Well Kingston’ (Social Prescribing)

Next meeting to take place on Monday 20 August (11am to 4pm).

### **7.4 ‘Thrive Kingston’ Mental Health Strategy**

A ‘One Year On’ stakeholder event was held on Wednesday 20 June. The event discussions are currently being collated into a report by RBK Public Health and we are planning to provide feedback to the next HWK Joint Task Group Meeting.

### **7.5 ‘Time to Change’ - Kingston upon Thames Hub**

The required MoU between HWK (Hub Coordinator) with RBK (our co-lead partner) and Time to Change (TTC) has been submitted to Mind for countersignature. In addition to this ‘non-funded’ arrangement, we have now begun speaking with local people with lived experience and other local organisations about developing a new application to TTC to become a ‘funded hub’. It appears we are in a stronger position this time around and TTC have been enthusiastic for us to apply.

### **7.6 ‘Connect Well Kingston’ - Social Prescribing Impact Evaluation**

HWK have been seeking clarity from commissioning leads about how the impact of Connect Well Kingston will be evaluated. A meeting has been scheduled on Tuesday 24 July for HWK to meet with RBK (Andrew Osborn and Chris Jones) to discuss plans for the evaluation of Connect Well Kingston in relation to Kingston Coordinated Care - this has been identified as the 2018-19 research priority by the HWK Community Care Task Group.

### **7.7 Car Parking Blue Badge Holders at Kingston Hospital**

3rd Reference Meeting - Car Parking Blue Badge Holders at Kingston Hospital is now scheduled for Tuesday 28 August, 1730-1900 in Seminar Room 1, 5th Floor of Education Centre, Kingston

Surgical Centre. It is intended the full draft report will be shared and reviewed within allocated 1.5 hours.

### **7.8 ‘Youth Out Loud’ (previously referred to as the Youth Health Task Force)**

Introductory and development meetings with young people continue. The next meeting will be held at Heatham House in Twickenham on Wednesday 25 July, 11am to 3pm. SB needs to review budget for the Well Happy Digital Youth Project and seek final budget approval from partners.

### **7.9 New opportunities**

Time has been allocated for SB to update the HWK Board during Part B Item 2.

### **7.10 Health and Safety Update**

As a result of a recent review of health and safety at the HWK office, a revised ‘HWK Lone Working Policy’ has been approved by the Board. This has been noted within Appendix 7A ‘HWK Health and Safety Risk Assessment’ (for HWK Board Review). In addition, it has been agreed that a Wi-Fi video intercom be installed on either side of the HWK office door. This work is provisionally booked for installation the week beginning Monday 13 August. This is being done to facilitate safe conversation between staff (behind a locked office door) and visitors to the KQC.

### **7.11 Quarterly Risk Log Review**

See Appendix 7B ‘HWK RISK LOG (last updated April 2018)’ (For HWK Board Review).

### **7.12 Revised HWK Budget 2018-19**

As NS has mentioned in the Finance Report, we have £3000 to re-allocate from salary costs to other HWK budget lines for this financial year. The proposed changes that effect three budget lines are highlighted below for HWK Board review (Please note that by agreement with NS, some headings have been adjusted to better reflect how the funds would be used. So, ‘IT Set-up and Helpdesk’ becomes ‘IT Facilities and Helpdesk’ and ‘Consumables and cleaning materials’ becomes ‘Hospitality for meetings’ with a separate line for ‘Office Cleaning’):

PROPOSED REVISED HWK EXPENDITURE 2018/19	Approved budget for 2018/19
<b>ADMINISTRATION COSTS</b>	
Insurance	1,750.00
Photocopier maintenance contract	2,000.00
Independent Examination of Accounts	800.00
Rent of Community Venues	500.00
Companies House Annual Return	13.00
Legal and professional fees	1,000.00
Other Equipment	1,000.00
<b>COMMUNICATION COSTS</b>	
Printing	500.00
Marketing/Promotion	500.00
<b>STAFF COSTS</b>	
Salaries, including Employer's NI and pension	93,000.00
Additional staffing/staffing costs	-
Staff recruitment	1,200.00
DBS checks for employees	100.00
Staff training and attendance at conferences/workshops ( <b>proposed increase of £1000</b> e.g. Dealing with challenging people and H&S related assertiveness training)	2,000.00
Payroll service	750.00
<b>EXPENSES</b>	
Staff travel	300.00
Volunteer expenses	300.00
Voucher incentives	1,000.00
<b>OVERHEADS</b>	
Office Rental	7,200.00
Telephone/Internet	1,500.00
IT Facilities and Helpdesk ( <b>proposed increase of £1500</b> e.g. potential new website)	2,700.00
Stationery & Postage	500.00
Hospitality for meetings ( <b>proposed increase of £500</b> to support volunteer recruitment events)	800.00
Office Cleaning (£200 has been disaggregated from previous 'Consumables and cleaning materials' budget line – now 'Hospitality for meetings' above)	200.00
Journals and Subscriptions	500.00
<b>TOTAL</b>	<b>120,113.00</b>

### 7.13 Healthwatch Annual Conference 2018 (3 to 4 October, Stratford upon Avon)

All three HWK staff are now registered for this opportunity to build skills, network, exchange new ideas and learn from other Healthwatch colleagues about the impact being made across the country. The costed budget for attendance totals £817.20. As staff will travel by train late

afternoon of Tue 2 Oct from London Marylebone to Stratford upon Avon (returning late afternoon of Thu 4 Oct), the HWK office will be closed from noon on Tue 2 Oct to 9am on Fri 5 Oct.

As there is currently no HWK guidance in the Staff Handbook - NS/SB propose a £20/person 'meal allowance' (for residential events). The conference agenda can be viewed [here](#)

#### **7.14 Student work experience at HWK (16 to 20 July)**

An important and worthwhile experience. The team has been impressed with our student's confidence and ability to communicate/engage with people. Her student placement work experience daily activity report is attached as Appendix 7C.

#### **7.15 Healthwatch England Committee Workshops and Meeting**

On Tuesday 31 July - Wednesday 1 August 2018, Healthwatch England will be holding its next Committee Workshops and Meeting in London. Committee Meetings are quarterly and move regionally, this allows us a great opportunity to engage with Healthwatch in the area and to understand more about your local context. The 31st July sessions usually starts at 2pm with a chair to chair session with our Chair Jane Mordue and a session thereafter for both lead officers (SB is on annual leave) and Chairs. The topics of discussion are yet to be confirmed but please do let our committee secretary Leanne Crabb know if you would like to attend by 20th July at [committee@healthwatch.co.uk](mailto:committee@healthwatch.co.uk) There will also be a meal together around 6pm. Please also let Leanne know if you have access and/or dietary requirements for this meeting.

#### **7.16 Healthwatch Kingston upon Thames Annual Report 2017-18**

Published on Saturday 30 June 2018. The HWK Annual Report 2017-18 can be viewed [here](#) SB has accepted an invite by Tonia Michaelides to present highlights from the report to the Kingston Clinical Commissioning Group Governing Body on 4 September.

#### **7.17 Kingston Adults Safeguarding Board - Community Reference Group**

GS has met with SB and agreed to draft a proposal based on research he's done, for HWK Board review in mid-August. GS has submitted our HWK Adults Safeguarding Self-Assessment and has contributed to the Kingston Adult Safeguarding Board Annual Report. For information the Devon Adults Safeguarding Board - Community Reference Group can be viewed [here](#)



<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Wednesday 25 July 2018
<b>Report Title:</b> Projects and Outreach Officer	<b>Author:</b> Adelaide Boakye-Yiadom (ABY), Projects and Outreach Officer
<b>PART A Agenda Item: 9</b>	<b>Appendix:</b> No

<b>FOR DISCUSSION AND/OR DECISION</b>
The purpose of this report is to update the HWK Board on recent and planned Projects and Outreach.

### Enter and View Visit -Tolworth Hospital

The Enter & View report has been signed off by James and has been emailed to Richard Dalton the Clinical Manager for Kingston & Richmond Community Services at Tolworth Hospital. It has been passed on to the Head of Nursing and Clinical Director in terms of responding formally to the recommendations and we should hear from Mike Hever Head of Quality & Nursing or Gill Moore Head of Service Delivery by the beginning of August.

### Outreach and community engagement

1. On the 9<sup>th</sup> of June I attended a Grassroots event hosted by TAG Youth Club and spoke to parents and young people about their care needs
2. On the 5<sup>th</sup> of July - LA and I attended a grassroots event by KCIL and received feedback on services from those who have care needs and their carers.
3. LA and I will be attending the grassroots event by Staywell with Bella the work experience student on the 20<sup>th</sup> July
4. On the 13<sup>th</sup> May LA and I facilitated a Kick It stop smoking service & Cancer Screening advice session with the Rise Cafe
5. On the 18<sup>th</sup> of July - we have Sue Boakes from Kingston Advocacy Guidance Service (KAG) to give an Advice and Information to the Rise Cafe

### Events

1. LA and I supported Stephen to host the Thrive one year on Kingsmeadow on the 20<sup>th</sup> June

### iCope Review

**iCope** -is part of the national Access to Psychological Therapies (IAPT) programme and is delivered by Camden & Islington NHS trust from Hollyfield Road in Surbiton. It was decided at the last meeting in April that the research project would be a review of this service which will be retendered in March 2019. As part of this work

1. A workshop took place on Friday 13<sup>th</sup> of July with members of the task involved in the review at the Quaker Centre
2. A meeting is being held on the 19<sup>th</sup> of July with Rachel Rowan (Mental Health Commissioner - Kingston & Richmond CCGs), Dr Alexa Edgley, (Clinical Lead Kingston iCope) and Maria O' Dwyer (Kingston Borough Manager) at the Guildhall Community Room

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Wednesday 25 July 2018
<b>Report Title:</b> Projects and Outreach Officer	<b>Author:</b> Laila Awda (LA), Projects and Outreach Officer
<b>PART A Agenda Item: 9</b>	<b>Appendix:</b> No

<b>FOR DISCUSSION AND/OR DECISION</b>
The purpose of this report is to update the HWK Board on recent and planned Projects and Outreach.
Discussion: website - some ideas to consider for the future of the website and costings.

**Outreach and community engagement events**

- ABY and I attended a grassroots event by KCIL and received feedback on services from those who have care needs and their carers.
- An additional event we are due to attend is on 20<sup>th</sup> June run by Staywell.
- ABY and I Facilitated a further info + advice session with Kick It Stop Smoking, Cancer Screening & Rise café.
- ABY and I supported Stephen to publicise and run the Thrive Kingston One Year On event.

**Volunteering**

I have arranged for 3 new volunteers to come in for an initial talk, with a view to work with us. As those who were at the Joint Task Group meeting will know, there were two or three new volunteers there.

A volunteer induction process is something that we need to further work on - perhaps a short list of what we as HWK expect from them.

**Discharge Project**

Awaiting Hospital feedback on the latest survey the Hospital Services task group drafted. Hope for the one-month survey to run from August - online and in paper with the help of the hospital. Working on getting a meeting to progress.

**Feedback from newly opted in HWK subscribers**

Following on from the work of Pippa in Hospital Services Task Group, a single question online survey has been sent out to the refreshed mail list asking them their views of local NHS services,

and for any stories they have to share. We hope to report feedback at the next joint task group meeting.

## Website

There are a two broad options to consider to update the website:

- A. Healthwatch England will soon be offering a website template as well as hosting, maintenance and support for the website. Here is the info from their site. They have a pilot version online now. They are due to go live by the end of July, and have 3 local Healthwatches who's info they will be transferring to the template shortly so we will see a better example.

“There are two key benefits to taking this approach:

1. **Security:** You know that the supplier is a Drupal specialist who applies all the correct security updates and backs up your site properly
2. **Quality, efficiency and consistency:** In future, we can agree new developments that are needed with you and if the majority of users agree these developments (such as new functionality) can be rolled out centrally

### **What's included and what would it cost you?**

- Responsive Drupal website and accompanying guidance on use
- Hosting, maintenance, security patching and back-ups for around £36 per month (Provided by a Crown Commercial Supplier)

### **What are the benefits to you?**

- Website that is visually engaging, accessible and works well on mobile and tablet devices
- Website that is easy to use (for both the user and those maintaining it)
- You have the ability to update areas of the website yourself
- Hosting with a company with a proven track record in supporting Healthwatch
- Service Level Agreement in place
- Daily back-ups, with periodic testing of recovery process. Back-up files are encrypted.
- Full data restore to a version no more than 24 hours old
- Peace of mind when bad things happen on the internet (no need to panic when a new security release comes out)
- When changes or fixes are made to the template, they can be automatically rolled out to everyone using the template.

### **What would be different?**

- There would be areas of the template that would be locked down and that you would not be able to edit. This would be to ensure consistency across the Healthwatch network, help maintain accessibility and allow for updates to be made to multiple sites without causing any issues.

- You will not be able to create any additional functionality or edits to the style yourselves. Any future developments would be discussed and prioritised by a user group. This would make sure that the developments being made are properly tested and that everyone using the template would benefit from the development (rather than similar work happening across the organisation). These changes would then be rolled out to everyone using the template.”

I asked HWE if there is an option to at a ‘feedback centre’ - at this stage it appears there is not.

B. Cost for a web designer to create website such as <https://www.healthwatchbucks.co.uk/> and <https://healthwatchderbyshire.co.uk/> is detailed below. The above used ‘Jason King’ web designer who no longer provides this service but as a guide his fee was £2,500 for the first year, then £2,000 for each subsequent year. I await a few more quotes to come back to me.

With this option we could add a feedback centre to gather people’s views on services as HWD have on their site.

Another element we could use for free is to add a free widget from ‘[care opinion](#)’ so that reviews of specific services to be displayed - this is an example of using a widget in this way for Tolworth Hospital on a page and utilising a pool of reviews already available:

The screenshot shows the Healthwatch Kingston website with the following elements:

- Header:** healthwatch Kingston Upon Thames, Your spotlight on local services, Tel 020 3326 1255, info@healthwatchkingston.org.uk, Search box.
- Navigation:** Home, About us, Our work, Volunteer With Us, Share Your Experiences, Info & Advice, News, Time To Change Kingston.
- Main Content Area:**
  - Young voices count too:** Create a Young Person's Task Group. Are you a young person who wants to get involved in improving your local health and social care services? Tell us what is important to you, and how you would like to work with us. [Read more](#)
  - Talk To Us:** We want to make sure your experience of health and social care services is the best it can be, that you're treated with dignity and respect, and your needs are met. Although most people are happy with the services they receive we want to hear about what you have to say, good or not so good. [Read more](#)
  - Get Involved:** We have three task groups and are always happy to welcome new participants who would like to get involved and make a difference. The groups are set up to deliver our priorities focusing on the areas of hospital services, mental health and community care services. [Read more](#)
- Right Side Widget: Reviews on local services**
  - How have people rated Tolworth Hospital?**
  - environment: 12 ratings (5 stars)
  - information: 12 ratings (5 stars)
  - involved: 12 ratings (5 stars)
  - listening: 12 ratings (5 stars)
  - respect: 12 ratings (5 stars)
  - timeliness: 12 ratings (5 stars)
  - Share your own experience of your local health services, at [Care Opinion](#)
  - © Care Opinion, the independent not-for-profit feedback service

Healthwatch Kingston Board Meeting (Part A)	Date: Wednesday 25 <sup>th</sup> July 2018
Report Title: Draft Volunteering Policy	Author: Nike Alesbury, Trustee (NA)
<b>PART A Agenda Item: 10</b>	Appendix: No

**FOR DISCUSSION AND/OR DECISION**

The purpose of this report is to propose a draft of a Volunteering Policy, to replace the Active Affiliate Policy & Procedure, encompassing roles beyond Active Affiliates.

With reference to the existing Active Affiliate Policy & Procedure, which can be found here

[http://www.healthwatchkingston.org.uk/sites/default/files/active\\_afilliate\\_policy\\_procedure\\_final\\_dec\\_2015.pdf](http://www.healthwatchkingston.org.uk/sites/default/files/active_afilliate_policy_procedure_final_dec_2015.pdf)

The Board is requested to note the content of this report and the following requests:

8. APPROVE: the principle of having a broad Volunteering Policy, which includes, but is not limited to the Active Affiliate role
9. APPROVE: the change in tone of voice, which aims to ensure that the document is accessible to all potential volunteers
10. FEED BACK ON: the content. Are you happy with the content? Is everything included that needs to be?

**Proposed HWK Volunteer Policy – DRAFT FOR DISCUSSION**

1. Commitment to volunteering

We help make health and social care services work better for the people who use them. Everything we say and do is informed by local people.

Volunteers are vital to the work of Healthwatch Kingston (HWK). We value their passion, energy and ideas. We strive to involve a diverse group of volunteers who reflect the communities we work with.

This policy aims to ensure a safe & consistent approach to our involvement of volunteers.

2. Definition of a volunteer

Volunteers support HWK by giving their time freely to carry out roles that have been initiated by, or agreed with, the organisation. No payment, other than the reimbursement of agreed expenses, is made to people who give their time as volunteers to HWK.

We have a range of different volunteer roles at HWK, these include our

- Active Affiliates – who support a range of HWK activities, including Enter & View visits

- Task Group Members – who attend, or contribute to, our Task Group Meetings
- Support Volunteers – who provide regular support in our office
- Event Volunteers – who provide ad hoc support when we attend events
- Young Volunteers – under the age of 18 years

### 3. Equal Opportunities and Diversity

HWK is committed to equal opportunities and diversity. We are committed to recruiting volunteers regardless of their race, colour, nationality, religion, ethnic origin, disability, marital status, sexual orientation or offending background, in order to ensure HWK reflects the diversity of the community.

### 4. Age

In most cases, volunteers will need to be over 16 years of age to volunteer independently with HWK. Under 18s will be asked for parental consent. Younger people may volunteer with us if they are accompanied by a responsible adult.

### 5. Recruitment

Volunteers can choose how much time they wish to volunteer, their areas of interest and how they would like to be involved.

As part of the recruitment process, volunteers will be asked to undertake a Disclosure and Barring Service (DBS) check and provide two references.

Volunteers will be asked to complete an application form. Once this form has been processed, volunteers will be invited for an informal meeting with a staff member and / or Trustee. This meeting is to ensure that the applicant is suitable for the role in question and that the organisation can meet the requirements of the volunteer. Confirmation of appointment will be made in writing shortly thereafter or reasons provided for not doing so.

### 6. HWK responsibilities to our volunteers

#### 6.1 Expenses

HWK will reimburse volunteers for reasonable expenses incurred while they carry out their role. The process will be described in detail as part of the induction, as well as the current allowances.

Expenses will only be reimbursed if they are:

- Supported by valid receipts
- Submitted using a HWK claim form
- Submitted monthly on the last day of the calendar month

#### 6.2 Training and Development

Developing the skills and contributing to the personal development of volunteers is important to HWK. Volunteers will be notified of further training opportunities specific to their role but also to increase their knowledge and experience. This could include attending training sessions provided by the NHS, Local Authority and the voluntary and community sector.

### 6.3 Insurance

Whilst conducting their role, volunteers will be protected by HWK's organisational liability insurance. However, HWK's insurance does not cover your personal belongings.

### 6.4 Data protection and confidentiality

HWK will protect your information as part of our data protection responsibilities. All information provided by volunteers will be treated as confidential and used only for the purposes stated at collection, in accordance with HWK's data protection policy.

### 6.5 Health and safety

HWK is committed to ensuring your well being and safety whilst you are volunteering and we expect our volunteers to contribute to maintaining a safe working environment, in accordance with HWK's Health & Safety policy.

### 6.6 Copyright & intellectual property

The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed.

### 6.7 Media Relations

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media.

### 6.8 Safeguarding

HWK is committed to safeguarding and promoting the dignity, wellbeing and safety of children, young people and adults at risk, across all its activities. All HWK staff, volunteers and Trustees are expected to protect the safety, independence and wellbeing of vulnerable people. Our safeguarding procedures can be found in our Safeguarding Policy.

## 7. HWK Expectations of our volunteers

### 7.1 Roles and responsibilities

In accordance with HWK's governance structure, our volunteers are accountable to the Board of Trustees. As such, HWK expect all volunteers to understand their role and responsibilities, which include the following commitments

- To complete our volunteer induction
- To be aware of and follow HWK's organisational policies
- To complete relevant in-house training, where required
- To ensure the views of the community are put before any personal interests regarding health and social care provision
- To agree to the inclusion of their name to the publically available Active Affiliate Register

### 7.2 Code of Conduct



HWK has a duty to protect its good name and reputation. We have a Code of Conduct which sets out the standards of behaviour expected of all those involved in the work of HWK. We expect all volunteers to adhere to this Code of Conduct.

### 7.3 Sickness and Absence

In order to plan for meetings, events and activities, it is helpful for HWK to have as much notice as possible from volunteers if they cannot attend. If this is due to sickness, it will be helpful to ring the office as early as possible so alternative arrangements can be made. If this is due to absence, such as a holiday, it will be helpful to notify the office in advance.

## 8. Resolving concerns

It is the intention of HWK that all volunteers are treated in a fair and non-discriminatory manner. We strive to ensure that all volunteers find their roles interesting, rewarding and a positive experience that can lead to a greater awareness of the issues affecting health and social care services and the people who are using them. There may be times, however, when this is not the case and HWK will do all it can to resolve any problems as early as possible, in accordance with the Complaints Policy & Procedure.

## 9. Ending a volunteer position

All our volunteer roles may be terminated by the volunteer or HWK without notice. However, where possible HWK will give a minimum of two week's notice and we expect volunteers to do the same to ensure any work can be finished or handed over.

HWK will ask any leavers for feedback to help improve its services as well as its internal procedures and processes, but this is on a voluntary basis.

The Chief Officer of HWK reserves the right to terminate the role with immediate effect if a volunteer is:

- verbally or physically aggressive towards HWK staff, volunteers or trustees
- verbally or physically aggressive towards members of the public or professionals from other organisations or bodies
- using illegal substances or alcohol during an event, meeting or activity
- acting against HWK's policies and procedures
- representing their own interests and not those of HWK
- committing any offences which put anyone working with or for HWK at risk

A volunteer can appeal a decision to terminate on the above grounds by writing to the Chair of the Board of Trustees as set out in the Complaints Policy & Procedure.

## 10. Document Control

Title of Document: Volunteer Policy (replacing the Active Affiliate Policy & Procedure)

Board Approval Date: xxx 2018

Review Date: xxx 2019

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Wednesday 25 July 2018
<b>Report Title:</b> Mental Health Task Group Report 25 July 2018	<b>Author:</b> Tony Williams, Chair, Mental Health Task Group
<b>PART A Agenda Item 12</b>	<b>Appendix:</b> No

### FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on recent and planned activity by the Mental Health Task Group (MHTG)

The Board is requested to note the content of this report.

#### The Mental Health Task Group (MHTG) is pursuing two priorities in 2018/19:

- Supporting implementation of Thrive Kingston, the new mental health strategy for the borough
- Review of the local Improving Access to Psychological Therapies (IAPT) service, called iCope

#### The MHTG has also delivered a product from 2017/18 in the period since the last Board Meeting:

- An enter and view review of the Community Service at Tolworth Hospital.

#### Thrive Kingston

Work has continued to establish an effective governance structure for Thrive Kingston. The terms of reference for the Mental Health Strategy Implementation Group (MHSIG) have been agreed with Royal Borough of Kingston (RBK) and the Kingston and Richmond Clinical Commissioning Group (CCG). The MHSIG, chaired by Chief Officer HWK now meets bi-monthly in a consistent rhythm with other mental health governance in the Borough. It has established links with Thrive London and the Time to Change initiative. A second funding bid to TTC is proposed, and workshops with TTC and other boroughs have been taking place throughout the summer. An all-day workshop was held at the Kingsmeadow conference centre on 20th June, themed to address the TTC bid.

#### iCope Review

The re-tendering of the iCope service having been postponed, the deadline is not defined. In the absence of a firm deadline the MHTG has been working to undertake a baseline survey of the existing service from a user perspective so that it can be compared with the new service when let. The CCG and Camden and Islington (CandI) NHS Trust have been made informally

aware of this intention, and meetings held to progress the issue. A working group has been identified and has met twice to define aims and develop products. We anticipate the working group will also become involved in the re-tendering exercise when this is re-established, to carry the learning from the baseline study into the new contract.

### **Tolworth Hospital Community Service Enter and View Report**

A copy of the final draft of the Enter and View Report has been supplied to South West London and St Georges' Mental Health Trust, to ensure factual accuracy. Once agreed, HWK will engage with the trust on development of an action plan to address the recommendations. In addition to these priorities the MHTG is seeking clarity on the provision of services for people with Personality Disorder. This is a substantive item on the Board agenda.

### **Emotionally Unstable Personality Disorder**

The MHTG continues to engage with Kingston and Richmond CCG and Kingston Health and Wellbeing Board to ensure the progress of amelioration of services for sufferers of EUPD in Kingston.