

## Independent Strategic Advisory Body Meeting

Monday 8<sup>th</sup> January 2018, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

### ISAB Members:

Ian Dewar (Chair), Sally Burns (SB), Carol Dyas (CD), Matthew Fawcett (MF), Jenny Jenkinson (JJ), Jessica Mell (JM)

**Also in attendance:** Michelle Harvey

**Apologies:** Matthew Kay

**Absent:** N/A

	Subject/Item:	Date on Time table	Minutes/Notes:	Led By	Recommendation:	Comment/Action-log:
Introduction (Chair):						
1	Welcome & Introductions		The Chair welcomed those members present to the meeting and wished everyone a Happy New Year. Each member introduced themselves individually for the benefit of the new ISAB member.	ID		
2	Apologies for Absence		Apologies were received and accepted from Matthew Kay.	ID		
3	Minutes of Last Meeting (14/06/17)		The minutes from the last meeting held on 14 <sup>th</sup> June 2018 were accepted as a true record.	ID		
4	What is the aim of ISAB?		<p>The Chair began by expressing his vision of the ISAB to those members present. The increased frequency in which the Chair has been asked 'What is the aim of ISAB?' prompts the Chair to believe that Healthwatch itself is gaining a new and deserved recognition as it 'works to help local people get the best out of their local health and social care services'.</p> <p>In making that commitment HWERY needs to demonstrate:</p> <ul style="list-style-type: none"> <li>• Clarity of purpose</li> <li>• Reliable and responsible advocacy</li> </ul> <p>The Chair explained to the members present that by forming ISAB HWERY chose to be challenged on the means, methods and motivation behind each of its commitments. ISAB's role is not to govern HWERY, hinder, impede or otherwise</p>	ID	<ul style="list-style-type: none"> <li>• Four meetings per year are held, the theme alternating between 'Strategy' and 'Challenge'</li> <li>• The current format of the</li> </ul>	<ul style="list-style-type: none"> <li>• MF to send out provisional calendar for the whole year for consideration by members</li> </ul>

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		<p>direct HWERY, but enable HWERY to be more self-critical, self-aware, and be able to assess its own strengths and weaknesses and this will only be possible if ISAB are a pro-active rather than re-active part of that process.</p> <p>ISAB is an <i>independent</i>, strategic advisory board or a critical friend. Over the last 12 months the Chair would like to think that ISAB have been more of a critical friend as opposed to carrying out a critical role. The purpose of being here today is to re-position the stepping stones and allow ISAB to have a more pro-active role and to be seen and understood as such. The aim is to see HWERY be the success it aspires to and ensure the ISAB functions as its title suggests. At this moment in time ISAB have the opportunity to become more meaningful within the working parameters already outlined if HWERY seize the opportunity and allow this to happen.</p> <p>The Chair and Delivery Manger have discussed what is planned and have a firm, mutual understanding and appreciation of each other's role and commitment. The Chair hoped that he had managed to convey his vision of how ISAB should position itself for the future in working within clearly identified boundaries: consult, debate and advise and participate with full confidence, providing all important support with co-operation, trust and honest dialogue.</p> <p>MF presented a copy of the latest Governance Framework for HWERY to those present for information and consideration. SB sought clarification of the contract review date as detailed in section 3.1 - it was confirmed that HWERY is currently in a contract extension period until 31<sup>st</sup> March 2018.</p> <p>Further discussion took place between the ISAB members regarding the aim of the ISAB.</p> <p>JJ re-iterated the independence factor of the ISAB needs to be emphasised and explained that at the conception of the ISAB, it was not made clear exactly how it should be done. It was explained that some HW are entirely independent bodies while others are hosted by another organisation, such as in the case of HWERY who are hosted by Meeting New Horizons. In some other instances Healthwatch are hosted by healthcare organisations; therefore the ISAB absolutely must ensure that HWERY remains independent. It was noted that the better HWERY performs, the better position it will be in when it comes to the re-contract stage. ERYC are also looking at this model of Governance Framework as being the preferred model and HWERY are currently front-runners of this style of governance within our area.</p>	<p>ISAB section of the website be reviewed and updated</p> <ul style="list-style-type: none"> <li>• Only one meeting per year be open to the general public</li> <li>• Meetings be based primarily at Brough Business Centre for the immediate future</li> <li>• The March meeting should be used to prioritise themes and projects for the forthcoming year</li> <li>• Dates for future meetings should be set for the whole for the forthcoming year</li> </ul>	
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		<p>The future format of meetings was discussed between members and based upon four meetings per year, it was decided that the best strategy upon which to base the theme for future meetings would be to alternate between a ‘strategic style’ meeting and a ‘challenge style’ meeting; all present agreed that this would clearly separate strategic planning from challenging operational procedures and provide a good balance of meetings. The Chair explained that it can be easy to fall into the trap of trying to govern HWERY and operational procedures, but that this should be avoided, in the same way that the Delivery Manger should not be able to overly influence the role of the ISAB.</p> <p>MF acknowledged that operational procedures will leak slightly into meetings, but as evaluation is important, providing an opportunity for this to happen constructively at alternate meetings should provide a good overall balance.</p> <p>The Chair requested that HWERY provide the necessary documents/materials to allow ISAB to reflect and critique their work in a timely manner and make the best possible use of time during an actual meeting. Any documents presented prior to a meeting should be accepted as being read in advance, concentrating time in meetings on pertinent issues.</p> <p>JM raised a point regarding the publication and accuracy of information posted on the ISAB area of the HWERY website, noting that the current information regarding the timing and location of the current meeting appeared to be inaccurate. To gain credibility it was important that information should be published in an accurate and timely manner. All agreed.</p> <p>MF requested that all members should always raise any concerns and challenge any aspect of the work of HWERY and that this was welcomed.</p> <p>JJ informed other members that not all meetings had to be open to the public as they had been in the past and that a discussion should be held as to the merits of public attendance at all meetings. Following consideration it was agreed that the public would be invited to one meeting per year and that an invite to attend could potentially also be extended to other HWERY volunteers.</p> <p>Various potential locations of meetings were discussed. The merit of using Brough Business Centre which is accessible to all members and staff, offers the necessary facilities and supports the use of telephone/skype etc. as an alternative method for absent members to engage was agreed for all private meetings and other suitable locations for public meetings would be considered in the future; the focus initially being on getting the format of the meetings</p>			
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		<p>right before attempting to operate from elsewhere.</p> <p>JJ was invited by the Chair to put forward her idea of how the ISAB should work. JJ re-iterated that strategy is the most important role/focus of the ISAB and that although it can be difficult to sometimes take as step back, the ISAB need to be looking outside of the box and thinking about how to challenge and innovate.</p> <p>The Chair noted that as HWERY continues to develop and move forward, it may be that there are less reports produced but with more impact. The ISAB need to be aware of what is happening outside of HWERY and use this knowledge to bring back to the ISAB table for consideration in a pro-active manner e.g. during 2018/19 there is a military review scheduled, with this knowledge in mind we can be pro-active in potentially addressing this as an issue, rather than re-active - this being just one example of many.</p> <p>MF explained that HWERY would be implementing some new ways of reporting e.g. by the use of 'YouTube', social media infographics etc. among others. The power of using direct film/video from individual members of the public was acknowledged and it was explained that the role of some members of the HWERY staff team had been adapted to include responsibility for gathering and producing such footage. A focus on considering what the desired outcomes of a specific project were and alternative methods of achieving those outcomes was being made and in future targets and recommendations may be much more in depth and focused. It was noted that 'The Kings Fund' provide excellent examples of this type of work/footage and that HWERY would be working towards getting better at in-seminating information in a similar manner to provide that valuable service and information to the general public. Members of the ISAB were invited to bring topics to the table and that every subject or topic does not necessarily have to have a full report produced to hit the brief of improving outcomes.</p> <p>SB raised the question of how HWERY makes sure that it is in the right place at the right time. It was acknowledged that this is always the challenge and that a three pronged approach is usually taken i.e.</p> <ol style="list-style-type: none"> <li>1. The ISAB bring forward relevant issues and topics</li> <li>2. HWERY staff highlight relevant issues gained from their insight and individual roles and through public engagement</li> <li>3. The public voice is heard, acknowledged and considered from all</li> </ol>			
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		<p>aspects of the work of HWERY</p> <p>It was noted that the March meeting of the ISAB would be fundamental in setting the priorities for the future year and that it would be the responsibility of ISAB to debate which were the most pertinent issues and right projects to take forward to include in the delivery plan for the forthcoming year. It was also noted that the plan would however need to be flexible and allow space for smaller themes or arising issues to be include as necessary.</p> <p>SB queried whether the ISAB was at full capacity or new members would still require recruiting. It was agreed that the addition/recruitment of non-executive lay members of the ISAB would increase the viability of future meetings in the un-avoidable absence of some members; however there should be a sensible limit to the membership. If a meeting had to be cancelled due to lack of membership, it was agreed that a briefing paper would be distributed to all ISAB members to keep members as updated as possible; however this situation should be avoided if at all possible as the input of all members is imperative.</p> <p>The timings and potential dates of meetings was discussed and considered and it was noted that if Brough Business Centre was going to be used, then this would eliminate the possibility of evening meetings being held. All members present agreed that the timely notice of the occurrence of meetings would be most helpful; taking note of any individual requirements of members, MF would compile a provisional set of dates for the forthcoming year and distribute promptly, so they could be confirmed as soon as practically possible.</p>			
5	General Healthwatch Update	<p>MF explained that in future not all HWERY recommendations would be report based; therefore ad-hoc or one-off recommendations might be made to individual organisations or groups based upon intelligence gathered by HWERY. This for example might be in the form of a letter to a very localised service provider in one particular area; this could however have a very big impact on one particular group or on the lives of people in that particular area.</p> <p><u>Homeless Project</u></p> <p>HWERY is currently planning a project based around the access to GP services for homeless people. So far the HW England research team have been put to good use in providing information and discovering that there are no National Standards in relation to GP access for those with no fixed address.</p> <p>The HWERY Community Outreach Officer and Project Officer will be conducting</p>	MF	<ul style="list-style-type: none"> <li>MF to provide an update on progress of the 'Homeless Project'</li> </ul>	<ul style="list-style-type: none"> <li>MF to provide an update on progress of the 'Homeless Project'</li> </ul>

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		<p>research into what is being offered across the whole of the East Riding. The Chair questioned whether there would be a comparison made between the local and national picture as part of the project; it was explained that as there is no national standard, then this is not likely to be possible. SB challenged why we are carrying out this particular project. MF explained that there are planned changes to the local Homeless Strategy and that by carrying out this project in a timely manner, it would give HWERY the opportunity to make a valued contribution and make any potential recommendations based upon current research. JJ explained that although homelessness does not appear to be a big issue within the East Riding, there are a massive number of ‘sofa-surfers’, primarily made up of younger people and males of a certain age who had become single and had proved to have a high suicide rate. To be able to engage with these potentially hard to reach group of people, homeless organisations were the best first point of contact.</p> <p>Although the outcome of the project is unknown at this stage, it was also noted that potentially the current negative perception of the public that there is a lack of access to services, this might be proved to be incorrect and swayed by the influence of the general press.</p> <p><u>HWERY Stakeholder Forum</u></p> <p>The recent HWERY Stakeholder Forum held in December proved to be the most positive yet and was very well attended by a wide variety of stakeholders. ID reported that he had received positive feedback from the overwhelming majority of Stakeholders that he had spoken to individually on the day.</p> <p><u>Reports</u></p> <p>Following the publication of the Working Age Males Report, men’s mental health was going to be kept on the local agenda, partly as a result of our findings and recommendations.</p> <p>The next two reports due to be published are the ‘Good Practice Guide’ for residential care settings and the Under 25s Priorities Report.</p> <p>Following recent distribution to the featured homes in the report, already valuable feedback had been received demonstrating impact upon current practice within care home settings; the responses received so far were read out to the meeting. It was noted that the Priorities Report followed the format of a similar report produced this time last year and was an infographic and information sharing report with no recommendations. It was noted the ISAB</p>			
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		<p>will get the opportunity to view reports prior to publication for comment, but not alteration.</p> <p><u>Health and Well-being Board</u></p> <p>MF continues to attend and brings forward any relevant information and issues.</p> <p><u>STP</u></p> <p>HWEY continue to be included and updated in issues relating to the STP.</p> <p><u>Enter &amp; View</u></p> <p>A total of 32 Enter &amp; View visits have now been completed since April; there are 8 left to hit the Annual Key Performance Target of 40 by end of March relating to Residential Care, but we may complete more due to the up-coming Homeless Project which will be completed in the style of a ‘Secret Shopper’. Following completion of hitting target this year we will be reviewing the process again to improve the process further - January last year was first stage, but we are constantly evaluating and looking at how we can improve. Additional training with CVS and HW N.Lincs has taken place looking at the E&amp;V process as a whole, how we each approach E&amp;V and how we can improve every aspect of the process; ultimately to improve recommendations and therefore outcomes for service users, the first phase of this has started already.</p> <p>To help achieve this we also want to look at possibly reducing the number of visits we complete in future years, but each visit to be more in-depth and with a more rigorous follow-up process. We may hit fewer homes but hopefully will have a greater impact upon those that we do. This also means that we may not produce a full E&amp;V report every time in the way that we do now, but this is all part of us trying to work smarter, not harder and use the resource of people and hours that we have to full effect. We currently have approximately 9 E&amp;V trained volunteers, occasionally supported by E&amp;V trained staff.</p> <p>The positive relationship with the CQC continues to grow and regular contact is maintained, sharing any relevant information to support both the CQC inspection process and the Enter &amp; View program of visits. The CQC have now referenced HWEY E&amp;V visits in a number of their reports and have also followed up and acknowledged the completion of previous HWEY recommendations during their visits and subsequent reports.</p> <p>CQC are also taking note and following up concerns we have regarding specific homes.</p> <p>Catherine McGovern (CQC) has recently asked if we can look at ‘Diversity’ in</p>			
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		<p>homes as a line of enquiry to support their updated lines of enquiry. Regular meetings that were established during the last quarter with the Local Authority Quality Development &amp; Monitoring Team continue and occur approximately every 6 weeks; again information is being shared to support the development of an effective visits program and the overall intelligence of both teams. The Senior Quality Development Monitoring Officer recently attended the HWERY Team Development Day to present a workshop to staff and volunteers to share practice, information and further develop the working relationship between to two teams.</p> <p><u>Volunteering</u> The overall number of volunteers currently registered with HWERY has increased from 20 to 25 during the last quarter. The second joint staff and volunteer development day of this year was held during December, at which a total of 17 staff and volunteers attended (unfortunately a further 3 were absent due to illness). We were also joined by the Volunteer Coordinator from HW North Lincolnshire to further develop links and potential methods of joint working and training. Volunteer activity has equated to 193.5 hours of volunteering this quarter - ROI of £1,451.25 for the Quarter/£3,738.25 for the year (£7.50 per hour). The Read-Right Project is proving to be a big success and popular with volunteers, the future potential for expansion of the project was discussed and acknowledged. East Riding College are about to embark on a project which will be led by students and result in the possible production of a report, potentially including recommendations, which could prove to be very powerful. The project is projected to last 10 weeks and involve the support of all members of HWERY staff, but be led by the HWERY Community Outreach Officer.</p>			
6	Healthwatch & Armed Forces Veterans		Deferred to future meeting.	ID	
7	(Workshop) Engaging Communities		Deferred to future meeting.	ID	

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	- How do Healthwatch make sure we hear every voice?					
8	Public Questions (submitted in advance)		There were no questions submitted from the public.			
9	Any Other Business (previously notified)		<p>A discussion took place regarding the timely submission of information to ISAB members prior to meetings.</p> <p>It was agreed that any potential awards that HWERY may be eligible for be investigated and that submissions should be made for the Annual Healthwatch England Conference Awards.</p>	ID	<ul style="list-style-type: none"> <li>Minutes to be distributed as soon as possible after each meeting</li> <li>A report distribution deadline of one week prior to meeting be agreed</li> </ul>	<ul style="list-style-type: none"> <li>MH to distribute minutes to members within one week of meeting</li> <li>MH to distribute supporting docs one week prior to next meeting</li> </ul>
10	The Year Ahead		Deferred to future meeting.	ID		
11	Outstanding Issues		N/A	ID		
12	Date and Time of Next Meeting		To be confirmed.	MF		