

# healthwatch

## Rotherham

<b>Meeting</b>	Strategic Advisory Board (SAB)
<b>Date of meeting</b>	Wednesday 18th December 2024
<b>Board members present</b>	Zanib Rasool (ZR) Kathy Wilkinson (KW) Alison North (AN) Tony Swindells (TS)
<b>Attendees</b>	Kym Gleeson (KG) - Healthwatch Manager Andrea McCann (AMc) as minute taker
<b>Apologies</b>	John Barber (JB) Christine Bradley (CB) Abdul Ghani (AG)
<b>Welcome and introductions</b>	KW chaired the meeting in JB's absence and welcomed everyone to the meeting.  A discussion took place about how successful and enjoyable the CARD/Healthwatch Christmas meal was and Megan Jepson received a special mention for the lovely touches she brought to the event. Kym has personally thanked Megan and management from all the Healthwatch Team and board members.
<b>Declarations of Interest</b>	None
<b>Minutes from the previous meeting</b>	Sent on 4/12/24 by NE and also available in the Advisory board papers folder for November. All agreed on previous minutes and were happy.
<b>Matters arising/actions from the previous meeting</b>	<ul style="list-style-type: none"> <li>• <b>AG and TS</b> - to send NE a paragraph about themselves to be added to the website SAB page</li> <li>• <b>KW</b> - to amend the three policies for the task and finish group to reflect HWR.</li> <li>• <b>JB</b> - to advise the minute taker of any redactions necessary before the meeting minutes get published to the website.</li> <li>• <b>KW, ZR, TS</b> - to do enter &amp; view training.</li> <li>• <b>ALL</b> - to reply to the end of year celebration invite.</li> </ul>

	<p><b>Kym</b> to speak to Duncan to see if the board can look at the tender document that CARD submitted to become our host.</p> <p><b>Kym</b> to send to the board an example of a written agreement between HW and a hosted organisation once she receives it from Delana.</p> <p><b>ALL</b> to consider volunteering to attend the CARD board meeting in Jan (2 SAB members required).</p> <p><b>Kym</b> to send the board the checklist that she went through with Jamie.</p> <p><b>Delana</b> to send out some information about the impact that local HW has had to give the board more ideas about different types of work we can focus on.</p> <p><b>ALL</b> to reflect on frequency, place and length of SAB meetings to consider what would be best going forward.</p>
<p><b>Safeguarding Update</b></p>	<p>No safeguarding issues in the last month</p>
<p><b>Topic</b></p> <p>SAB meeting feedback</p>	<p>Everyone felt confident following the session, as clarity was given on the SAB's role within Healthwatch Rotherham. No need for further discussion.</p>
<p><b>Questions -</b></p> <ul style="list-style-type: none"> <li>• Questions arising from the papers</li> <li>• Key performance indicators/ targets</li> </ul>	<p>No questions arising from the papers. Just some clarity needed on finding particular documents and where they're stored on the drive.</p> <p>TS asked KG about the work plan and whether we were on target. KG explained that we have now almost completed all the work that was on the work plan after AMC was able to gather a case study from someone who is currently homeless. KG explained that the team has worked hard and persevered with completing all objectives from the workplan.</p>

<p><b>Any other business</b></p>	
<ul style="list-style-type: none"> <li>● Conversation about the Chair role</li> </ul>	<p>KW mentioned that the Chair role is something that interests her and she may wish to pursue this role in the future</p>
<ul style="list-style-type: none"> <li>● Christine Bradley</li> </ul>	<p>Due to CB's current personal circumstances, members would like to offer Christine the time off the board to allow her to focus on these important matters. The board would like to thank Christine for her work and input and welcome her back when the time is right.</p>
<ul style="list-style-type: none"> <li>● Budget and funded projects</li> </ul>	<p>KG mentioned that Healthwatch Rotherham will be running at a loss next year. As a team we will consider funded projects where this fits and within capacity. We need to try and be self-sustaining where we can.</p>
<ul style="list-style-type: none"> <li>● Placement students</li> </ul>	<p>KG discussed our recent medical students who did a great job on their placement with us and really contributed towards our work. We have 2 more psychology students joining us in the New Year. The students had requested Healthwatch based on last year's students' experience with us.</p>
<ul style="list-style-type: none"> <li>● Healthwatch recognition</li> </ul>	<p>KG/TS/ZR - Healthwatch Rotherham is getting more recognition across the community and through some direct work that we have offered to Rotherham residents. KG has also been asked by Toby Lewis to join the governing body at RDaSH.</p>
<ul style="list-style-type: none"> <li>● Working with and supporting CARD colleagues</li> </ul>	<p>KW - Mentioned that through her work at VAR and being on the board at healthwatch, she has been able to refer 2 clients into the Digital Project that CARD are running.</p>
<ul style="list-style-type: none"> <li>● Enter and View - January</li> </ul>	<p>AN - Asked if AMC would be able to have the E&amp;V documents ready to collect at the next board meeting. KG is on standby to complete this with AN in case KW's DBS hasn't been returned.</p>
<ul style="list-style-type: none"> <li>● SAB meetings - frequency of meetings and how they take place</li> </ul>	<p>There was a discussion about the frequency of the SAB meetings and how these should take place. The general consensus was that these still took place monthly, particularly on the run up to completing the new work plan. There will still be the offer of attending hybrid.</p>
<ul style="list-style-type: none"> <li>● Shadowing opportunities</li> </ul>	<p>TS - asked about opportunities for shadowing staff members. KG explained that this isn't a problem at all. AMc also happy for any board members to join her on engagement events.</p>
<ul style="list-style-type: none"> <li>● Minutes taker request</li> </ul>	<p>AMc asked if emails/information SAB related could be sent to both NE and AMc as we share the role and rotate minute taking each month.</p>
<ul style="list-style-type: none"> <li>● Topic for next meeting</li> </ul>	<p>KW - Asked for one of the topics for the next meeting to be on policies (Task and Finish documents all completed and in the Advisory Board Papers folder under "Task and FinishGroup") Everyone to read all documents prior to the January meeting and raise any questions at the board meeting.</p>

**Actions from this meeting**

**AG and TS** - to send NE a paragraph about themselves to be added to the website SAB page

**KG** - to approve and file the three policies for the task and finish group to reflect HWR completed by KW

**ZR, TS** - to complete Enter & View training with KG on 14/1/25

**KG** - Tender document to be placed in Jan 25 folder

**KG** - Find out the date of the CARD board meeting so that 2 HWR SAB members can attend, to present who HWR are

**KG** - to place the board the checklist that she went through with Jamie/Duncan into the Jan 25 folder

**KG** - to remind DL to send some information about the impact that local HW has had to give the board more ideas about different types of work we can focus on.

**KW/KG** - Ensure everyone has the skills audit sheet

**ALL** - Complete the skills audit sheet and return to KW and KG to be placed in the January 25 folder

**ALL** - Read all policies in the Task and Finish group folder and have questions ready for the January 25 SAB meeting.

**AMC** - To have Enter and View documents ready for collection at the next SAB meeting in Jan 25

**Date and time of next meeting**

**Wednesday 15th Jan 2025  
5.30 - 7.00pm (CARD office)**

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Appendix:

<b>Key Performance Indicators</b>		<b>*Reporting / Evidence</b>
KP1	Evidence of effective use of local intelligence gathered and an understanding of local and national issues in the Health and Social Care sector to produce a meaningful annual work programme agreed and overseen by Board Members.	Annual work plan, quarterly performance reports and contract monitoring meetings
KP2	Provide real-time reporting of issues within the Borough that demonstrates clear links to statistical evidence, academic research and user feedback.	Website, quarterly performance reports and contract monitoring meetings
KP3	Provide signposting and information to help support residents in making informed decisions around health and social care provision or services.	Quarterly performance reports and contract monitoring meetings
KP4	Evidence that local people and communities feel they are listened to and that their views help to shape local health and care services and contribute to the influencing of national policy. All Healthwatch Rotherham insight to be shared with Healthwatch England in a timely way.	Quarterly performance reports and contract monitoring meetings
KP5	Evidence that planning goes into how outcomes are set, delivered and evaluated.	Quarterly performance reports and contract monitoring meetings. Use of Healthwatch England resources and tools
KP6	Evidence that people and stakeholders understand rationale for selection of Healthwatch Rotherham priorities and how they make the biggest difference for residents.	Health and Wellbeing Board attendance and quarterly performance reports and contract monitoring meetings
KP7	Develop and maintain relationships with local service user groups, existing VCS networks and other local Healthwatch.	Regular contact / meetings, reported via quarterly performance reports and

		contract monitoring meetings
<b>Management Information</b>		<b>Reporting / Evidence</b>
MI1	Number of individual interactions e.g. by email, telephone face to face,	Quarterly monitoring s/sheet
MI2	Number of enquiries dealt with.	Quarterly monitoring s/sheet
MI3	Number of events held.	Quarterly monitoring s/sheet
MI4	Number on newsletter distribution list.	Quarterly monitoring s/sheet
MI5	Number of active volunteers and focus of activities.	Quarterly monitoring s/sheet
MI6	Number of complaints against the service	Quarterly monitoring s/sheet
MI7	Number of safeguarding / incidents / accidents.	Quarterly monitoring s/sheet
MI8	Diversity monitoring of Board, staff and volunteers.	Quarterly monitoring s/sheet
<b>Key Requirements</b>		<b>Reporting / Evidence</b>
KR1	<p>Publish an annual report by 30<sup>th</sup> June each year. These reports must include how Healthwatch:</p> <ul style="list-style-type: none"> <li>• Engage with diverse communities</li> <li>• Use volunteers and lay people to support their governance and activities</li> </ul> <p>Share their data and insight to improve services. For example, with Healthwatch England, CQC or local health and social care services</p> <ul style="list-style-type: none"> <li>• Have made an impact as a result of their activities</li> <li>• Have spent their funding</li> </ul>	HWE statutory requirement Annual report produced
KR2	Report number of people accessing the service (number signposted to other services, number and type of interactions) to include trends and analysis, and demographics.	Quarterly performance report
KR3	Deliver outreach sessions, ensuring coverage across the borough.	Quarterly performance report
KR4	Attend quarterly contract monitoring meetings and provide reports and data to commissioners ahead of these meetings.	Quarterly contract monitoring meetings
KR5	Produce a training and development strategy for all Healthwatch staff and volunteers (including those delivering specialist service elements and “enter and view”).	Training and development strategy
KR6	Produce a communications and engagement plan that supports campaigns and promotions which increase awareness and membership of Local Healthwatch and link to the agreed work plan.	Communications and engagement plan
KR7	Produce clear codes of conduct for staff, membership and partners.	Staff codes of conduct

KR8	Produce a clear equality and diversity policy and carry out equality impact assessments for engagement / research projects.	Equality and diversity policy. Equality impact assessments.
KR9	Produce a clear complaints procedure.	Complaints procedure
KR10	Produce community research projects on Health and Social Care issues (minimum four per year) that develop evidence-based reports and clear recommendations for decision-making, future campaigns, providers and commissioners.	Quarterly performance reports
KR11	Develop, build and maintain a community-focused web platform that builds on and complements the existing presence of partner organisations.	Web platform
KR12	Ensure and be able to demonstrate that Healthwatch is compliant with data protection and freedom of information obligations as applicable to public bodies.	Data protection policy
KR13	Completion of the Healthwatch England Quality Framework self-assessment and development of action plan, to be reviewed annually.	Quarterly performance reports

**In addition we have two social value components to report on Monthly.**

ID	Description	Overall Target
NT1	No. of direct local employees (FTE) hired or retained on the contract	0.6
NT12	No. of weeks spent on meaningful work placements; 1-6 weeks student placements (unpaid)	8