

healthwatch

Rotherham

Meeting	Strategic Advisory Board (SAB)
Date of meeting	Wednesday 21st May 2025
Board members present	Kathy Wilkinson (KW) Tony Swindells (TS) Aldisa Musaj (AM) Zanib Rasool (ZR)
Attendees	Kym Gleeson (KG) - Healthwatch Manager Andrea McCann (AMc) as minute taker
Apologies	Alison North (AN) Duncan Gall (DG)
Welcome and introductions	Kathy welcomed everyone to the meeting
Declarations of Interest	None
Minutes from the previous meeting	All agreed
Matters arising/actions from the previous meeting	<p>Kym notified the board of Faith's resignation from the SAB due to relocating having found a new role in Carlisle. Kym has emailed her and thanked her for her time and contribution to Healthwatch Rotherham.</p> <p>Kym explained to the board that unfortunately both of our volunteers can no longer offer their time to Healthwatch Rotherham.</p> <p>AM - Offered some time to help out with any engagement/other events when she can.</p>

	<p>Kym explained that there are 3 new volunteer adverts that will be on the website soon. These are Engagement volunteer, Information and Signposting volunteer and Social Media Champion volunteer.</p> <p>Kym asked about the frequency of meetings again and suggested bi-monthly meetings and at the same time of 4pm - 6pm. Everyone at the meeting agreed. Will need to wait to hear from AN about the suitability for her.</p> <p>KG - to check if there are any other policies that need reviewing - potentially require an enter & view policy - ongoing</p> <p>KW/KG - ensure that FI and AM have the skills sheet to complete - ongoing. ALL to make sure the skills audit is completed and to notify Kathy. Kym explained where this is in the drive.</p> <p>KW - to send photos of DBS (To do)</p> <p>KW - to update paragraph on SAB website page (To do)</p> <p>KW - to do statement for annual report (Completed)</p> <p>KG - to send out personal information contact sheet to SAB members and ALL to complete (Completed)</p>
Safeguarding Update	None for April
Questions and any other business -	<p><u>Questions:</u></p> <p><i>AN asked about feedback on social care that we had received since the last meeting. The snippets we heard were:</i></p> <ul style="list-style-type: none"> • Help to clean the house due to a serious health issue and is in his 80's. Looking for advice. • Adult Social Care need to understand that not everyone with autism needs support from the Learning Disability team. We tried to get support for our needs but because they couldn't find an appropriate service, they put us under the LD team. Then when they realised we were educated people with degrees, they dropped us and said that we weren't appropriate for this services support. If they'd listened to us in the first place, they'd have realised that. • Social care RMBC Housing Me and my husband needed to move into a ground floor property because of his health being so bad. We knew we needed some adaptations but the council said they could do it after we moved in to stop my husband being left in hospital for too long. They've started to

rip the house apart and it's like a building site. I can't cope living in this, it's so bad it's going to make us both ill, never mind my husband being so poorly already.

- Made homeless recently. Been in touch with RMBC. Rang 01709336009 & 07748143170.
Has medical conditions, not all info on his notes. has anxiety, knee issues but has damaged his knee further on streets.

ZR asked about our engagement with the BAME community. AMc mentioned the BAME groups that she engages with.

Potential groups suggested by ZR were the RUCT groups that Dylan Hadley runs. We've had difficulties making contact with Dylan so far but ZR asked AMc to copy her into the emails to Dylan.

ZR also mentioned the Unity Centre groups.

There is an upcoming engagement with a group that KW is working with.

KG is also attending the Pakistani Community Radio next week to highlight the work of Healthwatch Rotherham.

ZR mentioned Ramadan radio for next year. She will send details nearer the time.

ZR to send AMc any other groups she is aware of that we may not have reached yet.

KG offered to share our diversity policy.

Any other business:

Kym discussed available media training and KW and TS are interested in completing this.

KW expressed that there is some excellent training on skillsbook.

TS - Invited AMc to the Rainbow project transgender support group (Wed evenings). There are some issues

	<p>since the recent news articles around transgender and could be worth speaking to people.</p> <p>ZR - Asked if we'd been in touch with Johnathon Ellis at VAR regarding bi-lingual volunteers. ZR will send his email to Kym.</p> <p>Kym reminded everyone about the diversity forms which are in the folder for people to complete if they are happy to.</p> <p>The Enter and View report is almost complete - NE is just waiting for Swallownest Court photos from TS.</p> <p>KG showed everyone the new monthly "You said, we did" report that NE and AMc have designed. KG, AMc and NE will be meeting soon to discuss the length of the report.</p> <p>KG mentioned the Rotherham Show and asked for SAB members to volunteer if they were able to - KW and ZR are able to help out:</p> <p><u>Saturday - Andrea am and Kathy pm</u> <u>Sunday - Zanib am and Nicola F pm</u> TS will already be there with his stand (Rainbow Project)</p>
<p>Actions from this meeting</p>	<p>KG - to check if there are any other policies that need reviewing, e.g Enter & view policy - Rolled over</p> <p>ALL - to make sure the skills audit is completed and to notify Kathy. Kym explained where this is in the drive - Rolled over</p> <p>KW - to send photos of DBS (To do) - Rolled over</p> <p>KW - to update paragraph on SAB website page - Rolled over</p> <p>ZR to email AMc all the BAME groups and contacts she has.</p> <p>ZR to email KG, Jonathan Ellis' email address.</p> <p>AMc to make contact with Dylan Hadley again at RUCT and copy Zanib into the emails.</p> <p>KG to share the diversity policy</p> <p>ALL - to complete diversity forms if they are happy to do so.</p>

	TS - To share E&V photos with NE to complete the report KG, AMc, NE - To meet regarding the new monthly report
Date and time of next meeting	30th July 2025 at CARD office (4pm - 6pm)

Appendix:

Key Performance Indicators		*Reporting / Evidence
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
Management Information		Reporting / Evidence
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
Key Requirements		Reporting / Evidence
KR1	<p>Publish an annual report by 30th June each year. These reports must include how Healthwatch:</p> <ul style="list-style-type: none"> • Engage with diverse communities • Use volunteers and lay people to support their governance and activities <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"> • Have made an impact as a result of their activities • Have spent their funding 	<p>HWE statutory requirement</p> <p>Annual report produced</p>
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