

Minutes

Operational Committee Meeting

Date: 14 September 2015

Venue: Sension House, Denton Drive,

Time: 10.30am to 12.30pm

Northwich, CW9 7LU

Item	Topic	Action
1	<p>Present:</p> <p>Committee: Brendan Doyle (BD) - Chair, Andrew Firman (AF), Rhiannon Wilson (RW), Margaret Yorke (MY), Elizabeth Bott (EB), George Loughlin (GL) and Pat Clare (PC).</p> <p>Staff: Jonathan Taylor (JT) - Chief Executive Officer, Emma McKenzie (EM), Matthew Hyndman (MH), Neil Garbett (NG), David Crosthwaite (DC).</p> <p>Guest: Steve Holdsworth, Dementia Action Alliance.</p> <p>Apologies: Gus Cairns (GC) - Deputy Chair, Lynne Ewin (LE), Lynda Hesketh (LH), Anthony Groom (AG), Jackie Lewis (JL).</p> <p>BD welcomed all. Introductions were made around the table for the benefit of David Crosthwaite, the new Volunteer Co-ordinator and guest Steve Holdsworth.</p> <p>JT announced that Lynda Hesketh had decided to step down from the committee due to other commitments. Anthony Groom had also, reluctantly resigned. They will be missed and contact with both is to be maintained. Letters of thanks to be sent. Steps to be made to refresh and increase numbers of committee.</p>	JT/BD
2	<p>Declaration of Relevant Interest None.</p>	Noted
3	<p>Presentation - Dementia Action Alliance Steve Holdsworth was invited by JT to update the committee on the work of the Alliance as dementia features on the HWCW work plan. Notes attached.</p> <p>Healthwatch's input was considered: E&V dementia audit, mystery shopping, engagement expertise. Examples of other local Healthwatch action plans to be considered as a starting point for the development of a Healthwatch Cheshire West action plan. Task and Finish group to be set up to look at this.</p>	Update/ discussion JT

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4	<p>Minutes of last meeting/matters arising Two minor typographical errors were corrected and Rhiannon Wilson added to attendee list.</p> <p>There were no matters arising.</p>	Agreed
5	<p>Forward Actions JT - dates have been circulated for OC meetings. GP Access target engagement report - JT to update during item 6.2. Celebration Event is being organised. HWCW will be attending International Older People's Day.</p>	Updated
6	<p>Progress against work plan</p>	
6.1	<p>Reflective Audit T&F GL gave verbal update. Need to meet with NG to discuss feedback from reflective audit in relation to Enter and View process. Celebratory event for volunteers (including staff and directors) is to be arranged - perhaps February/March next year. Awaiting HWCW celebration event in September to see how that goes and see what ideas come out of it. Will enlist DC's help to write to all volunteers. Generic video to be worked on - perhaps contact local university for assistance. DC was welcomed and to be invited to all future meetings. Note: HWCW carries out Enter & View visits rather than 'inspections'. GL to arrange meeting with DC and NG.</p>	Updated GL/NG/DC
6.2	<p>GP Project T&F MH gave update. Target Engagement Report has been delayed due to JT and MH's annual leave but will be published by end of October. However, engagement has with partners regarding the findings has been discussed by JT and MH. Decided to contact CCGs asking them to respond to information provided by Healthwatch.</p> <p>Decided to postpone meeting of 25th September as so close to Celebration Event. Final draft of report will be available for next meeting to be re-arranged.</p> <p>Website review - GC not necessarily able to do updates. Timetable to be sent out.</p>	Updated JT / MH

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6.3	<p>Care at Home T&F NG gave verbal update. Questionnaire has been sent out to 850 people by Age UK, and 630 by CCIL. Survey Monkey survey is online, 32 logged responses, 20+ respondents wishing to be involved in interviews. CWaC Council has been very supportive - OPN to also distribute questionnaires. Very good early response. JT - responses should be checked for matching the brief of individual funding of care via direct payment or own funds. Council funded responses to be passed to CWaC Council. 2 xs Pro-forma have been drafted by NG which he will circulate for comments/amendments to T&F Group. He would like pen portraits / personal stories for final report. NG asked by JT to bring early emerging themes to next meeting.</p>	Updated NG
7	<p>Progress Against Work Plan Coming to end of current work plan. MY - signposting directory Council? - Information Consortium organising this. DC to conduct skills audit with volunteers to help with signposting. JT intends to draft next 6 month work plan before next meeting.</p> <p>CYP project - AF queried results of CYP questionnaire - these were presented at last meeting. JT and JL meeting with local authority to regain momentum.</p> <p>MH - engaging members of MH citizen's panel in E&V of MH services - this is in hand.</p> <p>JT asked how the work plan could be better presented to enable members to be assured and hold committee to account around delivery.</p> <p>MH suggested a monthly report. GL suggested keeping ongoing items to a different section. JT suggested red and green shading. PC - need to identify risk. Ongoing items - numbers to be added to this column to gauge achievement.</p> <p>It was agreed to use a traffic light system to be added. JT to copy committee in with quarterly reports.</p> <p>BD - dates set for targets should be achievable and staff should report any concerns. MH - team are ambitious and want to see work progress. Targets are needed to focus on, but should be reviewed.</p> <p>AF - asked about numbers of concerns referred to safeguarding since last meeting? None, only 6 or so since HW inception.</p>	Discussed JT/JL JT

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8	Celebration Event Monday 28 September - Mercure Hotel, Christleton. RW asked for ideas for members to help with. Draft agenda circulated. JT explained that all CIC will have stands demonstrating that HWCW has a broad reach. Other stall holders will have links to the projects we are currently undertaking. OPN to have a presence. ID badges to be worn. Draft agenda was run through. 70 attendees registered to date. Advertising in Chester Chronicle for next two weeks to ensure 100 attendees including members of public. Registration desk Feedback form - simple, time given to complete ahead of lunch.	
9	Any Other Urgent Business NG to email OC with details of two engagement events organised by COCHfT at Tarporley Community Centre and Ellesmere Port Civic Hall -12 to 4.30pm 29 September There was no urgent any other business. BD thanked members for their attendance and the meeting closed at 12.30pm.	NG

**Next meeting at 10.30am on 9 November 2015
Venue - Sension House, Denton Drive, Northwich, CW9 7LU**