

## Healthwatch Kingston Upon Thames Board Meeting AGENDA

Published 21.03.18 on [www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)

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**To be held on Tuesday 27<sup>th</sup> March 2018, 5pm - 8.00pm**  
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	Paper(s)	Time
<b>STANDING ITEMS</b>				
1.	Welcome and apologies for absence	GS	-	17.00
2.	Declarations of interest	GS	-	
3.	PART A Minutes of meeting held on Wednesday 24 <sup>th</sup> January 2018 for approval	GS	✓	
4.	Outstanding actions report	GS	✓	
<b>FOR DISCUSSION AND/OR DECISION</b>				
5.	Guest speaker: Siân Walker, Independent Chair, Safeguarding Adults Board, Kingston upon Thames (30 min)	SW	✓	17.10
6.	Chair's report (10 min)	GS	✓	17.40
7.	Management report (15 min)	SB	✓	17.50
8.	Finance report (15 min)	NS	✓	18.05
9.	Project and Outreach Officer reports (5 min)	LA/ABY	✓	18.20
10.	Risk management log (10 min)	JW	✓	18.25
11.	Health and Safety Policy & Health and Safety Risk Assessment (5 min)	SB	✓	18.35
12.	Approach to Volunteering and Authorised Representatives List (15 min)	NA	✓	18.40
<b>FOR INFORMATION</b>				
13.	Task Group reports (5 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	- ✓ ✓	18.55
14.	AOB	GS	-	19.00
15.	Date of next meeting: Wednesday 23 <sup>rd</sup> May 2018	GS	-	
16.	Close of PART A	GS	-	19.10

### Board Members (PART A):

Grahame Snelling (GS)	HWK Chair/Trustee Board Member
Nigel Spalding (NS)	HWK Treasurer/Trustee Board Member
Liz Meerabeau (LM)	HWK 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):**

Siân Walker (SW)	Independent Chair, Safeguarding Adults Board, Kingston upon Thames
Graham Goldspring (GG)	HWK Active Affiliate, Chair of the Hospital Services Task Group
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 Manager
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.	PART B Minutes of meeting held on Wednesday 24 <sup>th</sup> January 2018 for approval (5 min)	GS	✓	19.10
2.	Local Transformation Board / Health and Care Plan update (10 min)	LM	-	19.15
3.	KQC Lease (5 min)	NS	✓	19.25
4.	Staff Safety (5 min)	NS	-	19.30
5.	HWK Purpose (20 min)	WO/NA	✓	19.35
6.	AOB	GS	-	19.55
7.	CLOSE	GS	-	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 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 Manager (Minutes)
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<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title: DRAFT MINUTES - Healthwatch Kingston Upon Thames Board Meeting, Wednesday 24th January 2018</b>	<b>Author:</b> Laila Awda (LA)
<b>PART A Item: 3</b>	<b>Action:</b> For approval

**Healthwatch Kingston Upon Thames  
Board Meeting, Wednesday 24<sup>th</sup> January 2018 5pm - 7.30pm  
At Kingston Quaker Centre  
DRAFT MINUTES**

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

No.	Item	Action
1.	<b>Welcome and Apologies</b> 1.1 Grahame Snelling (GS), HWK Chair/Trustee Board Member welcomed everyone.	
2.	<b>Declarations of Interest</b> 2.1 No declarations of interest were made.	

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3.	<b>Draft minutes of meeting held on 22 November 2017 for Board approval</b> 3.1 The minutes were checked for accuracy.	
	3.2 It was highlighted that item 4.2 minute should refer to GDPR compliance with regard to Survey Monkey rather than Mail Chimp.	3.2 LA
	3.3 Item 7.1 needs to be corrected from GS to GG.	3.3 LA
	3.4 Item 8.4 needs to be corrected from GG to GS, in the action column.	3.4 LA
	3.5 It was agreed that item 11.3 the word 'happenings' should be changed to 'events'.	3.5 LA
	3.6 Item 11.2 has been duplicated and needs correcting so second use of 2.2 becomes 2.3 and so on etc.	3.6 LA
4.	<b>Matters arising/Action log</b> 4.1 An update about safeguarding training for staff and volunteers was provided. Training dates are likely to be set for April.	4.1 SB
	4.2. An update was provided following the meeting with Kingston Quaker Centre (KQC) to discuss a new lease.	
	4.3 It was agreed that James Waugh (JW), HWK Trustee Board Member, will email Nigel Spalding (NS), Treasurer/HWK Trustee/Board Member, to discuss having the lease reviewed by a pro bono solicitor via LawWorks before finalising the agreement.	4.3 JW, NS
	4.4 The format for the board meeting papers was discussed. There was an agreement that it worked well to have both one continuous PDF document (where possible), and individual documents sent to the Board prior to Board meetings. It was agreed that the continuous PDF document and any documents that cannot be included will be sent in one email ("ONE DOCUMENT plus"), and the individual documents format will be sent in another email ("INDIVIDUAL DOCUMENTS") so that the two formats are more easily distinguishable.	4.4 SB
	4.5 NS confirmed that the sourcing of an independent examiner for the HWK accounts has progressed. He is in the process of gathering costs and further details and will present more information at the March Board meeting.	4.5 NS
	4.6 An update was provided by NS on adding access to online banking to the HWK bank account. He anticipated that the four signatories on the account would need to attend the bank. The Board agreed that this should be progressed. NS will circulate dates in March to find a suitable time for signatories to attend the bank to do this.	4.6 NS
	4.7 The formal request submitted to the Health Overview Panel (HOP) by HWK about the lack of provision in Kingston for those with Emotionally Unstable Personality Disorder (EUPD), was met with a positive response at the HOP. The Board then discussed if the 'formal referral' process should in future be used at an earlier stage, if HWK are not receiving adequate responses from organisations contacted. It was agreed this would be considered on a case by case basis.	
	4.8 Liz Meerabeau (LM), HWK Trustee Board Member raised a query around how IAPT services in Kingston compare to those provided in Surrey, following reports that some patients try to register to GPs in different areas to use IAPT services outside of Kingston with shorter waiting lists. Tony Williams (TW), Chair of the Mental Health Task Group, advised that Kingston's IAPT service 'I-Cope' will shortly be reviewed by HWK as the Mental Health Task Group has identified this as a priority and that points made by LM can be raised as part of the planned review.	4.8 TW

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	4.9 To save time for other items on the Board agenda, the 'Matters Arising/Action Log' to be updated and provided to the Board with other papers in advance of each future Board meeting.	4.9 SB
5.	<p><b>Chair's Report</b></p> <p>5.1 The Chair's report was provided.</p> <p>5.2 The introduction of Blue Badge Parking charges as part of changes to parking arrangements Kingston Hospital was discussed and a brief update of the response from Ann Radmore (Chief Executive at Kingston Hospital) was provided. SB noted that at his meeting with Sally Brittain (Director of Nursing) the hospital accepted that they could have held a better local engagement although it is not something that they are required to do. It was understood that the decision was made by the hospital in response to requests from patients for additional disabled parking spaces at the hospital, and the introduction of blue badge parking charges was to offset the losses from offering less paid spaces. It was highlighted that parking charges at the hospital can be refunded through a means tested process available through the hospital cashier or online via the NHS England website.</p>	
6.	<p><b>Management Report with HWK Programme Delivery Plan</b></p> <p>6.1 The proposed HWK Programme Delivery Plan and HWK Key Performance Indicators documents were presented to the Board as a mechanism to support the contract delivery planning, motioning and reporting.</p>	
	6.2 It was agreed that the proposed HWK Programme Delivery Plan and the draft Key Performance Indicators documents, can be shared with Andrew Bessant (AB), the HWK contract holder at Royal Borough of Kingston (RBK). SB to arrange a meeting with AB.	6.2 SB
	6.3 There was further discussion about the draft HWK Key Performance Indicators documents and whether HWK have any baseline data to set targets in line with. It was agreed that gathering retrospective baseline data to set appropriate targets would be too time consuming. It was noted that the first column may be better suited to the title 'objectives' rather than 'performance measures' and that this document should be used to record work completed in each area to create a realistic picture of HWK activities (rather than any HWK specific targets), to ensure that HWK targets are not set that are beyond organisation capacity to deliver. SB agreed to amend.	6.3 SB
	6.4 An additional amendment to the draft HWK Key Performance Indicators document was requested by the Board. The text including and following 'evidenced by' in all rows of the first column should be removed. It was also suggested that the third column should contain quantitative data separately from quantitative measures. SB agreed to amend.	6.4 SB
	6.5 Nike Alesbury (NA), HWK Trustee Board Member, stated that she would support SB in the completion of the 'Volunteers' and 'Additional Social Value' sheets of the HWK Programme Delivery Plan. GS said he would assist with the remaining elements 'Innovation' and 'Safeguarding' sheets and NS offered to support the completion of the 'RBK Terms and Conditions' sheet.	6.5 NA, GS, NS, SB
	6.6 A change to the provided management report was noted: for item 6.2 the date should read 30 January rather than 30 October.	6.6 SB
	6.7 The Board suggested an addition to item 6.14 of the management report so that the pause asked for by NHS SWL was noted in regards to the 'Grassroots Engagement Programme' funding.	6.7 SB
7.	<b>Task Group Reports/Minutes</b>	

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	<p>7.1 There was a discussion about the combining of the three HWK Task Groups. The Task Group Chair's all expressed support for the new format. <u>Community Care Task Group</u></p> <p>7.2 A report was provided prior to the meeting.</p>	
	<p>7.3 Ann Macfarlane (AM), Chair, HWK Community Care Task Group, voiced her concern about low levels of attendance at the Community Care Task Group. NA will speak further with AM about developing volunteer roles to meet the Task Group's need and increase the number of attendees.</p>	7.3 AM, NA
	<p>7.4 The importance of including people with a range of needs in HWK meetings was also discussed, and AM mentioned that two new people were interested and may wish to attend the Community Care Task Group meetings but they would benefit from a pre-meeting and documents in Easyread. HWK staff team to discuss how best to progress this opportunity with AM.</p>	7.4 AM, ABY, LA, SB
	<p><u>Hospital Services Task Group</u></p> <p>7.6 A report was provided prior to the meeting.</p> <p>7.7 Graham Goldspring, HWK Active Affiliate, Chair of the Hospital Services Task Group (GG) highlighted the work the Task Group are doing on the Discharge project, where they have been developing questions based around information about leaving hospital from Kingston Hospital's website, as well as the aims stated in the hospital's new discharge policy.</p> <p>7.8 SB recently met with Sarah Gigg, Deputy Director of Nursing at Kingston Hospital, and raised ongoing interest in the HWK Discharge Project. SB will provide a written update of his meeting and further information on how this work might be taken forward.</p> <p><u>Mental Health Task Group</u></p> <p>7.9 A report was provided prior to the meeting.</p> <p>7.10 It was noted that the Mental Health Task Group has a good level of attendance has and operates in an informal format, which meets the needs of the people who attend it and it was requested that this be taken into consideration when the planning of the new format Joint HWK Task Groups Meetings.</p>	
8.	<p><b>Finance Report</b></p> <p>8.1 Report provided for information.</p> <p>8.2 It was noted that SB has taken over some of the more day-to-day financial duties previously completed by NS.</p> <p>8.3 The intended reserve figure previously agreed was stated as likely to be achieved, although SB added that there will likely be an adjustment to the projected underspend following further planned expenditure due to office needs before end of the 2017-18 financial year.</p> <p>8.4 The Board agreed to increase the mileage allowance from 30p per mile to 45p per mile for staff/volunteer expenses. The change will apply to all claims made from the date of this meeting.</p>	
9.	<p><b>Project and Outreach Officer Reports</b></p> <p>9.1 A report from each Project and Outreach Officer was provided prior to the meeting.</p> <p>9.2 Adelaide Boakye-Yiadom (ABY), HWK Projects and Outreach Officer, reported on two 'Future of Home Care Provision' community engagement events, which took place in December 2017. A report is being finalised.</p> <p>9.3 It was agreed that reports will not be sent to all Board members for checking, and that one Board member will be delegated as a 'Board sign-off' lead for report, determined by areas of interest/expertise etc..</p>	

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	9.4 NS will be the nominated person for the report on the 'Future of Home Care Provision'.	
	9.5 ABY reported that two students from Kingston University plan to volunteer with HWK to develop an app to support better engagement with young people. There is a contract to be looked over and signed and NA agreed to look at this with ABY.	9.5 NA, ABY
	9.6 Laila Awda (LA), HWK Projects and Outreach Officer, updated the meeting on a 'Healthy Teeth, Healthy Kids' art workshop that took place on 20 <sup>th</sup> January, and a further one due to take place on 30 <sup>th</sup> January.	
	9.7 It was agreed that the 'Healthy Teeth, Healthy Kids' final draft report would be sent to LM as delegated 'Board sign-off' lead	
	9.8 LA mentioned that HWK will be presenting at Kingston College on 5 <sup>th</sup> March to Health and Social Care students about the work of HWK and how they volunteer. LA will liaise further with NA to develop volunteer roles suitable for the students prior to the visit.	9.8 LA NA
10.	<b>Review of Policies and Procedures</b> <u>Safeguarding Policy and Procedure</u> 10.1 The 'Safeguarding Policy and Procedure' document was presented by GS to the meeting with suggested amendments to be made to the policy.	
	10.2 The Board agreed that the document will be taken away for review with attention brought to the added 'Social media and e-communication safeguarding policy' section, which needs further review. SB will bring together the amendments suggested by GS and circulate for Board approval by email.	10.2 SB, ALL Board
	<u>Health and Safety Policy &amp; Health and Safety Risk Assessment</u> 10.3 The 'Health and Safety Policy & Health and Safety Risk Assessment' document was presented by SB to the meeting.	
	10.4 Changes to be made were highlighted: Item 2 of the document needs proof reading and for Item 4 'Community engagement officer' needs to be changed as this role no longer exists at HWK.	10.4 SB
	10.5 A query was raised as to whether HWK are responsible for the kitchen and meeting rooms as stated in the document. It was decided that a line should be added saying that matters should be escalated to the Landlord to make it clear that it is not HWK's responsibility and that this needed to be consistent with the wording in the new lease.	10.5 SB
	<u>Adoption Pay and Leave Policy</u> 10.6 The Board agreed that they were happy for LM to amend and approve the Adoption Pay and Leave Policy as she sees fit. LM will look at the document further and address any queries to SB.	10.6 LM
11.	<b>AOB</b> 11.1 No other business was raised.	
12.	<b>Date of next meeting</b> 12.1 The next meeting is due to be held on <b>Tuesday 27 March 2018, 5-7.30pm, in the large meeting room at Kingston Quaker Centre.</b>	
	Close of PART A	

Approved: Tuesday 27 March 2018

Signed:

Grahame Snelling, Chair, Healthwatch Kingston upon Thames

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date: Tuesday 27 March 2018</b>
<b>PART A Item: 4</b>	<b>Action: For noting</b>

<b>MEETING: Healthwatch Kingston upon Thames Board</b>		<b>SUBJECT: Outstanding actions report</b>		
<b>DATE: 24 January 2018</b>		<b>STATUS: Report for noting</b>		
<b>Minute ref</b>	<b>Decision</b>	<b>Action by</b>	<b>Action date</b>	<b>Progress</b>
3.2	<u><b>3. Pt A draft minutes of meeting held on 22 Nov 17 for approval</b></u> It was highlighted that item 4.2 minute should refer to GDPR compliance with regard to Survey Monkey rather than Mail Chimp.	LA		Completed.
3.3	Item 7.1 needs to be corrected from GS to GG.	LA		Completed.
3.4	Item 8.4 needs to be corrected from GG to GS, in the action column.	LA		Completed.
3.5	It was agreed that item 11.3 the word ‘happenings’ should be changed to ‘events’.	LA		Completed.
3.6	Item 11.2 has been duplicated and needs correcting so second use of 2.2 becomes 2.3 and so on etc.	LA		Completed.
4.1	<u><b>4. Matters arising/Action log</b></u> An update about safeguarding training for staff and volunteers was provided. Training dates are likely to be set for April.	SB	<b>3 April 2018</b>	<b>Diarised for action by SB.</b>
4.3	It was agreed that James Waugh (JW), HWK Trustee Board Member, will email Nigel Spalding (NS), Treasurer/HWK Trustee/Board Member, to discuss having the lease reviewed by a pro bono solicitor before finalising the agreement.	JW, NS		JW provided NS with details of LawWorks - NS has approached LawWorks. Completed.
4.4	The format for the board meeting papers was discussed. There was an agreement that it worked well to have both one continuous PDF document (where possible), and individual documents sent to the Board prior to Board meetings. It was agreed that the continuous PDF document and any documents that cannot be included will be sent in one email (“ONE DOCUMENT plus”), and the individual	SB		Adopted.



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	documents format will be sent in another email (“INDIVIDUAL DOCUMENTS”) so that the two formats are more easily distinguishable.			
4.5	NS confirmed that the sourcing of an independent examiner for the HWK accounts has progressed. He is in the process of gathering costs and further details and will present more information at the March Board meeting.	NS		Agenda item 8.
4.6	An update was provided by NS on adding access to online banking to the HWK bank account. Metro Bank have confirmed that to get online banking access the four signatories on the account need to attend the bank. The Board agreed that this should be progressed. NS will circulate dates in March to find a suitable time for signatories to attend the bank to do this.	NS		Agenda item 8.
4.8	Liz Meerabeau (LM), HWK Trustee Board Member raised a query around how IAPT services in Kingston compare to those provided in Surrey, following reports that some patients try to register to GPs in different areas to use IAPT services outside of Kingston with shorter waiting lists. Tony Williams (TW), Chair of the Mental Health Task Group, advised that Kingston’s IAPT service ‘I-Cope’ will shortly be reviewed by HWK as the Mental Health Task Group has identified this as a priority and that points made by LM can be raised as part of the planned review.	TW		<p>We have (copious) performance data from Candi and NHS England on IAPTs across the country. We need to decide which sets we want to explore.</p> <p>We will discuss the task at the next MHTG (8 March 2018). This may cause us to decide to explore waiting times.</p> <p>We will certainly seek to hear the voices of people who have used iCope, and will be setting up an appointments system to hear those views.</p>
4.9	To save time for other items on the Board agenda, the ‘Matters Arising/Action Log’ to be updated and provided to the Board with other papers in advance of each future Board meeting.	SB		Adopted and now named ‘Outstanding actions report’.
6.2	<b><u>6. Management Report with HWK Programme Delivery Plan</u></b> It was agreed that the proposed HWK Programme Delivery Plan and the draft Key Performance Indicators documents, can be shared with Andrew Bessant (AB), the HWK contract holder at Royal Borough of Kingston (RBK). SB to arrange a meeting with AB.	SB		Arranged for 2 March 2018 but then cancelled by Andrew Bessant due to an RBK change in contract holder. We await notification of new contact but GS and SB (and also NS) will meet with AB and whoever the new person is, for an appropriate handover.
6.3	There was further discussion about the draft HWK Key Performance Indicators documents and whether HWK have any baseline data to set targets in line with. It was agreed that gathering retrospective baseline data to set appropriate targets would be too time	SB		Agenda Item 7.

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	consuming. It was noted that the first column may be better suited to the title 'objectives' rather than 'performance measures' and that this document should be used to record work completed in each area to create a realistic picture of HWK activities (rather than any HWK specific targets), to ensure that HWK targets are not set that are beyond organisation capacity to deliver. SB agreed to amend.			
6.4	An additional amendment to the draft HWK Key Performance Indicators document was requested by the Board. The text including and following 'evidenced by' in all rows of the first column should be removed. It was also suggested that the third column should contain quantitative data separately from quantitative measures. SB agreed to amend.	SB		Agenda Item 7.
6.5	Nike Alesbury (NA), HWK Trustee Board Member, stated that she would support SB in the completion of the 'Volunteers' and 'Additional Social Value' sheets of the HWK Programme Delivery Plan. GS said he would assist with the remaining elements 'Innovation' and 'Safeguarding' sheets and NS offered to support the completion of the 'RBK Terms and Conditions' sheet.	NA, GS, NS, SB		Completed (Safeguarding).  Need to set another date with NA to look at 'Volunteers' and 'Additional Social Value' sheets.  'Innovation' isn't yet completed as part of work with GS.  In addition: NS has provided info about our - yet to be clarified - PREVENT RBK contract requirements which will need clarification at our meeting with new contract holder.
6.6	A change to the provided management report was noted: for item 6.2 the date should read 30 January rather than 30 October.	SB		Completed.
6.7	The Board suggested an addition to item 6.14 of the management report so that the pause asked for by NHS SWL was noted in regards to the 'Grassroots Engagement Programme' funding.	SB		Completed. Now reads: 'NHS SWL asked for a pause in the Grassroots Engagement Programme funding, and that the second phase begin in March 18 with amended funding criteria newly aligned to support the emergent aims of the local Health and Care Plans.'
7.3	<b><u>7. Task Group Reports/Minutes</u></b> <b><u>Community Care Task Group</u></b> - Ann Macfarlane (AM), Chair, HWK Community Care Task Group, voiced her concern about low levels of attendance at the Community Care Task Group. NA will speak	AM, NA		AM has been away - NA?

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	further with AM about developing volunteer roles to meet the Task Group's need and increase the number of attendees.			
7.4	The importance of including people with a range of needs in HWK meetings was also discussed, and AM mentioned that two new people were interested and may wish to attend the Community Care Task Group meetings but they would benefit from a pre-meeting and documents in Easyread. HWK staff team to discuss how best to progress this opportunity with AM.	AM, ABY, LA, SB		Completed. A first attempt to make contact was unsuccessful, AM is going to follow up. As soon as she does we will organise to meet them at the HWK office to find out what adjustments need to be made to facilitate them attending future meetings.
9.5	<b><u>9. Project and Outreach Officer Reports</u></b> ABY reported that two students from Kingston University plan to volunteer with HWK to develop an app to support better engagement with young people. There is a contract to be looked over and signed and NA agreed to look at this with ABY.	NA, ABY		Completed. However, even though a meeting was held with the HWK team and Hack It Forward students on 31 January 2018, a couple of weeks afterwards we were informed by James Orwell (the project coordinator at Kingston College) that the two students had resigned due to heavy workloads. James is organising a meeting with another ex-student to explore the continuation of this project and he will keep us updated on his progress.
9.8	LA mentioned that HWK will be presenting at Kingston College on 5 <sup>th</sup> March to Health and Social Care students about the work of HWK and how they volunteer. LA will liaise further with NA to develop volunteer roles suitable for the students prior to the visit.	LA NA		Completed - although Kingston College postponed at final stage due to over scheduled student commitments.
10.2	<b><u>10. Review of Policies and Procedures</u></b> <b><u>Safeguarding Policy and Procedure</u></b> - The Board agreed that the document will be taken away for review with attention brought to the added 'Social media and e-communication safeguarding policy' section, which needs further review. SB will bring together the amendments suggested by GS and circulate for Board approval by email.	SB, ALL Board	6 April 2018	Diarised for action by SB.
10.4	<b><u>Health and Safety Policy &amp; Health and Safety Risk Assessment</u></b> - Changes to be made were highlighted: Item 2 of the document needs proof reading and for Item 4 'Community engagement officer' needs to be changed as this role no longer exists at HWK.	SB		Agenda Item 11.
10.5	A query was raised as to whether HWK are responsible for the kitchen and meeting rooms as stated in the document. It was decided that a line should be added saying that 'matters should be	SB		Agenda Item 11.

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	escalated to the Landlord to make it clear that it is not HWK's responsibility and that this is consistent with the new lease'.			
10.6	<u>Adoption Pay and Leave Policy</u> - The Board agreed that they were happy for LM to amend the Adoption Pay and Leave Policy as she sees fit. LM will look at the document further and address any queries to SB.	LM		Completed.

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title:</b> Guest Speaker Introduction	<b>Author:</b> Stephen Bitti
<b>PART A Item 5</b>	<b>Appendix:</b> No

**FOR DISCUSSION AND/OR DECISION**

**The purpose of this report is to introduce Guest Speaker, Siân Walker to the HWK Board.**

**Siân Walker**

**Independent Chair of the Kingston Safeguarding Adults Board.**



Siân has 40 years' experience of working in social care, housing and health and has been passionate throughout her career, to ensure that citizens are supported, protected and helped to live independent lives free from harm.

Her brief as Independent Chair of the Kingston Safeguarding Adults Board, is to ensure that adults are protected in the borough by those that work with them; to provide assurance and hold all organisations working in Kingston to account. This is in accordance with the statutory (legal) requirements set out by the Care Act 2014.

Siân believes the Kingston Safeguarding Adults Board operates at the right level supported by senior managers across all organisations working in the borough.

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title:</b> Chair's Report to Board Meeting (25 January 2018 to 26 March 2018)	<b>Author:</b> Grahame Snelling, Chair of Healthwatch Kingston upon Thames (GS)
<b>PART A Item 6</b>	<b>Appendix:</b> No

## FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board.

### 6.1 Introduction

In this report I am aiming initially to focus on the roles and responsibilities of trustees in respect of safeguarding and then comment on some work stemming from the Health and Wellbeing Board's recent review of its purpose.

Much of our day to day work is reported on and examined in other reports and it is good to see how we are performing against the targets we set ourselves a year ago and the measures we are taking to refresh these for 2018/19. Currently I'm particularly pleased to see how we are taking part in the process of reviewing the parking charges of blue badge holders, and on March 28<sup>th</sup> at the Health Scrutiny Panel a report will be presented by the CCG about services for service users with personality disorders, that was initiated through our process of active intervention and using scrutiny powers granted to us by our underpinning legislation. There are also emerging plans to enhance the work we do with children and young people and we have been invited to contribute to the development of a service user reference group about safeguarding.

In respect of Safeguarding I'm particularly pleased that tonight we have Sian Walker as the Chair of the Adult Safeguarding Board and there is a recognition on her part that Healthwatch is well equipped in many ways to make a positive contribution to spotting concerns, keeping safe adults who may be at some risk, and getting feedback about services that may have been provided as a consequence of a safeguarding referral being made.

### 6.2 Trustees responsibilities and safeguarding

Being a trustee of a charity like HWK carries with it significant responsibilities some of which are enshrined in legislation, especially relating to being a charity, as an employer and as a body with significant public responsibilities. This is why each time I write a chair's report I like to thank colleagues for their voluntary contribution without which the organisation would not function.

Much has been printed in the press recently about the failings of trustees at Oxfam and Save the Children, for example, to keep their eye on the ball of what was going on in their organisations at home and abroad and not necessarily asking the right questions about safeguarding activity in particular. When the board in 2016 tendered for the HW contract from the council, a whole section of the form that had to be completed was concerned with safeguarding. It therefore seems apposite at this stage to identify the ways in which Healthwatch contributes to the local safeguarding agenda:

### 27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers

1. Having a safely recruited staff team and board of trustees - all staff are DBS checked and the board will be going through the same process now, some being renewals.
2. In 2018/19 we will give consideration to safeguarding being on the agenda of every board meeting so that as trustees we can ask the right questions of our staff team about our practice.
3. We have refreshed our safeguarding policy to bring it up to date with current best practice.
4. We have arranged with Your Healthcare to deliver safeguarding training at two levels - firstly for our volunteer affiliates who may conduct enter and view visits and witness practice or individual circumstances they may be concerned about, and secondly for leaders in the organisation so that they can support best practice.
5. We are in negotiation with the Adult Safeguarding Board about developing a reference group of services users and carers who can advise on how safeguarding services have been experienced by them.
6. We will build best safeguarding practice into all our regular activities and our risk assessments for individual events will also reflect this.
7. There is a board level safeguarding lead with overall responsibility for promoting best practice.
8. We plan to complete a statutory audit of our policy and practice in line with expectations placed on other statutory and voluntary organisations.

These completed and proposed actions demonstrate board level commitment to maintaining the highest level of safeguarding practice at Healthwatch Kingston

### 6.3 Kingston's Health and Care Plan

The Health and Wellbeing Board (HWB Board) has recently spent time considering its role and its relationship with other boards and committees in Kingston who have an executive or scrutiny interest in Kingston's Health and Social Care landscape. The chair of HWK has a seat on this board along with voting rights, so it is an important place for us to have a presence and to make our voice heard as Kingston's consumer champion.

At a recent seminar earlier in March it was agreed that the HWB Board should be the body that holds partners to account for the development and delivery of a new Health and Care Plan for Kingston. This plan will be the demonstrable means whereby the CCG, Kingston Hospital, the Council, Your Health Care, and SWL St Georges working together will deliver the objectives of the Sustainability and Transformation Plan for local health and social care in the light of funding challenges, practice changes at the primary care level, coordinating social care for vulnerable adults and a general shift towards prevention away from acute services. This is a big project with potentially significant changes to the way services are arranged with the anticipated benefit of better health outcomes.

So HWK will continue to press for active community and individual stakeholder engagement in order to ensure that the consumer voice is heard loud and clear. Many of the anticipated improvements and benefits will be very welcome but it must continue to be HWK's role to ask the right questions that may at times put partners on the spot, or enable additional dialogue or elicit better explanations about what is planned and why. The plan is to be developed over the next few months and therefore this will be a topic we shall return to at subsequent board meetings.

The board, the staff team and active affiliates will be kept busy as a consequence.

Grahame Snelling

Chair, Kingston Healthwatch

27.3.18

Healthwatch Kingston Board Meeting (Part A)	Date: Tuesday 27 March 2018
Report Title: Finance Report	Author: Nigel Spalding, Treasurer (NS)
PART A Item 8	Appendix: No

### FOR DISCUSSION AND/OR DECISION

The Board is asked to:

1. *Note* the attached **statements of income and expenditure** to the end of February 2018 on pp 2-3.
2. *Note* that the **projected year-end underspend** is likely to be around £34k to £36k, slightly higher than is required to implement the agreed Reserves Policy of £30.5k (3 months' running costs).
3. *Appoint* Mary Ryan of Ark Accountancy as the **independent examiner** for the 2017/18 accounts at a cost of £600.
4. *Authorise* NS to sign the "Fixed Price Agreement" which has already been received and a "formal letter of engagement setting out all the usual legalities".
5. *Note* that 6 organisations were emailed with an invitation to express interest in being appointed as HWK's independent examiner, all of which were identified from the Charities Commission website as providing a service to one or more of the larger charities in RB Kingston; 3 organisations did not respond; of the 3 that did respond, the price quoted was (1) £850+VAT for examination only (2) £800+VAT for examination only and (3) £600 from Ark Accountancy for examination and filing the accounts plus ongoing telephone advice if needed.
6. *Approve* a 2% **uplift on staff salaries** from 1 April 2018.
7. *Approve* a season ticket loan scheme, available to all employees, using the template agreement provided on p4.
8. *Approve* the proposed **expenditure budget for 2018/19** on pp 5-6 as prepared by SB and endorsed by NS, which is founded on the contracted income of £122k from RB Kingston.



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<b>INCOME 2017/18</b>		
	<b>Budget</b>	<b>Income to 28 Feb 2018</b>
RB Kingston	122,000.00	111,833.26
Grassroots Project	10,000.00	10,000.00
Waitrose donation	0.00	375.00
Malden Fortnight re-imburement	0.00	20.00
Re-imburement for Home Care events	585.27	-
<b>TOTAL</b>	<b>132,585.27</b>	<b>122,228.26</b>

<b>EXPENDITURE 2017/18</b>		
	<b>Budget for year</b>	<b>Expenditure to 28 Feb 2018</b>
<b>START UP COSTS</b>		
3 new PCs and software	2,076	2,075.92
Telephone and internet connections	786	809.98
IT Set-up and Helpdesk	1,200	1,109.99
Registration with the Information Commissioner	35	35.00
<b>ADMINISTRATION COSTS</b>		
Insurance	1,677	1,676.55
Photocopier maintenance contract	1,400	1,524.76
Independent Examination of Accounts	50	-
Rent of Community Venues	1,000	412.83
Companies House Annual Return	13	13.00
Legal and professional fees	1,000	746.00
Other Equipment	1,000	848.10
<b>COMMUNICATION COSTS</b>		
Printing	1,000	219.30
<b>STAFF COSTS</b>		
Salaries, including Employer's NI and pension	80,000	59,491.78
Additional staffing/staffing costs	3,000	3,003.12
Staff recruitment	1,200	1,096.00
DBS checks for employees	150	-
Staff training and attendance at conferences/workshops etc	1,500	342.00
Payroll service	720	280.08
<b>EXPENSES</b>		
Staff travel	500	124.85
Volunteer expenses	500	74.80
<b>OVERHEADS</b>		
Office Rental	6,600	6,050.00
Telephone/Internet	1,500	1,179.33
Stationery & Postage	1,500	321.86
Consumables and cleaning materials	500	497.91
Journals and Subscriptions	500	-
<b>GRASSROOTS PROJECT</b>		
Grassroots Community Funding Allocation	6,700	2,453.60
<b>TOTAL</b>	<b>116,107</b>	<b>84,386.76</b>

HEALTHWATCH KINGSTON UPON THAMES

SEASON TICKET LOAN AGREEMENT

1. The parties to this agreement are:
  - a) The Board of Healthwatch Kingston upon Thames.
  - b) The Borrower, [NAME],
2. The borrower has made a written request to the Board for a season ticket loan and provided evidence of the cost, e.g. with a website link or document.
3. The lender agrees to make available to the borrower the sum of £..... for the sole purpose of purchasing a public transport season ticket.
4. The borrower shall repay the amount loaned within a period of 12 months, by an initial repayment of £..... and 11 consecutive repayments of £.....
5. The borrower agrees that Healthwatch Kingston upon Thames' Payroll Service shall deduct from his/her salary, the amount of instalments specified in paragraph 4 above beginning in [MONTH/YEAR]
6. The borrower may, at any time within the period of the loan, apply to terminate this agreement by repayment of the full balance of the principal outstanding.
7. The borrower further agrees that in the event of his/her contract of service with Healthwatch Kingston upon Thames terminating before completion of the loan; he/she will repay immediately the outstanding balance of the loan. The outstanding balance, if not recovered from other sources will be deducted from the salary of wage or other payments due to the borrower and should this be insufficient to cover the amount of the outstanding balance the borrower recognises that Healthwatch Kingston upon Thames will take any action considered necessary to recover the monies due to them. The borrower also agrees to pay for any costs incurred by Healthwatch Kingston upon Thames in seeking recovery of the balance.

The Agreement is signed by:

a) ..... Date: .....

Name: .....Chair/Treasurer (delete one)

b) ..... Date: .....

Original to be retained by the Treasurer and copy to be given to employee after the loan has been actioned).

<b>PROPOSED EXPENDITURE BUDGET 2018/19</b>				
		<b>Budget for 2017/18</b>	<b>Expenditure to 28 Feb 2018</b>	<b>Proposed budget for 2018/19</b>
<b>START UP COSTS</b>				
3 new PCs and software		2,076.00	2,075.92	-
Telephone and internet connections		786.00	809.98	-
IT Set-up and Helpdesk		1,200.00	1,109.99	1,200.00
Registration with the Information Commissioner		35.00	35.00	-
<b>ADMINISTRATION COSTS</b>				
Insurance		1,677.00	1,676.55	1,750.00
Photocopier maintenance contract		1,400.00	1,524.76	2,000.00
Independent Examination of Accounts		50.00	-	800.00
Rent of Community Venues		1,000.00	412.83	500.00
Companies House Annual Return		13.00	13.00	13.00
Legal and professional fees		1,000.00	746.00	1,000.00
Other Equipment		1,000.00	848.10	1,000.00
<b>COMMUNICATION COSTS</b>				
Printing		1,000.00	219.30	500.00
Marketing/Promotion		-	-	500.00
<b>STAFF COSTS</b>				
Salaries, including Employer's NI and pension		80,000.00	59,491.78	93,000.00
Additional staffing/staffing costs		3,000.00	3,003.12	-
Staff recruitment		1,200.00	1,096.00	1,200.00
DBS checks for employees		150.00	-	100.00
Staff training and attendance at conferences/workshops		1,500.00	342.00	1,000.00
Payroll service		720.00	280.08	750.00
<b>EXPENSES</b>				
Staff travel		500.00	124.85	300.00
Volunteer expenses		500.00	74.80	300.00
Voucher incentives		-	-	1,000.00

Continued on next page

## 27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers

<b>OVERHEADS</b>			
Office Rental	6,600.00	6,050.00	7,200.00
Telephone/Internet	1,500.00	1,179.33	1,500.00
Stationery & Postage	1,500.00	321.86	500.00
Consumables and cleaning materials	500.00	497.91	500.00
Journals and Subscriptions	500.00	-	500.00
<b>GRASSROOTS PROJECT</b>			
Grassroots Community Funding Allocation	6,700.00	2,453.60	-
<b>TOTAL</b>	<b>116,107.00</b>	<b>84,386.76</b>	<b>117,113.00</b>

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 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:</b> 9	<b>Appendix:</b> No

### FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on recent and planned Projects and Outreach.

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

#### 9.1 Outreach and community engagement events

(a) Attended Healthy Teeth Healthy Kids Art Session at the Kingsnympton Youth & Community Centre, 30<sup>th</sup> Jan 2018, 5 - 6.30pm with LA. We engaged with 12 young people.

(a) Attended Refugee Health Day at Piper Hall on the Cambridge Estate- 22<sup>nd</sup> Feb 2018, 10 to 12pm - we had an information stand and listened to and recorded people's views. LA and I discussed with the client group (mainly through their interpreters) about their concerns about the NHS health services that they used. LA and I engaged with approximately 20 people from the refugee community.

As communication was limited we placed pictures on to boxes (see the attached photograph) to explain the different areas of health we were enquiring about and then asked people to put a marble in the boxes in the service areas where they had any concerns.



(b) Attended Collective Impact (RISE) ideas session at the Kingsgate Centre- 22<sup>nd</sup> February 2018, 1-4pm

(c) Attended SEND Family Voices Grassroots event at the Doubletree Hilton, Kingston upon Thames, we shared a -25 February 2018, 1 -5pm, we shared a stand with Ben Stamp HW Richmond - we listened to and recorded people's health care concerns and promoted HWK. We engaged between 30-40 people.

### 9.2 Enter & View Training

(a) LA and I ran Enter & View training - 6<sup>th</sup> February 2018 for 4 of the Affiliates who will be taking part in the Enter & View of Tolworth Hospital

(b) I ran an individual session with 1 Affiliate - 19<sup>th</sup> March 2018

### 9.3 Enter & View Visit - Kingston Hospital

(a) I went on an Enter & View Visit with Richmond HW to Kingston Hospital A&E and UTC - 9<sup>th</sup> March 2018 - 4 to 6pm

### 9.4 Volunteering

(a) I held a meeting with the HWK staff so that they could meet with the 2 volunteer students from the university and their tutor on the Hack It Forward project on the 31<sup>st</sup> January. Although it went well both students have since resigned from the project due to the pressure of the studies. I am still in talks with the university to see how we can still work together.

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title:</b> Projects and Outreach Officer	<b>Author:</b> Laila Awda (LA), Projects and Outreach Officer
<b>PART A Agenda Item:</b> 9	<b>Appendix:</b> No

## FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on recent and planned Projects and Outreach.

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

### 9.1 Children's Oral Health

The two 'Healthy Teeth, Healthy Kids' art sessions ran in January.

A draft report has been produced.

Findings of this report were presented alongside a local parent who came to our art session at 'Kingston Healthy Teeth, Healthy Kids workshop on 20 February which was attended by 25-30 teachers, health visitors, dentists and teachers to inform the JSNA on children's oral health. There were facilitated discussions on the day where I guided the topic 'Supporting families in the community'. Various ideas emerged from this and will inform the work of the JSNA.

### 9.2 Working with young people at Kingston College

- Presentation at college unfortunately cancelled at short notice - will be in talks to present to them later in the year / if any other opportunities to work together.

### 9.3 Outreach and community engagement events

ABY and I attended Refugee Health Day and Collective Impact (RISE) events on 22 February 2018, as well as SEND Family voices grassroots event on 25 February 2018 where we listened to and recorded people's health care concerns and promoted HWK.

### 9.4 Enter & View Training

ABY and I ran Enter & View training for 4 of the Affiliates who will be taking part in the Enter & View of Tolworth Hospital.

### 9.5 Website updates

Additions to home page: Grassroots video/page, and an events section which will detail events HWK will be hosting or attending with information about the event linked to.



<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title:</b> Risk management log	<b>Author:</b> James Waugh, Trustee Board Member (JW)
<b>PART A Item 10</b>	<b>Appendix:</b> No

**FOR DISCUSSION AND/OR DECISION**

The purpose of this report is for discussion by the HWK Board.

See next page.

27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers

RISK MANAGEMENT LOG - HealthWatch Kingston						
ID	Risk Impact	Probability of Occurrence	Risk	Risk Owner	Mitigation Strategy	Status of Mitigation
1	High	Medium	We create H&S risks	SB	Review H&S policy and risk assessment; liaison with RISE and Quaker Centre	In progress
2	High	Low	We create safeguarding risks	GS	Review safeguarding policy; implement DBS checks; trustees/staff/AA do safeguarding training	In progress
3	High	Medium	We handle personal data poorly	JW	GDPR audit	Not started
4	High	Low	We have insufficient insurance coverage	NS - but all trustees to review	Maintain adequate insurance cover	All trustees to review current policy. Trustees to approve future insurance cover arrangements.
5	High	Low	We are unable to operate following a business continuity event	SB	Set up business continuity arrangements	Not started
6	High	Medium	We fail to deliver on our RBK contract	SB	Develop programme delivery plan	In progress
7	High	Low	We have to close because we run out of funding	NS	Establish unrestricted funding reserve	In progress
8	Medium	Low	The Healthwatch Kingston reputation is damaged by: 1. Adverse third party action; 2. Perception of a failure or shortfall of expected delivery; 3. Actual alledged harm caused by HWK	WO	Continued discussion about priorities, ways of working and how independence is not compromised	Broad monitoring of all risks in the audit log, with agreed policy and statements drafted. Periodic review and stress testing.
9	High	Low	We are unable to operate due to loss of office space	NS	Prepare for renewal of office lease in March 2018	Meeting with KQC requested for December
10	Medium	Medium	We are unable to operate due to loss of, or malfunctioning of, equipment	SB	Prepare inventory of equipment. Maintain relevant service contracts	Inventory - to be done. Service contracts - in place to be reviewed annually
11	Medium	Medium	We lose key Active Affiliates/we fail to recruit sufficient Active Affiliates/there is an issue with our Active Affiliates	NA	Develop AA strategy	??

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27th March 2018
<b>Report Title:</b> HWK's Approach to Volunteering	<b>Author:</b> Nike Alesbury, Trustee Board Member (NA)
<b>PART A Item 12</b>	<b>Appendix:</b> No

## FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on proposed actions to develop our approach to volunteering within HWK

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

1. Please briefly review Healthwatch Gloucestershire and Leeds websites to explore their Volunteering pages  
<https://www.healthwatchgloucestershire.co.uk/volunteering/>  
[www.healthwatchleeds.co.uk/content/help-us-out](http://www.healthwatchleeds.co.uk/content/help-us-out)
2. Please consider the following questions in the report, highlighted in red:
  - (1.1) Are there any other ways in which the Board would like to involve volunteers with the work of HWK?
  - (1.5.1) How do the Board and members of the public feel about this language?
  - (1.5.2) Is the Board happy for us to redesign the Volunteering pages using more images, agreed language and specific role opportunities?
  - (1.6) Are there any other actions that the Board would like to add?

### 12.1 How could involving volunteers support HWK?

Given HWK's remit and vision for the future, there are many opportunities for volunteers to add value to the work of the organisation and support the staff & Trustee team in delivering their goals.

Working with volunteers is important to us. It enables HWK to

- engage the community
- ensure we understand the consumer perspective and are responding to genuine issues
- live our principles, by involving people across the community
- have the biggest possible impact within the local area.

Therefore, we would like to increase the number of opportunities available for people to volunteer.

We believe that there are three main opportunities for volunteers to contribute to the organisation:

1) Enabling delivery of our mission

- Participating in our Task Groups
- Delivering Enter & View visits
- Completing surveys online
- Supporting outreach (participating in stalls and handing out marketing materials)

2) Offering operational support

- Office administration
- Reception duties
- Comms support (e.g. writing an e-newsletter for volunteers)
- Event support (e.g. meeting set up, minute taking)
- Social media
- Website support (e.g. volunteers with Drupal expertise?)
- Photography & videography skills

3) Steering the strategy of HWK

- As a Trustee

Are there any other ways in which the Board would like to involve volunteers with the work of HWK?

## 12.2 Why would someone volunteer with us?

We want to inspire people to volunteer with us and be clear on what they might get from it.

We believe that someone might be driven to volunteer with us because

- they are passionate about health
- they, or someone they know, has had a problem with local services
- they value an organisation which helps people to have their views heard

We can offer

- a positive & engaging place to work
- new skills and experience
- an opportunity to meet new people
- insight in to the health & social care sector in Kingston
- lunch and transport expenses (with reference to our Volunteer Policy)

## 12.3 Who might we approach to volunteer with us?

We think that the mission delivery roles might be of interest to

- Carers
- Service Users
- People living with long term conditions

- 27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers
- Volunteers with experience in working with Young People (youth leaders etc)

We think that the operational opportunities might be of interest to people who are

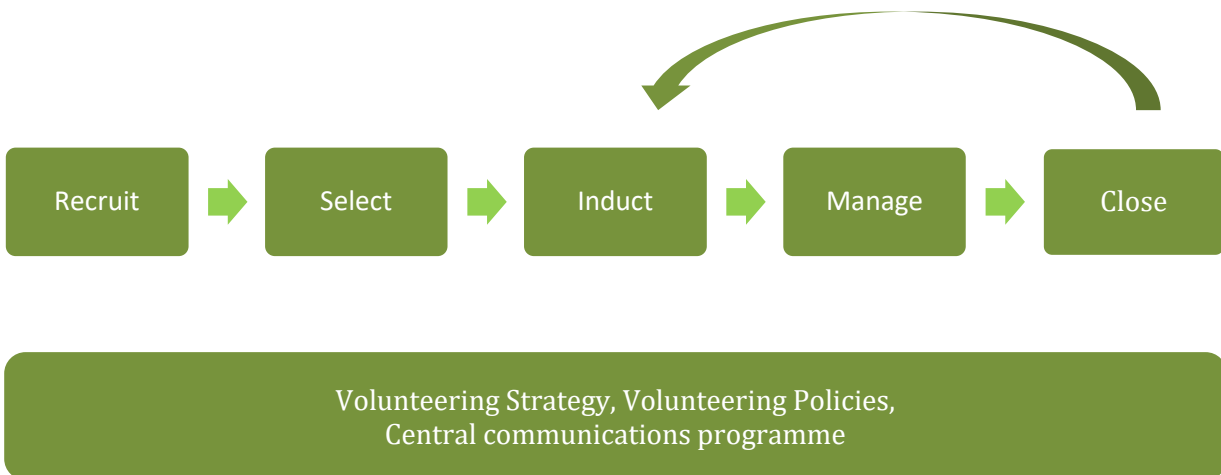
- looking to gain office experience (students?)
- trying to get back in to work (parents returning to work after parental leave?)
- keen to continue using their skills (recently retired?)

There are also students working on health and social care courses in Kingston who might be particularly interested, especially if they are running social research projects.

## 12.4 Embedding a Volunteer Journey

We think that the ambition to deliver an excellent volunteer journey is important when considering our approach to volunteering. We want to offer a consistent and engaging experience to everyone who volunteers with HWK, and framing this idea as a journey that we offer to them may help us standardise the quality of people’s experiences. A Volunteer Journey might look like this:

### HWK Kingston – simplified volunteer journey



Applying a framework like this will help us to consider a number of actions that we might need to take. Some questions arising from this framework are included in 1.7.

## 12.5 Existing challenges to HWK effectively recruiting volunteers

Reviewing our existing volunteering activity against this framework highlights two key challenges for HWK:

### 12.5.1 The language we use to talk about volunteering

- We want our language to be as inclusive as possible. Our website refers to 'volunteering for us' and it is important that this is repositioned as 'volunteering with us' to reflect the genuine partnership we have with our volunteers.
- Using the term 'active affiliate', as opposed to volunteer, is uncommon. It could be off-putting or mis-leading to new volunteers.

There are several options for action around the language we use:

- a) keep the language as it is, with all volunteer roles being referred to as 'active affiliates'
- b) keep 'active affiliates' for certain roles, so Task Group Members continue to be known as active affiliates
- c) remove 'active affiliates' from use and standardise nomenclature of volunteer roles:
  - HWK Task Group Volunteer
  - HWK Enter & View Volunteer
  - HWK Project Volunteer
  - HWK Office Admin Volunteer
  - HWK Events Volunteer

How do the Board and members of the public feel about this language?

### 12.5.2 Website content

- The HWK website content around volunteering needs updating with images, new copy and new format. Potentially, this is required across the HWK website, which could benefit from reformatting to include more engaging images and a reduction in copy.
- As a minimum, the HWK volunteering content needs more specific copy to explain the ways in which people can get involved with the organisation.
- Note: have a look at other people's websites around volunteering
  - o Healthwatch Gloucestershire
    - <https://www.healthwatchgloucestershire.co.uk/volunteering/>
    - This content is engaging, image filled, easy to navigate and brings volunteering with HWG to life
    - This seems to be using a different template to our website?
  - o Healthwatch Leeds
    - [www.healthwatchleeds.co.uk/content/help-us-out](http://www.healthwatchleeds.co.uk/content/help-us-out)
    - This is possibly more within our reach as it uses the same template as our website
    - The imagery is limited but the content about roles and opportunities is much clearer than ours

Is the Board happy for us to redesign the Volunteering pages using more images, agreed language and specific role opportunities?

### 12.6 Actions

We have identified the following actions to move our approach to volunteering forwards.

#### 1) Test volunteering ideas with Kingston students

## 27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers

- Laila designed a presentation to Kingston College on 5<sup>th</sup> March which aimed to test ideas for volunteering opportunities. Unfortunately this presentation was cancelled due to the weather, we will look for other opportunities to use this presentation to test our ideas.

### 2) Agree HWK's approach to volunteering at Board level (27<sup>th</sup> March)

- Share this paper with the Trustee Board for discussion
- Agree language and definitions
- Agree changes to the website

### 3) Get our house in order

- Update existing policies, create new policies if required (e.g. Equality & Diversity and Code of Conduct may still have Parkwood in them?)
- Update resources to change language, add new trustees etc
- Create a menu of volunteering opportunities on the website

### 4) Engage with existing Task Group Members

- Request a slot in the first joint Task Group meeting in April to discuss our approach to volunteering and identify channels to advertise for more Task Group Members
- Ask for feedback from Task Group members around their volunteering experience and discuss what people enjoy and would change about their roles with us.

### 5) Engage new volunteers

- Advertise for new Task Group Members in April & May. Use the June joint Task Group Meeting to induct new volunteers.
- Consider advertising for new Trustees, if required
- Actively advertise for new volunteer roles (most likely Office Admin and Comms/Marketing placement)

### 6) Focus on delivering a brilliant Volunteer Journey

- Plan approach to ongoing communications with volunteers
- Find Volunteer Management training for the team

Are there any other actions that the Board would like to add?

## 12.7 Additional notes - questions for HWK to support delivery of a brilliant volunteer journey

### Recruit

- What defined roles are we looking for and are there role profiles for these?
- How many volunteers would HWK want / could we support?
- Are we set up to advertise through our own website and materials?
- What other channels could we advertise through?
- Who are we looking for to volunteer with us?
- How can we encourage diversity in our volunteers?
- How will we manage enquiries?

### Select

- Are the current selection methods fit for purpose?
  - o Application forms? Interviews? Feedback?
- What templates might be useful to make this process simpler?
  - o Interview questions / Feedback sheets

### Induct

## 27.03.18 Healthwatch Kingston Upon Thames Board Meeting Agenda and Combined Papers

- Are our current materials up to date and fit for purpose?
- How will be we approach training new volunteers?
- Do we need to retrain any existing volunteers?
- How do we support safeguarding of our volunteers?
- Which roles require DBS checking?
- How could we support networking between new starters?

### Manage

- Who should be managing volunteers?
- How regular should their touchpoints be and with whom?
- What reward and recognition should be available?
- What development can we offer volunteers?

### Close

- How do we say goodbye to volunteers who no longer want or are able to give their time?
- How do we help people transition to new roles?
- How would we approach managing out a volunteer if needed?

### Volunteering Policy

- Is this up to date?
- Does the language reflect who we are and what we do?
- Is it accessible?

### Volunteering Policies

- Are our policies and procedures up to date for volunteers - Health and safety? / Safeguarding? / Code of Conduct / Equality and Diversity
- Do we have a problem solving procedure for volunteers?
- How do we handle complaints from volunteers?
- How do we manage conflicts of interest?

### Comms

- What comms should volunteers receive?
- What peer support could we enable?

### Data

- What do we need to know about people and how will it be used?
- How will we store volunteer data?
- What needs to be in a data protection policy for volunteers?



<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 <sup>th</sup> March 2018
<b>Report Title:</b> HWK Authorised Representatives	<b>Author:</b> Nike Alesbury, Trustee Board Member (NA)
<b>PART A Item 12b</b>	<b>Appendix:</b> No

### FOR DISCUSSION AND/OR DECISION

The purpose of this report is to sign off the list of HWK Authorised Representatives, so that it can be published on the HWK website.

The Board & Active Affiliates are requested to note the content of this report and the following requests:

3. Please could the Board & Active Affiliates attending the meeting confirm whether this list of Authorised Representatives is accurate as at March 2018.

### HWK Authorised Representatives

HWK attend meetings where we are able to:

- Review, comment on and steer content
- Encourage public participation
- Protect the interests of the community

<b>Group / Event / Organisation</b>	<b>HWK representative</b>
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#### 1) Meetings requiring HWK Trustee representation

<b>Clinical Commissioning Group – CCG</b>	Liz Meerabeau
<b>Primary Care Commission Group (CCG subgroup)</b>	Liz Meerabeau
<b>Local Transformation Board</b>	Liz Meerabeau Stephen Bitti
<b>South West London Health &amp; Care Partnerships</b>	Liz Meerabeau
<b>Primary Care Quality &amp; Development Group (PCQDG)</b>	Liz Meerabeau
<b>Health Overview and Scrutiny Panel</b>	William Ostrom
<b>Adult Mental Health Group – one-off HSP subgroup</b>	William Ostrom
<b>Kingston Strategic Partnership Communication Platform</b>	William Ostrom
<b>Health &amp; Wellbeing Board</b>	Grahame Snelling
<b>Adult Safeguarding Board</b>	Grahame Snelling
<b>Kingston LSCB – Kingston Quality Assurance Sub Group meeting</b>	Grahame Snelling

**2) Meetings attended by the HWK staff team**

<b>Kingston Mental Health Strategy Implementation Group</b>	Stephen Bitti
<b>Multi Agency Suicide Prevention Meeting</b>	Stephen Bitti
<b>Kingston Children &amp; Adolescent Mental Health Services (CAMHS)</b>	Stephen Bitti
<b>Mental Health Planning Board</b>	Stephen Bitti
<b>Kingston Information and Advice Alliance Network</b>	Stephen Bitti
<b>Kingston Chief Officers Network</b>	Stephen Bitti
<b>Equalities &amp; Diversity Committee, Kingston Hospital</b>	Stephen Bitti
<b>SWL HW Quarterly Network Meeting</b>	Stephen Bitti
<b>KVA Health and Wellbeing Network Meeting</b>	Stephen to delegate
<b>South West London Patient and Public Engagement Steering Group</b>	Stephen to delegate
<b>South London Partnership – Health Meeting</b>	Stephen to decide
<b>Joint Kingston and Richmond Pharmaceutical Needs Assessment Steering Group</b>	Stephen to decide

**3) Meetings attended by Active Affiliates**

<b>PLACE Assessment at Kingston Hospital</b>	Graham Goldspring Keith Marshall
<b>Kingston Dementia Strategy</b>	Graham Goldspring
<b>Partnership Board Meetings for Mental Health Services</b>	Tony Williams
<b>Committee for SWL St. George's Mental Health Trust (Kingston &amp; Richmond)</b>	Jo Boxer
<b>STP Clinical Board</b>	Jo Boxer

**4) Ad hoc activities which Trustees & Staff might attend**

<b>Kingston Voluntary Action Trustees Network</b>	
<b>Healthwatch England Committee meetings</b>	
<b>Kingston Strategic Partnership Annual Conference</b>	

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title:</b> Mental Health Task Group Report 27 March 2018	<b>Author:</b> Tony Williams, Chair, Mental Health Task Group
<b>PART A Agenda Item 13a</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.

#### **13.1. Mental Health Task Group - Report for Healthwatch Board 24th January 2017**

The Healthwatch Kingston (HWK) Mental Health Task Group (MHTG) has 3 priorities for 2017/18:-

- Support for the implementation of Thrive Kingston (the new mental health strategy for Kingston)
- Review of the SWLStG Community Service at Tolworth Hospital
- Support for the retendering of the iCope Service (IAPT) at Hollyfield Road

#### **13.2 Support for the implementation of Thrive Kingston (the new mental health strategy for Kingston)**

HWK have been involved in workshops with KCCG, RBK and SWLStG to produce a gap analysis of current work vs objectives identified in Thrive Kingston.

HWK and RBK personnel attended a Time to Change event in Waltham Forest.

A further meeting has been held to progress the peer network initiative.

#### **13.3 Review of the SWLStG Community Service at Tolworth Hospital**

An Enter & View study was conducted on 20<sup>th</sup> March, covering the Community Service at Tolworth Hospital. A report of the study is in production.

#### **13.4 Support for the retendering of the iCope Service (IAPT) at Hollyfield Road**

HWK personnel met with KCCG and Camden & Islington staff to discuss the plans to conduct a review of the iCope service. Candl have supplied performance data, and agreement to share the service specification for the current iCope service was obtained.

The MHTG has reviewed the performance data and work has been done to produce communications targeted at persons referred to the service.

#### **13.5 Priorities for 2018/19**

Workshops were held on 15<sup>th</sup> February and 15<sup>th</sup> March 2018 to decide on new priorities for 2018/19.

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 March 2018
<b>Report Title: Hospital Services Task Group Report 27 March 2018</b>	<b>Author:</b> Graham Goldspring, Chair HSTG (GG)
<b>PART A Item 13b</b>	<b>Appendix:</b> No

### FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on the project on Discharge from Kingston Hospital and regular updates on Complaints and Concerns, NHS SWL STP (SB), Kingston Coordinated Care programme (NS), PALs reports (GG) and the Kingston Hospital Dementia Strategy Delivery Group (GG).

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

4. I would ask the Board to support initiatives to persuade Kingston Hospital to engage with HWK and respond to its communications within agreed timescales.

- 13.1 Since the last Board meeting report, there has been no activity due to the Christmas and New Year holiday, except that GG has compiled a set of possible questions or prompts for the Discharge project. These have been drawn from Kingston Hospital claims on its website to deliver for patients when they leave hospital and what is being planned in the new discharge policy as explained to the Task Group by Anna and Tasmin last year.
- 13.2 The main business of the next TG meeting on 18 January is to discuss the methodology.
- 13.3 To date we still have had no response from the Discharge team at the hospital about our requests for feedback data and agreement for the team to assist us in reaching out to discharged patients who do not come back for follow up appointments. I believe we are also awaiting a feedback from Sarah Mills, Community Services and Outreach Manager (Volunteering) about setting up a conversation/focus group between HWK and the Discharge Support Volunteers to gather anecdotal evidence of people's discharge experiences and the inclusion of signposting options for Def persons.
- 13.4 SB was due to meet Ann Radmore, CE Kingston Hospital, and Sally Brittain, Director of Nursing, for a tour of the hospital and to raise the Task Group concerns regarding lack of responses.

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- 13.5 In the event that these responses are not forthcoming, we will look at conducting E&V with outpatients at the hospital about discharge experiences and also in community care centres e.g. nursing homes, day centres etc. However, going into community care centres would focus mainly on the elderly and not younger patients.
- 13.6 We will look at the latest PALs report to identify any discharge issues.
- 13.7 The last scheduled Dementia Strategy SG meeting was cancelled. GG is due to attend the next one on 18 January at 11am-12.30pm and can feedback to the HSTG meeting that afternoon.