

Reading LINK Interim Board Meeting 13 July 2009

Held at RISC, Main Conference Room, Reading

Present:

Clare Palmer (CP)	Individual (Chair)
David Shepherd (DS)	Individual
John Shaw (JS)	Princess Royal Carers Trust
Mary Jacobs	Reading Children's & Voluntary Youth Services
Janet Wignall (JW)	Macmillan Cancer Support
Nina Sethi (NS)	Sakoma
Malcolm Stone (MS)	Reading Federation of Tenants and Residents Association
Tony Hall (TH)	Individual

Rachel Spencer (RS)	Reading Voluntary Action
Sheena Masoero (SM)	LINK Coordinator
Elaine Holloway (EH)	LINK Development Worker
Jagdeep Hunjan (JH)	LINK Administrator (secretary)

Apologies: Jan Rothwell, Emel Soyly, John Rogers

CP opened the meeting and welcomed all present.

1. Minutes of the last Board meeting 11th May 2009

1.1 **Minutes:** The minutes were agreed. A copy of the approved minutes will be passed to John Rogers for sign off.

1.1 **Matters Arising:** None

1.3 **Actions:** CP accepted all actions, except one, as completed.

Action 6 'Find out more about 'Silent no more' meetings. SM to follow up.

2. Update on the LINK

2.1 **Reading LINK website launch:** SM reported that the website was now live. Promotion will be done alongside the election mailing exercise and next e-bulletin. Statutory bodies need to be approached to set up links to our website. SM asked for the Board to consider approval of the cost of printing promotional contact cards (£270) to be handed out at events and meetings. This was approved.

2.2 **Increasing community participation in LINK:** Hard copies of Board Discussion Paper July 13th 2009 were circulated and CP asked the Board to consider how it moves to a wider promotion to individual involvement in the community, and how the Board can engage people to give feedback on issues being referred which may help the board decide on the priorities to take issues forward to Task & Finish Groups. The Board was also asked to consider how they think RVA should best manage individual involvement.

RS suggested that we should not be afraid to gather as many issues as we can over 12 months, say 1000 as feedback from public to gauge the experiences they have had, collected via questionnaire, website, at events etc. If some of these approx. 300 relate to particular issues, and can be funnelled into an issue for a Task & Finish Group, with LINK aiming to undertake 4 projects a year.

It was suggested that under the banners of disability, minority ethnic, elderly care, we could collect sounding board data, but we have to be careful that it does not become a complaints factory. We would have to be careful with data protection, and setting expectations would be the key, as we cannot take on board all issues.

It was suggested that local issues should be dealt with locally, it would be no use engaging at a national level unless an issue has been scrutinised at a local level.

JS advised we would need to think through the process to ensure that we can manage the outcome. JS reported that Hampshire LINK had a sophisticated website detailing individual blogs with interests and issues. It would be worthwhile to have a look to this website.

It was agreed that Reading LINK should have links with PALS, including websites for information sharing. PCT quarterly reporting (which includes PALS trends), should be circulated to the board when available.

It was agreed that the principles outlined by RS would be how the board will move to individual involvement, but the scope of what the Board want to achieve with individual involvement, and how the Board think RVA should best manage individual involvement would be dependent on the researcher proposal.

2.3 Summary of Host Engagement Activities:

Copies of 'Summary Report of Host/Board Engagement Activities June/July 2009 were previously circulated to the Board for information. It was agreed that more explanation would be provided on the events, and the board would be invited to report on their activities.

2.4 Researcher proposal update:

RS had circulated copies of 'Reading LINK research consultancy update July 09 – seeking for Board agreement to a trial 12 month period to hire the services of Dr Sally Lloyd Evans from University of Reading, engaged on a self-employed capacity for a max. of 58 days per year.

The 2 key roles for the researcher would be:

1. *General survey to engage and involve*

Firstly, to design a survey that will engage a broad range of people, to bring them into the LINK, to greatly increase the network and bring in diverse issues and views. The survey would be promoted at events, public places, through mailings, on the website and by direct engagement in group meetings. Meetings could be themed into quarter years as a proactive approach to involving all of the community – disability, community, locality, and age. Ensuring the survey is available for all at each stage by considering, for example, language or restricted vision or isolation.

2. *Advise and assist task and finish groups*

Secondly, to work with and advise task and finish groups to help outline a plan of research and engagement from the outset. To advise on what research will be needed and evidence gathered to ensure credible recommendations can be made.

Following a discussion, it was agreed that RS would ask for Dr Sally Evans to forward her CV, and confirm if she is a full time employee at the UoR. Concerns were noted about the time commitment and by going the self-employment route potentially the UoR back up and supervision would not be included.

2.5 Berkshire LINKs meeting feedback:

Copies of Berkshire LINKs meeting notes 25th June 2009 had been circulated giving an update on each LINK. The aim was to consider how the Berkshire LINKs could work together across committees. All recognised the need for joint relationships with NHS Berkshire West (PCT), Berkshire NHS foundation Trust and East Berkshire.

It was agreed that quarterly meetings across the 3 LINKs would be beneficial.

TH reported that this was a useful first meeting, but there was concern over an individual being a member of 2 LINKs. Another matter for concern was that issues were pursued without LINK back-up, and about PCT selecting committee Reps.

PCT proposal about committee representation from LINKs is currently awaited, to move to next steps. Following the circulation of the notes to the board, Tony Lloyd had commented that the meeting had agreed – if PCT offers liaison meetings, all 3 LINKs should attend the same meeting rather than 3 separate meetings. This additional point was noted and agreed by the Reading LINK Board.

2.6 OSC Meeting feedback: Copies of Health, Housing & Community Care Overview & scrutiny meeting 1st July 2009 had been previously circulated to the board. Full minutes from this meeting will be available on the RBC website in approximately 3 weeks time.

SM reported that Counsellor Daisy Benson had confirmed that LINK was not required at the management panel meeting on 22nd July. The counsellors will have a discussion and will liaise with LINK further. MS suggested that it would be advantageous to have a LINK person on the HHCC management panel.

2.7 Healthier Reading Partnership (HRP) feedback: Copies of an update for the Board were circulated round the table, outlining that the HRP had undertaken a review of its purpose and membership in light of changing legislation, and as part of this review Reading LINK had been invited to sit on the HRP board. RS/SM had presented to the HRP ON 9th July and outlined how potentially LINK could support the HRP and vice versa.

What can LINK do to support HRP?

- Duty to involve – Provide a mechanism for communicating views of local people to the HRP
- Provide a route to local people to take part in consultation
- Contribute ideas/reform/innovation from LINK activities – ‘best value’
- Enable HRP to be ‘well informed by local evidence’

What can HRP do to support LINK?

- Provide context to local activities to avoid duplication but provide wider opinion, for LINK issues/projects
- Review and implement LINK recommendations across services
- Provide evidence of the changes which have occurred, which relate to LINK activities
- Recognise the independence of the LINK

NS volunteered to represent Reading LINK, this was agreed by Board. SM to send details of presentation slides to NS and advise HRP that NS would be the LINK representative.

2.8 RBC Inspection Update: Copies of Powerpoint presentation: ‘Care Quality Commission - Inspection of Adult Social Care 7 – 16th July 2009 were circulated to the Board. Copies of Inspection self assessment – Key messages were also circulated for information. JW will check her diary to confirm if she can attend the meeting on 15th July.

JR (asked for this item to be raised with board in his absence) Board to consider highlighting/investigating the issue of Increased Choice and Control for Older People – when referred by GP to speciality one receives a letter offering choice of site/consultant. This is often a delusion of choice. The IT system sometimes doesn’t work and GP practices are unable to help. The information provided does not enable lay people to make an informed choice.

Some discussions took place around the issues of choose and book system and it was agreed this item should be raised at a future meeting when JR is present to discuss further.

3. Workplan (New & Existing)

3.1 Update on Footcare Task & Finish Group:

EH informed the Board that a meeting will be held on 28th July with Janet Brown of Age Concern and the Task & Finish Group. All members of the Task & Finish Group were asked to submit their comments in advance of the meeting.

3.2 Update on Diabetes Task & Finish Group/Event Feedback: SM reported that the event was very successful and the turn out was excellent – with people keen to participate and take information on board. DS reported that there were a good number of speakers that gave an informed overview and personal living with diabetes account. SM said that the PCT and LINK will be collating the feedback and this would be circulated to the Board for information. It was agreed that this sort of event could be a good model to pursue for other issues.

3.3 Update on issues: following copies of the updated Issues were circulated:

Issues pending requiring further research/work/contact – For Board Information July 2009 – Noted.

Referral 4: (Treatment of patients on the Autistic spectrum) EH reported that a meeting between Kate Manton of the Berkshire Autistic Society, DS and clinical staff at the RBH has been arranged for 22nd July at the RBH to further review the issue of treatment of patients on the autistic spectrum in A & E at RBH. Questions asked by the BAS have been sent to RBH in preparation for the meeting.

Issues pending decisions by LINK Board– July 2009 -

Referral from members of PHAB regarding the lack of recreational facilities for young adults with physical disabilities. It would appear that the only daytime resource is the PHAB Club. EH updated

Final July LINK Board minutes 13/07/09

the Board on this issue following her recent meeting with PHAB members. MJ informed the Board that the Physical Disabilities and Sensory Needs Partnership Board were preparing a bid across Berkshire to increase these. Several Board members reported that access in both terms of transport and building adaptations to any facilities provided were key to their success. JS proposed that a letter be sent to RBC requesting information on the extent to which community care assessments take into account the level of social care activities and also information on facilities available, transport and accessibility to such facilities and future plans. EH to prepare a draft of the letter and send to JS for comment

MJ reported that lack of daytime resources dedicated to recreational facilities is also hampered by lack of proper transport facilities as well as the premises not been equipped with hoisting etc to enable people with certain disabilities to be accommodated.

There was a lack of daytime resources dedicated to recreational facilities, with accessible venues for young adults with special needs, solely for social interaction, not learning opportunities. Transport to and from the venues seems to be a problem as the low loader buses are often unable to accommodate wheelchair users. The Readibus service does a last pick up first drop off which does not allow the user time to reach their destination on time/ and vice versa. RS said that this was a major issue

Referral 21. Referral from Advice Manager of CAB regarding how RBC commission contracts for care staff to ensure that travel time, training and supervision are an integral part of the contract. EH updated the Board following her discussion with the Advice Manager on the impact this issue has on the quality of care that clients receive. MJ stated that to her knowledge that travel time was not included as part of the contract and that frequently insufficient time was given for care. The Board advised that a letter be sent to RBC asking what commissioning arrangements are in place that pay attention to quality, and what evidence RBC ask for to support this.

4. Election Sub-Group Update:

4.1 Update on progress: Copies of 'Reading LINK election key dates', AGM Notice, Nomination form, Role description and Reference Group form, were previously circulated to the Board for review and agreement for the forthcoming mailing.

It was agreed that a line will be inserted in the nomination form for the nominee to sign. Otherwise all papers agreed for the mail out to include the Annual Report.

4.2 Indication of Board intentions at election: CP informed the Board that Emel Soylu had informed LINK that she wished to step down from the Reading LINK Board with immediate effect, as she had moved to Slough and she would be looking to joining the LINK there. An introduction has been made via the host organisations and Emel to be formally thanked.

All Board members expressed their wishes to be nominated for re-election, including JR who was not present at the meeting.

AGM Planning Meeting is required, MS, DS & TH volunteered for this subgroup. SM to arrange a meeting.

5. Reading Older people's Partnership:

Information previously circulated to Board, to consider decision on involvement/volunteering in the partnership. JS was already involved through Carers Trust, as was MJ. TH volunteered to take on this role, which includes quarterly meetings. Board agreed. SM to communicate this to ROPP c/o Anne Laing.

6. Finance:

Financial Update: RS circulated copies of "Reading LINK - budget to actual – First Qrt 09/10. The figures are recorded as noted.

7. AOB:

SM proposed to cancel the Board meeting in August 2009. The Board accepted.

JS will chair next board meeting on 14th September 2009. Board planning meeting will take place on 3rd September at 12md attended by JS, MJ & NS.

The meeting closed at 4:30pm.

**Next Meeting of the Interim Board
Monday 14th September at 2.15 pm**

ACTIONS

1	Send copy of approved June Board Meeting Minutes for JR to sign.	SM
2	Find out more about “silent no more” meetings	SM
3	Action design and printing of LINK ‘business cards’ for website info	SM
4	Circulate PCT quarterly reporting to board	SM
5	Researcher background and CV to be circulated to board & clarification of UoR employment status.	RS
6	Follow up PCT proposal and future Berkshire LINKs meetings	SM
7	Follow up outcome of HHCC Management Panel Meeting on 22nd July	SM
8	Communicate to Healthier Reading Partnership NS as LINK rep	SM
9	PHAB Referral – Letter to RBC	EH
10	Carers Referral – Letter to RBC	EH
11	Set up AGM Planning meeting with MS, DS, TH	SM
12	Communicate to Reading Older People’s Partnership TH as LINK rep	SM

Chair Rota for Planning Groups & future Board Meetings

Event	Date & Venue	Chair
Board Planning Group Meeting for September	Thursday 3 rd September 2009 12 md RISC Room 1	John S, Mary & Nina
September Board Meeting	Monday 14 th September 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	John Shaw
Board Planning Group Meeting for October	Monday 28 th September 2009 10am Venue TBC	Mary, David, Jan R
October Board Meeting	Monday 12 th October 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	Mary
Board Planning Group Meeting for November	Tuesday 3 rd November 2009 Venue TBC	TBC post elections
November Board Meeting	Monday 9 th November 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	TBC post elections

Sub Group Meetings

LINK AGM Sub Group	TBC	Malcolm, Tony & David
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Other meetings of interest

PCT Health Network Meeting Reading	Monday 21 st September 6pm-8pm	Confirm attendance to PCT if interested.
PCT Health Network Meeting Newbury	Tuesday 17 th November 6pm-8pm	Confirm attendance to PCT if interested.