

Business Board Meeting
Wednesday 25th September 2024, 10.00-12 noon
Unit 7, Witney Way, Boldon Business Park

Present:

John Lowther (JL)	Chair	Nafizah Ahmed (NA)	Director
Arthur Mckean (AM)	Vice Chair	Carl Buckley (CB)	Director
Angela Fahey (AF)	Director		
Bev Cook (BC) Business Support/Engagement Officer (minute taker)			

Agenda Item		Actions
1	<p><u>Welcome and apologies for absence</u></p> <p>JL welcomed all to the meeting, apologies were received from Tracey Grainger, Barbara Tennet and Sheila Scott.</p>	
2	<p><u>Declarations of Interest</u></p> <p>No new declarations of interest declared.</p>	
3	<p><u>Minutes of the last meeting held on 29th May 2024</u></p> <ul style="list-style-type: none"> • The minutes were agreed as a correct record of the meeting. <p>Matters arising from the minutes.</p> <ul style="list-style-type: none"> • Page 1, item 3, JL asked for an update regarding the Healthwatch South Tyneside priority, Help to Live at Home project. It was confirmed that SS and BC had met with the four care company managers, documenting their answers to a number of questions. We learned of two new staff posts which were being piloted in partnership with South Tyneside Council. The roles are: Trusted Assessor and Living Made Easy Assessor. SS contacted Emma Kennington to find out more information and has now received the job descriptions for both roles. 	

	<p>A high volume of calls had been made to service users with some residents still to be contacted. Next steps - continue to gather feedback from service users via telephone and to create a survey for care staff which will be disseminated by managers to their teams.</p> <p>AM mentioned a change to contracts meaning a reduction in time spent with service users. CB raised wellbeing concerns and suggested HWST receives input from those procuring the service to get a balanced view.</p> <ul style="list-style-type: none"> • Page 2, item 4, Human Software trial. Patient Experience Group were sceptical of the trial. The report which had been submitted had been seen as unreliable. • Page 4, item 8, CB suggestion to re-cap the benefits, outcomes and achievements following each Board meeting. This was agreed. 	SS
4	<p><u>Finance Report</u></p> <p><u>Management Accounts</u></p> <p>SS circulated the updated management accounts prior to the meeting via email.</p> <p><u>Income and Expenditure</u></p> <p>The accounts made available prior to the meeting were discussed and noted.</p> <p>JL mentioned that although the accounts show a small deficit, there are significant reserves.</p> <p>CB highlighted that the additional costs due to the office move will have had an impact and will settle down.</p> <p>When considering expenditure, the Board agreed that pr consultancy requires further discussion. An invite will be made to CJ of Cian Creative pr to attend the next Board Meeting for clarification of the role.</p>	SS

5	<p><u>Items for Discussion</u></p> <p><u>Christmas Closing Dates</u></p> <p>It was agreed that the office will close on 19th December 2024 and will re-open on 6th January 2025.</p>	
6	<p><u>Items for Information</u></p> <p><u>Chairs Update</u></p> <p>JL forwarded his update to members via email prior to the meeting.</p> <p>Whilst attending the Local Authority Safeguarding Board recently JL was informed at how pleased members were with the engagement carried out by HWST, commenting positively on our Have Your Say report. JL wondered whether further links should be made with the Chair of this board to give details of the HWST public event being arranged for early 2025.</p> <p>JL informed members that ICA (Independent Complaints Advocacy) have lost their contract for this service. This role will now be carried out by People First. JL suggested that contact be made with the new organisation.</p> <p><u>Operations Managers Update</u></p> <p>A report was emailed to the Board prior to the meeting. JL gave a brief summary.</p> <p><u>Engagement Update</u></p> <ol style="list-style-type: none"> 1. Two self-employed people had been employed to undertake Help to live at home calls at a cost of £95.00. 2. The Engagement and Insight Officer job has been advertised with the closing date being early October. 3. Operational Plan update - work on the mental health project has started. SS and BC have met with David Newell, Directorate Manager of the South Tyneside and Sunderland NHS Trust which includes mental health services. 4. A return visit to The Lodge Care Home has been arranged for this November. This is an announced visit to meet with the manager to see if any of the recommendations made in the report have been acted upon. A response to the report will be requested. 	<p>SS</p> <p>SS</p> <p>SS</p> <p>SS</p>

	<p>On hearing about Enter and View, the Safeguarding Board were very interested in the authority which Healthwatch has with JL thinking that this could lead to further work.</p> <ul style="list-style-type: none"> • <u>NEAS Engagement</u> <p>North East Ambulance Service Clinical Strategy Review is underway. HWST have arranged to visit Happy at Home Older Persons group held at St Matthews Church in Jarrow on 2nd October to gather our feedback.</p>	
7	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> • JL asked members whether they thought a Dear Reader email might be useful to send out to members and converted onto our social media sites so that members are aware of the groups attended by staff and volunteers and the focus of the work being carried out. NA asked whether CJ already does this. CB responded that due to limited resources we could be doing more and having someone internal to support social media posts could be of benefit. • BC asked that when Board members attend meetings if they could forward their hours on to her to enable volunteering hours to be calculated in preparation for the Annual Report. • AF agreed to attend future Safeguarding Board meetings once confirmed by SS. AF is also happy to attend additional meetings when needed. • Trustees were asked whether they were available on Tuesday 1st October to meet with the HWE Chair in North Tyneside. JL and NA agreed to attend along with BC. <p><u>Meeting value</u></p> <ul style="list-style-type: none"> • At today's meeting the importance of help to stay at home arrangements and the work being done to investigate this was discussed at length. 	<p>All SS</p>
8	<p><u>Date and Time of Next Meeting</u></p> <p>Wednesday, 18th December 2024, 10.00-12.00 noon</p>	