

**MINUTES OF THE BOARD OF GOVERNORS
HELD ON THURSDAY, 22 JANUARY 2015
AT 4.00 p.m. – 6.00 p.m.
HERITAGE HOUSE**

PRESENT:	Mike Briggs	(MB)	Independent Chair
	Joe Warner	(JW)	Managing Director
	Aaron Harney	(AH)	Employee Governor
	Sarah Middleton	(SM)	Employee Governor
	Lee Parr	(LP)	Employee Governor
	Christine Forman	(CF)	Community Governor
	Bev Compton	(BC)	Local Authority Governor
	Mark Leeman	(ML)	Employee Governor
	Ros Davey	(RD)	Leadership Governor
	Ashley Jarvis	(AJ)	Employee Governor
	Helen Kenyon	(HK)	CCG Rep
	Christine Wallis	(CW)	Carer Governor

APOLOGIES: Dawn Sharlotte (DS) Client Governor

IN ATTENDANCE: Sharon Pearson (SP) Board Secretary
 Marc Wilson (MW) Business Manager
 Lindsay Francis (LF) Minute taker

Action

1. Apologies

Apologies received from Dawn Sharlotte.

2. Minutes of the Previous Meeting

The Minutes of the previous meeting held on 20 November 2014 were agreed and signed as a true and accurate record.

It was brought to the Board's attention that the Extensivist Team had been renamed to the Advanced Community Care Team.

3. Matters Arising

Intermediate Care Services

SM reported that there had been no more meetings with Care Plus, CCG and others around the Intermediate Care provision. However, there were less Intermediate care beds available than before.

MCA DoLS

Chloe Nicholson's successor, Bruce Bradshaw, has been appointed as MCA Lead in the Safeguarding Team but as yet no start date confirmed.

Autism Bid

2014/15 Autism Capital Grant:

Under the Autism Innovation Fund the Department of Health intend to distribute £18.5k to every Local Authority in England. It had been agreed by the Autism Partnership Board to apply to NELC for the £18.5k in order to develop a Portal and App for adults and children. BC reported that she had received an email confirming the bid had been successful and that she would forward the email to JW.

BC

HR – Vacancies

From the Open Days in Grimsby/Scunthorpe/Hull/Lincoln/Louth, SP reported that 4 Social Work applications had been received of which 3 had been interviewed and 1 had been offered a position.

Job Titles

With the Board's agreement to change job titles for practice staff, SM reported that this had now taken place and all had been issued with new contract variations. ID Badges were in the process of being amended.

A question was raised by ML regarding the expansion of job applications for professionals in order to recruit. JW reported the vacancy situation had improved but there were still going to be issues around recruiting staff from other organisations due to Agenda4Change and the NELC pension.

Part A: Business Items

4. Update Report

JW updated the Board on various developments and issues:

Autism Capital Bid

If our bid to develop an Autism App under the Autism Capital Grant has been successful then the App would be installed on phones for people with autism. This would involve having secure access to information for people to share for example in tricky/difficult situations. Some people had put forward the idea of having a video with information about themselves and the consultant who had diagnosed them. JW reported that it was all about sitting down with people who have autism and asking what they would like to get out of the App.

2015 Local Government Chronicle (LGC) Awards

The Local Authority has been shortlisted for 4 LGC awards; 3 of which are around Health and Social Care partnerships in which focus has played a major part. JW and BC would be travelling to London on Monday, 26 January, 2015 to present our entry to the judging panel.

Advanced Community Care (ACC) Teams

The Social Worker posts have now been appointed to and all are very eager to start work. A question was raised as to why the senior Social Workers have different job titles. JW reported that this was because the posts had been set up separately with different job descriptions as the idea was to move away from managing people. The two ACC teams would be working slightly differently with a view to seeing which model would work better.

Healthy Lives Healthy Futures (HLHF)

End of consultation much more about quality than cost with an overhanging deficit in the region of around £30/40m. Karen Jackson, Chief Executive, NLAG, leading the process with a promise to deliver a practical plan by end of March 2015 which has to start addressing cost issues.

Autism Workshop

This week saw our first event in the Boardroom at Heritage House. Focus agreed to host an Autism Workshop organised by The College of Social Work to gather information and knowledge in order to develop a curriculum. Although the Workshop was not highly attended, three Practitioners from focus had been present and their input had been invaluable.

The attached graph was tabled which showed the number of DoLS received as at 31 December 2014:



MCA Dols Q3
1415.pptx

663 had been received in Q1 to Q3 with 280 having been processed and 383 yet to be processed. There was growing pressure to meet the timescales of the non-Cheshire West applications which was having an impact on the Safeguarding Team who were struggling to cope with the demand.

ASC Budget

The Council has to look further for a £2m saving out of the Social Care budget. BC reported that she would do her best to protect the Social Care budget because of the Care Act.

HK joined the meeting at 1630.

5. Finance

SP brought to the Board two papers which showed the current financial position and the following was noted:

- Exceptionally high figure for Non-pay costs – these costs included External Consultants who had been necessary during the first year with most now completing/ending their work.
- Number of recharges still need to be made e.g. DoLS
- Extensive work undertaken on staff recruitment

The balance sheet as at 31 December 2014 showed the overall position for the company which was quite healthy.

SP said she would be happy to answer any questions regarding the financial position and asked for members to speak with her after the meeting or send her an email.

SP

The Chair agreed that papers remain confidential as they contained a number of estimates and had not been audited.

6. HR – Vacancies

On behalf of Nicki Mekkaoui, SP reported to the Board on the current situation regarding vacancies.

At the November Board figures had been provided for the vacancy rate as at the end of October – this had been running at 18.83%. At the end of November this had increased to 19.65%.

A full recruitment campaign had been undertaken in October and November 2014 with recruitment Open Days being held in Grimsby/Lincoln/Louth/Scunthorpe/Hull. Assessment days and interviews had been held towards the end of November/early December 2014 and we had been successful in recruiting to 19 vacant posts.

As of 22 January 2015, 15 new members of staff have commenced in post with 2 due to start on 9 February 2015 and the remaining 2 on 9 March 2015.

2 Bank Staff (Care Facilitator posts) have been recruited. Both members of staff were previously on student placement here at focus; they are picking up hours in between their university work and are keen to remain working for focus once they qualify.

A small number of posts are now vacant, these posts are:-

- Advanced Practitioner (Out of Area)
- A3 Assessor – newly vacant due to internal staff promotion
- Care Practitioner (A3) – newly vacant due to internal staff promotion
- Care Practitioner (East)
- Co-ordinator (Extra Care Housing) – awaiting interviews to take place, newly created post
- Co-ordinator (Advanced Community Care Team) – have tried to recruit to twice
- Integrated Case Manager (Dementia) – 0.5 WTE

The vacancy rate now stands at approximately 6% which is a significant improvement.

SM reported that the above vacancies were not using the new job titles.

AH reported that the Senior Visiting Officer post was not showing on the vacancy list. AH to liaise with Nicki Mekkaoui.

AH

At the present time, no more recruitment planned.

7. Performance

MW gave a brief update on Quarter 3, 2014-2015:

Healthy Organisation

The Vacancies and Absence information not shown on the Performance Wheel as insufficient time between the end of Q3 and the January Board for this to be completed. The data would be available early February and an updated Performance Wheel would be circulated to the Board virtually.

Training - there are 7 training courses which need to be completed by all staff, 5 of which are renewable every three years. In Q3 26% of courses were still to be completed possibly due to the high number of new starters.

Supervisions – still in a good position regarding supervisions although not always 100% due possibly to leave and the move to Heritage House. HK asked what work had been done regarding the 33% not supervised in Q1 and Q2. It was reported that the Business Teams kept a log and managed the bookings with Nicki Mekkaoui bringing reports to the Advanced Practitioners Group meeting. MW to confirm with Nicki Mekkaoui.

MW

A question was raised as to whether, as a Board, a target should be set for the completion of Training and Supervisions. It was agreed that a target of 100% should be set and if not met then investigations carried out as to why not.

Money

The residential care budget line continues to be underspent in line with performance in this area though work continues to reduce spending on short stays. Careful monitoring continues to take place regarding domiciliary care. Work on-going regarding the review of service users with a learning disability within supported living as it is believed significant savings could be achieved in this area.

Contractual

Residential care placements currently remain within targets overall although the target has been exceeded for age 18-64. Direct Payments currently below target. The programme of reviews being undertaken continues to be worked through and closely monitored. Data continues to be scrutinised and all staff have been reminded of the importance of completing reviews before 31 March 2015.

HK raised the question regarding the increase in self-funders and do we know whether those were previously known to service or completely unknown to us. MW agreed to check.

MW

Operational Performance

Low number of Financial Assessments completed but expected to increase in Q4 due to vacancies being recruited to. Large increase in DoLS still remaining.

BC left meeting at 1715.

MW reported on the attached ASCOF Return Ladder which is a work in progress and feedback welcome. It was suggested that there needed to be inserted a 'Lower Quartile' ladder.



2013-14 ASCOF
Return (Infographic).

The Chair thanked MW for his update on Performance and MW left the meeting.

8. **AOB**

A huge vote of thanks to SP, Nicki Mekkaoui and all those involved in the successful move from Olympia House to Heritage House.

Part B: Strategy, Community and Staff Engagement

Update, issues and items from

9. **Community Governor**

CF reported on her personal news story whereby she had to call on the SPA and Rapid Response team both of whom provided a brilliant service. More cases had been brought to CF's attention and again the service provided, along with the Carers Centre, had been exemplary.

CF said she was looking forward to being very involved in Extra Care Housing.

A bone of contention for CF has always been public access; she had understood that Kent Street would have public access but had now been told that this would not be the case and she therefore wondered what the public access would be at Heritage House. JW confirmed that the plan is to have some public access but presently this is not possible due to further work being required in the Public area. The issue around the SPA and public access at Kent Street is to be escalated to the SPA Board as part of the original agreement.

CF raised the question around Authorities putting people into residential care when to some in the public it could be seen as just as cheap to put in carers 4 or 5 times a day.

10. **Carer Representative Governor**

CW presented to the Board the following video:

<https://vimeo.com/111665228>

(password carer)

Carers have been working with a local artist and a production company to produce a white board animation to inform people about who is a carer and the issues facing carers, along with the support available.

CW brought to the Board's attention the achievements of Nic Pullman who had won two awards (NHS leader in inclusivity of the year and NHS innovator of the year) and been runner up for NHS inspirational leader of the year. Congratulations to Nic Pullman.

Under the Carers Innovation Fund, the Carers Centre has a fund that people can apply for which has been set up for anyone not already in the system but trying to remain independent. A panel decides whether or not the criterion is met.

From the Dementia Steering Group, a joint initiative run by Navigo and NLAG has been established for people with dementia and also those with confusion. This is the home from home service to be launched in April 2015 which is a specific ward in the hospital where the carer can stay as well. Nurses would help and visit those patients after discharge.

As the above two initiatives were not known to Board members it was agreed that they should be publicised internally. AJ to action.

AJ

11. Client Representative Governor

Nothing under Client Representative Governor as DS had sent through her apologies for the meeting.

12. Staff Governors

LP, as a member of the Workforce Development Team, said the team were very excited about the move to Heritage House and having an on-site training room which could potentially be a huge saving to the organisation. Training would commence in the Boardroom from July 2015.

LP reported that he had been tasked with the creation of an Assessment Tool for the Care Act that would be based on the Safeguarding Adults version already created and which had been piloted out to a number of residential homes. This tool would be based on the ten key headings such as Information and Advice & Charging. It would constitute a handful of questions/statements requiring true or false/yes or no responses. The result would be displayed at the end and if the user had passed a certificate could then be printed. Workforce Development ask that a copy be sent to them for recording on Libri along with all other training.

SM reported that there had been no Members Forum since the last Board meeting in November 2014. Kathy Macdonald and SM had stepped down as Chair and Deputy Chair respectively and Kelly Mansfield and Kat Grady have come forward to take up the positions of Chair and Deputy Chair respectively for 2015.

AH hoped that CCF would now be in a better position with new posts having been recruited to.

A query was voiced by ML as to why we commission domiciliary care in 15 minute slots. JW said that he was not aware of this but that it would appear we needed to be more flexible. JW to speak with Jake Rollin in the CCG.

JW

ML reported that he had read in the local paper that 2 out of 4 Day Centres would be closing. As the £2m saving has to come from somewhere it was thought this could be one option. HK reported that a Transport Review was in hand.

ML suggested that it would be a good idea for business cards to be handed out to people. AJ confirmed that blank business cards with space to put personal details were available and that the Business Teams would be able to provide.

General Discussion

There being no further business the Chair thanked everyone for their attendance and closed the meeting at 1805.

Date & Time of Next Meeting:

Thursday, 26 March 2015
1600 – 1800
Heritage House

Future Board Dates 2015:

28 May 2015, 1600 – 1800

These minutes are accepted as a true and accurate record
Chairman

Date



