

Healthwatch Oxfordshire Board of Directors

Date of Meeting: March 23rd 2015	Paper No: 2
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<p>Title of Presentation:</p> <p>Chief Executive's Report, January 8th - March 9th 2015</p>
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This paper is for	Discussion		Decision		Information	X
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<p>Purpose and Executive Summary (if paper longer than 3 pages):</p> <p>This paper summarises activity undertaken by the HWO Staff team in the period since the last Board meeting.</p>
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<p>Financial Implications of Paper:</p> <p>None</p>
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<p>Action Required:</p> <p>The Board is asked to note the contents of the paper, and in particular to note:</p> <ul style="list-style-type: none"> • The significant increase in productivity represented by this report, and the thanks and congratulations due to the team for rising to this challenge. • The possible need to increase the budget for the Donnington Doorstep Child Sexual Exploitation Project.

<p>Author:</p> <p>Rachel Coney</p>

1. Introduction

The key areas of work for the team since the last Board meeting have been:

- i. Recruitment of staff
- ii. Office move
- iii. Launch of Discharge from Hospital Project
- iv. Planning of Dignity in Care project
- v. Completion of care home residents and relatives project
- vi. ½ day workshop on the unmet health and social care needs of working age adults to inform JSNA (Joint Strategic Needs Assessment)
- vii. Support to Guideposts, Oxfordshire Rural Community Council(ORCC), Homestart, Donnington Doorstep and Restore on their grant funded projects
- viii. Undertaking /attending 12 outreach events in the period January 5th- March 13th, and booking a further 35
- ix. Pursuing information on cancer treatment time targets, PPG (Practice Participation Group) development and lessons learnt from a suicide review
- x. Board induction
- xi. Volunteer recruitment, induction and training
- xii. Presentation/press launch of first major impact and outcomes report
- xiii. Finalising the transfer of the PIN (Public Involvement Network) to HWO.

2. External meetings attended by the CEO in this period.

CQC	<ul style="list-style-type: none"> • Review of crisis mental health services in Oxfordshire
OCC (Oxfordshire County Council)	<ul style="list-style-type: none"> • HOSC (Health Overview and Scrutiny Committee) • Health and Wellbeing Board • JSNA (Joint Strategic Needs Assessment) and Health and Wellbeing Board steering groups • Health and Wellbeing Board Special meeting on Better Care Fund • Liaison meeting with John Jackson and Ben Threadgold • Contract monitoring meeting with Lisa Gregory and Fiona Van Galen • Jackie Wilderspin and Val Johnson about lay involvement in Health Improvement Board • Lucy Butler (Head of Directorate) re Children and Young People's services • Oxfordshire Pharmaceutical Needs Assessment Steering Group • Cllr Melinda Tilley and Lynne Shaw re Children's Trust Board • Maggie Blythe, Chair Children's Safeguarding Board
City Council	<ul style="list-style-type: none"> • Mark Spriggs re office accommodation • Angela Cristofoli re working with Neighbourhood Teams
OCCG (Oxfordshire Clinical)	<ul style="list-style-type: none"> • Prime Minister's Challenge Fund stakeholder meeting • Primary Care Programme Board • City Locality Meeting (Clinical) • County Practice Manager's Forum

Commissioning Group)	<ul style="list-style-type: none"> • PPG Forum Chairs and OCCG CEO • Liaison meeting with David Smith and Joe McManners • Sarah Breton, Childrens and Maternity Services Commissioner • Equality Reference Group
Other	<ul style="list-style-type: none"> • Provider Support Forum (Homelessness organisations) • West Oxfordshire Locality Forum Chair • North Oxfordshire Locality Forum Chair • Angela Aristidou, SAID Business School re paid research work • Company Secretary Training Course • Dr Sian Rees, University of Oxford Health Experiences Institute • NHS Citizen workshop • CEO Bucks Healthwatch, Richard Corbett • Oxfordshire Advocacy, SEAP (local complaints advocacy service) and City Council re premises • Picker Institute re possible collaboration • Community Partnership Network, Banbury • Central Southern Commissioning Support Unit re lay involvement in Thames Valley Priorities Forum • Christian Bunt, Thames Valley Police re CSE project • Emma Sutton re possible work experience placement • Directors of Quality and patient experience leads whole system meeting
HWE (Healthwatch England)	<ul style="list-style-type: none"> • Thames Valley network meeting
OUHT(Oxford University Hospitals Trust) OHFT(Oxford Health Foundation Trust)	<ul style="list-style-type: none"> • Discharge Assurance Group Workshop • Tehmeena Ajmal re Quality Account • CQC thematic review of crisis mental health services • Pauline Scully, Head of Children and Young People's Services Directorate
Voluntary sector	<ul style="list-style-type: none"> • Donnington Doorstep and National CSE (Child Sexual Exploitation) Working Group re project • Alex Jackson, Sustain re hospital food campaign • Asylum Welcome and Close Campsfield Campaign Group • Rose Hill Tenants and Residents Association re GP surgery • Patient Voice re Discharge project • Age UK and Oxfordshire Association of Care Providers (OACP)re Dignity Project/Awards • Patricia Moore, OMEGA (local ME charity) • Kate Hill (SEAP) and Katherine Boyce (Oxfordshire Advocacy)
Media	<ul style="list-style-type: none"> • Board recruitment (Jack FM, Oxford Mail and Times) • Impact report (Oxford Mail and Times) • Discharge Project (BBC Radio Oxford, BBC South Today, Mail and Times, Jack FM) • Cancer Treatment Time Targets (BBC South Today) • Delayed Transfers of Care (ITV Meridian, BBC South Today, Radio Oxford, Mail and Times)
NHS England	<ul style="list-style-type: none"> • Quality Surveillance Group • PPG Development event

3. Organisational development issues

- 3.1 Board induction has got underway with a social event on Jan 27th and workshop on March 13th, and separate meetings for those unable to make these dates.
- 3.2 We accepted the resignation of Vivienne Laurie from the Board, and our thanks go to her for her contribution to the organisation over the last 18 months.
- 3.3 Emma Nawrocki left us on February 19th, having worked her final month as paid leave. Aimee Evans leaves us on April 15th, and we interview for her successor on March 23rd. Carol Moore has been appointed as Head of Projects and Kanika Lang as Community Involvement Officer (Organisations), and they both take up post on April 14th.
- 3.4 Two opportunities have arisen to generate some additional income. A researcher based at the SAID business school has agreed a £2500 fee for us to undertake work with 50 mental health service users about the non statutory services they access to support their recovery. Annie Davy has been contracted to deliver this on the basis that 20% of the fee comes to Healthwatch, she takes full responsibility for all aspects of the work but the CEO signs off anything being branded as HWO at the end. We have agreed a fee of £4000 with OCCG to provide admin and other support to the West Oxfordshire Locality Forum. This will entail supporting 10 steering group meetings and 3 public events. Aimee's successor will be offered slightly more hours than Aimee currently works to create the capacity to take this on.
- 3.5 We have agreed to host a student doing an MA in Public Policy at Reading University for a 4 week placement in June.

4. Public Involvement Network

- 4.1 The transfer of the Public Involvement Network (PIN) functions from OCC to HWO is making slow progress. The additional £4000/quarter income for this work was added to the grant for the final ¼ of the current financial year. The mailing list for the PIN Core Group has now been received from OCC and we are awaiting the main list. The CEO has met with the Chair of the Children's Trust Board to establish what is required, and Aimee Evans is supporting/attending the March meeting. The CEO has asked that the current arrangements stand for the Health Improvement Board for the April meeting, but HWO will need to recruit and support new reps for the next meeting. This work will need to be led by Aimee's successor.

5. Campaigns

The CEO is supporting 4 campaigns at present:

- Lobbying NHS England to provide information and assurance on how it will ensure the new GP contract does not adversely affect development of effective PPGS.
- Lobbying OCCG to provide information and assurance on the steps being taken to address cancer treatment time breaches at OUHT.
- Lobbying NHS England to demonstrate how it is assuring itself that medical services for detainees at Campsfield House are fit for purpose.
- Lobbying OCC and the CQC to address serious concerns raised about the quality of care provided at the Erdington House extra care housing facility.

6. Premises

6.1 We moved from Jericho Farm to Whichford House on January 22nd, and the only remaining issues to be resolved relate to IT and telephones. We have moved our IT support contract from Solve IT to Computer Assistance with immediate , as Solve were unable to give us any guarantee as to when outstanding issues and mistakes would be resolved.

7. Firebird PR monthly update

7.1 Media coverage for Healthwatch Oxfordshire achieved from 1 January to 28 February 2015 includes:

- 27 items of media coverage secured in total*
- 8 regional newspaper articles
- 13 broadcast features and interviews
- 6 online features

*Since there is no formal media monitoring service in place, total figures are conservative

7.2 PR Activity Summary:

- i. **Impact Report** - drafting and selling in press release around Healthwatch Oxfordshire's first impact report, including liaison with Healthwatch England for national comment and timing publication date with Health Overview and Scrutiny Committee meeting
- ii. **Project Fund** - attending Project Fund sub-group meeting; making recommendations on successful applicants' involvement in PR going forward and providing input into applicant guidance
- iii. **Enter and View discharge-based project** - organising a press conference with CEO, Project Manager and Enter and View volunteer, and liaising with Oxford Health and Wallingford Community Hospital over plans. Coverage included leading item on BBC Radio Oxford breakfast and drivetime programmes as well as news bulletins, news piece on South Today TV, articles and photos in the Oxford Times and Oxford Mail, interview on Jack FM
- iv. **Board members** - preparing and issuing press release announcing new Board members and Chair of the Board
- v. **Commentary** - supplying expert comment to the media on a range of health and social care issues in the county, ranging from treatment appointment

cancellations to the Serious Case Review into child sexual exploitation in Oxfordshire .

7.3 Next Steps:

- i. Agree strategy for maintaining profile during purdah
- ii. Agree strategy for release of stories after the election, to include Restore, ORCC, Guideposts Trust and Homestart project funded work
- iii. Prepare comms plan for release of discharge project findings
- iv. Preapre comms plan for launch of Dignity project.

8. Progress reports on key pieces of work in last month

Appendix One sets out detailed progress reports on all major pieces of work being led by the team except the two large scale enter and view projects. A separate report on these can be found at Paper 3. Key issues for the Board to note/consider :

- The success of the team in progressing all major objectives agreed for the last 2 months, and the tremendously hard work that has gone into this. Productivity has more than doubled, and the staff should be thanked for their willingness and commitment.
- The likely need to increase the budget for the Donnington Doorstep CSE project in order to ensure this as effective as it can possibly be.

APPENDIX ONE- PROGRESS REPORTS ON KEY PIECES OF WORK

JSNA Workshop on unmet health and social care needs of working age adults	
Lead	Aimee
Status	Green
Progress	<ul style="list-style-type: none"> • Event took place on 21st January • 30 people attended the event, 21 different organisations were represented • 5 Healthwatch Oxfordshire staff and board members attended • Positive Feedback from delegates • Results shared with Sarah Fisher, OCC and will be a chapter in JSNA • Summary and notes published on HWO website
Risks and mitigating actions	<ul style="list-style-type: none"> • None
Issues requiring Board input	<ul style="list-style-type: none"> • None
Care Homes Project	
Lead	Aimee
Status	<ul style="list-style-type: none"> • Green
Progress	<ul style="list-style-type: none"> • Through the project - spoke with 8 Care home managers and staff, attended an Oxfordshire County Council workshop on Care Home Standards, wrote directly to relatives of 2 care homes, shared the Relatives and Residents Association publication - <i>Involving Relatives and Friends, A Good Practice Guide for Older People (2001)</i> with at least 2 care homes to ask for their feedback, conducted desktop research to explore and compile examples of existing literature around relatives groups and best practice. • Draft report written • Draft will be circulated to care home contacts for review and sent to care homes by the end of March.
Risks and mitigating actions	<p>Risks: That the timetable for feedback, print and circulation could be quite tight.</p> <p>Mitigating Actions: No absolute external deadline for this so adjust as needed.</p>
Issues requiring Board input	<ul style="list-style-type: none"> • None
Hearsay!	
Lead	Rachel
Status	Amber
Progress	<ul style="list-style-type: none"> • Outline and objectives agreed with OCC. This year will be 3 locality events (North, City, South) followed by 1 county wide event • Dates for locality events confirmed as: May 7th South, may 21st City, June 4th North. Date for final countywide event still tbc.

Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> This was with Aimee to lead but balancing her leave and other commitments during her notice period means RC is personally having to lead, and the timetable has slipped. Dates are booked in key people's diaries but venues have not yet been secured. Marketing needs to get underway before the Easter break and this is now very tight for the CEO workplan <p>Mitigating Actions:</p> <ul style="list-style-type: none"> Kanika is already being copied into relevant emails so she can pick this up as soon as she gets into post.
Issues requiring board input	None
Community Involvement (Public)	
Lead	Aimee
Status	Green
Progress	<p>Events calendar since January Board meeting:</p> <ul style="list-style-type: none"> 3rd&4th Feb - Banbury Morrisons 10th Feb - Wheatley ASDA 11th Feb - Memory Café Witney 11th Feb - Presentation on New Health Centre in Chipping Norton 16th Feb - Witney Rotary Presentation 20th Feb - Memory Café Wantage 20th Feb - Healthy Families Event, ACE Centre Chipping Norton 25th Feb - Archway drop in, Oxford 10th March - Age UK Kidlington 10th March - Rose Hill Children's Centre 17th March - North Oxfordshire Locality Meeting 18th March - Community Information Network Partnership meeting, West Oxfordshire 18th March - Tackling Brain Diseases Event, Radcliffe Observatory Quarter 20th March - Health Fair, Henley Town Hall 24th March Community Information Network Partnership Meeting, Oxford 30th March Memory Café, Kidlington 30th March Oxfordshire Youth Parliament 30th March Age of Champions Event, Chipping Norton 15th April Community Information Network Partnership Meeting, Cherwell 17th April Community Information Network Partnership Meeting, Vale 17th April Age UK Information Fair, Bicester 23rd April Community Information Network Partnership Meeting, South 21st May South East Locality Forum <ul style="list-style-type: none"> All 6 Play Days in July and August

	<ul style="list-style-type: none"> Over 250 comments gathered so far that will be entered into CRM database before 15th April
Risks and Mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> That it is difficult to staff all the events and there may be overlap Data entry into the CRM (customer relationship management) database has begun without any strategic oversight of the tool by the CEO. <p>Mitigating Actions:</p> <ul style="list-style-type: none"> Staff meeting shared out tasks to take into account staff capacity. Wall planner is being purchased to plan and map outreach activity From now will only book maximum of one event per week CEO has briefing on the CRM with skilled volunteer scheduled
Issues Requiring board input	None
Volunteers	
Lead	Carol
Status	Green
Progress	<ul style="list-style-type: none"> The second round of Healthwatch Oxfordshire training took place on January 26th followed by Enter and View training on 3rd February. To date we have recruited and trained 19 volunteers and all 19 have undertaken Enter and View Training. We will be interviewing three volunteers before the end of March and are awaiting for one application form to be returned. 5 further interviews are scheduled. Following the Healthwatch Induction for Volunteers which was delivered internally, volunteers were asked “what did they like” about the training day. The comments included: <i>“The pace, level of information, flexibility and fun”.</i> <i>“Informal small group, easy to understand language”.</i> <i>“A very interesting and useful day, well organised and professional - thank you”.</i> The feedback from both induction events will be evaluated in order to improve the volunteer’s experience of the Healthwatch Oxfordshire induction process. The second Enter and View Training day was held in February and the aim is now for this to be carried out in house. This will necessitate two members of the team attending a Train the Trainer Course and will in the long term reduce the costs associated with volunteer training and enable the organisation to have more control over the content, tailoring it specifically to our needs whilst adhering to the Healthwatch England guidance.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> No clear milestone plan for using volunteers, apart from the Enter and View function.

	<ul style="list-style-type: none"> Champions to be recruited from the voluntary sector, however, this would need to be managed carefully in order that we do not place too many demands on their time. We become complacent and do not actively recruit new volunteers <p>Mitigating actions:</p> <ul style="list-style-type: none"> Develop a volunteer strategy for Champions and Ambassadors. Utilise the voluntary sector events to enable our Voluntary Sector partners to feedback form their community as Champions. Continue to advertise that we are recruiting volunteers and that it is an open process.
Issues requiring board input	None at this time
Developing tracking systems for issues raised by the public	
Lead	Ben
Status	Amber
Progress	The Customer Relationship Management (CRM) system is up and running, staff training is currently being organised to ensure we get best use of the system. We have assistance from Andrew Colleran, a volunteer, to develop the system and help conduct training.
Risks and mitigating actions	Risks: Staff having the time to conduct training. Mitigating Actions: Staff will be trained 1-2-1 in order to fit it in staff's schedules.
Issues requiring board input	None
Updating the website	
Lead	Ben
Status	Green
Progress	In the period 8 th Jan (last board meeting) to 9 th March we have had: <ul style="list-style-type: none"> 2,564 hits on the website. 63.4% were new visitors and 36.6% are returning visitors. 7,823 pages on the website viewed.
Risks and mitigating actions	Risks: Some pages are at risk of becoming dated. Mitigating Actions: All pages will be reviewed, with particular attention on the about us pages, since this is the third highest viewed page with 574 hits.
Issues requiring board input	None
Stimulating Social Media Activity	
Lead	Ben
Status	Green
Progress	In the period Jan 5 th to March 6 th , on twitter we have had: <ul style="list-style-type: none"> 110 Tweets 36 Retweets reaching 22,000 people 28 Mentions reaching 9,700 people 1,143 Followers On facebook we have:

	<ul style="list-style-type: none"> - 163 likes - The biggest reach in this period is a post about the discharge project which was shared 16 times, and has a current reach (people who have read the full post) of 386 people.
Risks and mitigating actions	<p>Risks: Scheduling of tweets was a problem as had to be completed manually and took was inefficient.</p> <p>Mitigating actions: we have started using a media scheduling tool called Hootsuite, which enables social media activity to be scheduled in advance and timed to have the maximum impact.</p>
Issues requiring board input	Chair to advise on website updating
Community events grants	
Lead	Aimee
Status	Green
Progress	<ul style="list-style-type: none"> • 9 of the 10 community events fund grants awarded • 4 events still due to take place • 1 event pulled out due to not having enough time to plan the event before the end of March.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • That there is minimal monitoring in place for group in receipt of this funding <p>Mitigating Actions:</p> <ul style="list-style-type: none"> • The Community Events Fund has been reviewed and a decision has been taken to cease offering small grants.
Issues requiring board input	None
Project Fund - Project grants	
Lead	Annie
Status	Green
Progress	<p>The HOSC/ Health and Wellbeing Board report on impact and outcomes has been circulated to all the grant beneficiaries named in the report, and their further comments invited. Follow up meetings with Asian Women's Group, My Life My Choice and Headway have elicited support for the Dignity Project and help with the HWO surveys planned this year. A meeting with Community Glue raised continued concerns about personalized budgets, direct payments and the capacity of the market to respond without appropriate brokerage and advocacy support.</p> <p>The paperwork and process of the project fund grants was reviewed by the Sub Group on January 27th. This debate was informed by feedback from previous grant beneficiaries and other stakeholders, including staff, Firebird and Board Members of the Project Fund Subgroup.</p> <p>The Subgroup agreed several changes to the grant paperwork to improve the process. See Subgroup Notes 27.1.15 attached as Appendix 2.</p>

	<p>This work has now been completed and the new version of the pack is downloadable from the website. The project fund paperwork has been made ready for handover to incoming Head of Projects from April.</p> <p>Outreach work continues to be needed to generate appropriate new applications. Work in the last quarter has generated several enquiries which may deliver applications for consideration at the March 2015 meeting, or in the future.</p> <p>Project updates:</p> <p>The City Council Quality of Life Survey is now on the website. The CEO has had a meeting with the relevant officer to plan further the working relationship between HWO team and the City Communities team in priority areas.</p> <p>The Restore project (Service User led report) is due to be submitted to the Project Subgroup at the end of March, with a post-election publication date to be determined.</p> <p>Progress with newly allocated grants to Homestart (pre and post natal care), ORCC (sustaining Dementia Friendly Communities) and Guideposts Trust (needs of specific carers groups) is satisfactory. Submission dates for these reports are April/May, and again publication will be due post-election.</p> <p>Donnington Doorstep Step Out Project As expected, this project to explore the extent to which services now available are meeting the needs of people directly affected by child sexual exploitation (CSE) has caused some consternation. Briefing meetings have been held by the CEO at a very senior level with the police, the county council, the Chairs of the Children’s Safeguarding Board, the Children’s Trust Board, OCCG and OHFT. A meeting is being scheduled with the Kingfisher team and a briefing email is going from Donnington to all other stakeholders. It has been agreed that this project will eventually report to the Children’s Safeguarding Board, via its CSE sub group.</p> <p>Given the nature of this work, the climate in which it is taking place, the potential impact of the report and the projected year end surplus, the CEO is in discussion with the CSE National Working Group in Derby (the agency who will actually undertake the field work), about the potential for increasing their fee budget to allow for additional field work and more time on report production. In the extremely unlikely event that this additional expenditure exceeds the CEO’s authorization limit of £3000, Board approval will be sought.</p>
<p>Risks and mitigating actions</p>	<p>Risks: Need to ensure flow of accountability/impact tracking is manageable. Mitigating Actions: New database now live. System for tracking in place.</p>

Issues requiring board input	Ratify notes of Subgroup meeting 27/1/2015
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Appendix 2 - Notes of Project Sub Group meeting January 27th 2015

Present: Vivienne Laurie (Chair), Jean Nunn Price, Richard Lohman, Rachel Coney, Annie Davy, Susannah Penn (from 3pm).

1. Minutes of last meeting

- i. These were agreed as accurate.
- ii. RC confirmed that the number for interpreting services was available in the office.
- iii. All other matters arising were covered on the agenda

2. Update on current projects

Noted all projects subject to election purdah rules, which mean HWO can't publish reports between March 30th and the formation of a new government.

2.1 City Council Quality of Life project

- i. AD raised concern that very little progress had been made on finalising this project since the November meeting.
- ii. **ACTION:** RC to write to Angela Cristofoli and her Director requesting completion by a given deadline (NOTE: completed report received since meeting and next steps agreed with City Council)

2.2 Restore MH service users project

- i. AD spending a lot of time working with AH on this project. Last meeting was very positive and a summary is now complete. Aiming for draft mid-March, and publication after election purdah period.

2.3 Guideposts carers project

- i. Group circulated draft questionnaire without doing the necessary stakeholder engagement with other organisations working in this area, as stipulated by grant conditions. Action on hand to redress this. Aiming for publication mid-June in Carers' Week.

2.4 Homestart pre and post natal care project

- i. AD has seen draft questionnaire. Agreed group could expand research group to include families not in direct receipt of Homestart support, so long as findings were clearly differentiated in report. Won't be ready to publish before purdah.

2.5 ORCC dementia friendly communities project

- i. AD has seen draft questionnaire, and is meeting ORCC to discuss and finalise timings. Won't be ready to publish before purdah.

2.6 Oxfordshire Play Association military families project

- i. OPA had failed to raise match funding so project not proceeding.
- ii. **ACTION:** AD to revisit how to solicit other applications for military families.

2.7 Donnington Doorstep Step Out Child Sexual Exploitation project

- i. RC has met with the CSE National Working Group (NWG) and Doorstep, and has agreed stakeholder briefing plans, project timings and methodology. Group noted that this project may be of national significance as NWG not aware of any other service user consultation work on this issue in England.

3. £500 grant applications for approval

3.1 Barton Community Association and PPG healthy living day event

- i. Noted the potential conflict of interest created by Tracey Rees involvement in this bid. Agreed to grant subject to being satisfied that event can go ahead just with HWO funding and receiving proposed break down of expenditure.
- ii. **ACTION:** AD to ask Aimee Evans (AE) follow up with Tracey Rees (TR).

The Board is to be asked to clarify protocol for situations such as this where the board member cannot simply 'step outside of a project'.

3.2 New Life Covenant Church Men's Heath Awareness Day

- i. Concerns were expressed by VL about this application which were dismissed by other committee members. Agreed subject to receiving assurance that the people giving advice on the day will be suitably qualified professionals and that no religious activities are being funded.
- ii. **ACTION:** AD to ask AE to follow up with applicant

4. Review of grant schemes

AD presented 11 recommendations about the future of the grant schemes, based on a review of the scheme to date that looked at PR impact, outcomes achieved, sums invested and grant recipient feedback.

- i. **Recommendation 1:** Continue with existing open criteria which enable front line workers and small community groups to identify issues bubbling up and develop projects which help build their capacity to address them as well as provide intelligence to HWO, providers and commissioners of service more widely. **AGREED**
- ii. **Recommendation 2:** Add a line to the grant eligibility criteria stating that groups cannot receive more than 2 grants in any 3 year period **AGREED**.

ACTION: AD to amend paperwork and to ask BM to amend website.

- iii. **Recommendation 3:** Continue to review the spread of projects in terms of population groups and issues covered, and actively seek to communicate about the project grant scheme and encourage applications from population groups not yet represented and issues not covered. **AGREED**

ACTION: AD to continue to promote scheme until Head of Projects and Community Involvement Officer (organisations) in post, at which point responsibility will pass to them.

- iv. **Recommendation 4:** Include a requirement and box on the application form for the applicant to demonstrate they have consulted with other providers and stakeholders of services relevant to the project prior to submitting an application. **AGREED** to add a section to the form asking applicants to identify other organisations that might need to be consulted or informed about the work and to indicate which of those (if any) had been contacted prior to the application being submitted.

ACTION: AD amend paperwork and to ask BM to amend website

- v. **Recommendation 5:** Include advice about planning towards publication and potential media interest - spokesperson, case studies and linking into to National Events if appropriate (eg Carers' week). **AGREED**

ACTION: AD and SP to draft an info and advice sheet on preparing for publication and getting the best out of media coverage for sub group to agree at next meeting, and then for inclusion in grant pack.

- vi. **Recommendation 6:** Re-format application pack so that it is black and white and uses less ink **AGREED**.

ACTION: AD to ask BM to redesign and to sign off new design.

- vii. **Recommendation 7:** Continue to develop and improve the data storage, filing and tracking systems so that correspondence related to each report is easy to find. (CB/new Head of Projects) **AGREED** in principle.

ACTION: RC to discuss with CB and agree next steps after Head of Projects interviews complete

- viii. **Recommendation 8:** Develop closer liaison between Firebird and Communications officer about when to publish reports and using the news item on the website and social media. **AGREED**

ACTION: Firebird always to email BM finalised press release and report in pdf format with clear instruction on when to upload, cc-ing in RC

- ix. **Recommendations 9 and 10:** Consider wider interest/circulation of each report, depending on content, to local and national interest groups, MPs. Regularly review whether reports are going to the right place for checking for accuracy and response. **AGREED**

ACTION: RC, AD and SP to review and refine core list, then to pass to BM who will own it. RC to agree final list each time.

- x. **Recommendation 11:** Discontinue the community events grants scheme for the time being and allocate 10% of the £30K project fund (£3K) next year as a discretionary budget for the Engagement Officer to use to support events that reach new audiences and/or further Healthwatch's overall aims and objectives.
AGREED

ACTION: RC to incorporate budgets for each member of the Head of Projects' team in the proposed 15/16 budget, and to bring this before the Board in March. RC to discuss lines of reporting on those delegated budgets with ED and to bring a recommendation to the Board.

- xi. **Additional recommendations/actions:**
 - a. RC to work with SP to improve forward planning on story management /release as much as is possible.
 - b. AD to ensure a question is added to the paperwork that asks people where they heard about the scheme. This information to be collated quarterly by new Head of Projects.
 - c. AD to ask BM to create 2 separate sections on the website - one for project grant funded reports and one for other HWO reports and publications, and to move published reports into the appropriate place.
 - d. AD to work on producing a standard front cover that clearly brands grant funded reports on the outside front cover and includes standard disclaimer on the inside front cover. Use of this then to be a standard condition of funding, and AD to amend conditions accordingly.
 - e. AD to amend conditions to specify minimal information each grant funded organisation must include about itself in the early sections of the report.

5. AOB

- i. Noted impact fund has had to date as captured in feedback survey and impact report drafted for HOSC. **ACTION: RC to thank the team on behalf of the Board**
- ii. Noted formal thanks to Emma for her work on this part of our output prior to her departure
- iii. Next meeting will be 2-4 on March 31st. **ACTION: RC to invite expressions of interest that will lead to 3 new Board members (to) joining the group.**