

**MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES
CHURCH ON MONDAY 27 JUNE 2016 AT 10:00**

Present: Ian McNamara, Chair
Isla Cuthbert
Brian Devlin
Lesley McDade
Ann McKay
Donalda Mackenzie
Donald MacLeod
Brenda Nicolson
Joan Philip
Irene Robertson

In attendance: David Hannah
Anne McDonald, Coordinator
Martin Robertson, Development Officer – Health & Social Care, TSI Moray
Kelly Sutherland, Coordinator

Apologies – Bet McAllister and Evelyn Sinclair

1 WELCOME

The Chair was pleased to welcome Martin Robertson, Development Officer in Health and Social Care, TSI with a focus on older people. Martin was hoping to replicate something similar to the HSCN in the Moray area and was interested to see how the Board operated and to understand its role.

2 DECLARATION OF INTERESTS

There were none declared.

3 NEW MEMBERS

The following new Members were noted:-

- Anne McCreadie, Inverness
- Claire Williams, Edinburgh (from Citizens Advice Scotland but joining HSCN as an individual member)
- David Watmough, Inverness

4 NEW TRUSTEES

David Hannah confirmed he wished to become a Trustee and would complete the application form for approval by the Board.

5 MINUTE OF MEETING HELD ON 30 MAY 2016

The Minute of meeting held on 30 May 2016 was Approved.

Proposer: Brian Devlin
Seconder: Brenda Nicolson

6 EVALUATION OF EFFECTIVENESS OF THE HSCN

Having considered the report of the working group which met on 14 June 2016, the Board agreed unanimously to proceed with the proposed self assessment. The working group felt the Education Scotland document "How good is our third sector organisation?" would provide a suitable framework for the exercise and recommended that we focus on the first three quality indicators – (i) what key outcomes have we achieved?; (ii) do we meet the needs of our stakeholders?; and (iii) how good is our operational management? It was suggested that the evaluation take place in September with an external facilitator. Ann advised that she had approached Voluntary Action Badenoch & Strathspey about facilitating the event and, with the Board's approval, would now get back to them with a proposed format for the day; the date, venue and cost to be agreed. Once these details were confirmed, the working group would meet to finalise arrangements. It was proposed to invite representatives from other organisations and partner agencies as appropriate and to provide all attendees with an outline agenda and information in advance so that they would come prepared and able to participate fully in the exercise.

7 FUNDRAISING STRATEGY

The Chair confirmed he had been in touch with SSE who had provided helpful advice about their resilience fund and how it could be accessed. The Board agreed that the first step would be to identify a specific project for which funding would be required. In this connection the Board acknowledged the importance of having a professional fundraiser to assist with the development of projects and who could approach organisations and the Scottish Government for funding. The Board agreed that work on identifying and developing specific projects would need to wait until the self evaluation was completed. It was suggested that funding be sought to meet the costs of the event; the working group would give consideration to this at its next meeting. Other work for which funding might appropriately be sought included production of the newsletter. Sustaining the involvement and engagement work being undertaken by the Coordinators remained a major concern and sources of funding in addition to the Integrated Care Fund would need to be explored. Having funding available to meet expenses incurred by older people's groups and individuals in attending meetings would also be helpful.

8 MEETINGS WITH EXTERNAL BODIES

(a) Adult Strategic Commissioning Group (ASCG) 13 June 2016

The Chair reported on the topics discussed at this meeting which included the role of improvement groups. The ASCG had decided there was a need to review the effectiveness of these groups and ensure they were fulfilling their remit. The ASCG had also acknowledged the gaps that existed in the range of improvement groups and had agreed that an improvement group for dementia services be established. Some discussion had taken place regarding a proposal to establish a care academy with a view to encouraging school leavers to enter the care profession.

(b) Care Standards Group 21 June 2016

The Chair reported on the discussions that had taken place at this meeting regarding end of life care and proposals for the provision of GP primary care services to care homes which would be further considered by GP committees. Donalda reminded the Board that the HSCN had previously expressed concerns about care home residents having no choice of GP and the potential impact on continuity of care. Joan referred to a proposal to have volunteers assisting hospital patients at meal times and noted concerns raised around ensuring confidentiality and continuity of care.

(c) Transport Event 22 June 2016

Reporting on this meeting the Chair noted that it had provided an opportunity for sharing ideas and looking at how the various resources available across the region might be linked up and maximised. It had been proposed that a further meeting take place in six months to review the position and any progress made.

9 COORDINATORS' REPORT

(a) Coordinators

Anne recapped on activity undertaken during her and Kelly's first six months in post. They were now trying out different ways of working with older people's groups and linking in to other pieces of work such as NHS Highland's polypharmacy initiative with a view to gathering more information on service users' experiences. Anne reported on her attendance at meetings of High View Nursing Home's residents and relatives fora at which a range of issues and views were aired. Kelly gave details of various activities in Sutherland. She was in discussion with a number of district partnerships who were now keen to include older people's issues as a standing item on their agendas. It was suggested that an approach be made to Gill McVicar, Director of Operations (not sure of Gill's designation now) to discuss how HSCN might contribute to gathering older people's views and feeding them in to those groups responsible for service development and improvement.

(b) Membership and Communication

The Board noted for information the minute of meeting of the Communication Group held on 15 June 2016.

- *Newsletter:* The dates for production/issue of the newsletter for the remainder of 2016 and for 2017 had been agreed. Lesley advised that due to copyright issues it would no longer be possible to use Google images in the newsletter. She would therefore be grateful to receive photos from members for inclusion in future issues. It was noted that Evelyn had been in touch with the Macular Degeneration Society regarding the revised edition of the newsletter. It was agreed to ask her to provide feedback at the next meeting.
- *Website:* A Coordinators' page had now been added to the website; a site had also been created to provide links to and display information from other organisations, for example SOPA.
- *Autumn meeting:* it was confirmed that this joint event with Age Scotland would take place on Thursday 6 October 2016 in the Merkinch Centre, Inverness. Age Scotland would meet the catering costs and would consider payment of travel expenses. They had agreed the proposed format for the meeting and would provide facilitators for each of the discussion groups. Age Scotland had also indicated their support for further joint

meetings to be held in the Lochaber area and Ullapool in October and in Caithness later in the year.

- **Mobile Phone:** it was agreed that a rota for holding the mobile phone should be established. Brian, Donald and Lesley indicated that they would not wish to be included in the rota.

(c) Facebook

As previously agreed, a training session provided by Citizens Online would take place following today's meeting.

(d) Black Isle Cares Update

Brian advised that work was ongoing to improve the BIC website. He updated on the meals on wheels initiative noting that around 75 meals a week were now being delivered; the next step would be to investigate the roll out of the scheme to other areas. With regard to the Carers Project an issue had arisen regarding the extent of Trustees' responsibilities. Brian had subsequently drafted an ethical framework for BIC Trustees in relation to information sharing and confidentiality. The issue of funding for the Wellbeing Hub was being actively pursued. There was considerable disappointment at the decision by The Highland Council not to grant planning approval for the proposed Parklands development in Fortrose.

(e) SOPA

Donald advised that a meeting would be taking place later in the week at which the role of SOPA Trustees and membership duties and responsibilities would be discussed. There would also be a Westminster reception for SOPA. The Scottish Government had indicated that there would be interim funding for SOPA for the current financial year, thereafter a clear plan would need to be developed for continuing funding for the organisation. Donald had been involved with SOPA for some time now and asked the Board members to consider a replacement for him to ensure continuing involvement with and representation on this body. It was agreed to give some further consideration to this issue at the next Board meeting.

10 TREASURER'S REPORT

Reporting in Evelyn's absence, the Chair confirmed that the annual accounts had been approved. Two grant applications were currently in the pipeline. Uncertainty around continuing funding for the Coordinators' posts remained a major concern.

11 AOCB

(a) Blue Badge Scheme

Donalda reported on a meeting of the Chest, Heart & Stroke organisation at which the Blue Badge Scheme had been discussed. Brenda also drew the Board's attention to proposals for residents' and visitors' parking in Inverness and the potential implications for disabled drivers. There appeared to be a backlog of blue badge renewal applications with a potential waiting time of three months, it was also noted that application forms were now having to be completed on line. It was agreed that the Chair would write to Bet to raise the issue of the waiting time for renewing the blue badge and to express the Board's concern about the closure/lack of availability of service points, where people would previously have gone to obtain an application form, resulting in disabled drivers, not all of whom may be able to access a computer, having to complete their blue badge application form on line. The Chair would also ask Bet for clarification on the proposals regarding residents' and visitors' parking in Inverness.

(b) Scottish Legal Aid Board

Lesley raised an issue regarding legal aid noting that there appeared to be a lack of provision in Highland for certain types of work. She was pursuing the issue and would keep the Board informed of developments.

(c) HSCN Champions

The Board discussed the circulated paper regarding the proposed establishment of a HSCN champion/ambassador and setting out the main functions of the role which included the following:-

1. Accompanying the Coordinators to meetings in local areas
2. Promoting HSCN ideals and aspirations
3. Channeling information to the Board
4. Identifying local issues
5. Speaking to the media

The Board endorsed the proposal in principle and opted for the designation of "Champion". Differing views were expressed about item 5, there being some strong feeling that it was not appropriate to the champion's role and should be removed. After discussion it was agreed that the champion would not speak to the media but would channel any enquiries or issues to the appropriate person for a response/follow up action. Individuals interested in the role would require to go through an appointment process. It was agreed Trustees could also act as champions and David indicated his willingness to represent Sutherland in that capacity. The responsibilities and boundaries of the role would be further refined in line with today's discussion and arrangements put in hand to invite expressions of interest.

(d) Other issues raised

- Donalda drew the Board's attention to discussions taking place within the Hospital Visiting Policy Group regarding open hours visiting.
- Donald referred to the review of care standards which was currently out for consultation. It was agreed to include this topic on the agenda of the next meeting.

11 DATE OF NEXT MEETING

The next meeting will be held on Monday 29 August 2016 at 10:00 in Inshes Church.

The meeting closed at 12:00