

MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES CHURCH, INVERNESS ON MONDAY 30 APRIL 2018 AT 10:00

Present: Ian McNamara, Chair
Fiona Angella
Pamela Boxx
Isla Cuthbert
John Furze
David Hannah
Bet McAllister
Lesley McDade
Ann McKay
Donalda Mackenzie
Michelle Manzie
Brenda Nicolson
Joan Philip
Irene Robertson
Evelyn Sinclair

In attendance: Jo Cowan, Coordinator
Ian Donald, Highland Third Sector Interface (item 7)
Anne MacDonald, Coordinator

Apologies – Brian Devlin and Donald MacLeod

1 WELCOME/APOLOGIES

The Chair welcomed everyone to the meeting. Apologies were as noted above.

The Chair was pleased to introduce Ian Donald, Deputy Chief Officer Highland Third Sector Interface, who would be reporting on the General Data Protection Regulation which would come into force on 25 May 2018.

2 ELECTION OF OFFICE BEARERS

Office Bearers for 2018 – 2019 were appointed as follows:-

- *Chair:*
Dr Ian McNamara – proposed by Evelyn Sinclair, seconded by John Furze
- *Vice Chair:*
Joan Philip - proposed by Brenda Nicolson, seconded by Isla Cuthbert
- *Treasurer:*
Evelyn Sinclair - proposed by Joan Philip, seconded by Bet McAllister

Evelyn advised that she intended to stand down but would continue in post until a successor was appointed.

- *Minute Secretary:*
Irene Robertson - proposed by Isla Cuthbert, seconded by Joan Philip

Isla Cuthbert and Brian Devlin remained in their respective posts of Administrative Secretary and Media Relations Officer.

3 DECLARATION OF INTERESTS

There were none declared.

4 NEW TRUSTEES

There were no new applications.

5 NEW MEMBERS

The following new Member was noted:-

- Mavis Powell, Inverness

At its meeting on 10 April 2018 the Communications/Membership Sub Group had discussed what action should be taken when a member failed to respond to attempted contacts. The Sub Group had proposed that three failed attempts would justify the member's name being removed from the mailing list. The Board supported the proposal. It also agreed that three failed email attempts would be followed up in writing and that if there was no response to the letter the member's name would be removed from the mailing list.

6 MINUTE OF 26 MARCH 2018

The Minute of 26 March 2018 was approved.

Proposer: Joan Philip
Secunder: Isla Cuthbert

7 GENERAL DATA PROTECTION REGULATION

Ian Donald tabled a paper setting out the key points of the new data protection legislation which would come into effect on 25 May 2018 and recommending actions for HSCN to take to ensure compliance with the General Data Protection Regulation as follows:-

- Carry out a data audit to identify all the personal data, ie any information that can identify an individual, held by the organisation - why and where it is held, the format in which it is held, and where it is stored.
- Review the consents in place for holding the data. There are six legal bases for consent. A lawful basis is needed to collect and process data, and an individual gives consent for an organisation to process their personal data for a specific purpose. The "Consent" basis was the recommendation for HSCN as a membership organisation. We need a database to ensure effective communication with our membership, we need to tell people what data we intend to process and how they can access their personal data.

If an individual consents to their personal data being held, the information is then in the public domain. It was also recommended that we produce a privacy statement and post it on our website.

- Review our data protection policy. It would be helpful to demonstrate that we are working towards compliance. To this end it was agreed that HSCN's Communications/ Membership Sub Group would have data protection as a standing item on its agenda.
- It is important to report any breaches of the data protection policy to the Information Commissioner's Office (ICO) without delay; the ICO should also be informed of action taken to rectify the breach and the resulting outcome.
- There is a requirement to hold personal information only for as long as it is needed. HSCN should therefore review the personal data it holds on an ongoing basis.

Some further points emerged during discussion:-

- It is acceptable to obtain verbal permission from an individual to processing and storing their data provided a written and dated record is made of their consent being given. An issue was raised regarding photographs being taken at events. An arrangement would need to be put in place to identify those people who do not wish to be photographed.
- HSCN also holds personal data on its Trustees and Coordinators and their consent will need to be sought to the processing/storing of the information. Our data protection policy should also stipulate who has right of access to that information. With regard to sharing data with other organisations, for example on personnel related matters, confirmation should be sought that they have a data protection policy and/or an appropriate data sharing agreement should be put in place. Consideration will need to be given to the use of personal computers for work purposes and the security thereof in respect of transfer of information.

As a first step towards compliance, it was agreed that all existing members would be contacted seeking their permission to their personal data being held by HSCN. With regard to new members the membership application form would be revised to include a consent option.

On behalf of the Board, the Chair thanked Ian for his informative presentation and his advice in this matter which was very much appreciated.

8 SELF DIRECTED SUPPORT (SDS) UPDATE

The SDS video produced by Anne had been launched at the HSCN Annual Conference on 25 April 2018 where it had been very well received. The Chair advised that HSCN had made a joint application with Highland Home Carers for funding to do further work to promote and encourage uptake of SDS in Highland.

Michelle drew the Board's attention to the withdrawal, at short notice, of NHS funding for the provision of personal care at a day care centre. The facility had been advised to explore alternative sources of funding including SDS options. The Board expressed its concern about the impact the budget cut would have on clients and on staff. Bet undertook to raise the issue with The Highland Council with a view to pursuing it with NHS Highland.

9 EVALUATION OF EFFECTIVENESS

Ann confirmed she had received information from Trustees regarding their activity during the quarter January – March 2018 and was in the process of compiling a report which she would circulate in due course. She regretted she had been unable to complete it in time for today's meeting. One element that would require further consideration was the level of detail to be included in the activity reports.

10 ALCOHOL AWARENESS RAISING MEETINGS

The Chair gave a brief update on activity and the further meetings planned.

11 MEETINGS WITH EXTERNAL BODIES

(a) Adult Services Commissioning Group Meeting 11 April 2018

The main topic of discussion at this meeting had been the Dementia Strategy. There was still some work to be done on the document with a launch planned for the Autumn.

(b) Meeting with Aberdeen University Students 18 April 2018

The Chair reported on the meeting with the students who had been canvassing the views of older people in Inverness on a range of issues including the services available in the city. The top priority to emerge from these discussions was transport. The difficulties for patients, particularly in rural and remote areas, in attending appointments at Raigmore Hospital because of a lack of appropriate transport, were acknowledged.

12 REPORTS

(a) Coordinators' Report

Anne and Jo spoke to their circulated report. Their main area of work over recent weeks had been the joint Age Scotland/HSCN Get Togethers. In addition to these meetings, Anne and Jo were also organising networking meetings with local groups. Jo confirmed that the two meetings with SOPA would take place in Dingwall and Nairn on 28 June 2018.

The Chair reported that he had received written confirmation from NHS Highland that funding for the Coordinators' posts would be available until the end of March 2019.

(b) Membership and Communication

The Board noted the minute of meeting of the Communications/Membership Sub Group held on 10 April 2018.

- *Annual Conference 25 April 2018:* Overall the Conference had been a successful event, very positive feedback having been noted from the evaluation forms. Several delegates had experienced problems with the sound system. Suggestions were put forward as to how to address these issues along with some other minor improvements that might be made to ensure the smooth running of the event. The Board was grateful to the Inverness Common Good Fund for its generous contribution towards the Conference expenses.
- *Newsletter:* items were being gathered for the Summer edition.
- *Website* – Jo and Lesley reported on their ongoing work to ensure that the website remained up to date and that material was archived as appropriate.

(c) Black Isle Cares (BIC) Update

The Chair referred to the presentation given by BIC at the Annual Conference which had provided a detailed overview of its achievements to date and ongoing activity.

(d) Scottish Older People's Assembly (SOPA) 23 April 2018

David and Anne reported on this meeting held in the Scottish Parliament noting in particular the themed workshops they had attended. David mentioned that following a significant reduction in its funding from the Scottish Government, SOPA had sought sponsorship from a variety of sources and he wondered if this was something HSCN might consider doing to supplement the funding it received from statutory bodies. It was also noted that at the SOPA workshop on Beveridge's Five Giant Evils That they are all still relevant today, after 60 years.

13 TREASURER'S REPORT

(a) Accounts

Evelyn spoke to the circulated accounts for March 2018 which were noted. She also confirmed the amounts raised at the Annual Conference from donations, raffle and plant sale.

14 CORRESPONDENCE

(a) Rapid Process Improvement Workshop

NHS Highland was seeking a volunteer to take part in a Rapid Process Improvement Workshop looking at the supply and use of consumables in the community setting. The Coordinators would try and identify a service user to participate in this exercise.

15 AOCB

(a) Age Scotland Project – “Speaking Up for Our Age”

As it would be difficult to develop a formal proposal and complete the project within the allotted timeframe, Jo suggested instead that a special newsletter supplement be produced with a short history of HSCN's development and including personal stories and recollections from past and present members. It was noted that HSCN would celebrate its 25th anniversary in 2020 and consideration would be given as to how to mark the event.

(b) Great Wilderness Challenge 11 August 2018

The Chair advised that several of the places allocated to HSCN had now been filled.

(c) 'A' Board Hazard

John raised a concern about the proliferation of 'A' advertising boards on Inverness city centre streets and the hazards they posed for visually impaired people. He asked if HSCN could highlight this issue to its members with a view to getting their support in raising awareness of the risks and bringing them to the attention of the appropriate authorities.

16 DATE OF NEXT MEETING

The next meeting will be held on Monday 28 May 2018 at 10:00 in Inshes Church.

The meeting closed at 11:30