

**MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES  
CHURCH ON MONDAY 30 MAY 2016 AT 10:00**

**Present:** Ian McNamara, Chair  
Isla Cuthbert  
Brian Devlin  
Bet McAllister  
Ann McKay  
Donalda Mackenzie  
Donald MacLeod  
Brenda Nicolson  
Joan Philip  
Irene Robertson  
Evelyn Sinclair

**In attendance:** David Hannah  
Anne McDonald, Coordinator

**Apologies** – Lesley McDade and Kelly Sutherland

**1 WELCOME**

The Chair welcomed everyone to the meeting.

**2 DECLARATION OF INTERESTS**

There were none declared.

**3 NEW MEMBERS**

The following new Members were noted:-

- Beatrice Ingram, Inverness
- Grace Hailey, Inverness
- Robert McGechan, Lybster, Caithness
- Margaret McClenaghan, Inverness
- Elsie Normington, North Kessock
- Invergordon Old Town Residents Association

**4 MINUTE OF MEETING HELD ON 25 APRIL 2016**

The Minute of meeting held on 25 April 2016 was Approved subject to the following amendment:-

- Reference item 2 Declarations of Interest – delete Member of TEC and replace with Member of the HTSI Board.

Proposer: Joan Philip  
Secunder: Isla Cuthbert

## **5 MATTERS ARISING NOT ON THE AGENDA**

There were no issues raised.

## **6 EVALUATION OF EFFECTIVENESS OF THE HSCN**

Ann confirmed that she would circulate some dates for the first meeting of the short life working group as soon as possible.

## **7 MEETINGS WITH EXTERNAL BODIES**

### **(a) Adult Strategic Commissioning Intentions 2016 - 17**

The Chair reported that a small group had now been established to take forward the Care Quality Feedback work stream (Commissioning Intention 2). He drew the Board's attention to a report on real time patient feedback from Birmingham University which had outlined a methodology for conducting surveys and identified a range of issues to be taken into consideration. This report had helped to inform the approach the group proposed to take and the Chair had subsequently forwarded it to Jan Baird, Director of Adult Care together with a number of questions/pojnts which he would raise with the Older People's Improvement Group. For example, agreeing a mechanism for the conduct of the survey; identifying groups to be interviewed; obtaining informed consent; data analysis; and cost. Mrs Baird had replied to the Chair indicating support for the proposed approach and acknowledging the importance of engagement and involvement with older people's groups and ensuring appropriate representation. The issue of resource for this piece of work remained to be addressed. The Board acknowledged the considerable commitment and resource that would be required to ensure the appropriate processes were put in place and undertaken by people with the relevant skills and expertise. The Board also agreed this had to be an ongoing project providing a continuum of real time feedback in order for it to be meaningful and that the findings of the survey had to be followed up and acted upon. It was noted that the issues would be discussed by both the Older People's Improvement Group and the Adult Services Commissioning Group at their forthcoming meetings.

## **8 COORDINATORS' REPORT**

### **(a) Coordinators**

There was tabled report which Anne and Kelly had prepared for submission to the Older People's Improvement Group and the Adult Services Commissioning Group. The report summarised their activity since taking up post in October 2015, outcomes to date and plans for further work. The report also touched on their experiences of engagement with older people's groups and with District Partnerships. Anne advised that she and Kelly intended to pilot different ways of working with the various District Partnerships across Highland to further promote older people's involvement and ensure their voices were heard regarding service needs and other relevant concerns. It was felt further clarity was needed regarding the role of District Partnerships, and it was suggested they should be decision making bodies that were adequately resourced to allow them to plan services and follow through on issues.

The Coordinator posts were funded for one year. Uncertainty around continuing funding was impacting on the role and its effectiveness. Anne noted concerns raised by older people's groups about short term posts and lack of continuity. The Board agreed the need for longer term funding to enable projects to be followed through and allow time to build up trust and relationships with older people's groups, partner agencies and statutory bodies. Similarly with regard to the commissioning intentions the Board agreed the need to be assured of funding over a longer

period, at least 3 – 5 years. The Chair agreed to highlight this issue at the next meeting of OPIG and the Adult Services Commissioning Group. Bet also proposed to raise the matter at a meeting of The Highland Council on 10 June 2016 to discuss adult services when she would also take the opportunity to seek clarity on the role of District Partnerships.

The Board commended Anne and Kelly for their excellent report which provided evidence of the value of the Coordinator posts and supported the case for their continuing funding. It was agreed the document would be published on the Website so that older people's groups and individuals could access it and keep abreast of ongoing work.

#### **(b) Membership and Communication**

The Board noted for information the minute of meeting of the Communication Group held on 19 May 2016.

- *Summer Newsletter*: finalised and ready to go to print.
- *Website*: updated and, as agreed above, the Coordinators' six month report would be published on the site.
- Proposed Autumn meeting: referring to his correspondence with Elsie Normington the Chair confirmed that arrangements were in hand to hold a meeting in the Merkinch Community Centre, Inverness on Thursday 6 October 2016. Noting the possibility of Age Scotland also holding a meeting in September/October, it was suggested that a joint meeting might be arranged. It was agreed to contact Age Scotland to confirm whether they would be agreeable to this. It was also proposed that HSCN hold a further Autumn meeting outwith Inverness to reach its wider constituency, Anne to take this proposal forward.

#### **(c) Facebook**

Following discussion at the Communications Group meeting on 19 May 2016 when Kelly had indicated she would be willing to run a Facebook page for the HSCN, the Chair asked the Board to consider the use of social media. It was noted several of the Trustees had not used Facebook and would require some training. Brian advised that an organisation – Citizens Online could provide bespoke training, free of charge. In addition to Facebook Brian suggested consideration be given to the use of Twitter and other social media enabling HSCN to reach a much wider audience more quickly. It was suggested a training session be added on to the next Board meeting on 27 June 2016. It was agreed that the Chair would confirm the availability of the meeting room, and Brian would contact Citizens Online to ask if they would be able to provide training to the Board on that date.

#### **(d) Black Isle Cares Update**

Brian updated the Board on various projects noting in particular 'Meals on Wheels' which was now up and running and on which there had been positive feedback. The Carers Project working in partnership with Highland Home Carers was also proving successful. Brian noted that valuable lessons had been learned from the implementation of these initiatives and felt it would be helpful to have BIC's experiences written up so that they could be replicated elsewhere. The Chair suggested getting in touch with NHS Highland's Department of Public Health to ask if they might do a piece of work in evaluating the projects and would provide Brian with contact details. Another option would be to approach the UHI suggesting the evaluation of the schemes as a potential research project.

**(e) SOPA**

Donald confirmed that SOPA had become a charity. He was not in a position to provide any further update at present, having been unable to attend the last meeting.

**9 TREASURER'S REPORT**

The report for April 2016 was received and noted. Referring to the anomaly that existed in respect of payments to SCVO, Evelyn advised that action was being taken to reconcile these.

The first half of the annual grant from NHS Highland had now been received. Evelyn had also made two applications for funding from Caring and Sharing, one to assist with publication of the newsletter and the other to support outreach meetings held by Anne and Kelly. David referred to various other sources of grants such as the SSE which had a Highland-wide resilience fund for local community projects. He would put the Chair in touch with the relevant person for advice on how to access the funding. Given that HSCN was largely dependent on donations, the Board acknowledged the importance of, and need for fundraising to ensure its continuing financial viability and agreed to discuss this issue at its next meeting.

**10 AOCB**

**(a) Great Wilderness Challenge**

The Chair reported on the current position noting an increase in the number of people who had signed up to the event.

**(b) HSCN Champions**

The Board considered a proposal to appoint HSCN champions or ambassadors. Discussion followed on the role and what it would entail. It was agreed that a short description of the role be drawn up identifying the main elements and clarifying what would be expected of the champion/ambassador, for consideration at the next meeting.

**(c) Other issues raised**

- Joan reported on a presentation given to the Care Experience Group by Shawn Maher, Strategic Adviser for Person Centred Care and Improvement.
- Evelyn drew the Board's attention to an information leaflet – "Getting there" which covered the Moray area. It had been suggested to Evelyn that HSCN might be a partner for a similar publication for Highland Region. Essentially this would be a directory listing the services/resources available to older people and how they can access them. The Board acknowledged the considerable amount of work that would be involved not only in compiling the directory but also in maintaining it and ensuring the information was up to date. There were other sources of this type of information available, the Coordinators also took the opportunity at their meetings with older people's groups to share relevant information. The Board therefore decided not to proceed with the proposal.

**11 DATE OF NEXT MEETING**

The next meeting will be held on Monday 27 June 2016 at 10:00 in Inshes Church.

**The meeting closed at 11:55**