



Minute of the Third Sector Forum meeting held at 11am on Thursday 24 July 2014 in the MacGillivray Room, Kirkwall Library.

Present: Sheila Garson (VAO), Gail Anderson (VAO), Sue Sulat (Pickaquoy Trust and WAO), Carol Jenkins (Age Concern Orkney), Frazer Campbell (Blide Trust), Karen Miller (Scottish Health Council), Granville Solloway (Heart Support Group), Hillary Allen (PASS), Hazel Aim (Orkney Disability Forum), Debbie Sutherland (YPeople Orkney), Simon Gordon (OACAS), Helen Moss (RSO), Mark Harrison (Pickaquoy Centre), Peter Cockburn (Kirkwall Bowling Club), Olivia Tait (Crossroads), Bryan Milner (CAB), Peter Scott (VAO)

In attendance: Cecily Cromby (minutes)

1 Welcome

Sheila welcomed those present and thanked them for attending

2 Apologies

Apologies had been received from Andy Spence-Jones, Jan Judge, Gerd Peters, Bashir Hasham, Sue Sulat, Helen Castle, Jack Moodie, Andrea McGuire

3 Minutes of the last meeting

The minutes were approved as a true and accurate record.

4 Matters arising

Item 4 Wise Group – The Wise Group are providing accredited training for mentors for young men returning home from prison. Four out of six training places are still available. Edwina will circulate details of the training which will take place in October.

Item 4 GIRFEC – The national project has been finalised. A meeting was held last week with the national team to feedback progress and outcomes. Gail, Peter Diamond and Marie O’Sullivan have been invited to present their findings at a national event in Edinburgh in November.

Item 4 Parenting Strategy Working Group – Progress has been hampered as one of the lead members is on long term sick leave. A meeting will take place next week to see how best to take things forward.

Data sharing Working Group – The first meeting of the group has been held and the second is planned for the end of August. Additional members have been identified. Gail advised that OIC are appointing a new post to look at the issue.

Item 4 Welfare Reform Update – the joint application by VAO and CAB for funding from the Welfare Reform Resilience Fund has been unsuccessful.

Item 7 Third Sector representation on the NHS Orkney Winter Planning Group – Hazel's details had been passed to Dr Black and she Hazel advised that she had been contacted.

CPP Consultation and Engagement Guidelines – Gail advised that these are available on the CPP website

5 Third Sector Working Group Minutes

The approved minute of the 29 May and the draft minute of the 26 June had been circulated to the group for noting. Members were advised that there will be changes made to the minute of 26 June.

6 PASS Report and Case Study

A PASS Case study had been circulated to the group and subsequently withdrawn following concerns raised by Tom McGuire (OHAC). He felt the case study included excessive detail and personal information and that the person was easily identifiable in the Orkney community.

Hilary informed the group that she had a useful discussion with Tom and that lessons have been learned from the incident. She advised that she had consent from the family for the case study and was unaware that the confidentiality of the patient remains after death. She highlighted possible changes for future case studies:

- organisations mentioned in case studies informed before the case study is shared
- more care taken regarding language used
- less detail included
- disclaimer at the end of the case study stating that statements are the view of the client and not necessarily fact

CAB have arranged a meeting with Elaine Peace, Director of Nursing, NHSO, to discuss protocol for future case studies. This is something that could be put on the agenda for future TSF.

Hilary advised that the incident highlights the need for an advisory group for PASS – something that NHS Orkney and CAB have been trying to establish for a while. Such an advisory group would review case studies prior to wider circulation. There have been difficulties establishing this group, due to the limited amount of time potential stakeholders have for meetings and not wanting to duplicate work. It has been agreed with Elaine Peace, that the advisory group will aim to meet twice a year and that the meetings will probably be attached to the agenda of the Advocacy Planning Group.

Following a question from Simon on the role of PASS in cases where there has been clinical negligence, Hilary advised that the NHS Complaints Process is totally separate from claiming negligence. In a case where someone is considering compensation, she would refer clients to Action Against Medical Incidents – an independent charity specialising in giving advice in this area. The main aim of PASS is to assist clients to give feedback about their treatment to the NHS (good and bad) and through this to help the NHS learn from incidents and improve.

Following a question from Helen, a discussion on the merits of circulating PASS reports and case studies to the group ensued. Gail advised that one of the aims of PASS was to share information and encourage learning and that the TSF had been seen as a useful vehicle for this. Frazer advised that it had been decided to make PASS a standing item on the agenda following a presentation Hilary made to the group at a previous meeting. Bryan and Olivia and Hazel felt PASS should not be a standing agenda item unless something specific arises. Following discussion it was agreed that PASS would no longer be a standing item on the agenda. Sheila noted that the case study and subsequent discussions had been an interesting and useful learning experience.

Bryan advised that CAB has recently looked at its maternity leave policy, which he noted was very poor. He stated that this is the type of organisational issue relevant to the TSF. Maternity leave policy will be put on the agenda for the next meeting.

7 Procedure for Street Collections

Hazel informed the group that the Orkney Disability Forum had to cancel their annual street collection when it emerged that two other charities were holding collections on the same day. One of the two charities was unaware that a licence was needed from OIC and the other charity had applied for a licence but there had been an administrative error. Hazel urged the group to ensure that their organisations apply for permits and when doing so check with OIC that no other charities are booked in for the same day.

8 Service Level Agreements

Helen advised that the RSO signed SLA got lost while she was on leave and the resulting delay in payment could have caused significant problems for the organisation. A number of members commented on the late payment of grants, the majority dealing with OHAC. Several groups had been advised to use other funds to cover temporary shortfalls and it had been explained to OHAC that in some instances this would be illegal. Gail had discussed the matter with Caroline Sinclair, Head of Health and Social Care, and it had been agreed that SLAs would be reviewed and amended by the end of each calendar year. Caron suggested that OIC should provide a schedule/timeline so that organisations can plan their budgets. Olivia noted that OIC payment procedures were inconsistent, sometimes requesting an invoice and sometimes paying the money without an invoice. Sheila noted that these issues should have been picked up in OIC internal and external audits. Mark suggested raising

the issue with the Chair of the OIC Audit Committee. Gail will continue liaising with OIC on the issue and keep the group informed.

9 Partnership Updates

a) Community Planning Partnership Audit

Gail expressed her thanks to all who had taken part in the audit and thought it was a very positive experience. The full report will be available in October and the draft report in early August. Some early feedback has been received from Audit Scotland and Gail highlighted some of the emerging messages, which included:

- Residents generally live in safe communities and enjoy a good quality of life
- Mixed progress against SOA indicators
- CPP recognises there is room for improvement
- Some elements of the CPP operate well but the CPP structure is overly complex and less efficient and effective than it could be
- Need to improve performance management and strengthen scrutiny
- Community planning has helped to encourage a culture of partnership; but initiatives and projects are not necessarily driven by the CPP or the SOA priorities
- There is clear evidence of enthusiasm and commitment - need to harness and make best use of this

The early feedback also gave priorities for the CPP identified by Audit Scotland. These included:

- Agreeing priorities and supporting these with measurable objectives, actions and targets to provide clarity about how the CPP will deliver its vision.
- The Steering Group focusing on the big issues and providing a clear strategic direction for the CPP and creating a stronger environment for combining local resources to support its vision and priorities.
- Streamlining CPP delivery structures to make better use of limited capacity and supporting thematic groups to deliver the priorities as well as holding them to account
- Establishing a more effective performance management framework, with regular monitoring against targets, greater scrutiny of performance and improved public performance reporting
- Being more pro-active in addressing areas for improvement

It was noted that the CPP Steering Group had identified several of these issues and had begun to address them. The wording of some of the statements had been challenged and the auditors had agreed to rephrase them to reflect more accurately the role and approach of the CPP.

Gail will circulate the draft report when received.

b) Involving People Committee

Gail recently attended a meeting of the NHS Involving People Committee. One area being investigated by the committee is the establishment of a lead role for spiritual care (not from a particular denomination) with the involvement of a team of volunteers. There were also plans to involve more young people in a variety of volunteer roles. Gail had explained how the VAO Volunteering Service could support that work.

c) OHAC Single Point of Referral

A Single Point for Referral is being created to improve efficiency. VAO has asked third sector organisations to provide details of their referral process (if they have one) and preferred referral method to help OHAC refer or signpost clients to a more appropriate service. The third sector was encouraged to use this exercise as an opportunity to update OHAC on service details, some of which are out of date. Gail will arrange for the request to be recirculated to members.

d) Children and Young People (Scotland) Act 2014 – GCVS Briefing

Circulated for information

e) Certification of Death (Scotland) Act 2011 – invitation to focus group

Karen informed the group that a focus group is being held on 12 August. There is one place available for a non-medical member. Karen asked all those interested to let her know.

10 AOCB

A late paper was circulated to the group on the Integrated Care Fund. Gail informed the group that the third sector has to sign the plan, which is a positive point. Gail noted that this is not a continuation of the Change Fund and it is focussed on people with complex needs.

11 Date of next meeting

25 September 2014 at 11am