

Meeting Minutes

Board Meeting

When: 9 June 2016 10:20-12:45

Where: Meeting Room 1, 1st floor, Kinnaird House, London, SW1Y 5BP

Present (Board)

- Michael Bichard, Chair
- Alex Fox
- Bev Searle
- John Evans
- Mary McKenna
- Mario Kreft
- Ossie Stuart
- Peter Hay
- Rachael Wallach
- Tina Coldham

In attendance (Staff)

- Tony Hunter (Chief Executive)
- Amanda Edwards (Director of Knowledge & Evidence)
- Ewan King (Director of Business Development & Delivery)
- Stephen Goulder (Company Secretary)
- Michaela Gray (Executive Assistant - Minutes)
- Isabel Quilter (Staff Representative)
- Carmen Colomina (Deputy Staff Representative)
- Pete Fleischmann (Head of Co-Production – for Items 6 and 7 only)

Apologies

- Annie Hudson
- David Archibald
- Fionnuala McAndrew
- Sally Warren
- Terry Moran

Apologies and welcome

1. The chair welcomed the trustees, including Carmen Colomina who was shadowing Isabel Quilter as Staff Representative, and listed apologies.

Minutes of the previous meeting and matters arising

2. The board agreed the minutes of the previous meeting held on 31 March 2016 with minor amendments.
3. The chair noted that Rachael Wallach had been appointed as a member of the Audit and Risk Committee.

Chair's report

4. The chair presented his report.
5. The chair would be meeting with the United Health Group and expressed his confidence that there could be an opportunity for SCIE to undertake some work around prevention.
6. The chair noted that a second reading of the Children's and Social Work Bill would take place on Tuesday 14 June in the House of Lords, and recommended that members read the Bill. The chair noted that it contained an explicit articulation of corporate parenting principles and co-production. The chair felt this was positive but also that it could go further in places. The chair added that he would be speaking in debate and asked that trustees contact him outside of this meeting if they have anything they would like him to raise.
7. TC raised the King's Fund Advisory Committee. The chair responded and confirmed that EK would be meeting the new Director of Leadership and Organisational Development, Marcus Powell to move our offer forward.

Chief Executive's report

8. The chief executive presented his report.
9. The chair thanked CC for her hard work in Norfolk.
10. The chief executive also noted some of the challenges presented by the work in Hampshire and the Isle of Wight, and thanked TC and JE for their help and support.
11. The chief executive emphasised the board's strategy of making SCIE essential to the sector and noted the commissions from DH, Northern Ireland and Wales have now all moved to become more focussed on more specific programmes of work.

12. JE noted that as local authorities are being forced into making significant cuts to care packages so it is likely that we can expect to win more work like that in Norfolk. RW also noted the importance of linking co-production to how decisions are made rather than what decisions are made.

Delivering the SCIE Business Plan 2016-17

13. The chief executive noted the four proposed priorities of provider improvement, children's social care, safeguarding and integration.
14. The chair emphasised the importance of targets being realistic as well as ambitious, which they appear to be given progress made so far. SG agreed and noted that at the end of month 2, £1m of commercial income had been won as shown in Appendix 6.
15. Commissions from Northern Ireland and Wales had been agreed. We are now waiting for final confirmation from the DH, with agreement expected at the end of June.
16. A group has been formed to evaluate the need for any potential new recruits before a business case is taken to EMG for final approval.
17. The Risk Register has been reviewed and is now a living document, reflecting TM's comments at the previous board meeting.
18. IQ raised concern from staff who mainly work on adult social care issues that they may be left behind with the new focus on children's, and added that some staff feel they are being left out of strategic decision making.
19. The chair stated that he welcomed any ideas on how to ensure staff feel engaged and noted that rather than changing focus from adult's social care to children's, SCIE is growing as an organisation. AE added that this is giving staff the opportunity to learn from each other's expertise.
20. IQ noted the need for training and development. The chair agreed and added that it is important for any training to be focused in order to address specific business needs. SG added that he and Beth Anderson are developing SCIE's Learning and Development Plan which would be based on staff appraisals. AE also added that personal development is not just about training but shadowing and mentoring.
21. The chair noted the goal of £215k operational deficit and asked if the board agreed this. This was noted and agreed.
22. TC raised the corporate marketing strategy and SG responded to confirm that this would be brought to the Away Day on 21 July.
23. The board agreed the Business Plan.

Co-Production Annual Report

24. The chief executive thanked PF and TC for their work in ensuring that SCIE has a co-production focus.
25. PF presented the report and noted that it has been another good year for co-production in SCIE in terms of its position and growth of the Network. PF felt there is a sound internal foundation and high awareness from staff. PF noted that very few competitor or partner organisations have developed co-production to the extent that SCIE has. SCIE has also become more outwardly focused with for example the open access co-production course in June, which a broad mixture of organisations will be represented at.
26. RW queried whether it would be possible to look at how impact is measured as part of the business objectives and how customer feedback is measured currently. EK responded that the first co-production training session has not yet taken place, each session will be evaluated and surveys will be used to ask questions such as whether the changes in knowledge will result in different actions being taken. RW asked if organisational change is measured as well as behavioural change. EK replied that the survey also included questions around organisational change.
27. AF stated that we need to define outcomes more effectively since the surveys sound more about customer satisfaction although AF noted that the report and the work is strong. AF asked how much work is on a voluntary basis and how much is paid consultancy. AF noted that a strategic approach to career progression into paid work at SCIE would be a strong measure of progress. AF also flagged possible opportunities around a joint offer between SCIE and partners such as TLAP on the NHS Self Care programme. The Chair agreed the importance of being able to market SCIE's offers based on outcomes.

Equality and Diversity Annual Report

28. PF presented the report and noted that while SCIE has a lot of information on diversity, more emphasis needs to be given to equality with for instance training on unconscious bias.
29. OS queried the information captured on recruitment, noting that while SCIE attracts a diverse pool of candidates, it is not clear whether that translates into a diverse workforce. PF agreed to discuss this with the Co-production, equalities, and human rights steering group and provide more detailed statistics.

Sustainability and Transformation in Health and Social Care

30. EK and SG presented on integration and transformation, and asked for questions and comments.
31. OS and the chair queried whether co-production is one of the criteria for successful integration. EK replied that it wasn't yet but could be introduced to discussion.

32. AF also noted that another barrier could be working relationships and another offer might be to provide co-production based support. This was discussed and it was agreed that it would be brought back to the board Away Day.

SCIE's digital presence- reach and marketing

33. IS gave a presentation on SCIE's digital presence in terms of reach and marketing, and asked for questions and comments.

34. OS asked what the large rises in numbers could be attributed to. IS replied and listed a number of reasons including the Care Act work.

35. OS raised the importance of targeting everyone who has signed up to the e-bulletin etc. and MM noted that automated emails for specific groups could be set up to save capacity.

36. RW raised what kind of relationship SCIE wants to have with its audience and how much SCIE wants its audience to listen or talk to us. IS stated that social media is more the place for engagement and in terms of relationships it's more about following up with clients.

37. RW also noted SCIE should consider to what extent we want to be a source of commentary on big social care issues and how much we want to include the voice of the user for instance including a Twitter feed or comments section on the website. IS stated that a Twitter feed will be included. OS noted that a comments section would involve risks around controversy and moderation. IS also noted that a Co-production Hub is being created.

Performance report

38. The report was noted and agreed.

Board away day and annual agenda plan

39. The away day and agenda were noted and agreed.

Any other business

40. There was no other business to discuss.

Date of next meeting

41. The next meeting of the Board will be held on 21 July 2016. The chair emphasised the importance of all trustees attending when possible.

Approved: _____

Name: _____

Position: _____

Date: _____