

## People's Participation Committee

**Minutes of the People's Participation Committee meeting held on 20 December 2018 at 2pm at Robert Dolan House, 9 Alie Street, London E1 8DE**

### Present:

Marie Gabriel (Chair)	Trust Chair
Aamir Ahmad	Non-Executive Director
Paul Binfield	Head of People Participation
Paul Calaminus	Chief Operating Officer
Lyn Bliss	Carer (Luton)
Craig Donohoe	Service User / Carer
Navina Evans	Chief Executive
Nicholas Jackson	Service User
Cathy Lilley	Associate Director of Corporate Governance
Jenny Kay	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Felicity Stocker	Service User, Bedford WTG and Governor
Kamran Shafriq	Service Care User
Lorraine Sunduza	Chief Nurse
Rachel Vincent	Service User

### In attendance:

Dermot Ryall	Associate Director CAMHS (item 4)
Sarah Wilson	Director of Specialist Services (item 4)
Chris Kitchener	Assistant Director of Information Governance (item 5)
Simona Shaygan	Quality Assurance Manager (item 6)
Sally Wilkin	Service User Lead Quality Assurance Team (item 6)

Rosalind Tatam Corporate Minute Taker  
and others who wished to remain anonymous.

### Apologies:

Raymond Smith	Service User
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*The minutes are produced in the order of the agenda*

### 1. Welcome and apologies for absence

- 1.1 The Chair, Marie Gabriel, welcomed everyone to the meeting, particularly Aamir Ahmad as a new Non-Executive Director and now a member of this Committee replacing Jenny Kay, and introductions were made.
- 1.2 The Chair explained that if the attendance register is signed, names will appear in the minutes which are publicly available; there is, however, no obligation to sign.
- 1.3 The apology was noted as above.

## 2. Minutes of the Previous Meeting held on 20 September 2018

- 2.1. Subject to the following amendment, the minutes of the meeting held on 20 September 2018 were **APPROVED** as a correct record:
- Insert, on page 3, in the third bullet point from the bottom of the page, a full stop after 'geography', and delete the next (duplicate) twelve words.

## 3. Action Log and Matters Arising

- 3.1. The Committee reviewed the action log, noting:
- **Action 28:** People Participation Conference, to be run in the Spring or Summer, to showcase the Trust's achievements and to learn for further improvement
  - **Action 33:** Paul Binfield to consider with Michelle Bradley how carers are to be identified and contacted, to notify them of the meeting to focus on improved communication  
**Action: Paul Binfield**
  - **Action 34:** Expert by Experience coaches and sponsors of Quality Improvement Projects – will commence with a trial in January 2019 with two persons per directorate, and assess usefulness.

All other actions were either on the agenda or closed.

- 3.2. The Committee noted that it would receive regular updates regarding Peer Support in Luton.

There were no other matters arising not otherwise on the agenda.

## 4. People Participation Strategy: Child and Adolescent Mental Health Services (CAMHS) Directorate

- 4.1. Sarah Wilson, Director of Specialist Services, and Dermot Ryall, Associate Director CAMHS, presented the People Participation Strategy for CAMHS' Inpatient and Community Services. Key points highlighted included:
- The numerous, wide-ranging and innovative People Participation initiatives are at a relatively early stage
  - The Directorate will be assessing how to take forward the work strategically, systematically and sustainably
  - The involvement of parents and service users in service design and improvement (such as being trained as 'shadow' Care Quality Commission inspectors, and in measures to improve the patient's experience of ward rounds), in the procurement exercise for the voluntary sector partner in Bedford, and in devising, acting in and producing films.
- 4.2. In discussion, the Committee noted:
- Improved management of transitions for young people includes not only the transition to Adults Services, and the transitions into and out of inpatient care, but also that from Primary to Secondary School, and coping strategies to combat the stresses around public examinations
  - There are presently no employed Peer Support posts in CAMHS, but it may be possible to introduce twelve months' contracts opportunities in future
  - Employment opportunities for young people may be assisted by giving service users priority access to apply for apprenticeships in the Trust, and by a programme of work experience for school children and students
  - It is proposed to link the CAMHS People Participation Leads (PPL) into the

co-working of PPLs across the Trust, as part of the sustainability of this work going forward

- Trust services employ a range of measures to ensure they are as culturally sensitive, and reaching out to varied religious groupings, as possible, although there remain people within many communities who do not seek help due to the perceived stigma.

4.3. Marie Gabriel thanked both presenters for their informative presentation, describing as particularly impressive the range of work, the measures to reduce stigma in schools and in the population of young people, and the measures to ensure cultural sensitivity.

4.4 The Committee **RECEIVED** the presentation with much appreciation for the strides made in this field.

## 5. Information Governance

5.1 Chris Kitchener, Assistant Director of Information Governance, introduced herself and her role in reviewing the Confidentiality and the use of personal information by the Trust. She invited participants to attend an Information Governance Engagement event on 25 January 2019 in East London entitled 'How does information governance affect you?' from 9.00 to 13.00 hours, at One America Square.

The questions to be addressed include:

- How the Trust plans to take forward its information governance?
- In what way do you prefer the Trust staff to contact you?
- What presently works well, in terms of information sharing, and what could be improved?
- How can we show service users and carers that we take the safety of information very seriously?

5.2 Chris Kitchener agreed that a parallel roadshow will be held in Luton or Bedfordshire as soon as possible after 25 January. She would also be happy to be invited to Working Together Groups as part of this project.

**Action: Chris Kitchener**

5.3 The Committee **RECEIVED** the presentation and welcomed the initiative described.

## 6. Development of the Service User-led Accreditation System

6.1 Simona Shaygan, Quality Assurance Manager, and Sally Wilkin, Service User Lead, Quality Assurance Team, presented the report covering the development of a Service User-led Accreditation System, the proposed Standards, and the next steps of the project. Key points highlighted included:

- Over the first four months of 2019 all the elements of the new system are to be put in place, in order that the pilot of self-assessments may commence in Bedford and Luton in April 2019
- The new accreditation – and ELFT is the first Trust to be developing such a system – is a joint initiative of Quality Assurance and People Participation
- The new accreditation will replace the previous Service User-Led Standards Audit questions, and be based on the continuous improvement approach, and be used across all inpatient, outpatient, community and specialist services
- The reports on services will be produced by service users and carers, but it

was acknowledged that further resources will need to be allocated going forward.

6.2 In discussion the Committee noted:

- The Framework (Appendix 2) and the Standards (Appendix 3) set out 'what good care looks like', and the focus on creativity and innovation is appreciated
- The logo (to be used in conjunction with Bronze, Silver or Gold) was welcomed
- People who have been consulted at an earlier stage of a project normally should be kept informed at the next stage (even if unable to attend a meeting)
- It will be important to have support in place for the people doing the accreditation (particularly for cases where teams are not improving in service delivery)
- Reporting on these Standards should state the sample size in addition to the units or percentages.

6.3 The aide-memoire for remembering the framework 'Our care is' was commended:

O	Open and welcoming
U	Using our experience
R	Recovery focussed
C	Creative
A	Aiming for Excellence
R	Reaching out
E	Empowering
I	Inclusive
S	Safe

6.4 The Committee:

- **RECEIVED** and **NOTED** the presentation
- Standards were **ENDORSED**
- **AGREED** the next steps of the project.

## 7. Trust Wide Working Together Group Priorities

7.1 In response to the request (see item 21 on the Action Log) for specifying Trust Wide Working Together Group Priorities and key actions which can be measured, Paul Binfield, Head of People Participation, described the nine proposed priorities for 2019.

7.2 The broad thrust of the proposed priorities were **ENDORSED**, with the proviso that:

- a) These should be written to align with the Trust Strategy, and
- b) The format be drafted systematically using the gerund form, as in 'Tackling Isolation and Loneliness'.

## 8. Volunteer Amnesty

8.1 Paul Binfield proposed to the Committee that there be a three month amnesty for existing Trust volunteers who are not yet in possession of a Disclosure and Barring Service (DBS) check, after which period any volunteers without checks would not be able to continue to operate.

- 8.2 The Committee noted that, after the amnesty, a robust system for all Trust volunteers should include supervision and training as well as safeguarding recruitment procedures.
- 8.3 In discussion, the Committee **ENDORSED** a three month amnesty, to run from February to 1 May 2019.

## **9. Celebration**

- 9.1 The Chair thanked the Committee for its contributions which support the overall work of the Trust Board, and invited all participants to celebrate the year's achievements by means of the refreshments provided.

## **10 Any Other Business**

- 10.1 Norbert Lieckfeldt, Corporate Governance Manager, invited participants to the Annual Plan Consultation Events, commencing on Monday 4 February in Tower Hamlets and culminating in the Trustwide Annual Plan meeting on Tuesday 12 March 2019.
- 10.2 The Chief Executive, Navina Evans, asked that future agendas for this Committee have fewer items to allow more time for deliberation.
- 10.3 As this was her last meeting, the Chair expressed the Committee's thanks to Jenny Kay for her very helpful contributions over the last four years. The Chair also thanked Dremot Ryall for his presentation, and wished him a long and happy retirement.

## **11. Date of next meeting**

Tuesday 21 March 2019 **from 17.00 to 19.00 hours.**

Venue – Boardroom, Robert Dolan House, 9 Alie Street, London E1 8DE

*The meeting closed at 16:00*