**SHCC MINUTES – v1.0**

**Meeting of the Scottish Health Council Committee**

Date: 02 March 2023

Time: 10:30am-13.00pm

Venue: MS Teams

**Present**

Suzanne Dawson, Chair (SD)

Nicola Hanssen (Vice Chair) (NH)

Michelle Rogers, HIS Non-Executive Director Member (MR)

Dave Bertin, Member (DB)

Simon Bradstreet, Member (SB)

Emma Cooper, Member (EmC)

Jamie Mallan, Member (JM)

**In Attendance**

Clare Morrison, Director of Community Engagement (CM)

Tony McGowan, Head of Engagement & Equalities Policy (TM)

Claire Curtis, Acting Head of Engagement Programmes (CC)

Derek Blues, Engagement Programmes Manager (DBl)

Richard Kennedy McCrea, Operations Manager (RKM)

Rosemary Hampson, Public Involvement Co-ordinator (RH) Item 2.6

Rosie Tyler Greig, Equality and Diversity Advisor (RTG) Item 2.5

Robbie Pearson, Chief Executive Healthcare Improvement Scotland (HIS) (RP) Item 3.2

Jane Illingworth, Head of Planning and Governance (JI) Item 3.2

Joy Vamvakaris, Social Research Analyst (Observer)

Helen Gourlay, Area Manager (Observer)

Kevin Ward, Area Manager (Observer)

**Apologies**

Elizabeth Cuthbertson, Member (EC)

**Committee Support**

Susan Ferguson, PA to Director of Community Engagement & Chair of SHC

**Declaration of interests**

No Declaration(s) of interests were recorded

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| **1.** | **OPENING BUSINESS** | **ACTION** |
| **1.1** | **Chair’s Welcome, Introductions and Apologies** |  |
|  | The Chair (SD) welcomed everyone to the meeting, and introduced Clare Morrison (CM) who joined her first Scottish Health Council Committee (the Committee) meeting as Director of  Healthcare Improvement Scotland-Community Engagement.(HIS-CE)  A welcome was also extended to those who were observing.  Apologies were noted as above. |  |
| **1.2** | **Draft Minutes of Meeting** |  |
|  | The draft minutes of the Scottish Health Council Committee (SHCC) meeting, held on 17 November 2022, were approved as an accurate record of the meeting.  A query was raised on page 5/10 of the minute relating to the ask from the November meeting, that the differences volunteers offer the service compared with paid staff (and not just at times of system pressure) be raised at the next Volunteering Advisory Board meeting.  **Action** TMG to confirm with Janice Malone, Volunteering Manager, if the point raised had been progressed to the Volunteering Advisory Board meeting and was there an outcome? | **TM** |
|  | **Matters arising** |  |
|  | There were no matters arising. |  |
| **1.3** | **Review of Action Point Register** |  |
|  | The Committee reviewed the Action Point Register and were advised that a conversation had taken place with NHS Education Scotland (NES) around organisational learning and the development and non-executive workshops.    A request was made to close Action point 1.6 HIS Strategy Update as progress had been made and this action was no longer relevant.  The Committee were content to close this action (1.6) and noted the Action Point Register. |  |
| **1.4** | **Business Planning Schedule** |  |
|  | The Business Planning Schedule for 2022/23 was presented to the Committee for noting.  The Committee noted the Business Planning Schedule. |  |
| **1.5** | **Proposed Business Planning Schedule 2023/24** |  |
|  | The Committee were presented with the 2023/24 Proposed Business Planning Schedule for approval.  A point was raised on whether the directorate restructure should be included on the Business Planning Schedule 2023/24.  After discussion, it was agreed that this would be incorporated into the Director’s quarterly report under the heading of Development and Progress to provide the Committee with assurance needed.  The Committee approved the Proposed Business Planning Schedule |  |
| **1.6** | **Director’s Update** |  |
|  | The Director of HIS-CE (CM) provided a paper to the Committee, highlighting this was her first report and covered work undertaken since joining in January 2023 and included future plans for Quarter one 2023/24.  The following points were highlighted for discussion and approval;   1. Priority to set a clear future direction for the directorate’s work and structure. 2. Provide better clarity around internal and external engagement and what is expected of the directorate. 3. Provide better stability to the directorate after a long period of uncertainty around interim structure. 4. Planning with People (PWP) guidance, she advised the Committee that two meetings had taken place with the Scottish Government (SG) around the need to clarify the directorate’s role in assurance of engagement with the integration authorities. It was highlighted that wording had now been agreed but was still in draft form and not yet published. It was also highlighted there may be a slight delay in the PWP document being published due to the changes in SG at this time.   The Committee felt assured with the update provided from CM and looked forward to discussing the HIS-CE vision later in the agenda. |  |
| **2.** | **SETTING THE DIRECTION** |  |
| **2.1** | **SHCC Draft Annual Report 2022/23 & Terms of Reference** |  |
|  | The Chair (SD) presented the SHCC Draft Annual Report 2022/23 and Terms of Reference (ToR) for the Committee’s comment and approval.  It was noted that there is a requirement for all HIS governance committees to produce an annual report and review the ToR in order to provide assurance to the HIS Board. It was also noted that the ToR would be reviewed at the SHCC meeting on Thursday 28 August 2023.  The Committee were content with both the SHCC Draft Annual Report for 2022/23 and ToR. However, suggested that a relook at some of the grammar used in the report, in particular the length of the sentence under Paragraph C. Commentary, starting with ‘The Committee Members will support the implementation of a final structure’  Assurance was provided to the Committee, that the use of plain English is something that is being focused on at present throughout HIS.  **ACTION**  CC to relook at the grammar and amend as appropriate, in particular the sentence under Paragraph C. Commentary, starting with ‘The Committee Members will support the implementation of a final structure’ | **CC** |
| **2.2** | **Remobilisation and Operational Plan Progress Report** |  |
|  | The Operations Manager (RKM) presented a paper to the Committee for information, advised that this was a review of the last quarter, and noted it will also lead into agenda item 2.3.  The following key points were highlighted from the report;   1. The report provides an update on the impact and difference that has been made in the last quarter based on building capacity, raising awareness and increasing diversity and inclusion. The report is also aligned to the work CM has been working on in respect of the directorate’s strategic vision. It was noted that this is an iterative report and will evolve to accommodate any future changes made with the new strategy. 2. Building Capacity-advised some colleagues are reviewing the approach to evaluation and the importance that the Committee are being supplied with the correct level of information that provides assurance in the work the directorate are involved in and demonstrates the positive impact. 3. Raising awareness working with maternity services, have helped publicise the work with the Scottish Perinatal Services. 4. Diversity Inclusion-In November a successful engaging with disabled participants webinar and how being aware of barriers which can affect their involvement took place. It was noted that this is something that will be continued as it highlighted the various options that are available to disabled people to enable them to take part.   The Committee thanked RKM for the update and raised the following points;   1. Report works really well with the use of graphics, soft quotes and clear examples provided with inclusion of testimonials. 2. Sought assurance on Page 29/164, Opportunities of location of our work. How far does this location neutral go? 3. Inclusion of relationship working is important and should be included in the report going forward. 4. Email bulletin felt like a good way to share information, it would be useful to see what content people are engaging in.     In response to the points raised the following assurance was provided to the Committee;   1. Advised the Committee of the importance of having geographical coverage of staff across the country and noted this was part of HIS CE’s strengths. Highlighted the importance of not being defined by the location we live in and noted that going forward, this is something that will be built into the directorate’s model as this provides colleagues with a greater opportunity to consider roles that previously out with their geographical area. 2. Noted that colleagues have benefited from having visibility of the quarterly reports that are now shared with the directorate post the Committee meeting and based on the feedback received, gave them insight into the work that they are doing and that of others. 3. Advised that the platform used for the email bulletin allows the team to see the data of what people are looking at and going forward the intention is to be more proactive in sharing information for all HIS.   The Committee noted the Quarter four report and were content to continue with this way of reporting. |  |
| **2.3** | **Engagement Programmes Update** |  |
|  | The Acting Head of Engagement programmes (CC) provided the Committee with a verbal update of the plans for future programmes of work and highlighted the following points;   1. Building capacity- Advised that DBl, Engagement Programmes Manager (EPM) would provide the update on Quality Framework (QF) later in the agenda and noted this will be a big programme of work in the coming months when PWP is published. 2. Highlighted that the Engagement Practitioners Network (EPN) and Volunteering will move into our learning system work. 3. Raising awareness, advised that for the webinar programme for rest of the year, staff are being encouraged to engage in collating the information and requests for these to align this more with the whole directorate. 4. HIS Website development, work is being carried on the HIS website to improve its content and ease of use. It was advised that RKM could provide more detail around this. 5. Increasing diversity and inclusion, noted that Citizens Panel 12 is out and active at present and was oversubscribed in terms of submissions. 6. Highlighted that Gathering Views has moved at pace and now at capacity with five requests being put forward for this year. It was also highlighted that the importance of choosing those that have the biggest impact for us and for the needs of the system is now being considered.   The Committee found the update useful and thanked CC for the verbal update. |  |
| **2.4** | **Risk Register** |  |
|  | CM provided a brief update on both risks listed on Risk Register;  Risk 1077- has continued to show as a medium risk, and is subject to re-assessment in accordance with the new risks currently being developed in alignment to the directorate’s new strategy and aims.  Risk 1163- is currently showing as high following the application of a cautious risk appetite.  After discussion, it suggested that risk 1077 is now ready for rewording as the directorate has moved on from the launch in April 2020 and should reflect on the directorate’s new strategic vision.  The Committee noted the content of the risk register and agreed to the change of wording to risk 1077.  **Action**  CM to reword Risk 1077. | **CM** |
| **2.5** | **Equality Mainstreaming Report** |  |
|  | The Equality and Diversity Advisor (RTG) presented a paper on the Equality Mainstreaming Update Report for discussion and awareness and highlighted the following points;   1. Advised that the Equality Mainstreaming Update Report was considered at both Partnership Forum and Executive Team (ET) meetings and was well received at Staff Governance meeting, who provided some helpful feedback for the report. 2. Noted that the report is on track to be published in April 2023 and provided the key points of the report including;   -Good progress has been made towards the equality outcomes that were set back in 2021 which included the work of the staff equality network updates.  -Positive action that’s is more focused on mainstreaming, including Gathering Views Community Engagement work, Carers Positive group and the development of the Scottish Bairns Hoose model.   1. Noted that the team are looking at the feedback received to date for their action plan which will help where they will focus their attention on before the main report is published in April 2025. 2. Advised that this report is for all of HIS and would welcome any comments or feedback from the Committee on this draft.   The Committee thanked RTG for the update and raised the following points;   1. A question relating to the four equality outcomes was raised about the wording and connotation behind it and was the intention to ensure both would be equalised. (Equality outcomes 3 and 4) 2. It was suggested that a breakdown of ethnicity for volunteers would be beneficial in the report. 3. A question on whether health inequality would be considered in the report as there isn’t much information on this at present. 4. On Equality Impact Assessments (EQIAs), a question was raised on the inclusion of poverty exclusion and rural isolation in the report. 5. On Statistical information, it was asked if statistics on volunteering and the services we are delivering could be incorporated into the report to provide to help identify the progress that has been made. 6. It was a very thorough and clear report. It showed significant activity and importantly described learning from monitoring and evaluation and the application of that learning.   In response to the feedback and points raised the following assurance was provided to the Committee;   1. Framing of equality outcomes, provided the rationale for this on equality outcomes 3 and 4, noted that there is work still to be done on this, and will be taken forward. 2. Advised that talks around inclusive volunteering is taking place with colleagues and the volunteering team to discuss what can be done going forward. It was noted that the launch of the People’s Experience Volunteers was another attempt to diversify the approach to volunteering. 3. Advised that the wording for health inequality would be reviewed.   The Committee thanked RTG for the report and looked forward to seeing the finalised version with the additional comments added from today’s meeting.  It was agreed that if any of the Committee members have further comments, these should be sent by email to RTG before 20th March. |  |
| **2.6** | **Corporate Parenting and Children’s Rights Report 2023** |  |
|  | The Public Involvement Co-ordinator (RH) presented a paper to the Committee for discussion and approval and highlighted the following points;   1. Advised the combined Corporate Parenting and Children’s Rights report has been concluded by the Executive Team. It was noted that contribution to this report had been made by both the Children and Young People Working Group (CYPWG) and the Young People Key Delivery Area Network (CYPKDAN) 2. Noted that HIS are required to publish this report every three years, and highlighted this was the first time both reports have been combined. 3. Advised that the report is due to be published in April 2023 and currently linking in with colleagues from HIS-CE and Communications team to produce an animation or video to accompany the report making it more accessible for children and young people. 4. Noted that good progress had been made in delivering the actions from the 2020/23 report and provided some examples. 5. Highlighted that the new plan for 2023/26 links to the United Nations Convention on the Rights of the Child (UNCRC).   The Committee thanked RH for providing the overview of the report and raised the following points;   1. Noted that following the Quality Performance Committee, there appeared to be a slight lack of understanding around the meaning of Corporate Parenting and highlighted there is a possibility of a development opportunity on this with training on the meaning. 2. Applauded the successful combination of the two reports and found this worked very well. 3. A question was raised about the morality of paying children to give their thoughts, would this be the right thing to do. 4. Thought there was a contrast between this and the other reports discussed at today’s meeting and suggested the report could benefit from clearer reporting on what’s happening and the impact it’s had. Highlighted that this should be look at for future reporting. 5. A recommendation was made that the evidence of impact could be highlighted in the animation being produced for the report.   The Committee approved the Corporate Parenting and Children’s Rights Report 2023 |  |
| **2.7** | **Service Change Sub-Committee Update/ NHS Greater Glasgow & Clyde GP out of hours service** |  |
|  | The Engagement Programmes Manager (EPM) (DB) provided the Committee with an update on the Service Change Quarter four  report and highlighted the following key points;   1. Service Change audit took place end of 2022 and is now finalised with agreed management actions. The report was also presented to the Audit and Risk Committee. To provide assurance to the Committee there is also detailed action plan based on the feedback from the finalised Audit. 2. Highlighted that an extraordinary meeting took place on 20 February 2023 with the Service Change sub-committee to agree if Greater Glasgow and Clyde (GG&C) GP out of hours service met the threshold for major service change. No decision was made at the meeting and conversations are still currently taking place with SG. 3. Consultation process for Ayrshire and Arran Chemotherapy has now commenced and will run from February until May 2023.   DBl extended thanks to Denise Symington, (DS) Service Change Supervisor, for the level of detail provided in the appendices and informed the Committee that this was the last SHCC meeting she would be attending as her secondment ends.  The Committee also echoed DBl’s comments and sent best wishes to DS in returning to her substantive post.  SD noted that a meeting with our SG sponsor will take place on the 15 March, which the Chief Executive (RP) CM and herself will attend to discuss the GG&C GP out of hours service, and advised the Committee that an updated would be provided.  CM added an additional point on the opportunity to add further wording to the draft of PWP as this is still not finalised.  The Committee thanked DBl for providing the update. |  |
| **2.8** | **Governance for Engagement Sub-Committee Update** |  |
|  | The Head of Engagement and Equalities Policy (TMG) presented a paper to the Committee for awareness and highlighted the following points;   1. Noted that Cycle 2 was on track with the next meeting taking place on 9 March with a pre meeting arranged on the 6 March. The pre meeting will discuss the two submissions from the Evidence Directorate and the Communications team. 2. Highlighted the indicative timeframe from the paper provided and advised the aim is for the full programme for Cycle 3 will be in alignment with the Quality Framework and the self-assessment statements by end of July 2023, providing PWP is published on time.   SD thanked TMG for the feedback sessions he provides each of the directorates.  The Committee noted the content of the paper. |  |
| **3.0** | **SETTING THE DIRECTION** |  |
| **3.1** | **Quality Framework for Community Engagement and Participation Update** |  |
|  | DBl provided an update to the Committee for approval and highlighted the following three points;   1. Internal activity - Completed training sessions with all HIS-CE staff who were available in readiness to support partners in using the Quality Framework (QF) 2. Next steps –Further to discussions with the Care Inspectorate they have confirmed they are happy to continue co-badging the self-evaluation materials. 3. Working closely with Communications team around the use of plain language, making it accessible and user friendly as possible in preparation for publishing.   The Committee approved the publication of the Quality Framework in line with the Scottish Government’s *Planning With People* guidance.  SD thanked the Team for the all the work that had gone into it in readiness for publication and extended thanks to the Boards who took part in the testing process. |  |
| **3.2** | **HIS Strategy Update to Community Engagement** |  |
|  | A welcome was extended to both the HIS Chief Executive (RP) and the Head of Finance, Governance and Planning (JI) who provided the Committee an update on the HIS Strategy which has been in the planning for the last 18 months.  RP invited JI to present the slide deck that provided an overview of the new HIS strategy. It was noted that there was no copy of the HIS Strategy to share as this between drafts at present but will be shared with the Committee at the same time as it goes out to Boards at the end of March.  The following key highlights were shared with the Committee;   1. Clearer articulation of HIS’ unique value and national leadership role.   - inclusion of statutory functions and cross-cutting principles e.g. voice of people; evidence  -particular emphasis on safety and quality in challenging context.   1. Greater clarity around our vision for health and care versus HIS’ specific contribution.   - Clarity around support for the workforce (safe staffing, leadership and creating the conditions for improvement).  - Stronger reflection the extent of HIS’ collaboration with other organisations in the delivery of our work   1. Reflective of Community Engagement vision.   - Clearer statements of our vision and plans for meaningful engagement.  - Across the strategic priorities.  Next steps for the draft ;  -Final draft to ET on 7 March, which will include case studies.  -Further discussions with Partnership Forum and SG.  -Communication Team to design and review to ensure accessibility and use of language.  -EQIA is being developed with support from HIS-CE.  -HIS Board to sign off 29 March 2023, with formal strategy launch April 2023.  SD thanked JI for providing the update and asked if there would be an opportunity for the Committee to provide feedback around the draft.  It was agreed that the Committee would get sight of the draft a week before it is presented to the Board on the 29 March to allow time for comments and feedback. This will be collated by SF to allow SD, NH and MR to provide comments to the Board on 29 March. |  |
| **3.3** | **Community Engagement Strategy update and business planning for 2023/24** |  |
|  | CM provided presented the draft HIS-CE strategy for discussion and approval and provided the rationale for developing the HIS-CE Strategic Vision, which is to provide a clear, high-level vision of the directorate’s future.  To provide assurance to the Committee the following points were highlighted on the development of the strategic vision;   1. The strategic vision benefited from taking a co-production approach. 2. Initial development – information was gathered from several sources. 3. The HIS-CE Strategy was developed to align with the new draft of the HIS Strategy, using the three themes, evidence, improving and assurance of engagement. 4. Held a management workshop with Partnership Forum reps in attendance to review and reflect all the information and created the draft vision together. 5. The current draft was developed after sharing the initial draft with colleagues, attending several meetings, hearing colleague’s views and concerns.   Before the Committee shared their reflections and comments, CM noted that the draft vision had been written in a language for professionals, and assured the Committee that a plain English version would be drafted for the public. It was also noted that a question was raised around the word ‘creating’ evidence, and advised that this would be changed.  SD, thanked CM for presenting the Strategic Vision for HIS-CE and was pleased that it was aligning to the key elements of the HIS Strategy.  Appreciated the effort that went into the co-production of the vision and extended her thanks to the Committee members who met up and provided helpful feedback.  SD opened up to the Committee for any questions or comments which were;   1. Liked that it ties into the HIS Strategy and the idea of a plan on a page works well, also very readable. 2. Perhaps consider the case studies as per the HIS Strategy? 3. Pleased with the output of the work and the vision feels right 4. Two things that could strengthen further, high quality meaningful engagement that has an impact and how do we promote the benefits of engagement? 5. Welcomed the constructive approach to develop the vision and the clarity around the key areas. 6. Interested in what happens next, how will this be taken forward? 7. Like to see clearer language around how HIS volunteering is going to link in with Volunteering Scotland.   In response to the comment CM provided the following feedback;   1. Assured the Committee that promoting benefits of meaningful engagement is something that will be done going forward. And noted the team will relook at this piece again and ensure that this is highlighted in the plain English version. 2. In response to the ‘what happens next’ question, it was explained that this should be evident in the delivery of the vision, which includes, the staffing structure, all the processes and measuring outcomes and aligning our reporting to the work the directorate does. 3. Volunteering, wording will be relooked at, as it doesn’t appear to come across strongly enough.   SD thanked CM for providing the feedback to the comments and highlighted that the clarity of the HIS-CE Strategic Vision will help in conversations with SG and Boards around what we do and what support we can provide.  RP echoed the points that had been made in particular the link between the HIS strategy and the HIS CE Strategic Vision.  RP recognised CM and the DMT for the remarkable amount of work that has been achieved in a short space of time.  SD echoed RP views and thanked everyone who was involved.  The Committee approved the HIS-CE Strategic Vision |  |
| **3.4** | **Engaging People in the work of HIS-Update** |  |
|  | TMG provided an update to the Committee and advised that following the EQIA internal audit, the next focus for the team would be looking at ways of improving the EQIA process to ensure the whole of HIS in baking in EQIA into all its work programmes. It was also noted that the team are looking at better ways to articulate the training offer potentially using Equality Champions to give a further reach across the organisation.  The Committee thanked TMG for the update with no further comments. |  |
| **4.0** | **RESERVED BUSINESS** |  |
| **4.1** | **Service Change Sub-Committee meeting minutes** |  |
|  | DBl presented the Service Change Sub-Committee meeting minute from the meeting held on 26 January 2023 for information.  The Committee noted the Service Change sub-committee meeting minute. |  |
| **5.0** | **ADDITIONAL ITEMS of GOVERNANCE** |  |
| **5.1** | **Key Points** |  |
|  | After discussion, the Committee agreed the following three key points to be reported to the Board:  1. Vision/Relation to HIS Strategy.  2. Service Change Sub-Committee update  3. Reporting /Impact measurement |  |
| **6.0** | **CLOSING BUSINESS** |  |
| **6.1** | **AOB** |  |
|  | No other business was discussed |  |
| **7.0** | **DATE of NEXT MEETING** |  |
| **7.1** | The next Scottish Health Council Committee meeting will be held on 25 May 10am-12.30pm venue Delta House Glasgow. |  |
|  | Name of person presiding: Suzanne Dawson  Signature of person presiding: N:\SHC\National Office\SHC Committee\Information & Templates\SD Sig.jpg  Date: 25 May 2023 |  |