



Minutes of the 95th Council meeting of the Patient and Client held on 15th November 2022 via MS Teams:

Open session 10:00 – 11:15

Present:

Ms Stephen Mathews (Chair)
Mr Alan Hanna
Mr Paul Douglas
Mr Patrick Farry
Mr Tom Irvine
Cllr Martin Reilly

In Attendance:

Ms Vivian McConvey, Chief Executive, PCC
Ms Meadhbha Monaghan, Head of Operations PCC
Mrs Carol Collins, PCC, Business Manager
Ms Clare McGlone, PCC, Executive Assistant

Apologies:

Michelle Tennyson, Assistant Director, PHA

1. Welcome

The Chair welcomed everyone to the meeting.

Apologies were received from Ms Tennyson.

2. Minutes of last meeting held on 19th July 2022 and Matters Arising

Mr Irvine queried item 5 on the previous minutes could be clarified. Ms McConvey advised that further information was on the agenda but that the PCC were forecast to break even.

Mr Hanna highlighted item 7 on the previous minutes as a concern given the council have gained two members but lost three members. Mr Irvine highlighted that a lot can occur between council meetings and can be difficult to get a sense of where the organisation was. The Chair agreed with Mr Hanna's point and was conscious that Mr Hanna and Mr Douglas' terms were ending in 2023. The Public Appointments Unit (PAU) have been in contact with the Chair regarding the recruitment process which has been initiated. The Chair advised that it was important to bring this to the attention of the Sponsor branch. Council members agreed with this.

Mr Douglas advised the Strategic report should note the issue regarding the PCC Council and resources. Ms McConvey would raise this concern at the Ground clearing preparation meeting. Ms Monaghan confirmed that this was on the risk register. Ms McConvey advised that the Risk register would also be addressed at Ground Clearing.

Quorum and standing orders had been amended and confirmed following the previous Council meeting held on 19th July 2022.

3. Declaration of Interests

None.

4. Chair's Update

The Chair advised while he hadn't been in post very long work had gone on in the background on his induction and key issues were on today's agenda to be discussed. The Chair highlighted it was encouraging how comprehensive the work was carried out by the team.

5. Chief Executive's update

Ms McConvey confirmed there was focus was on recruiting leadership team posts and congratulated Ms Collins on her appointment to Manager for Admin and Governance. Interviews had taken place for the Involvement service and Advocacy service managers and Ms McConvey was hopeful to have all manager posts filled. Ms McConvey highlighted the quality of interviews was high and there would be waiting lists established for these posts. A requisition had been raised for Head of Business Support and this will go out publicly. The PCC have been operating under the ASG policy across the organisation whilst it went through formal approval processes. Ms McConvey was hopeful to end the year with a fully staffed leadership team.

Ms McConvey confirmed the Sponsor branch had the final MAHI business case. As soon as this was returned Ms McConvey would move forward with the work. PCC are at Stage 2 with information that was to go to the enquiry team. Ms McConvey was hopeful that by Christmas the second tranche will be with the enquiry team. Ms McConvey was hopeful a Band 7 would be confirmed in the following weeks that would be linked to this work. Four senior practitioners had been appointed and a waiting list had been established. Ms McConvey advised that the past few months had been focused on budget, stability and staffing.

Ms McConvey confirmed Sponsor Branch completed the first draft of the Partnership Agreement. A meeting was being arranged with the Sponsor Branch to prepare for the Council Workshop with the hope to get this signed off for February 2023.

6. Finance Update Paper 663

Paper 663 had been circulated to Council members for noting.

Ms McConvey advised that the PCC started the year without the required funding for the full staffing requirement. A financial plan had been completed with assistance from Ms Leslie Mitchell. The PCC had relied on agency staff as funding hadn't been confirmed.

Ms McConvey advised a Financial stability plan had been produced in May 2022 which noted that each agency post cost an additional 5%. The PCC have now moved to

having financial plan circulated to Council members each month. The PCC were rigorously looking at financials which would be included in the budget for 23/24. Ms McConvey drew attention to page 11 point 11 which included information on PCC's proposed budget and page 13 point 14. Ms McConvey advised that PCC have been allocated money for MAHI. The Financial plan set out all risks and suggested that the PCC would break even by the end of the year.

Mr Irvine queried table 4 which included the agency staff total and budget for heat, light and energy. Ms McConvey recognised that this will increase. Council members discussed point 10. Ms McConvey advised that the rationale behind this being the PCC did not have funding and the current premises were ok until 2025. Ms Collins was working on more desks but needed to look at additional funding for a new IT system, additional staff and SAI work.

Mr Irvine highlighted that the current PCC premises did not have a meeting room large enough to hold an in-person Council meeting and there were costs associated with meeting in external venues. Ms McConvey confirmed there was a Board room in the Lurgan office but the priority was to ensure there was a family room available at the Belfast office for meetings. The decision to move to Great Victoria Street was made before Ms McConvey was in position and this move could not be overturned. The Chair agreed that Ms McConvey was making a judgement based on available resources and acknowledged members may not be happy with the premises but the PCC were prioritising clients. The Lurgan office had a large Boardroom which would be available if needed for future Council meetings.

7. ARAC

Mr Farry confirmed the previous minutes of the ARAC meeting in June were not yet available and thanked Mr Irvine and Cllr Reilly for stepping in to the ARAC meeting to ensure it was quorate.

The ARAC committee met Internal and External Audit on 18th October 2022. Mr Charles (Assistant Head of Internal Audit) went through the mid-year assurance statement and noted that he had no concerns to highlight. There were no recommendations from the midterm review. Internal audit had completed 33% of their schedule and were seven months into their audit cycle. The ARAC committee queried if their work could be completed by year end however Mr Charles had confirmed it would but there had been staffing issues causing delays. Mr Farry advised that the ARAC committee had spent time working on the Risk Register, Ms Monaghan had gone through the Risk matrix. Ms Monaghan wanted to review the Risk Register and hoped to provide a comprehensive update at next council and ARAC committee.

The Chair confirmed that PCC should have regular Committee meetings ahead of Council meetings and moving forward it would be helpful to look at timings of all meetings.

Action: Ms McGlone to look at Council and Committee meetings for 23-24.

ARAC Minutes from Previous Meeting on 28th June (Paper 664)

Minutes were reviewed and approved.

8. Business Committee

Mr Hanna advised that the minutes from the Business Committee meeting on 25th October still needed to go to the committee for approval.

The minutes from the meeting on 26th July 2022 were reviewed and approved.

The previous Business Committee meeting addressed a few items including an organisational review, Partnership Agreement, SAI'S, performance report, Finance performance, HR, Complaints and compliments. A lot of items on the agenda for the Council meeting had been on the previous Business Committee Agenda. The Business Committee had reviewed and approved the policies on the agenda. Mr Hanna highlighted that the last Business Committee included an excellent presentation from Ms Jessica Murray on the co-production project and she dealt with questions from council members.

The Business Committee had also reviewed the Financial plan and were pleased that the PCC were forecast to breakeven.

The Chair queried the role of the Council in the co-Production project. Ms Monaghan confirmed that it was agreed at PPI forum that PCC would run a pilot programme taking forward remuneration for Co-production. Substantial work had been carried out by Ms Murray and suggested that this could be brought to a Council Workshop. Ms Monaghan assured Council members that PCC were aware of the risks involved. Although the policies had been passed through Council, there may be changes to these policies in the next few months and they may need reviewed again.

Action: Ms Murray to attend Council Workshop regarding Co-production project.

9. Quarterly Performance Report (Paper 667)

Ms Monaghan advised that this paper went through Business Committee and she would focus today on areas where the PCC were not meeting targets.

Ms Monaghan advised members that the Citizen hubs were not seeing the uptake anticipated however were exceeding targets in other areas. Ms Monaghan confirmed that the concept behind this was evolving. As a result, PCC may look to revise how to communicate about the Citizen hubs but there was no concern as engagement was high. The number of New PCC members was below target and this target may need to be revised. The PCC would be proactive in recruiting new members in the next 6 months, with the Positive Passporting project this will raise awareness of the PCC.

PCC member engagement events had been affected by COVID and these were difficult to carry out remotely. Ms Monaghan confirmed that some events were planned

and there were plans to hold in-person events, potentially offering co-production training to members over next 6 months.

Regarding the diversity of membership, Ms Monaghan confirmed equality work had taken place under the five-year plan and Ms Monaghan was looking at how to gather and measure data as PCC didn't have the capability to gather section 75 data however Alemba had allowed data gathering. PCC were looking at developing systems to record information separately however there were information governance implications and they were working through a DPIA.

The Co-Production operational plan had targeted to have individuals working on this project. Although no-one has been recruited, it was important to ensure the project was set up appropriately. Ms Monaghan advised that it was ambitious to have the pilot starting in January and they would look into training individuals at this stage.

The Evaluation feedback return rate was low and the PCC were depending on people taking up the option of providing feedback. Ms Monaghan suggested making better use of care opinion.

Mr Irvine suggested looking at increasing PCC brand awareness and queried if maternity cover had been arranged for the Communications. Ms Monaghan confirmed the role had been filled in September 2022 by agency staff and they were taking forward branding and looking into a soft launch with new materials being developed with the new branding. Ms Monaghan had been looking to set up external meetings with stakeholders to raise awareness of the PCC and the changes in the PCC. In the last two months Ms Monaghan met with NIPSA asked them to meet with the PCC team and discuss roles. Positive passporting will focus on building relationship with voluntary and community sector over the next 6 months.

Mr Irvine queried if there was any way to communicate the role of the PCC. Ms Monaghan advised they had a positive meeting with the BBC, to discuss the role of the PCC. Cllr Reilly queried if PCC planned to target areas where membership was low. Ms Monaghan confirmed she was looking into increasing membership in a targeted way and over the next 6 months there would be a targeted approach of who the PCC would link with. Ms Monaghan was happy to share details of positive passporting with Council.

10. People's Priorities Committee (Presentation)

Ms McConvey advised that she may bring this presentation to another Council meeting if needed. Ms McConvey presented the key messages from stakeholders following discussion.

Ms McConvey advised that people chose to share a lot, both positive and negative. The chair thanked Ms McConvey. Ms McConvey advised there were more interviews planned, and she would sit with Ms Barry and Ms Monaghan to add to the thought paper. Points were made that need to be taken on board and a committee would need to be shaped around these.

Ms McConvey would look at the paper before going to public consultation and was going to speak to Cllr Reilly regarding health committees. Cllr Reilly was happy to help with this but had concerns with the timing of this going to the public domain given the current pressures and no Executive in place.

11. Business Support/Governance

The Chair thanked Ms Monaghan for getting the Quality Report on the PCC website and ensuring Council members confirmed their approval.

Ms Collins confirmed the policies on the agenda had gone to the previous Business Committee and had been approved. Ms Collins queried if there were any questions from the Council or they were happy with policies. Ms Collins advised that they were working through the Co-Production papers but asked if the Council were happy to approve the Adult safeguarding and Records Management policy. Council members approved the Adult Safeguarding and Records Management policies.

The Chair drew attention to the training pack which had also been circulated to members.

12. AOB

No further business was noted

13. Close

The Chair closed the meeting at 12 noon.



Signed:

Date: 14th February 2023

Mr Stephen Mathews