

North Yorkshire Health and Wellbeing Board

**Minutes of the meeting held on Wednesday 24 January 2018
at the Cairn Hotel in Harrogate**

Present:-

Board Members	Constituent Organisation
County Councillors	
County Councillor Michael Harrison (Chairman)	North Yorkshire County Council Executive Member for Adult Social Care and Health Integration
County Councillor Caroline Dickinson	North Yorkshire County Council Executive Member for Public Health and Prevention
County Councillor Janet Sanderson	Executive Member for Children and Young People's Services
Elected Member District Council Representative	
Richard Foster	Leader, Craven District Council
Local Authority Officers	
Stuart Carlton	North Yorkshire County Council Corporate Director - Children and Young People's Service
Richard Flinton	North Yorkshire County Council, Chief Executive
Dr Lincoln Sargeant	North Yorkshire County Council, Director of Public Health
Janet Waggott	Selby District Council
Richard Webb	North Yorkshire County Council Corporate Director – Health and Adult Services
Clinical Commissioning Groups	
Amanda Bloor	Harrogate and Rural District CCG
Simon Cox	Scarborough and Ryedale CCG
Helen Hirst (substituting for Colin Renwick)	Airedale, Wharfedale and Craven CCG
Phil Mettam	Vale of York CCG
Janet Probert	Hambleton, Richmondshire and Whitby CCG
Other Members	
Shaun Jones	NHS England, North Yorkshire and Humber Area Team
Jill Quinn	Voluntary Sector Representative
Co-opted Members	
Tim Cate (substituting for Colin Martin)	Mental Health Trust Representative (Tees, Esk and Wear Valleys NHS Foundation Trust)
Dr Ros Tolcher	Acute Hospital Representative

In Attendance:-

Phil Bramhall, substitute Voluntary Sector Representative
Paul Campbell, Director of Community, Harrogate Borough Council
Councillor Carl Les, Leader of North Yorkshire County Council

North Yorkshire County Council Officers:

Louise Wallace (Health and Adult Services), Patrick Duffy (Legal and Democratic Services), Sally Lacy (Business Support) and Robert Ling (Strategic Resources)

Copies of all documents considered are in the Minute Book

27. Apologies for Absence

Apologies for absence were submitted by:

- Judith Bromfield, Healthwatch
- Colin Renwick (Airedale, Wharfedale and Craven CCG)

28 Chair's Announcements

Colin Morris

The Chair referred to the sad news that Colin Morris, the Chair of the North Yorkshire Safeguarding Adults Board (SAB), had passed away on 16th January.

Colin would be greatly missed for his energy, insight and commitment. As recently as last September, he had attended this Board to present the SAB Annual Report.

Details of the funeral arrangements had been circulated to Members of the Board.

Membership

The Chair welcomed Jill Quinn, Voluntary Sector Representative (VCS) and Phil Bramhall, substitute representative for the VCS, to their first formal meeting of the Board.

29. Minutes

Resolved -

That the Minutes of the meeting held on 6 September 2017 be approved as an accurate record.

30. Review of actions taken at the last meeting

Considered -

An Action Sheet produced by the Assistant Chief Executive (Legal and Democratic Services).

The representative of the Assistant Chief Executive (Legal and Democratic Services) confirmed that all of the actions had been implemented or were in the process of being.

NOTED.

31. Declarations of Interest

There were no declarations of interest.

32. Public Questions of Statements

There were no questions or statements from members of the public.

33. Health and Wellbeing Board Development Session 24th November 2017 – feedback and next steps

Considered -

Two presentations – one by Louise Wallace, Assistant Director, Health Integration and a joint presentation by Robert Ling, Director of Technology and Change and Amanda Bloor, Vice-Chair and Chief Officer of Harrogate and Rural District CCG.

For the first presentation, Louise Wallace highlighted the following aspects, in particular:-

- This was an opportunity to consider the key messages that emerged at the Development Session, whilst ensuring the Board continued to meet its statutory requirements.
- Key Messages from the Development Session included:-
 - a greater focus on transformational work, compared to the transaction of formal business, with more time devoted to tackle the big challenges faced;
 - set piece themes for the year;
 - reform of the sub-structure to ensure that business which needs to be done is done;
 - clarity about the value of working in the Health and Wellbeing Board space;
 - business predicated on what we would want for ourselves and our families and delivering value for money;
 - being clear and explicit as to who Members are representing; and
 - conducting discussions with transparency, openness and honesty
- There were still a number of areas that would need to be considered by the Board. An analysis had been undertaken which looked at what matters needed to be considered by the Board and what could be considered in other ways (“Information” Items, for example). This would be circulated to Members.
- The suggestion was that six meetings per year be retained, but with a three to four hour time slot to enable consideration of any formal business that may be required, followed by a discussion between Board Members and invited participants to focus on developing a shared approach to a key issue.
- The key Issues – or Themes – suggested for the Board’s consideration were digital; mental health and capacity planning.

The Chair commented that the proposals would lead to a better use of people’s time.

In response to a question from Jill Quinn, the Chair confirmed that there would be an opportunity for the Board to bring in experts to assist it in its discussions.

Amanda Bloor said that she had picked up from the Development Session the desire for a different way of working. It was important that this did not end up as the same conversation in a different forum; it needed to be additional and add value. Also, whilst there was a need to engage, the transformation discussions needed to be in private.

Helen Hirst, Chief Officer, Airedale, Wharfedale and Craven CCG, expressed some disquiet about discussions being held in private. The Chair advised that, if this were to occur, a summary of the discussion would be included in the Minutes.

Richard Flinton, Chief Executive, felt that there needed to be a practical way to deal with this. Care should be taken not to undermine the necessary formality of the meeting but there should also be an ability for partners to forward plan. Following consideration of formal business, the Board could then discuss issues frankly in whatever way it saw fit.

Louise Wallace commented that the Board would retain the option to go into closed session if they considered this necessary but that there would need to be clear grounds for excluding the public.

Janet Waggott, Chief Executive of Selby District Council and Assistant Chief Executive at North Yorkshire County Council, felt it made sense for the Board not to consider any Strategies or other matters that it did not need to approve.

Janet Probert, Chief Officer, Hambleton, Richmondshire and Whitby CCG, said that the Board needed to capture how it could improve in order to take on the challenge.

The Chair stressed that the Board would drive the pace of the themes.

The second presentation was entitled *Exploring the Potential – Digital Theme*.

Robert Ling and Amanda Bloor highlighted the following aspects:-

- Gartner, IT, Consultants, had indicated that they would be prepared to run a Workshop for the Board, should Members decide that digital was one of the themes that they would wish to consider.
- A sea change was occurring in that we were now beginning to see advances in technology that were primarily available to - and for the benefit of - the consumer, rather than the professional. For instance, Amazon Echo can be used to help people order meals.
- As a result of technology now being more customer-centric, it was not a case of what technology an organisation wants to provide, but how the citizen wants to use it.
- This was a key moment – how do we get hold of the digital theme and drive it? We should be innovative and look at the totality of services across the whole of North Yorkshire.
- There were three inter-related elements to any digital approach:-
 - the citizen - Health and Adult Services now had an on-line assessment for which take-up is increasing, so the appetite from citizens is there;
 - systems - progress had been made, but there was still much work to be done around how data is moved around organisational systems. The General Data Protection Regulation (coming into force from May 2018) had implications around analytics; and
 - data – there was a huge amount to manage and it needed to be borne in mind that some people complete information on behalf of someone else e.g. a relative.
- A lot of resource has been committed across the county to the development of broadband. Whilst this remains important, it should not be a barrier to driving forward on digital in order to secure a step change in the way that services are provided.
- Technological advances could help assisted living and a whole system approach. The amount of travelling that can be required in a county as large as North Yorkshire could be greatly reduced by video-conferencing.
- It is the information that makes the change - not the technology.
- Similarly, it would be easy to get hung up on “the label” – the key thing was how we use digital to transform services.

Ros Tolcher, Chief Executive, Harrogate District Foundation Trust, stated that any initiatives should not, inadvertently, perpetuate inequalities. With, say, some older

people, who might be averse to technology, we need to ensure that the service they receive does not deteriorate if they did not feel able to use the technology available.

Richard Webb said he was interested in how we could lead more digital lives. Developments in areas like robotics were potential liberators to helping people have greater control over their situation. There were existing initiatives that the Board could harness. For example, a London Hospital now conducted a number of appointments by Skype.

Richard Flinton commented that there was a need to size up problems and opportunities. We can make a difference but the sheer scale of the county and its rurality presented challenges. Regarding Ros Tolcher's point about not perpetuating inequalities, developments should be in a nuanced way. The public sector was not particularly good at research and development but we need to think through what service developments would look like on this patch in the medium term. Early wins were important, but we need to keep in mind the medium term.

Robert Ling advised that a pilot in Sleights, with the Customer Contact Centre, could be tested to see what worked.

Councillor Richard Foster, Leader of Craven District Council, stressed that outcomes would be the crucial element.

Phil Bramhall posed two questions: To what extent could each organisation's research bodies assist? Also, the long term wellbeing opportunity might be to engage with younger people to help improve the wellbeing of older people. How might this be done?

Dr. Lincoln Sargeant, Director of Public Health, mentioned that the human element was also very important. Could we take a step back and ask "the market" to find a solution? Robert Ling agreed, adding that there were several levers available, but a collective approach was required.

Helen Hirst advised that in Bradford a 'Dragons Den' Event had been held where SMEs pitched their digital solutions to problems. She would be happy to share the learning from this with Robert Ling.

Jill Quinn commented that reference to 92% broadband coverage could give the impression that this percentage of people were comfortable with using technology, but over one third of her organisation's (Dementia Forward) database cannot use email. Robert Ling felt this was a fair point and that was why the County Council was interested in developments such as Amazon Echo and Google Home, where verbal commands could be used to make the change and avoid the physical use of IT being a barrier.

Simon Cox, Chief Officer, Scarborough and Ryedale CCG, said that increasing access often benefits those people who already had good access and who were already using services on-line. There needed to be greater challenge.

Janet Probert commented that safety and governance requirements, whilst important, could sometimes stifle the use of technology. We had to respond, or other providers would come into the space.

Ros Tolcher wondered whether technology could be used to address inequalities. For instance, it can be difficult to secure British Sign Language Interpreters due to the travelling involved. Skype could overcome this.

Louise Wallace undertook to work up, in consultation with colleagues, the scope for each of the themes that the Board decide upon.

Resolved -

- a) That the Board continue to meet six times per year, but the duration be extended to three or four hours, as appropriate, to enable a proper focus on key issues.
- b) That formal business (such as Key Strategies and certain Annual Reports), be considered at the start of each meeting, followed by a discussion with invited participants on developing a shared approach to key issues.
- c) That the following key issues be considered in 2018/19:-
 - Digital
 - Mental Health
 - Capacity Planning, with particular regard to:-
 - Acute and Community Hospitals
 - Care Markets
- d) That the scope for the above themes be worked up, to include:-
 - Diagnostic work
 - Expectations (*Where are we?; Where do we want to be?; etc*)
 - Identification of the key actions, that, if achieved, will evidence that the required shift has been made

34. North Yorkshire Safeguarding Children Board – Annual Report 2016/17

A link to this report had been circulated with the Agenda for information.

NOTED.

35. Healthy Weight, Healthy Lives Strategy – Annual Progress Report 2016/17

A link to this report had been circulated with the Agenda for information.

NOTED.

36. North Yorkshire Joint Alcohol Strategy 2014/19 – Annual Progress Report 2016

A link to this report had been circulated with the Agenda for information.

NOTED.

37. Health and Wellbeing Board – Rolling Work Programme/Calendar of Meetings 2017/18.

Considered –

The Work Programme/Calendar of Meetings for 2017/18.

Resolved -

- a) Agenda Items for the next meeting on 23rd March to include:-
 - Integrated Better Care Fund Performance
 - Digital Theme

- Mental Health Summit (to cover North Yorkshire and York) **SEE NOTE**
- b) Consideration be given to changing the venue (currently scheduled for Sneaton Castle in Whitby) to one that is closer to a main line railway station

PLEASE NOTE: Subsequent to the meeting, following discussion with the Chair and Vice-Chair, it was been agreed that the Mental Health Summit will now be held as part of the meeting of the Board on Wednesday 30th May, so as to allow sufficient time for the detailed planning that will be required

The meeting concluded at 3.30 p.m.

PD