



Consult and Challenge Meeting
16th April 2014
10:30 – 12:30

Whitworth Suite, Unity 12, 9-19 Rose Rd, Southampton SO14 6TE

PRESENT: Alan Preece, Robert Droy, Chris Andrews, Gill Fields, Karla & Julia Huggins, Ray Harris, Richard Allen, John & Margaret Russell, Sarah Parker, Clare Petrie, Saq Yasin, Hilary Linssen (SCC), Dawn Buck (CCG), Sandy Jerram (CCG), Jayne Gleeson (Mencap), Jon Searle (Choices), Julia Humphries (BSL Interpreter), Gordon Wade, Will Rosie.

ITEM		ACTION
1.	<p><u>Introduction and Apologies</u></p> <p>Paul Juan</p>	
2.	<p><u>Minutes of the Last Meeting</u></p> <p>Agreed</p>	
3.	<p><u>Matters Arising</u></p> <p>Item 4, Action Point: Regarding Will beginning the process of working with Angela Sumner to get the Permission to Share form rolled out within SCC.</p> <p>Will asked the meeting for ideas of who could take a Lead role for C&C in moving this project forward with SCC.</p>	<p>Will</p> <p>All</p>
4.	<p><u>'Our Place' Project – Sandy Jerram CCG</u></p> <p>SCC had been successful in a bid for a small funding project (£3500) from central government to focus on an area within the City to connect the various community groups together. The Shirley/Freemantle area has been chosen in Southampton.</p> <p>Sandy described Our Place as supporting communities and public service organisations to develop an operational plan and take control in their area to make sure that things work in the best way for local people. She mentioned the information being online, but it not being a directory of services.</p>	

	<p>The timescale for the project is to show how it will work by the 19th May and for the development of operation by February 2015.</p> <p>Sandy enquired about people in the Group having connections in Shirley / Freemantle. Hilary knew Choices Advocacy have a group supporting people with Learning Difficulties in the area and would supply Sandy with contact information.</p> <p>Robert considered the project a good idea and believed it would enhance the local community network.</p> <p>Sandy spoke of this being just one community in Southampton for now, but they would take some of the initiatives away for use in other areas.</p>	HL
<p>5.</p> <p>5a.</p>	<p><u>CCG Feedback</u></p> <p>Engagement Meeting</p> <p>Dawn thanked those from the Group who attended the Meeting at St Mary's Stadium on 11th March.</p> <p>Lots of positive feedback had been received from following event which had run until 9pm. The feedback would be included in a report of the event Dawn was currently compiling.</p> <p>Better Care</p> <p>Eleanor Freeman (CCG Head of Communications) had contacted C&C about getting involved with various CCG projects and in particular a 'soft market' appraisal around the CCG website relaunch. A selection meeting had been arranged at Oakley Road on Wednesday, 30th April. Several people expressed an interest in attending.</p>	
<p>6.</p>	<p><u>Knowledge Hub (Online Portal) and project Team update</u></p> <p>The update of the SCC website has gone out to tender and SCC have given C&C the job of scoring the Accessibility part of the Portal to review.</p> <p>C&C have also been asked to do the same function for the Self Assessment segment (building decision trees for Service Users)</p> <p>A sub group from C&C have met twice to date to discuss, comment and 'score' the various responses from the companies short-listed for the Accessibility project by SCC.</p> <p>The deliberations highlighted the differences between what meets SCC requirements. Some quoted the expression 'out of the box' in their tender, yet had yet to fully develop the section, or needed 'tweaks'.</p>	

	<p>Will had adapted the response forms in such a way to be able to measure the different answers easily.</p> <p>The People Directorate Transformation Manager, Cy Baker, attended part of one of the meetings and was impressed with the work on the project being carried out by C&C.</p> <p>Will is to report back to SCC on the Tender Document (how well it was laid out / easy to read).</p> <p>Will also spoke about the 'Local Offer' - the name given to a Central Government's directive that all the information available locally should be in one place. This is for young people aged 0 – 25. C&C will be overseeing the engagement process for/with young people when it comes to how the information should be laid out.</p>	
<p>8.</p>	<p><u>Website Design Presentation</u></p> <p>Using a laptop and projector, Will Rosie gave a presentation of an easy to follow Local Authority Website. He explained that the website working group thought that it could be adapted for use with the Service User decision tree SCC requires.</p> <p>The presentation provoked much discussion:-</p> <ul style="list-style-type: none"> • A benefit of looking at the tenders submitted to SCC is highlights the difficulties for various impairment groups. • Graphics and texts versions – best method for people to use on a website. • Accessibility – Robert felt there were not enough comprehensive answers for all. Accessibility was not fully understood and spoke of using Graphics for the visually impaired. There was he believed a very narrow view of accessibility. SCC must strike the right balance and get it right now. • Deaf People – inserting embedded video into the website was seen as a 'must' and a priority. Will to ensure this was covered. • People would go online to view a good website instead of waiting in a queue for telephone information. <p>Jon did caution about retaining telephone contact. The speed of how easy it is for people to find information online is an amazingly short 11 seconds maximum!</p> <ul style="list-style-type: none"> • Jon spoke of a 'Breadcrumb Trail' being very essential and important to any website, allowing users to move forward and backward on the website. <p>'Breadcrumb Trail': website navigation that allows users to keep track of their location.</p>	

	<ul style="list-style-type: none"> • Language and Translation; being able to select a language to view. Saq believed this a really good feedback item for SCC. • The online 'help' facility was discussed. • The idea of street / public kiosks to access SCC information! • Only 35% - 40% of vulnerable Service Users use 'online'! A good portal would be a big help. All other channels of contact will remain, but there would be some shift to 'online'. It was pointed out that any telephone enquiry would see the SCC person accessing the same information as if the enquirer was able to go online. • Documents available reader in PDF (Portable document format). 	
<p>9.</p>	<p><u>Mission Statement – revisited</u></p> <p>The meeting discussed whether C&C should reconsider their Mission Statement now our relationship has changed with key organisations such as the CCG and SCC.</p> <p>Robert stated that although C&C had come on leaps and bounds over the past 12 months, he believed it was only small pockets that our message was getting to and believed we should stick with a Mission Statement the Group all agree on.</p> <p>Saq thought the current version underpinned the views of the C&C. The consensus was that the focus of C&C had not changed and neither should the Mission Statement.</p>	
<p>10.</p>	<p><u>Any Other Business</u></p> <p>a. Mention was made of the hugely valuable contribution by Will to C&C over the past year. The Group should be looking how to divide the increasing work up.</p> <p>b. Hilary advised of a new auto Telephone System that has been introduced by SCC.</p>	

Date of Next Meeting: Wednesday, 21st May 2014