



## MioCare Group

[Oldham Care Services Ltd: Oldham Care and Support Ltd: Oldham Care and Support at Home Ltd]

### Minutes of the Board of Directors' Meeting (Public)

12<sup>th</sup> September 2016

#### Public Minutes

<b>Present:</b>	<b>Board members</b> Cllr Zahid Chauhan (Chair) Cllr Jenny Harrison (CllrJH) Cllr John F McCann (CllrJMc) Cllr Ginny Alexander (CllrGA) Karl Dean – Managing Director (KD) Mick Ord – Non Executive Board Member (MO)	<b>In attendance</b> Paul Whitehead - Director of Finance and Resources (PW) Diane Taylor – Associate Director LD &MH (DT) Valerie Perrins – Associate Director QPC (VP) Maggie Kufeldt – OMBC Exec Director acting as shareholder’s advisor to the Board Sarah Southern – Business Admin Manager (Minutes)
<b>Apologies:</b>	June Rainford – Associate Director OPS & COoH (JR)	

No	Agenda Item	Action
1	<b>Welcome, Introduction, attendees and apologies</b>  The Chair welcomed everyone to the meeting and introductions were made.	
2	<b>Declaration of Interest</b>  CllrJMc is a member of the Unity Partnership – JVCo Board and Unity Partnership Ltd - Partnership Board	
3	<b>Minutes of Last Meeting</b>  The minutes of the last Board Meeting held on 11 <sup>th</sup> July 2016 were agreed as a true record.	

4	<p><b>Board Committees:</b></p> <p>The minutes of the Operations Committee meeting held on 24<sup>th</sup> August 2016 were agreed as a true record and MO provided an update of the items covered at the meeting</p>	
5	<p><b>Staff Survey</b></p> <p>VP gave a presentation on the results of the staff survey and provided the following background information:</p> <ul style="list-style-type: none"> <li>- First staff survey undertaken by MioCare</li> <li>- Launched in early July</li> <li>- Wholly paper based</li> <li>- Covered 7 distinct areas</li> </ul> <p>The next steps are:</p> <ul style="list-style-type: none"> <li>- Further detailed analysis of the results</li> <li>- Communicating the results with the managers and then with the wider staff teams</li> <li>- Identify and implement quick wins</li> <li>- Maintain commitment to staff</li> </ul> <p>ClrJH offered that this is a baseline for future surveys and that hopefully the response rate will increase. The results have thrown up some interesting topics.</p> <p>ClrJMc asked if the survey was anonymous as staff are less likely to complete an on-line survey so the response rate would be lower.</p> <p>KD explained that although it was anonymous and each survey was individually placed in an envelope</p> <p>MK stated that the Group should capitalise on the strengths and work on those. The Council have recently completed their staff survey and so maybe MioCare could link into the work that they doing following their survey results.</p> <p>MK continued that by going back out to staff with the results feeds back into the area around staff feeling valued.</p>	
6	<p><b>Management Accounts Period 7</b></p> <p>PW gave an update on the management accounts as they stand at period 7 with performance better than budget group wide with MioCare Services continuing to make small losses.</p>	
7	<p><b>Risk Register</b></p> <p>PW explained that the risk register has been reviewed and that 1 item of significance has been added since the last meeting in July in relation to ensuring the Council's training and development service is able to meet the needs of the MioCare Group.</p>	
8	<p><b>MioCare Services Business Plan Update</b></p>	

	<p>PW gave an update on the Business Plan for MioCare Services. The plan was split into 4 streams and the current position on each stream was as follows:</p> <ul style="list-style-type: none"> <li>- Limecroft</li> <li>- Personal Assistants</li> <li>- Extra Care</li> <li>- Home Care</li> </ul> <p>CIlrJMc asked if the Extra Care contract is an annual review.</p> <p>MK explained that under the current arrangement it is an annual review however the Council are in the process of reviewing the schemes and working up proposals and it will then be a 3 year contract.</p> <p>MK continued that there is a lot of appreciation for the work that MioCare have done since taking over the Contract.</p> <p>KD stated that maintaining Extra Care is a key component in growing the business.</p>	
9	<p><b>Project Review of MioCare Group – update</b></p> <p>KD gave a brief presentation with an overview of the project review of MioCare.</p> <p>Chair stated that some time at the Board Away day in October will be spent reviewing the project and discussing the outcome in more detail. It will give members the opportunity to ask any questions and also to explore any new ideas that members may have.</p> <p>MK explained that the Council have invested a significant amount of time in delivering this project and that there are still 17 days of consultancy remaining. A decision needs to be made on how to best use the 17 days and also to what investment is needed in order to deliver the outcomes.</p>	
10	<p><b>Pay and Reward Review</b></p> <p>KD asked board members for approval to commission a pay and reward review.</p> <p>KD gave an overview for this project and also highlighted the following:</p> <ul style="list-style-type: none"> <li>- Importance of creating a pay and reward approach that is fit for future</li> <li>- That consideration needs to be given to the options available on how we might reward staff in the future</li> </ul> <p><b>AGREED: It was agreed by all Board members present to commission a pay and reward review of MioCare Group and for KD to negotiate with the Unions</b></p>	

	the interim position	PW
11	<p><b>MD Update</b></p> <p>KD gave an update on the following areas:</p> <ul style="list-style-type: none"> <li>- Apprenticeships – Successfully recruited a member of staff through the ‘We Do Care’ employment initiative. Work is underway to recruit a Business Administration Apprentice.</li> <li>- Board Away Day has been arranged for 31<sup>st</sup> October 2016</li> <li>- The Reablement team have worked with the Council to secure £25k of the resilience funding. This will fund a designated Assessment and reviewing Officer (ARO) to work with service users for up to 2 weeks who have been temporary admitted to residential care.</li> <li>- The National Autistic Society (NAS) have confirmed that we have been awarded an accredited status for 3 years and also that we have received a commendation. The commendation will be considered or an award at the NAS conference.</li> <li>- The CQC inspection report has now been received for Medlock Court and it has achieved ‘Good’ in all areas.</li> </ul> <p>KD then went onto mention the issues regarding the current rate of pay at Limecroft. Due to the Council increasing the hourly rates for Home Care and Extra Care from April 2016, this enabled us to pay our staff £8.00 / £8.50 per hour. As Limecroft was at that time due to be decommissioned at the end of September 2016, it was decided not to increase salaries. However as the contract has been extended to end of February 2017, it is proposed to increase their salaries to £8.00 / £8.50 per hour. This would cost an extra £2.5k per month but we will be more likely to retain staff until the end of the contract and therefore save on agency costs.</p> <p><b>Agreed: All Board members present agreed to increase the hourly rates at Limecroft to £8.00 / £8.50 per hour with effect from 1<sup>st</sup> September 2016</b></p> <p>KD asked Board members to note that the first Operations Committee was held on 24<sup>th</sup> August 2016. The board were then asked to agree the Terms of Reference.</p> <p><b>Agreed: All Board member present agreed the terms of reference for the Operations Committee</b></p>	
12	<p><b>Care Leavers Opportunity</b></p> <p>KD gave an overview of a recent opportunity that has been presented from the Council to MioCare Group to deliver the care leavers supported accommodation service.</p> <p>Chair stated that he would like further discussions about pursuing this opportunity.</p>	

	<b>ACTION: Chair and KD to meet to further discuss Care Leaver opportunity and KD to continue discussions on the basis of on what terms MioCare would potentially take on this service.</b>	<b>Chair/ KD</b>
13	<p><b>Payroll Options</b></p> <p>PW gave an overview on why MioCare need to source an alternative payroll system and also some background information on the payroll options that were presented at the last board meeting in July 2016.</p> <p><b>AGREED: All Board member present agreed support the recommendation to progress option 4 – Hybrid / external payroll provision</b></p>	
	<p><b>Date and Time of next meeting:</b></p> <p>Monday 7<sup>th</sup> November 2016 , 9.30 – 11.30am at Ena Hughes Resource Centre, Failsworth</p>	