

Meeting Notes

Tuesday 25th September 2012, 9.15am-1pm,
Samuel Ward Academy, Chalkstone Way, Haverhill, Suffolk CB9 0LD

In Attendance: Roger Andre, Nigel Bishop, Anne Gower, Clair Harvey, Henry Wilson, Peter Ferrie, Philip Sullivan, Mary Taylor, Tim Marks, Cathy Manning, Adam Whittaker, Will Austin, Lyn Burgess, Lois Wreathall, Les Ager, Jason Andre,
Apologies: Ernie Goody, Warren Smythe, Elaine Hewes **Guest Observers:** Ian Gallin, Esther Keen, (A special welcome to Lois and Les-new members of the Board).

1. Minutes from 2nd July meeting

All actions complete. Discussion around the existing Promoting Haverhill Task & Finish Group and its future. Communication/PR is key to this and we have made a good start with the new website but now need to be clear about what/who is driving this forward with tangible outcomes.

Agreed: Promoting Haverhill Task & Finish Group to continue. SH to regroup and move this forward at pace linking to Neighbourhood Pilot and Portas round 2 (below agenda item).

2. Three year Young People's Strategy

SP, MJ. PG presented the strategy. Suggestion to include Young People more in its development-what do they want?, NEET youngsters should be central to what we are trying to achieve, health needs to be more involved, need more detail about costs and outcomes. Offer from LEAP to be considered for ONE stop shop venue, offer of JC funding to help fund the co-ordinator post, consider future of the Burton Centre in any solutions plus link to Neighbourhood Budget Pilot.

Agreed: Strategy document and 5 recommendations supported in principle. MJ, SP and PG to report back to the Board with clear outcomes, costings (including JC+ pledge to fund co-ordinator) and the current task and finish group to be stood down. A new steering group will drive this forward and be accountable to ONE Haverhill-membership and details to be circulated to the Board.

3. Grants Panel October 2012

Agreed: WS, LW, RA, PF, HW, CM to form grants panel for round 2 on 23rd October 2012.

4. Town Team

Our Portas Bid to central government was not successful. The Department for Communities and Local Government are now offering 10k to those areas who weren't successful in the first round to implement part of the original proposal. Matt Hancock MP has supported our bid for the new monies.

Agreed: ONE Haverhill to support DCLG offer of 10k funding to help develop a Town Team approach in Haverhill (investment in appearance & functionality of the High Street). AM to keep the board informed of progress via email.

5. Clinical Commissioning Group Update

LW gave a comprehensive overview of the new clinical commissioning arrangements in West Suffolk- a bi product of the PCT disbanding. A number of issues and concerns were raised with a commitment from LW to send round more information in regard to the CCG and provide a Haverhill 'pen picture' by way of a written report.

LW to circulate briefing as soon as possible and speak to those who raised specific concerns on an individual basis.

6. Change Management Session

As part of the Neighbourhood Community Budget we have engaged Mobilse (IJ, MG) to assist us with a change management programme to recognise the behaviours and cultures required to make the necessary changes for a successful neighbourhood budget in 2013.

As part of the discussion the openness and accountability of ONE Haverhill was debated at length-in particular the meetings currently not being open to the public which was a previous ONE Haverhill decision and record of meetings which are already published on the ONE Haverhill website as notes. Issues raised were:

- Could it curb people's ability to talk freely?
- Can be disruptive if not managed correctly
- Consider public attending but not participating (speaking)
- Who would be interested in attending-Would we be reaching a wide range of people?
- We need to improve communications-make better use of the website recognising this doesn't suit everybody. Suggest using text, having a market stall
- Request for formal minutes
- Reference to Haverhill Area Working Party where the public can't speak without the Chair's permission
- The role of a representative is to speak on behalf of that organisation and the public they serve
- Transparency not always achieved by public attendance
- We are still in transition and some of the content of meetings is process which isn't interesting or relevant to the public
- Suggestion for more frequent public forums do people can engage more often
- Suggestion for the Chair to hold a surgery
- Meeting notes are sufficient-ONE Haverhill is not a council meeting and we are trying to move away from the formality and bureaucracy
- Recent negative press suggests people don't feel able to speak freely now-inviting the public would enhance this
- Public should see us in action with a limited opportunity to raise an issue
- There needs to be public accountability and scrutiny of any decisions made

Agreed: The majority of Board members agreed to continue the publication of meeting notes on the ONE Haverhill website and for meetings to remain closed

to the public. Commitment to look into suggestions of how to improve our communication and engagement going forward as part of the Neighbourhood Budget Pilot.

Observations from Mobilise during this session placed ONE Haverhill somewhere between the 'storming' and 'norming' stages of change management as set below:

Forming:	Group members learn about each other and the task at hand. Indicators of this stage might include: Unclear objectives, Uninvolvement, Uncommitted members, Confusion, Low morale, Hidden feelings, Poor listening, etc.
Storming:	As group members continue to work, they will engage each other in arguments about the structure of the group, which often are significantly emotional and illustrate a struggle for status in the group. These activities mark the storming phase: Lack of cohesion, Subjectivity, Hidden agendas, Conflicts, Confrontation, Volatility, Resentment, anger, Inconsistency, Failure.
Norming:	Group members establish implicit or explicit rules about how they will achieve their goal. They address the types of communication that will or will not help with the task. Indicators include: Questioning performance, Reviewing/clarify objective, Changing/confirming roles, Opening risky issues, Assertiveness, Listening, Testing new ground, Identifying strengths and weaknesses.
Performing:	Groups reach a conclusion and implement the solution to their issue. Indicators include: Creativity, Initiative, Flexibility, Open relationships, Pride, Concern for people, Learning, Confidence, High morale, Success, etc.

In the coming months Mobilise will continue to work with the ONE Haverhill Board and Key stakeholders involved in delivering/managing the priority areas.

A.O.B

- Reminder for outstanding biographies to SW
- Feed back from new website to SH
- Suggestions for change champion to CH

Future Meeting Date: 12th December 2012, Samuel Ward Academy 9.30-Midday.