



CONFIRMED MINUTES
Betsi Cadwaladr University Health Board (BCUHB)
Stakeholder Reference Group (SRG)

Notes of the meeting held on 02.06.2025

Present:	Representative of:
Mike Parry	One Voice Wales (Chair)
Peter Lewis	Director of Finance, Cartrefi Conwy (Vice-Chair)
Linda Kinani	Carer's Outreach Service
Thea Brain	Policy Advisor, Care Forum Wales
Cllr. Penny Andow	Conwy Borough Council
Bethan Russell-Williams	Mantell Gwynedd Voluntary Services Council
Sherry Weedall	Denbighshire Voluntary Services Council
Roger Seddon	Llais Cymru
Steve Williams	Service Manager, Welsh Ambulance Service Trust
Helen Stevens Jones	Director of Partnerships, Engagement and Communications, BCUHB
John Pritchard	Wrexham Local Authority
In Attendance:	
Dyfed Edwards	Health Board Chair
Dafydd Gwynne	Strategic Partnerships Manager, Public Health
Nia Harris	Senior Organisational Development Manager - Culture
Brian Laing	Strategic Partnership Manager, Public Health
Nia Thomas	Head of Organisational Development
Llinos Roberts	Executive Business Manager (Chair's Office)
Pam Wenger	Director of Corporate Governance (part meeting)
Kamala Williams	Head Of Health Strategy And Planning
Committee Support	
Fiona Lewis	Corporate Governance Officer, BCUHB. Minute taker.

Agenda item
PRELIMINARY MATTERS
SRG25/14 Welcome and apologies
The Chair of the Committee welcomed all to his last meeting as Chair.
Apologies were received from Alan Bewley and Dilwyn Morgan.
S25/15 Declarations of Interest
No declarations of interest were raised.

S25/16 Draft minutes from previous meeting held on 3 March 25 and Summary Action Log

It was agreed that the minutes of the meeting held on 03.03.25 were a true and accurate record.

The Committee reviewed the action log and agreed to close the actions that were proposed for closure. It was noted that for Action No. 5, Kirsty Thomson no longer works for the Health Board. Helen Stevens-Jones to look into an alternative until KT's replacement is in place..

SRG25.16.1 HS-J to investigate who could action item 5 on Action Log

SRG25/17 Review of SRG Membership

Pam Wenger confirmed:

- That the Terms of Reference (ToR) had been reflected upon, updated and approved by the Board in May.
- In line with the new SRG ToR and the Health Board's clear priority set out in its Integrated Plan, Members are asked annually to ensure the Health Board engages appropriately with the homeless, the Gypsy Roman Travellers (GRT) and other vulnerable groups, which will require Membership to expand.
- That although the ToR does not set a limit to the number of SRG Members, a balance must be struck to ensure the Membership remains proportionate to allow appropriate discussion and engagement.
- Where there were gaps in representation, particularly from the Homeless and other vulnerable groups, Pam Wenger recommended that the SRG considered its approach of how best to seek nominations.

Members discussed the following:

- It was agreed that without direct input from a homeless person, a great deal of valuable input, lived experience, to the Group would be lost.
- Ways of facilitating attendance by a homeless person.
- Noting the logistics problems involved in getting a homeless person to attend meetings, Bethan Russell-Williams suggested approaching the 3rd sector groups that support the homeless, such as Gisda and Shelter. BR-W to provide a list of Homeless representatives.
- How to hear the voices of homeless people ensuring they understand they are being taken seriously
- How does the SRG take the position to influence the work of the Health Board
- Thea Brain advised that in a previous line of work she had worked closely with the GRT community and would be able to provide links with them.
- Penny Andow advised that she would be able to provide links through Conwy Council with Conwy Housing in their dealings with the homeless, food banks, etc.
- Pam Wenger suggested talking outside of the meeting with Helen Stevens-Jones, to discuss and work through some of these issues.

Actions:

- **SRG25/17.1 BR-W** to provide a list of Homeless representatives.

- **SRG25/17.2 TB** to provide links with the GRT community.
- **SRG25/17.3 PA** to provide contacts within Conwy Housing.
- **SRG25/17.4 PW and HS-J** to discuss and work through some of the issues relating to homeless representation.

The Group **NOTED** the verbal update.

SRG/18 Chair Selection Process Update – verbal.

Pam Wenger provided her verbal update regarding the selection process and advised Members that Peter Lewis had been nominated, as had been circulated to Members and also supported by the Board.

PW confirmed that the process had required that in line with standing orders, a formal request had been made to the Cabinet Secretary to request their approval.

Llinos Roberts confirmed that both Arnold Woolley (Social Care Committee, Flintshire County Council) and Haydn Jones (North Wales Cancer Patient Forum) were no longer in post and had therefore tendered their resignations from the SRG and that representation from these organisations had been sought.

The Group

- **considered** the current membership of the SRG and **agreed** to approve / amend to ensure that representation is appropriate to the remit of the Group.

The Group **NOTED** the verbal update.

[Pam Wenger left the meeting]

SG25/19 Member's Presentation – Linda Kinani, Carer's Outreach Service

The Chair welcomed Linda Kinani, representing the Carer's Outreach Service, Bangor, for her presentation, in which she drew attention to the work the Organisation does:

- The Organisation originated in 1991 in Holyhead and through its offices in Bangor and Conwy, which are open normal office hours, it supports unpaid adult carers and can signpost children carers to appropriate support. It provides support for the Anglesey, Gwynedd and Conwy area.
- Carers, through the last Social Services and Wellbeing Act are able to request an assessment of their needs by the Local Authority and their needs must be taken into consideration before a patient is discharged into their care.
- The Carers Outreach Service is a small, independent organisation which is affiliated to Carers Trust UK and where all frontline staff are bilingual.
- Three times a year, it provides a newsletter to all carers by both email and hard copy, leaflets, its website and through social media such as Facebook and Instagram.
- An officer is based in all acute and community hospitals in the areas covered to provide immediate financial and emotional support on a 1:1 basis
- Originally the organisations support was via face to face meetings and it had found that more recently it offers support and advice over the phone.

- It provides adult carers and patient carers a number of peer-support groups
- Most of its funding comes from external sources
- It offers support to carers with of people living with dementia, mental health and learning disabilities
- For more than 10 years, it has joint contracts with North-East Wales Carers Information Service (NEWCIS) with the Health Board
- It supports carers by providing advocacy, signposting, referrals, financial, grants and benefits advice and food vouchers.
- It can provide 6 weeks of free counselling where required
- It has two caravans where it provides holiday respite to patients and their carers.
- It has 24 staff – a mixture of full-time and part-time.
- In the Gwynedd area it has provided a 'Carers Card', which carers carry which explains that they are carers, who they look after and details of who should be contacted in an emergency.

Members discussed the following:

- The massive issue of the lack of paid carers
- Helen Stevens-Jones advised the Group that the situation regarding 3rd sector organisations and the problems encountered regarding ongoing contracts with the Health Board was being addressed and under review.
- The issues that affect patients that move to Wales from England and who require support and advice to enable access to services.
- BCU offers a respite service for carers requiring mammograms

The Group **NOTED** the verbal presentation.

STRATEGIC PRIORITIES

SRG25/20 Corporate and Strategic Planning Update

Dylan Williams presented the update, highlighting the following three areas:

- **Intermediate MediumTerm Plan (IMTP)**, which was broken down into four parts:
 - the current 2025-28 IMTP was supported by Board in March and the first balanced IMTP to be presented by the Health Board to Welsh Government (WG), from whom they await feedback.
 - Ministerial targets, for which detailed plans have been submitted to WG. It was noted that delivery of these plans would be tracked through the year.
 - The Annual Delivery Plan, developed alongside the IMTP, provided a lot of emphasis on delivery and making things happen in the Organisation. Again, delivery would be tracked and escalated where necessary
 - Planning for the next IMTP 2026-29. Moving into a continuous planning timeline of planning following engagement with stakeholders
- **Special Measures**, which was broken down into two areas:
 - Organisational development – to maintain the momentum of the work that had resulted in the de-escalation from Level 5 to Level 4.
 - Requirements set against organisational planning. Following a great deal of effort, most of these objectives have been met but for the few that have not, these will be carried over into the next Improvement Plan.
- **Strategy**. It was noted that the organisation had set aside individuals to oversee the strategic programme being undertaken, which consists of

- developing the new Ten Year Strategy, which will set the tone for the Organisation
- The Clinical Plan – phases 1 & 2.

Some Members were pleased to note the increased engagements with stakeholders, in particular the 3rd sector, however Bethan Russell Williams noted that more than half of the meaningful meetings with 3rd sector partners that she was aware of had been cancelled. Dylan Williams assured Members that the Board is keen to have a culture change and reaffirmed the commitment to the 3rd sector. Helen Stevens-Jones agreed to contact Stephen Powell, the new Director of Commissioning and Performance to ensure that he attends the September meeting to discuss the ongoing delays to contract renewal.

Action:

- SRG20.1 **HS-J** agreed to contact Stephen Powell to ensure that he attends the September meeting to discuss the ongoing delays to contract renewal.

The Group **NOTED** the updates provided along with the next steps going forward.

SRG25/21 Our Values and Behaviour Framework update.

Nia Harris and Nia Thomas talked Members through their presentation and how the Values and Behaviour Framework links to the NHS Culture and Leadership Programme - providing the background to how and why the Organisation endeavours to improve the culture, leadership and engagement within the Organisation, with co-design and collaboration at its heart; with descriptions of how it intended to develop cultures to enable and sustain continuously improving safe, high-quality, compassionate and inclusive care. They highlighted the following:

- The final design for the new Values and Behaviour Framework
- The deployment plan, through launch events, Board and Senior Leadership, visible reinforcements, staff recognition and consistent communication
- Embedding elements in recruitment, staff development and staff engagement, Workforce policies and procedures, quality and governance and evidence of deployment.
- Additional elements to support embedding the framework – the Compassionate Leadership Pledge, the Compassion video developed in conjunction with HEIW and the values and behaviour framework toolkit.

Members discussed:

- the past successes of Professor Michael West, who helped create the framework.
 - what measurement tools there were to measure the impact of the framework.
- Members were assured that work was well underway with Internal Audit

The Group **NOTED** the updates provided.

SG25/22 Update on Penley and Tywyn

Kamala Williams provided progress updates on the proposed approach to developing longer term service solutions relating to services provided at Penley and Tywyn Community hospitals, with the following highlights:

- both community hospitals had been subject to service change, specifically the temporary closure of inpatient beds, due to a combination of workforce challenges and sustainability concerns.
- **TOWYN.**
 - In April 2023, Dyfi Ward at Tywyn was temporarily closed due to a shortage of trained nursing staff following repeated attempts to recruit and heavy reliance on agency staff. The mitigations were listed in the report.
 - Various engagements had taken place and were noted – a public meeting, regular updates to local MS & MP, a recruitment campaign supported by the local community and a Health Board-led workshop and Llais public forum.
 - Through these engagements, six priorities were identified as noted in the report.
- **PENLEY**
 - In December 2024, Penley's inpatients beds were temporarily closed. Key issues behind the decision included sustainability of the care model, due to the very limited number of patients suitable for care in the setting as well as staff vacancies and the expense of reliance on temporary staff.
 - Various engagements had taken place including regular staff meetings and a stakeholder mapping workshop session had been arranged along with a Llais drop-in session in June.
- **DELIVERING SUSTAINABLE SOLUTIONS FOR TYWYN AND PENLEY**
 - It was proposed that a formal service review and options appraisal will be undertaken for both services.

Members discussed:

- The very strong local feelings surrounding Penley, with the locals being promised almost two years previously that it was a temporary closure, and it was noted that the public transport links to Dolgellau were poor.
- The excellent facilities at Penley, which were noted as being far superior to those at larger, acute sites.
- The difficulties around staff recruitment
- It was noted that the decision of the Board was to continue local engagements regarding both hospitals, to address the challenges and see what must be achieved to maintain services.
- The importance of the Board to listen to local voices.

The Group **NOTED** the proposed process and timeline for developing sustainable solutions for Tywyn and Penley Community Hospitals and to advise any issues, concerns or general comments.

[Dafydd Gwynne joined the meeting]

SG25/23 Well North Wales Update – Task & Finish Report

Brian Laing provided his update and highlighted the following:

- The mission-based approach
- Methods of sharing learning and scale across the organisation
- Advancing equity across all levels

- The need to create conditions for learning – BCU should empower people to work this way

The Group **RECEIVED** the presentation.

FOR ASSURANCE

SG25/25 Director's Report

Helen Stevens-Jones, The Director of Partnerships, Engagement and Communications, presented her overview of key activity, progress and issues of the Health Board by the Senior Responsible Officer for the SRG. It covers the period March 2025 to the end of May 2025. This included:

- Special Measures Progress Report, which included a series of new developments in North Wales.
- Integrated Medium Term Plan (IMTP) 2025-28
- The new organisational values
- Citizen's Experience Report
- Strategic Direction and Service Development Update
- Youth Voice Approach
- Celebrating the work of colleagues at BCUHB
- Key themes from feedback from patients, carers and families in the last quarter

It was resolved that the Committee:
NOTED the report

FOR INFORMATION

S25/26 Stakeholder's Survey, January 2025

It was resolved that the Committee:
NOTED the report.

CLOSING BUSINESS

S25/11 Agree items for referral to Board or other Committees

There were none.

S25/12 Review of Meeting's Effectiveness

Mike Parry noted his thanks to Linda Kinani, Carer's Outreach Service for her Partner Update, along with others for their papers and presentations.

Dyfed Edwards offered his thanks to Mike Parry for his full commitment to the SRG as Chair, during which time he had helped to increase the attendance; Mike Parry thanked Dyfed for his praise.

S25/13 Date of next meeting.

Monday, 1st September 2025

Attendance Register

Name	Organisation Represented	2.9.24	2.12.24	3.3.25	2.6.25
Mike Parry (Cllr)	One Voice Wales (Chair)	✓	✓	✓	✓
Alan Morris	Assistant Director of Partnerships & Public Affairs	x	x	x	x
Allen Bewley	Flintshire Local Voluntary Council	x	✓	✓	Apols
Alun Roberts (Cllr)	Anglesey County Council	x	x	x	x
Bethan Russell Williams	Mantell Gwynedd	✓	✓	✓	✓
Christine Marston (Cllr)	Denbighshire County Council	x	x	x	x
Clive Nadin	Care Forum Wales	x	x	x	x
Dilwyn Morgan (Cllr)	Gwynedd County Council	✓	x	✓	Apols
Fiona Evans	Conwy Voluntary Services Council	x	x	x	x
Frank Bradfield (Cllr)	Conwy County Council	✓ Cllr Penny Andow	x	x	x
Helen Stevens-Jones	Director of Partnerships, Communications & Engagement – BCU Lead Executive	✓	✓	✓	✓
Arnold Woolley (Cllr) – from Jan 2024	Flintshire County Council	✓	x	✓	x
Jackie Allen	AVOW Wrexham Third Sector	x	x	x	x
Jackie Allen / Adrian Drake-Lee	NWCHC Chair / NWCHC Vice Chair	x	x	x	x
Jenny Murphy	Mind Cymru	✓	✓	✓	x
Michelle Collard	CEO, Mind – North East Wales			✓	x
John Pritchard (Cllr)	Wrexham County Council	x	x	x	✓
Linda Kinani	Carers Outreach Service	✓	x	✓	✓

Confirmed SRG minutes 02.06.2025 v1.0

Margaret Hollings	North Wales Hospices		✓ Anne-Marie Street & Elinor Thomas	X	X
Peter Lewis	Housing Associations	X	✓	✓	✓
Roger Seddon	Llais Cymru		✓	✓	
Sherry Weedall	Denbighshire Voluntary Services Council	✓ Tom Barham	✓	X	✓
Sian Purcell / Lyndsey Campbell-Williams	Medrwn Mon Voluntary Srvcs Council	Sheree Ellingworth	X	X	X
Steve Sheldon / Steve Williams	Welsh Ambulance Services Trust	✓ SW	X	X	✓ SW
Thea Brain	Care Forum Wales			X	X
Haydn Jones	North Wales Cancer Patients Forum	✓	✓	X	X