

## **Chair's Report Manx Care Board Meeting**

**25 May 2021**

### **Ministers and Elected Members**

We continue to develop relationships with politicians and the main current issue is about questions and complaints, both from members of the public and parliament. We have issued a standard response time maximum of 20 days but it seems that this has been interpreted as a norm of 20 days. To improve the position our intention is to firstly, create and publicise a call centre service which will be able to answer most questions immediately. Secondly we will issue revised standards explaining that most questions will be answered immediately, simpler questions should be answered within 10 days and that normally, 20 days will be the maximum response time. We hope the members of the public will find this service more convenient than going via elected members.

We are also in the process of agreeing a protocol describing how we should manage both formal and informal discussions with politicians. The protocol is with the Minister for comment.

### **Department of Health and Social Care and Transformation Programme**

We continue to hold weekly meetings to co-ordinate all matters relating to the creation of Manx Care and its role in the Transformation Programme. The main topics this month have been::

- Concluding the formal documentation (e.g. The Mandate, Overview and Operating Framework)
- Finalising and signing Shared Service Agreements
- Understanding and planning to resolve financial pressures
- Co-ordinating transitional IT issues and the pathway to digitisation
- Planning the formal Mandate assurance process
- General multi-agency problem solving

### **Introductory Visits**

The present expectation is that non-resident restrictions will be withdrawn at the end of June and we are actively planning for the next public meeting of the Board to be attended in person on 27 July. I am hoping to make my first visit in the second week of July.

Andrew Foster 23 May 2021

Chair