

Minutes

Meeting title:	Jersey Care Commission Board	
Meeting date and time:	Wednesday 18 June 2025, 09:00-13:25	
Meeting location:	Kingsman Executive Office Suites, 7 Castle Street, St Helier JE2 3BT and Via Teams	
Meeting chair:	Dr Nigel Acheson (NA)	Chair
Those present:	Lesley Bratch (LB) Commissioner Kathryn Chamberlain OBE (KC) Commissioner Jackie Hall (JH) Commissioner Noreen Kent (NK) Commissioner Gordon Pownall (GP) Commissioner Angela Parry (AP) Commissioner	
Attendees:	Becky Sherrington (CI) Chief Inspector Mark Silver (MS) Head of Business and Performance Carolyn Downs (CD) Chair of Health Board, Non-Executive Lead (Item 1) Malgorzata Ptak (MP) Finance Business Partner (Item 6) Lisa Phillips (LP) Executive Assistant - Minute taker Jessica Ojo (JO) Observer	
Apologies:		

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Draft Minutes of Board meeting (26 March 2025) 3. Chair's Report 4. Chief Inspector's Report (2 Papers) 5. Finance Report (3 Papers) 6. Risk Register (2 Papers) 7. PIR Ambulance, Mental Health and Hospital (2 Papers) 8. Forward Look
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PART A – PUBLIC SESSION

1.	Chair of Health Board Non-Executive Lead to address the Board
	<p>The Chair (NA) welcomed the Chair of the Health Board - Non-Executive Lead, Carolyn Downs (CD) to the Board, and there were brief introductions.</p> <p>Carolyn Downs (CD) has been on the Advisory Board for Health Care Jersey (HCJ) since September 2023 and provided a brief description of the role of the Board. CD described considerable change within HCJ over the past two years. CD will act as Chair until a permanent Chair is appointed. The Council of Ministers is due to assess the effectiveness of the Advisory Board</p> <p>The Advisory Board welcomes future inspections and has already identified improvements in preparation for inspections.</p> <p>The Chair advised that both during the preparatory phase and inspection itself, the Commission welcomes the opportunity to work with the Advisory Board and support colleagues through the upcoming changes.</p> <p>The Chair said that regulation aims to build relationships and challenge respectfully with a shared sense of direction to achieve excellent outcomes and experiences for people using services.</p> <p>The CI gave a brief outline of the process. The Chair thanked CD for attending the meeting and will welcome future meetings with the Advisory Board.</p>
2.	Welcome, Apologies and Declarations of Interest
	<p>The Chair (NA) opened the meeting by welcoming everyone.</p> <p>There was a brief introduction to Jessica Ojo (JO), a college student mentored by the Chief Inspector (CI).</p> <p>Kathryn Chamberlain (KC) confirmed that she had been appointed Chair of the Jersey Statistics Council in May 2025. The new appointment will be added to the Declaration of Interests. The Board congratulated KC.</p>
3.	Minutes of the last meeting and Matters Arising
	<p>The minutes of the previous meeting (26 March) were discussed and approved.</p> <p>KC highlighted an amendment and a potential action that required highlighting regarding the production of Easy Reads. The Head of Business and Performance (MS) confirmed that the work for providing Easy Reads is in the Business Plan. To be noted as an action.</p>

	<p>Actions from the previous meeting were reviewed:</p> <p>Action 1 Commissioners to be notified once a date for States debate on Law change is confirmed and provided with a link to States live webcast site.</p> <p>Confirmed as an ongoing action.</p> <p>Deputy Luce is supportive of amendments. Further changes have been made to be debated by Quarter 4 of 2025.</p> <p>Action 2 Review language regarding the terms “areas for improvement” and “development plan” to be consistent in inspection reports.</p> <p>Noted as complete.</p> <p>Action 3 Meetings are to be arranged between Commissioners and The Chair as a catch-up due to the gap between the March and June Board meeting.</p> <p>Noted as complete.</p> <p>Action 4 The distinction between “social care” and "social work" needs to be clarified in the handbook.</p> <p>The last sentence, unannounced inspections will be considered if serious concerns arise, should be amended to unannounced inspections will be considered if, in the opinion of the Chief Inspector.</p> <p>Noted as complete.</p> <p>Action 5 Prepare half-yearly dashboard for July Board and add to Forward Look.</p> <p>Noted as complete.</p> <p>Action 6 Consider how the Commission communicates and delivers news during gaps between Board meetings.</p> <p>The CI meets online with the Chair every week. The Chair and CI will share and discuss in the confidential section of the Board meeting.</p> <p>It was confirmed that if there is a specific topic that a commissioner can assist with, then it should be shared with the Board member outside of the Board meeting; if not, it does not need to be shared until the Board meeting.</p> <p>Noted as complete.</p>	
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4.	The Chair's Report	
	<p>The Chair presented document 3 and reflected on the European Partnership for Supervisory Organisations (EPSO) conference held over the previous two days at The Royal Yacht, and thanked the Chief Inspector (CI), Valter Fernandes (VF) and Ewa Robert (ER) for their significant contributions.</p> <p>The Chair noted the Annual Report has been published and thanked the Head of Business and Performance (MS) for their work on the report.</p> <p>Earlier this year, the Chair and Chief Inspector participated in the Institute of Regulation meeting, which highlighted the challenge of achieving an appropriate balance between the cost and burden of regulation and the regulator's duty to ensure that services meet established Standards.</p>	

5.	The Chief Inspector's Report	
	<p>The CI presented document 4 and updated the Board on key operational and strategic matters since the March meeting.</p> <p>There have been no new complaints or feedback since the last Board meeting.</p> <p>The Commission is receiving ongoing support for 2025 inspections for Children's Services Independent Monitoring and Reviewing Service. Inspections for Children's Social Work start this week. The Fostering and Adoption services inspection will begin at the end of 2025.</p> <p>Three Regulation Officers enrolled in international regulatory training (Erasmus University).</p> <p>Progress on statutory inspections is discussed with the Team every week.</p> <p>The Single Assessment Framework (SAF) has been published on the website. The inspection handbook has not been published.</p> <p>The Commission is developing a newsletter for the sector, with the aim of circulating every month.</p> <p>The CI thanked the Board for attending the EPSO conference and for their support.</p> <p>The digital registration system was successfully launched in 2024. Continuous improvement is ongoing, and the project manager has been re-engaged for 1 day per month since May 2025.</p> <p>Inspection Feedback and Annual Survey Reports have been published on our website and added to the social media schedule. The CI thanked the Head of Business and Performance (MS) for their work on the reports.</p>	

	<p>The Commission submitted formal feedback to the consultation “Feedback on Public Services” on independent complaint handling. The Chair highlighted the importance of the Public Services Ombudsman. The Commission complaints policy was discussed.</p> <p>The Commission supported the 6 existing Regulation principles in response to the Professional Standards Authority’s (PSA) consultation.</p> <p>The annual sector engagement event is scheduled for Wednesday, 17 September 2025, 13:30–16:30. The theme this year will be celebrating success.</p> <p>Conditional approval has been granted for LV Group’s acquisition of Silver Springs and La Haule care homes. The Commission provided supporting information to the Jersey Competition Regulatory Authority (JCRA) to inform their decision on whether LV Group meets the requirements.</p>	
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6.	Finance Update	
	<p>Malgorzata Ptak (MP), Finance Business Partner (FBP), presented document 5 from the closed position in May.</p> <p>Income is overachieved by £52k. The Commission will review the fee income to ensure the budget for income is accurate for next year.</p> <p>There is an underspend of £67k on non-pay related to the timing of payments and inspections that may be required later in the year. At year-end, it should break even.</p> <p>There is an £8k overspend on Pay for a fixed-term Standards Writer Role, which will finish in June. We are expecting £15k underspend at year end.</p> <p>The budget plan for 2026 has been established, and MP will provide a breakdown of the 2026 budget in the July Board meeting.</p> <p>The Chair thanked MP for the presentation.</p> <p>The Head of Business and Performance (MS) detailed the non-pay budget for the rest of the year, including producing Easy Reads and reviewing existing Standards.</p> <p>The 2026 overall budget was discussed.</p> <p>KC queried whether contractors hired to undertake the Commission’s core statutory work should be in a different category to ‘Management Consultancy’, as this may imply expenditure was optional or not for core business reasons. MS will consult with MP to determine how this should be accurately reflected within the budget.</p>	

	Budget reductions were discussed, particularly concerning their impact on staff training, development, and other budget areas. It was highlighted that these cuts may ultimately affect the Commission's ability to conduct its core statutory functions effectively.	
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7.	Risk Update	
	<p>MS presented document 6. There have been no significant changes to the risk register, though the following risks were discussed:</p> <p>1/25 Maintaining Credibility of the Commission</p> <p>Monitoring continues regarding challenges in securing specialist input for new regulatory areas. Budget constraints anticipated in 2026 may limit access to external expertise, with associated risks noted. Mitigation was discussed.</p> <p>No changes to the rating: Likelihood 3, Impact 4, Overall 12.</p> <p>2/25 Maintaining Operational Readiness to Regulate New Areas</p> <p>This risk is ongoing and is mitigated as much as possible.</p> <p>No changes to the rating: Likelihood 3, Impact 4, Overall 12</p> <p>The following risks have been reviewed and updated:</p> <p>7/23 Proposed Revised Risk Legal Risks, including ambiguity in regulatory procedures, risk of legal challenge, and limits in statutory powers</p> <p>Assurance is maintained through internal reviews and external legal advice, however, the lack of statutory clarity in some areas could leave the Commission vulnerable to legal challenges and reputational risk. Proposed legislative amendments aim to address these gaps. A review of processes was discussed to test risks using a scenario planning approach.</p> <p>No change in risk rating Likelihood 2, Impact 4, Overall 8.</p> <p>8/23: Impact of New and Differing Standards and Inspection Approaches</p> <p>Existing Standards are scheduled to be reviewed. Preparatory work for legislative changes is ongoing alongside the development of new Standards and inspection methods for hospital, ambulance, and adult mental health services. Feedback on the Single Assessment Framework and Provider Information Request (PIR) has been positive.</p> <p>The Board reflected on differing inspection methodologies and approaches. The importance of having a clear rationale behind each approach and the validity of the inspection and inspection report was noted.</p>	

	<p>Budgetary pressures can affect the risk.</p> <p>No Change in risk rating Likelihood 3, Impact 3, Overall 9.</p> <p>The Board approved the changes to the risk register.</p>	
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8.	Review of Constitution	
	<p>The Head of Business and Performance (MS) advised that the Constitution review is on hold until it is confirmed whether the Commission is a Schedule 6 organisation. What needs to change within the Constitution has been identified. The Draft legislation is due to be brought to the States Assembly this year and once finalised the review will continue.</p>	

9.	Sign off Provider Information Request (PIR) Ambulance, Mental health and Hospital	
	<p>The Provider Information Request (PIR) is an operational document developed by the Commission as part of the inspection methodology.</p> <p>The Board reviewed the Provider Information Request (PIR).</p> <p>The CI requested questions and queries from the Board by email.</p> <p>The CI had met with the Chief Information Officer and would like the PIR shared for feedback. The Board agreed for the PIR to be shared.</p>	

10.	Forward Look	
	<p>The Chair reviewed the Forward Look, and there were no notable changes.</p> <p>The Chair will thank Deputy Luce for attending the EPSO conference and follow up on the invitation to the July Board.</p> <p>The Chair of the Safeguarding Partnership Board has been invited to the July Board.</p> <p>To be completed</p> <p>Public engagement with the Board was briefly discussed and will be discussed in more detail in the July Board.</p>	

JERSEY CARE COMMISSION

Action Points

	Action Point	Owner	Status
1	Commissioners to be notified once a date for States debate on Law change is confirmed and provided with a link to States live webcast site	Chief Inspector/Chair	Ongoing
2.	Declaration of Interests to be updated to include KC's new appointment of Chair of the Jersey Statistics Council	Executive Assistant	Complete
3.	Production of documentation in 'Easy Reads' and alternative formats should be prioritised where budgets are available	Chief Inspector	Ongoing
4.	Email of thanks to be sent to Deputy Luce and a follow-up invite to the July Board	The Chair	Complete