

SD-31

POLICY AND PROCEDURE

Meetings Protocol

Approved by: Pat O'Leary

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CARRIGLEA CAIRDE SERVICES

Procedures Manual

Title: MEETINGS PROTOCOL

1.0 Scope

1.1 The protocol for holding meetings.

2.0 Aims and Values

2.1 To provide an effective means of communication and decision making.

2.2 To give all stake-holders an opportunity to express their opinions about the service and suggestions for improvement.

2.3 To convey to all stake-holders relevant information that is important to the delivery of the service.

3.0 Contents

6.0 Conduct of meetings.

7.0 Arrangement for meetings.

8.0 Model agenda for staff team meetings.

9.0 Service User Meetings

4.0 Referenced Documents

SD-14 Communication

SD-47 Service User Meetings-Provision of Information

HR-36 Staff Supervision and Support Policy

HRMF- 39 Team Meeting/Staff Supervision and Support Record

5.0 Responsibilities

5.1 Management and all staff.

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6.0 CONDUCT OF MEETINGS

- 6.1 All meetings should be chaired by the appointed chairperson.
- 6.2 The names of the people present should be recorded on the meeting notes also recording any apologies given.
- 6.3 The chairperson should determine the appropriateness and priorities for the agenda and the order of items to be discussed.
- 6.4 The chairperson should be responsible for ensuring that the relevant information required at the meeting is gathered either by providing the information themselves or delegating this responsibility to another attendee.
- 6.5 The chairperson should be responsible ensuring that notes are taken of the meeting and for checking the notes for accuracy.
- 6.6 The meeting should be conducted in a professional manner with the chairperson taking control of proceedings.
- 6.7 All meetings should start and finish on time and all attendees should attend on time.
- 6.8 All items to be discussed should be addressed through the chairperson.
- 6.9 Where specific actions are agreed, the chairperson is responsible for clarifying who will carry out the action. All actions agreed at the meetings should be recorded in the notes with the named person responsible for carrying out the action and an agreed date for feedback on the action.
- 6.10 Meetings should last no more than 3 hours.
- 6.11 In the event of a meeting running over time, the chairperson should check with those present if they wish to continue the meeting for an agreed additional time or that certain matters can be deferred to the next meeting. It is then the chairperson's responsibility to ensure that those items are given priority on the agenda for the next meeting. This should be the exception rather than the rule.

7.0 ARRANGEMENTS FOR MEETINGS

- 7.1 In residential and day services the area manager should arrange staff meeting at least monthly (See policy and procedures on *Communication and Staff Supervision and Support HR-36*). Efforts should be made to hold meetings at times which are suitable to the majority of staff.

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- 7.2 The chairperson should ensure that notification of the meeting is sent out giving, date, time and location and inviting staff/committee members to request items for discussion. The agenda should be sent out prior to the meeting.
- 7.3 The chairperson should give those attending as much notice as possible of meetings, ideally, meetings which occur on a regular basis should be scheduled to cover the year. Dates of future meetings should be included in the notes of the meetings.
- 7.4 A copy of staff meeting notes '*Team Meeting/Staff Supervision and Support Record*' should be put in the Staff Meeting file and all staff should ensure that they read these notes on their next day at work.
- 7.5 If staff do not understand any aspect of the notes, they should ask the manager for clarification. It is the responsibility of staff who cannot attend the meeting to ensure that they have read and understood the notes.
- 7.6 The chairperson should ensure that one copy of the staff meeting notes '*Team Meeting/Staff Supervision and Support Record*' are kept on the staff meetings file and a copy sent to the senior manager if the senior manager so requests.

8.0 MODEL AGENDA FOR STAFF TEAM MEETINGS

- 8.1 The Chairperson of a staff meeting should include the following items as part of the agenda:
- Agreement of accuracy of notes from previous meetings.
 - Matters arising from previous meeting.
 - Information on policies, procedures and developments in the service.
 - Items of concern about the routines of the service that require attention.
 - Future planned events
 - Welfare of service users and items from the service users meeting and Person Centre Plans.
 - Agenda items suggested by staff.
 - Any other business.
 - Date of next meeting.

9.0 SERVICE USER MEETINGS

- 9.1 Service user meetings and advocacy meetings should be supported in accordance with the provisions of the policy and procedure on *Service user Meetings-Provision of Information*.

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