Karten Network
Supporting organisations working with disabled people

Minutes of the meeting of the Karten Network Board

11.15 on Wednesday 20th February 2019

Pocklington Hub

Entrance D, Tavistock House South Tavistock Square London WC1H 9LG

Directors Present

- Arwyn Jones (Chair)
- Rohan Slaughter (Vice Chair)
- Robert Boyce
- Vic Myko
- Joe Cash
- Sandi Wassmer

In Attendance

- Anthony Davis (IKCT Trustee, left at 13:00)
- Sal Cooke (IKCT Trustee, via teleconference)
- Dawn Green (Karten Network coordinator, via teleconference)
- Martin Pistorius (Mobile technology advisor)

AGENDA

1. **Apologies**

   Apologies were received and accepted from David Finch and Matthew Kayne.

2. **Minutes of the last meeting**
   The minutes were approved as a true record by those present at the last meeting.

   All of the actions were completed apart from:

   Discussion with SC and DG on the possibility of Karten network awards to take place.

3. **Matters arising**
   None.

Items for discussion/decision

4. Karten Network Strategy

The provocation paper was discussed.

Discussion took place on DfE / APPGAT contacts.

SW and RB noted that the opportunity to pursue social care agenda as well as education. All agreed that this would be useful. DG noted that there are some very good outcomes based on existing contacts with TechAbility such as Share Community, FitzRoy etc. DG suggested we can put together a story about the impact of TechAbility support in non-education provision.

Robert McLaren at APPGAT has requested a slot at the next TechAbility conference to include a workshop, keynote. DG noted that there will be a specific Karten meeting at the next conference as per the previous event that took place in October 2018.

A discussion took place on leveraging the work of the TechAbility AT's, detailed reports going back to the individual centres. DG noted that the presentation of case studies to the key stakeholders such as DfE, APPGAT, DWP, Health etc.

AJ noted that there is an opportunity to assist government with scoping the problem, considering how TechAbility service / Karten can deliver services also as part of any developments.

JC noted that Northern Ireland's government is currently not functional, this is causing some difficulty in the AT area, and in many other areas.

VM noted that other than accessing Jisc there are few opportunities beyond TechAbility to support AT in education.

SW noted that there is no support for people post-18 for AT support. The high cost of specialist equipment was also noted. SW felt there was an opportunity to influence more widely inclusive of companies such as Microsoft.

RB noted that this Karten Network board should be aspirational, as we need to support people to have a voice as they don't have the power themselves

directly. RB also discussed that it is important to be aware of new products that may be of use to service users at his centre.

AD noted that the Karten principal investment fund has dropped in value by a substantial amount. Funds have gone up well in previous years. Only spent a small part of the capital appreciation, so have managed it well, however the pot is smaller that it has been previously, have to be aware of this around new asks. AD noted that influencing government was something that IK wanted to do but had not found a way to do it. AD noted that he wanted to encourage the board in influencing of government, lot of impact for little outlay.

Engagement with civil servants, APPGAT, government departments.

DG noted that a key driver has been how to get 'the best bang for our buck', given AD previous points this has become increasingly important. Some centres have been able to achieve things that would have been impossible without the support of the trust. DG noted the possibility of thinking in different ways around how the resource we have is used, pooling resources, shared learning, peer development opportunities. Support between centres, look to do this in a more structured way. CoE approach in the TechAbility model, can we do something similar in the Karten Network? When Dawn gets asked for examples of good practice there are around 6-8 'go to centres', these may need some support. Need to think outside of the box in a different way, other opportunities.

AJ noted that there is a need to continue with centre capital grants but to also consider other ways of providing additional resource, explore these ideas with trustees.

DG noted that the discussions that take place in the Network, this needs to be tested in the Karten network membership. SIG's established, 'digital design and manufacturing' and 'voice activation and home control', first meeting of the digital design group has taken place. Significant interest in these groups, the people who are participating are those who already have good practice within their organisation, there needs to be a plan for getting less engaged organisations involved. Some centres can feel overwhelmed or intimidated by the centres that are high performing. DG noted that this needs to be considered and fully thought through. Being able to allocate a small amount of funding to the digital design and manufacturing SIG group, would be useful

to fund equipment, meetings etc. Considering a collaborative organisation bid for this? DG also stated that should the VoiceItt project progress this will present a substantial opportunity for the network.

AJ asked for views of directors.

RB noted that the webinars are really useful as there is not the capacity for staff to visit other Karten centres. Online resources also useful. Liked the idea of the CoE, training, standards etc. Important AT role all the way from start of life right though. RB concurred that there are opportunities to work with TechAbility, train champions in the centres.

AJ asked SC and AD if there was any concern about putting development bids of this nature. Up to 6 centres interested in digital design and manufacturing, approach as a group to make a funding application to share a resource over multiple Karten centres. AD noted that this is something that we wanted to consider, not logical to give resources to a single centre, practical issues around who owns it, how we monitor it etc. subject to budgetary constraints.

DG noted the enterprise opportunities around things like '3D scanning as a service'.

SW discussed that as there are ~100 Karten Centres there is a difficulty around understanding what other centres are good at. AJ noted: We need a 'yellow pages' of Karten Centres. SW went on to say, we don't know how to access other expertise, especially if it is in education, if not supported or facilitated by DG or MP, how do we encourage collaboration.

DG noted that MP has put a huge effort into the Karten Network website, there has been a lot of work to facilitate networking. If people in centres were keeping their parts of the Karten Network website up to date. The same is true of the Mobile Technology resources, DG went on to note that unfortunately it is just not being used as much as we would have hoped.

DG noted that over the last few months there has been more interaction with the website. SW asked if metadata is available for search and navigation, DG noted that this is present and could be developed. DG suggested that a communication would be useful on this to centres.

MP asked if it would be useful to categorise centres. SW agreed, and listed a number of metadata fields: Type of centre, setting (education, community

centre etc.), customer profiles, age type of disabilities, what does the centre offer, training, education vocational training etc.

<mark>Action for MP: To develop the website in conjunction with the Network Board and to include the metadata field suggestions from SW.</mark>

RS gave Dundee AT training update.

AD noted Karten Trust links into the University of Southampton, and offered to make contact and assist as needed.

SW noted that she has a frustration that the strategy and discussion is education focussed. RS noted that there is an opportunity and funding around education. SC agreed and noted that the training work that is under development could apply to all centres. SC also described that the language that is used is really important.

DG agreed with SC points. DG noted that it was important to ensure that people who are in education progress as adults to adult and community services, need to make sure that there is the infrastructure. DG noted that there is the need to be aware of focus, education is where the funding currently is.

SW noted that there is no statutory funding for AT, but Jewish Care have developed their offer as it is felt to be important, as there is no statutory funding.

<mark>Action for RS: to write an update paper on Dundee training for the next board meeting to update the directors on progress.</mark>

AJ raised the award scheme, SC noted that there are some award schemes already out there. How many centres know that they are part of this network? SC noted that having something that could be a focus for the network, a sense of 'belonging to the network'. AJ noted that he would be supportive of this.

<mark>Action for DG/AJ: pursue the development of an awards scheme.</mark>

AJ noted that there are substantial opportunities around partnership with commercial organisations such as Microsoft.

JC discussed centres approaching disability people within these companies.

A discussion took place on CSR (corporate social responsibility) and outcomes that we are looking for. SW noted RNIB W3C engagements with technology companies. SW suggested talking to RNIB and bring that knowledge back to the network board. SW noted that there could be due to the depth and nature of the network to access a wide range of people.

SC noted that AD can back up this point: HE's such as Dundee, Southampton, Manchester etc. Karten Network as a method of accessing research participants. RS: Students and service users as expert 'design consultants'. Brokerage scheme for research and development and HE research.

SC noted the TechDis projects where students were paid for their time as part of a large testing project around text accessibility.

Action for SW: Speak with colleagues at RNIB and share relevant CSR experiences.

AJ wrapped up the discussion, continue doing what we are doing, discussions to continue on possible new work. AJ suggested outing a paper / application together for the September trustees meeting around the SIG group applications.

Action for DG: develop support collaborative SIG application for September 2019 Trustees meeting.

Action for DG: develop 2019-2020 strategic goals and operational plan in line with discussion.

5. **External funding applications (Board approval)**
Directors present agreed that they have reviewed the paper.
The paper was agreed and adopted by all directors who were present.

6. **Underperforming centres protocol**
Directors present agreed that they have reviewed the paper.
JC noted that the protocol is very balanced.
There was general agreement that there has to be more pre-condition placed on funding. SW noted that there should be a recommendation that existing centres applying for new funding that one of the conditions should be having delivered on their previous funding. DG agreed that this is already done in her engagement with the network. DG described that the centres that are causing

a concern are not engaging with her at all, those centres that are making new applications are generally engaged in the network.

RB discussed that this needs to be a pre-condition for a new application.

It was agreed that future funding should be dependent on previous quality of engagement.

VM asked DG if the capital bids applications were signed off by the centre manager or a senior member of staff. DG confirmed that a senior manager, governor or trustee must sign off on the application. 10 months after a grant has been approved DG sends an email to the organisation to reiterate what is expected of the organisation by the Network / Trust. DG confirmed that centres are fully aware of the trust's / network's requirements.

DG and RS discussed that a change in personnel can make a large difference to centre engagement

DG described that a method for 'officially closing' the centre should be developed. AJ noted that it would be useful to send a 'final warning' to a principal or other senior member of staff.

Action for DG: develop templates for letters, final warning and centre closure.

The paper was agreed and adopted by all directors who were present.

7. **Karten Network Board Terms of Reference (Board Approval)**
Directors present agreed that they have reviewed the paper.
Major changes were that:
75% of the board membership should be from a Karten Centre host organisation and the network board should reflect the broad makeup of the centres.
The paper was agreed and adopted by all directors who were present.

Items for information

8. **Karten Network Development Co-ordinator update**
Directors present agreed that they have reviewed the paper.
DG noted that the VoiceItt FTI application and supporting the centres with applications has made up the bulk of her work.
AG thanked DG for her work and specified the support Dawn has given to the TechAbility Assistive Technologists.

Note VoiceItt FTI briefing paper from DG: DG has gone ahead and continued the involvement of the Karten network application. The application has been submitted today (20/2/2018). 800,000 Euros is the scale of the budget, to fund a core budget team to be based in a range of Karten Centres, a number of different roles will be required within this team. Timescale is expected to be June for a decision and then appointments for the delivery team will have to take place very quickly as the project should start in September 2019, a three year project. Input will include expert professional input plus input from expert design consultants (Karten centre users / students). If funded, this project will present a fabulous opportunity to get together an expert R&D team to support this development. Main output is the application will be further developed. The due-diligence has been done by DG, AJ and RS to minimise the risk of reputational damage to the network. There is no additional financial liability to the network or trust as the project if successful will be fully funded.

It was discussed that we should know the outcome of the project application before the next board meeting.

SC noted that implications of the way that technology is going for trustees, how to ensure that the flow of funds from capital funding are not looked at differently if there are things that are newer or more mainstream, want to look at the input of TechAbility AT's and MP. Technologies such as Echo/Alexa etc.

9. **Israel Karten Centres update**
   Directors present agreed that they have reviewed the paper.

   Action for DG: DG agreed that she will ask DB to describe a centre she has recently worked with to give a more derailed briefing to the network on when she joins the next meeting remotely

10. **MTA update**
    Directors present agreed that they have reviewed the paper.
    MP clarified the website breach point and detailed the extra steps he has undertaken.
    MP and RS have discussed the clean-up of the website malware incident and RS has made a suggestion about the use of an additional WordPress module to alert MP when there is an update / automate the installation of updates.
    MP noted that the Karten Network now have control of the domain, hosting etc. for the east midlands e-safety project website.

11. **Any other relevant business**

DG noted that the director indemnity insurance has been renewed.

DG discussed that some years ago the Karten Centres made a DVD to demonstrate the work of the network and suggested that it would be possible to make a new online video. It was suggested that it would be possible for one of the centres to take the lead on making a video to record the work of centres across the network.

Action for DG: Scope document to be created and communicated out to the network.

Meeting concluded at 14:06

Date and time of next meeting:

11.15 on 04 July 2019 at The Pocklington Hub.