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**SHADOW DUDLEY HEALTH AND WELL-BEING BOARD**

**1<sup>st</sup> OCTOBER 2012**

**Joint Report of the Director of Adult, Community and Housing Services, Acting Director of Children's Services, Director of the Urban Environment, the Director of Public Health and the Interim Senior Responsible Officer of the Clinical Commissioning Group**

**GOVERNANCE: PROTOCOL FOR CONFLICT RESOLUTION**

**Purpose of Report**

1. For the Shadow Dudley Health and Well-Being Board to consider a first draft of a Protocol for Conflict Resolution for the Health and Well-Being Board.

**Background**

2. At its meeting of July 23<sup>rd</sup> 2012, the Shadow Health and Well-Being Board agreed that Protocol for "conflict resolution" be drafted for inclusion in the formal Terms of Reference of the Committee.
3. In doing this, the Shadow Board is recognising that such a Protocol will add to the overall governance framework within which the Shadow Board will exercise its leadership in the locality. Whilst good relationships amongst partners have been established, the Shadow Board have acknowledged the need to prepare their mutual understanding of how they might act in relation to any conflict which might arise in the future. This may be seen as a sign of mature relationships.
4. In developing ideas for inclusion in a Protocol it is important to note at the outset that Board Members through their agencies espouse a range of related values, principles and ambitions relating to their services and functions. These values, principles and ambitions cover vital areas such as:
  - o treating people with dignity and respect;
  - o improving the health of Dudley people;
  - o reducing health inequalities;
  - o improving the quality of health and care services in Dudley;
  - o making best use of resources and partnerships from across all sectors and agencies; and
  - o ensuring staff are supported in the tasks they have to undertake.
5. It is suggested that a "conflict resolution" protocol would begin with an acknowledgement of the values, principles and ambitions. Building on this, there are a range of models available to support such protocols in terms of approaches to conflict resolution. It is suggested that drawing on a breadth of models is

preferable for the purposes of the Board. Such models emphasise factors such as the need for effective and honest communication between parties in their work together and using a collaborative and co-operative approach from the out-set. In this way, through effective communications and making sure good relationships are established as the first priority, conflict may be not arise as parties are clear about issues and have opportunity to express their views and be understood.

6. Where disagreements might arise between parties, an agreed Protocol can state that parties commit themselves to establishing the basis for their disagreement, that “people and problems” will be separate, that the views of each party are presented and understood through active listening, establishing facts and negotiating options as possible. Escalation of issues to relevant senior teams can be undertaken as required.
7. It is suggested that a Protocol need only be brief and can be incorporated into the Terms of Reference for the Board.

### **Finance**

8. Any financial implications arising from the content of this Report will be met from within existing budgets between the agencies.

### **Law**

9. The background to the development of Health and Well Being Boards and the production of Joint Health and Well-Being Strategies lies in the guidance issued to date leading up to the enactment of the Health and Social Care Act 2012.

### **Equality Impact**

10. The establishment of a Shadow Dudley Health and Well-Being Board provides an opportunity to extend the influence of the Council in working more closely with partners, particularly GP and Clinical Commissioners, to consider equality issues through the work of the Board including the development of a Joint Health and Well Being Strategy. This Strategy will need to be informed by other strategies and principally the Health Inequalities Strategy.

### **Recommendation**

11. That the Shadow Dudley Health and Well-Being Board comment as needed on the content of this Report and that subject to further comment, the content be used to finalise a Protocol for Conflict Resolution to be included in the up-date of the Terms of Reference.



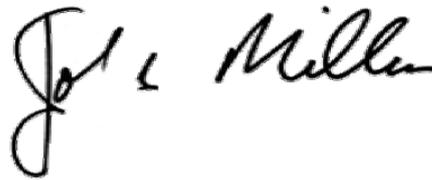
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