

**Minutes of Healthwatch Cornwall Board meeting  
Wednesday September 9, 2016, 10am  
Truro Community Library, Truro**

**Present:** Jayne Howard (JH), Margaret Abban (MA), John Evers (JE), Gareth Dix (GD), Jon McLeavy (JM), Roger Sinden (RS), Stevie Kochnowicz (SK, staff), Celia Newcombe (CN, staff), Jo Smith (JS, staff).

**Public attendees:** None.

**PART 1: in public agenda**

1. **Welcome and Introductions:** JH welcomed all attendees to the meeting and welcomed Healthwatch Cornwall's (HC) new Outreach & Community Engagement Officer Jo Smith and Senior Administrator Celia Newcombe.
2. **Questions and comments from the public:** None.
3. **Advising of any other business:** None.
4. **Apologies:** Debbie Pritchard (DP), Nadia Hewitt (NH).
5. **Minutes of the last meeting:** The unratified minutes of the meeting held on May 18, 2016 will be signed as a correct record.
6. **Actions/Matters Arising:** Actions have been completed.
7. **Conflicts of Interest:** No changes.
8. **Register of Interests:** The Annual Register of Interests is awaiting an update from GD who stated there is no change. Board agreed that the Register of Interests will be reviewed next July/August and that this should be on the website.

**ACTION 1:** SK/CN/JH to note circulate Register of Interests July/August and add the register to the website.

**9. Risk Register:**

JH gave her apologies for the Risk Register not being available as she has not had a chance to prepare this document and distribute it for updating. RS had worked with DP before and will work on updating this and distributing to Board for further amendments.

**ACTION 2:** RS to work with another member of the board update Risk Register and distribute to the Board.



#### 10. Pension Provision - Sarah Howell (SH) to present options:

Presentation is about the Government auto-enrolment scheme for pensions and the options HC has. The papers distributed to the Board were noted as being commercially sensitive would not be discussed in this part of the meeting but considered by the Board in Part 2. The Board will initially have to decide on which pension scheme to go with and how much will be contributed. The Pensions Act came into force in 2008 and is being phased in over staging dates. HC's date is currently July 1, 2017. The process that needs to be followed is that before the staging date HC will need to communicate to staff what is happening and make sure all details for each employee are correct. The pension scheme will need to be decided upon and SH stated that she uses NEST (National Employee Savings Trust) for Cornwall Rural Community Charity (CRCC) which has been set up by the Government and will take small employers like HC. SH's advice is to keep it simple; HC Board could choose any company for pension provision and would not need to consult staff on which to choose. The second issue to consider is the legal obligation for HC and the options additional to that. The detail of these options were discussed in Part 2 of the meeting. It was asked to be noted that the Chair's remuneration should be treated as an honorarium not 'salary'.

**ACTION 3: SH to change how Chair's remuneration is recorded.**

The costs presented were as of today, but the actual costs of the scheme would be taken from the staging date. When the employees are registered with the scheme they will have 30 days from receiving their pack to opt out, but if they do not within this time they will not be able to access what has already been paid in until 55 years old.

On the staging date all employees must receive a letter/email explaining that they have been enrolled and giving other details they will need to know. SH stressed that CRCC cannot give advice and if employees wish to seek financial advice this needs to be from their own advisor.

With regards to TUPE employees previous pension rights are not carried forward unless they agreed to a scheme at the point of transfer.

SH asked that the Board consider a payment of £200 to CRCC for the cost of initially setting up a scheme. If required an earlier enrolment date than the staging date would be possible. If this is the case it should be preferably be in line with the beginning of the 2017 financial year. MA queried the situation regarding casual staff. SH replied that a three month average earnings (above the minimum threshold) would be used and there would still be the 'opt out' option.

**ACTION 4: HC Board to consider pension provision and the cost of setting this up in confidential part of meeting.**

#### 11. Financial Report:

The office move has come in at just over £5,000.

Overall the bottom line of the report showed that expenditure was broadly in line with budget, including the building up of a three-month reserve.



Areas of overspend: Training is high, but the Board confirmed that this was a result of the development days, which was allocated against Board expenses so this should not impact on the staff training budget.

Staff costs: There is flexibility to decide on whether a new member of staff will be needed or to increase the hours of staff already working.

The first payment of funding for the new contract period made to HC was delayed by Cornwall Council by 2.5 months. SH confirmed that the first payment was made late and this is quite normal, hence the benefit of a reserve; subsequent payments have been made on time. JM felt that it may, in future, be necessary to support SH to collect the first payment without similar delay.

Board asked SH advice on how much should be kept in reserves and contingencies to cover costs of possible late payment again and it was agreed that three months of all costs should be kept in reserve. Budgets that had underspent at the end of the financial year could be transferred/distributed to the different budgets where it is needed from the contingency.

## 12. Operational Report:

Board thanked the team for taking time to prepare this report.

### Item 1 Office move:

The new office is very nice and working well and the old office has now been handed over. One of the big features of the move was disabled access and this is now available in the new office. It was noted that there is a lack of parking at the new premises.

### Item 2 Research:

B) It was highlighted that there was no list of acronyms for this report e.g. 'SAH' meant St Austell Healthcare.

**ACTION 5: SK/CN to add acronyms to the end of future reports.**

### Item 6 New Partnership Work:

The report does not show much development with these meetings to date. CN noted that there are meetings set up for the main Cornwall Autism Partnership (CAP) meeting and the working group. There is also a date set to meet with Cllr Jim McKenna to discuss the Learning Disability Board agenda. The development of these partnership boards will take a lot of work.

Issue was raised whether we should be represented on the Children's Safeguarding Board (CSB) since we are represented on the Safeguarding Adults Board (SAB) and JM will ask if it is appropriate for HC to have a presence at these meetings.

**ACTION 6: JM to enquire as to whether HC should be at CSB.**



Whether we are on the CSB also raised the issue of how much HC are involved in children's services and it was confirmed that HC remit includes children's' health, but specifically excludes children's social services.

The older person's board needs to be looked at further as older people's champions are becoming sceptical of HC taking over so reassurances have been given. The Champions are very keen and have already identified key agencies who should be involved.

**7) Internship:**

The intern had a good experience and produced a very good report. He met with various people within the End of Life health sector. The success of this indicates that we can have further internships. Jody Wilson has spoken to the candidates' university further about the possibility of having an intern in again. It was commented that post graduate interns could be a useful influence on future research work.

**ACTION 7 JE to liaise with SG to distribute the report when finalised**

**13. Chairs Report:**

JH reported that she had attended the following meetings on behalf of Healthwatch Cornwall:

- a) Healthwatch England Committee meeting
- b) Healthwatch Annual Conference
- c) Regular informal meeting with Councillor McKenna, Trevor Doughty, Anna Mankee-Williams and Claire Leandro from Education, Health and Social Care Directorate, Cornwall Council.

The meeting with Claire Leandro suggested that they would like HC to focus on the Sustainable Transformation Plan (STP) for the next six months as Cornwall Council are part of this process and are very keen that the public have full information about what will happen since the STP is the way forward for the next 5 years. The direction CC suggested us to take is in line with our priorities due to the impact this plan will have on health and social care services in Cornwall so HC still maintain independence in decision making.

**14. Correspondence:**

**1. Letter from Pentreath:**

- a) Told HC that as a consequence of the small services review their funding had been stopped and only one of their services will still be available. They asked for support in trying to overturn the decision.
- b) Need to consider HC stance. Board agreed that HC can only get involved if Kernow CCG does not follow process as this goes against our principles otherwise HC would have to make a decision of which services to support and which services not to support.



- c) Our role is to inform the public of what is happening and be part of the debate rather than supporting sole organisations; to keep an eye on the national and local strategy and to watch for the impact on service users.

**ACTION 8:** JH to draft a template letter that can be used in response to this organisation (and others that may ask for support) setting out our approach.

**15. Governance:**

- Review of Policies and Procedures:
  - a) The current list of policies has been distributed between the Board to review.
  - b) Two new policies that will be needed are a Persistent and Vexatious Persons Policy and a Reserves Policy.
  - c) The staff handbook will need to be reviewed
- Term of office for Directors:
  - a) JE is up for review. Board decided unanimously to appoint JE for a further 3 years.

**16. AOB:** None

**17. Date, time and venue of next meeting:** November 16, 2016 10am - St Erme Community Centre

Meeting closed 11.20am.

**Acronyms:**

HC - Healthwatch Cornwall  
HWE - Healthwatch England  
CRCC - Cornwall Rural Community Council  
CC - Cornwall Council  
CIC - Community Interest Company  
CQC - Care Quality Commission  
SWAST - South West Ambulance Service NHS Foundation Trust  
EOL - End of Life  
LDPB - Learning Disability Partnership Board  
NEST - National Employee Savings Trust  
SAH - St Austell Healthcare  
CSB - Children's Safeguarding Board  
CAP - Cornwall Autism Partnership  
SAB - Safeguarding Adults Board  
STP - Sustainable Transformation Plan  
CCG - Clinical Commissioning Group

**ACTION LOG:**



<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Circulate Register of Interests in July/August each year and add the register to the website	SK/CN/JH	
2. Update Risk Register and distribute to the Board	RS	
3. Change how Board expenses are recorded	SH	
4. HC Board to consider pension provision and the cost of setting this up in confidential part of meeting.	Board	
5. Add acronyms to the end of future reports	SK/CN	
6. Enquire as to whether HC should be at CSB.	JM	
7. Distribute Intern's report	JE/SG	
8. Draft a template letter to be used in response to organisations who contact us regarding the small services review detailing what HC does and what HC can do	JH	

