

**Minutes of Healthwatch Cornwall Board meeting  
Wednesday February 15, 2017, 10am  
6 Walsingham Place, Truro**

**Present:** Jayne Howard (JH), Margaret Abban (MA), John Evers (JE), Gareth Dix (GD), Jon McLeavy (JM), Roger Sinden (RS), Celia Newcombe (CN, staff), Jody Wilson (JW, staff)

**Public attendees:** Helena Holian (member of public), John Davey (Regional Liaison Advisor, General Medical Council)

**PART 1: in public agenda**

- 1) **Welcome and Introductions:** JH welcomed all attendees to the meeting, including member of the public Helena Holian and Regional Liaison Advisor, General Medical Council, John Davey.
- 2) **Apologies:** None
- 3) **Questions and comments from the public:** No questions had been submitted before the meeting.
- 4) **Conflicts of Interest:** None declared
- 5) **Advising of any other business:** None
- 6) **Minutes of the last meeting:** The unratified minutes of the meeting held on November 16, 2016 were approved and signed by JH as a correct record
- 7) **Actions/Matters Arising:**
  - a) **Actions:**
    - i) Action 1 : regarding release of STP information pre November 28 now irrelevant
    - ii) Action 2 : STP engagement dates received by HC
    - iii) Action 3: HC can be part of STP press releases
    - iv) Action 4: No links to outcome measures received to date - to be followed up  
**ACTION 1 Josie Purcell**
    - v) Action 5: Register of Interests (RoI) has been added to the website but now needs updating following the resignation of Nadia Hewitt. Other updates to be made as they occur.  
**ACTION 2 CN**
    - vi) Action 6: Intern's report not yet distributed  
**ACTION 3 JE**
    - vii) Action 7: SG has resolved issue regarding the lack of management contact for RCHT
    - viii) Action 8: Tab 2 of budget comparison was added to previous minutes
    - ix) Action 9: Process for reviewing budget on a monthly basis now started by JM and Sarah Howell
    - x) Action 10: Closed risks now removed from register



- xi) Actions 11 and 12: The language of the risk register, strategy and work plan will connect with values  
**ACTION 4 GD**
- xii) Action 13: CiviCRM implementation has now begun
- xiii) Action 14: Finance sub-committee is now in place. HR sub-committee - members still need to be appointed  
**ACTION 5 RS**
- xiv) Action 15: All policies and procedures to be consolidated and reviewed, once this is complete then house style will be decided and adaptations will be made. The formal procedure for distribution is still to be developed along with prioritisation regarding plans for publication in PDF format on website. GD to discuss with Josie Purcell regarding the time required for this.  
**ACTION 6 GD/JP**
- xv) Action 16: HC HR policies need to be looked over by a specialist  
**ACTION 7 RS**
- xvi) Action 17: HC Code of conduct not yet complete - deadlines to be developed over next couple of weeks  
**ACTION 8 GD**
- xvii) Action 18: Freedom of Information policy information has been received by JE.

## 8) Chairs update

In addition to her report:

JH confirmed that Nadia Hewitt had resigned from her position as a member of the board. She wished to record her thanks to Nadia for her considerable contribution and wished her the best for the future.

MA and RS were keen to reinstate lists for each meeting showing where members have been since the previous one but not the detail of the meetings attended. JM felt that this a very good idea especially for the public to be aware of what the board has been doing. This item to be added as a new item for next meeting's agenda  
**ACTION 9 CHAIR & CN**

JW reported that Stevie Kochnowicz is currently updating the representative list with key contacts etc. Sam Gillick is working on adding the information from representative reports to CRM

JH advised that this would be her last meeting as Chair as she was standing down due to pressure of work from elsewhere. Nominations for Chair from existing Directors would be sought before the next Board meeting.  
**ACTION 10 CHAIR & CN**

## 9) CEO recruitment update

JH said that 9 people had applied for the position to date with the closing date later today.

## 10) Operational Report:

JW said that Sam Gillick had as priorities

- making sure all feedback was going on to CRM successfully



- preparing a current list of system updates that are still necessary to handed over to his successor.

Re Mental Health research there was discussion regarding the need to look at what can realistically now be done with regard to the information that was being received regarding delays in assessment and treatment for children and young people given current staff shortages at HC. It was felt there was a need to concentrate on what is happening now rather than long term plans of Mental Health Commissioners.

JE asked if there was a way to measure the effect of the advertising for HC that was appear on buses and at bus premises. JW said that the outreach questionnaires now asked where people had heard about HC.

In the last week 100 'have your say' forms had been completed during Outreach activity at Launceston, Bude and Bodmin hospitals. The opportunity was taken to ask about the STP 'Shaping our Future' document; over 90% had not heard about this or had any particular views about it.

The Outreach presentation had been given to HCAF but a less 'corporate style' presentation would be preferred by volunteers as they felt they would feel uncomfortable using the current one.

JH asked if this presentation could be shared with the Board for information.

**ACTION 11 JW**

Recent LDPB meeting had been very positive and Steve Randall at CC was confident that some funding for CPF self-advocate attendees could be allocated. JH said it was best to contact Charlotte Hill at CC to resolve outstanding interface questions relating to partnership boards including when did the current budget run out?

**ACTION 12 JW**

Short listing for a third outreach worker was due to be completed w/c February 20 and interviews the following week.

Sam Gillick has handed in his notice and is due to leave HC on March 10, 2017. Replacement for the role of Research and Evidence Officer will not be possible before his departure. JE queried resourcing support from Exeter University. It was agreed that although this might be something to consider for the future, the imperative was to recruit a replacement to the current role. RS requested that Sam completed an exit questionnaire and wished the board's thanks to him to be recorded along with recognition of all the hard work that is being done by HC staff, especially by JW, in the minutes.

GD said that the recent strategy work illustrated the wide remit of work carried out by HC despite staff shortages.

## 11) Financial Report:

JM reported that two areas of significant overspending as acknowledged at the previous board meet had been investigated

- a) Expenses relating to the office move - these had been confirmed as in excess compared to the budget but necessary



b) General overspend of budget

- Training costs had been higher than predicted but were agreed to be an important expenditure
- The processing of payments for the partnership board work being delayed was another problem that is being resolved by Charlotte Hill.
- A significant increase in business rates will reduce to zero from April 1 now that the appeal processes for this had been completed
- The overlap of moving from the old office to the new office was now complete and therefore the true cost of running 6 Walsingham Place can be calculated.

Contingency had proven an effective tool to maintain overall budgets

**12) Draft strategic plan**

GD thanked everyone for their input - he confirmed that a 'compact' strategy is now the aim. JH wished it to be recorded in the minutes the boards thanks to RS and GD for the work completed to date on the plan. RS said that it was important to use 'plain' language and requested that a HC volunteer was requested to read it through when complete

**ACTION 13 JW**

**13) Developing the operational plan 2017/18**

JW described the development of a user friendly plan in the form of a time line that could be updated on an on-going basis, always looking 12 months ahead and building in set times for specific actions. The draft is to be available for the next board meeting in May and it is to be formally adopted by September 2017. Each quarter the team would review the plan, adding new ideas that fitted within the strategic plan and reviewing potential costs.

RS stressed the importance of the operational plan reflecting the organisation development plan and was concerned that a rolling plan potentially had no sign-off point in time. Agreed that the operational plan would be brought to the May Board meeting on an annual basis for formal sign-off.

JH said HR processes need to view HC people against the values of HC to protect smooth running of the organisation

GD will include RS in talks/meetings aiming for a May 2017 sign off if possible.

**14) Draft budget**

SH prepared a draft budget and JM and JW will meet with her on February 24 to discuss potential full costs for 2017/18. No major problems anticipated. JW will ask SH about the time lapse between spending and reporting expenditure and what improvements might be possible.

**ACTION 14 JW/SH**

**15) Sub-committee progress**

- Finance - JM confirmed that new CEO will become a member of this sub-committee and he is currently pursuing one other person to request that he/she becomes a member. Terms of reference still to be presented to the board.

**ACTION 15 JM**



- HR - RS said people with a suitable HR background who would be able to support the committee have been difficult to identify. He thought a member of staff would be useful on the committee would be useful with regard to people engagement and he asked if HC had any volunteers with an HR background. Terms of reference have been drafted.

**ACTION 16 RS/JW**

#### 16) Risk Register

Biggest risk is leadership and capacity - risk 5 will need reviewing if current CEO recruitment process is not successful. Governance review is still not completed and JH advised that this will need to form part of future Board workshops as it is included in our Performance Indicators in our core contract.

**ACTION 17 BOARD**

#### 17) Correspondence

Invitation to attend Sustainability and Transformation Plan (STP) meetings

- JH will take up the offer on behalf of board - first meeting February 17, 2017
- Issues regarding independence have been discussed with Jackie Pendleton
- Board members still not finalised
- HC role will be to reflect out to PRG what we have heard and to scrutinise plans for public communication

There was discussion re the PRG requiring a chair but that as it was a CCG group HC should be represented but not be in the position of chair. JE wanted confirmation from the CCG that all papers are being passed down.

It was suggested by MA and agreed that HC should establish a working group to focus on the STP comprising Directors and members of the staff team. It was agreed that it would not be a formal sub-committee of the Board but a working group where members would record their own notes and actions.

**ACTION 18 JH**

#### 18) Policies and Procedures

The content of the following policies and procedures were all agreed, with a note that they all need to be reviewed in line with presentation guidelines and clarity of title (e.g. Policy or Procedure):

- Capability
- Crisis Communication
- Complaints and Compliments
- Data protection
- Equality and Diversity
- Health and Safety
- Information Sharing
- Volunteer expenses



**19) Pay review**

Moved to part two of meeting

**20) AOB:**

JE asked for the Board's thanks to JH for undertaking the role of Chair over the last 2 ½ years to be noted in the minutes.

JM asked if public attendees of the Board would be willing to give feedback on their experience of the meeting. CN to forward a feedback form.

**ACTION 19 CN**

**21) Date, time and venue of next meeting:** May 17, 2017 10am - Healthwatch Cornwall Office, 6 Walsingham Place, Truro

Public Meeting closed 12.30pm.

**Acronyms:**

- HC - Healthwatch Cornwall
- HR - Human Resources
- 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
- SAB - Safeguarding Adults Board
- STP - Sustainable Transformation Plan
- CCG - Clinical Commissioning Group
- RCHT - Royal Cornwall Hospitals Trust
- CRM - Customer Relationship Manager
- CPF - Cornwall People First
- OPPBB - Older Persons Partnership Board

**ACTION LOG:**

<b><u>ACTION</u></b>	<b><u>RESPONSIBLE</u></b>	<b><u>COMPLETED</u></b>
1. Follow up re potential links to STP outcome measures	Josie Purcell	



2. Update Register of Interests to remove Nadia Hewitt	CN	
3. Interns report to be distributed to board	JE	
4. Language of risk register, strategy and work plan to connect more closely with values	GD	
5. Appoint HR sub-committee members	RS	
6. Develop procedure and timing for getting consistent presentation of policies and procedures	GD	
7. Get HR policies reviewed by an HR specialist and, if any changes are proposed, consult on them with staff	RS	
8. HR Code of conduct deadlines to be developed	GD	
9. Add a new agenda item for next meeting - chair and directors updates for the quarter	Chair/CN	
10. Circulate procedure for nominating and recruiting a new Chair	Chair/CN	
11. Circulate Outreach Presentation to board	JW	
12. Contact Charlotte Hill re outstanding partnership board queries	JW	
13. Request a suitable volunteer to read through operation plan to confirm correct language and terminology	JW	
14. Investigate possibility of improvement between spend and reporting of spend	JW/SH	
15. Finance Sub-committee Terms of Reference to be presented to and approved by board	JM	
16. HR sub-committee - member from HC volunteers to be suggested and approached	JW	
17. Corporate governance review to be completed	Board	
18. Establish STP working group	JH	
19. Circulate feedback form to public attendees at Board meeting	CN	

