

Healthwatch Hertfordshire Board meeting  
10am on Monday 16<sup>th</sup> December 2013, at  
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

**Present:** Marion Birch, Geoff Brown, Monika Brzozowska-Neroth, Megan Carter, Michael Downing, Nuray Ercan (Minutes), Jenny Goodyear, Brian Gunson, Valerie Harrison, Errol John, Sundera Kumara-Moorthy, Sue Reeve, Michael Taylor, Sarah Wren (Chairman)

**Apologies:** Bernard Lloyd, Joan Manning

### 1. Welcome, Apologies and register of interests

S. Wren welcomed everyone. No interests were registered. Apologies as above.

### 2. Away Day priorities (cont.)

Sarah Wren thanked everyone for their participation at the away day which was a really useful opportunity to look at how far the organisation has progressed over the last year and to identify the actions that need to be progressed. There are some key areas of work that were not looked at which the Board will discuss today.

[Please see attached for detailed notes and actions.](#)

### 3. Communications - [see attached](#)

Brian presented to an attachment which is a draft plan that he, Geoff and Jenny have been working on. This needs to be developed further. Brian stressed that there are two plans: a stakeholder engagement plan and a communications plan. Communications may come out of the stakeholder engagement or it may respond to an issue or crisis. The aim is to have a plan for each of HwH's identified strategic priorities.

Questions and points raised:

- Ensure the Health and Wellbeing Board's priorities, where appropriate, are built into the plan.
- It is possible to link the communications back to the stakeholder engagement plan. This would be done by asking them how engaged they felt. Also could use the plan to support other objectives, for example, HwH could ask new members joining where they heard about HwH so that it could be tracked to judge the effectiveness of the chosen communication.
- Where do the public/individuals fit into stakeholder engagement/map? They are represented through organisations. Although they are HwH's main stakeholder the engagement grid is geared towards organisations.
- It may be useful to look at current relationships and work out who HwH needs to develop closer relationships with and also to slacken off.

Action: Brian and comms group to move the plan forward by working to HwH's key priority areas and small working groups of interested board members is the best way to do this.

Action: Representation sub group to look at relationships in the context of representation.

#### **4. Minutes of 16th September meeting**

The minutes were approved as an accurate record. The outstanding actions and matters arising were discussed.

Kumar pointed out that the Access Audit carried out on Douglas Tilbe House was a very good piece of work. However, he wished to raise some points arising from this. Unfortunately the exercise was carried out in July 2013 and the auditors would not have been advised as to the change of use the building was to undergo as a consequence three areas had been audited without regard to its conversion into an office space. He therefore suggests that HwH asks Welwyn and Hatfield Council to implement the priority 1 actions as identified in the report and also to ask that a supplementary access audit is commissioned.

Action: Nuray to find out from Kay Kour, Age UK business manager who initiated the piece of work in order to determine how to take this forward.

#### **4. Chairman's update**

The Health and Wellbeing Board development session that was due to take place was cancelled due to lack of business. However, Sarah and Geoff did have a very useful meeting with Scrutiny Chairs who have been really responsive to all the issues HwH has raised and put them on the agenda for the Scrutiny panel.

#### **6. Chief Executive's update - please see appendix 1**

Board had requested more detail within the Chief Executives report and therefore it contains more annotation than given previously. After the Away Day it was felt that although meetings and events were reported on, that did not effectively reflect the reality of the day to day activity of the office. The office will change the emphasis of the way the weekly updates are presented.

#### **7. Reports from sub-groups/committees**

##### **a. Enter and View (QISC) update**

M. Carter updated the Board on the group's progress. The group has circulated its second newsletter circulated by Jane. QISC have arranged a further day of Enter and View Training and all Board members are encouraged to attend. This will take place on Friday 7<sup>th</sup> March 2014. Two training dates have also been arranged: Safeguarding, and Dementia Awareness. The QISC subcommittee have recently met and are planning a piece of work with a sub group in relation to care homes which will be the first Enter and View project. The group has also submitted a budget paper to Geoff for consideration.

b. Representation

The next meeting is arranged for Monday 23<sup>rd</sup> December.

c. Transport - Please see attached

d. MHLD Service Watch Group

The group had a presentation by David Evans, Joint Commissioning on the county's mental health and learning disability market position statements. The group spent much of the meeting discussing priority areas that had emerged from the launch event and these were endorsed and added to. Michael Downing has stepped down from representing at HPFT's Board of Governors and Shirley Legate volunteered. Board were asked for their endorsement of this change - [approved by Board](#).

**8. Housekeeping**

HwH still needs to register as a charity. There have been some meaningful conversations with the Charities Commission and HwH have suffered slightly from being one of the first Healthwatch organisations to seek charitable status. The Charities Commission is desperately short of staff. It is hoped that HwH will be registered by the end of January 2013. If this is not achieved and HwH ends the accounting year without being a charity, HwH would be liable to corporation tax on income.

Internet banking has been set up but the Bank have lost Geoff's documents. The executive team will be able to manage HwH's day to day finances electronically by the end of December.

[Action: Martyn, Geoff and Bernard to form a working group to produce a budget paper to be discussed at the next board meeting.](#)

**9. AOB**

M. Birch updated the Board that the Hospital Discharge Scheme Age UK run across Hertfordshire had supported older people coming out of hospital for 6 to 8 weeks. Half way through this contract Age UK have now been told they can only provide support for up to 3 weeks as they want higher throughput and want Age UK to work until 6:30pm and weekends also. There is a lot of pressure being put on Age UK now and 3 weeks of support is not enough for many older people.

[Action: Keep a watching brief on models of commissioning to ensure that these deliver the best outcomes for people in Hertfordshire and are sustainable.](#)

**13. Working lunch with Seema Kennedy on the Loneliness Harms Health Campaign**

[Please see power point presentation attached](#)

**14. Date and time of next meeting: Monday 17<sup>th</sup> February 2013, 10am-1pm, Stanborough Centre, 609 At Albans Road, Garston, Watford, WD25 9JL**