

















Healthwatch Hertfordshire Board Meeting
10am on Monday 13th May 2019 at
1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire, AL7 1LT

Please note: It will be assumed that reports will have been read prior to the meeting. Reports from subcommittees will only be taken as written reports and treated as items to note unless there is something specific to be agreed.

Part 1 agenda (PUBLIC)

| | | | | | |
|---|------------|---|-------------|-------|--|
| 1 | 10:00 | Welcome, apologies, register of interests | | Steve |  HwH-CID-01 Conflict of Interest I |
| 2 | 10:05 | Minutes of 18 th February 2019 & outstanding actions | *Sign off* | Steve |  HwH-13 Board minutes 18.02.2019C  HwH-SD-009 Outstanding Action |
| 3 | 10:15 | Chair's Update | Information | Steve |  HwH-15 Chairs report 13.05.2019.dc |
| 4 | 10:25 | Chief Executive's update including monitoring return, voice contract monitoring & compliments | Information | Geoff |  HwH-16 Contract monitoring Projects  HwH-17 PIR Quarter 4 April Return 2019F  HwH-18 Compliments Jan-Mi  HwH-19 Voice Contract Performanc |
| 5 | 10:35 | Away day | Information | Geoff | Verbal |
| 6 | 10:45 | Policy sign off • Whistleblowing Policy | *Sign off* | Geoff |  HwH-20 HwH Whistleblowing Poli |
| 7 | 10:55 | Enter and View Report sign off | | | None |
| | 25.04.2019 | | | 1 | N.Ercan |

| | | | | | |
|-------------------------------|--|---|-------------|----------------------------------|--|
| 8 | 10:55 | Service User Feedback on Supported Living Services Report 2018 | *Sign off* | Priya |  HwH-21 Service User Feedback on Si |
| 9 | 11:00 | Finance <ul style="list-style-type: none"> • End of year accounts 14months • Budget for 2019-20 | *Sign off* | Alan |  HwH-22 Summary Accounts 2018 19 14  HwH-23 Summary accounts 2019 20.pc |
| 10 | 11:10 | Overview of Signposting (October - March) | Information | Priya | HwH-24 to follow |
| 11 | Sub-groups and Committees - Items are to note and provide an opportunity for members to ask any questions in relation to papers provided | | | | |
| a. | 11:30 | Internal Affairs sub-committee | Information | Geoff & relevant Board members |  HwH-25 Internal Affairs sub-committ |
| b. | 11:35 | External Affairs sub-committee - External projects update | Information | Geoff and relevant Board members |  HwH-26 External Affairs Subcommitte  HwH-27 External Facing Projects Upd |
| c. | 11:40 | Stakeholder Panel task and finish group | *Sign off* | Geoff |  HwH-28 SP Task and Finish Group U |
| d. | 11:45 | Comms Task and Finish Group | Information | Geoff |  HwH-29 Comms Task Finish Group M |
| 12 | 11:50 | Any Other Business including questions from the public | | | |
| Part 2 Agenda (Closed) | | | | | |
| 13 | 12:00 | • HCC commissioner | Information | Kristy Thakur | |

14 12:30 Working lunch

1pm Close

Next meeting date: - Monday 19th August, 10am at Silver Court

If you would like to see any papers embedded within this agenda please email:
info@healthwatchhertfordshire.co.uk stating the meeting date, agenda item, and paper number and we will have these sent to you.