

Healthwatch Hertfordshire Board meeting
10am on Monday 27th April 2015, at
Douglas Tilbe House, Hall Grove, Wewyn Garden City, AL7 4PH

Present: Michael Downing (Chairman), Brian Gunson, Sundera Kumara-Moorthy, Joan Manning, Sue Reeve, Michael Taylor

Apologies: Geoff Brown, Meg Carter, Valerie Harrison

Others: Suzanne Bessent-Rothwell (public), Victor Boulter (public), Monika Brzozowska-Neroth (HwH officer presenting on resources and finance), Nuray Ercan (Officer, presenting on Children and Young People engagement, minutes), Virginia Kirri-Songhurst (public), Paul Regan (Officer, Tweeting and presenting on Youth website & features), Keith Shephard (presenting on Strategy), Tim Sims (public), Frankie Walsh (Officer, presenting on CYP engagement stories and Youth website & features)

1. Special General Meeting with a motion to introduce terms of office for Board members

There were no terms of office when Board members were originally recruited. HwH has sought legal advice as to how to frame this and the result is the paper containing the motion. Michael Downing proposed the motion and Joan seconded. The motion was formally agreed.

Action: [Review and insert into the standing instructions - an election protocol.](#)

2. Welcome, Apologies and register of interests

Michael welcomed everyone. No interests were registered. Apologies as above.

3. Minutes of 23rd February 2015

The minutes were approved as an accurate record. Overdue outstanding actions were highlighted:

Action: [Monika to follow up with Board in obtaining their bank details](#)

Action: [Paul to follow up with Board members to each write a 100 word biography](#)

4. Chairman's update

- **HCC Scrutiny:** Michael, Meg and Brian represented HwH. The first day was dedicated to questioning representatives from the Trusts, which was useful but the the second day considered findings and was less effective.

Action: [Michael, Brian and Meg to meet to share their impressions and formulate feedback.](#)

- **West Herts. Your Care Your Future launch:** Attended to give a presentation on how HwH had been involved in seeking out views of the public.

Action: [Michael's presentation to be circulated for Board's information.](#)

- **E&N Herts. Integrated Care Partnership:** Now forming working groups, looking at how social care services in the community for the elderly are being integrated. Want HwH's involvement in the process of consulting the public and Michael proposed they presentat at the June Board meeting.

Action: [Integrated Care Partnership to be invited to the June Board meeting.](#)

- **Health & Wellbeing Board update:** There will be an away day later this week.
- **Recruitment of Trustees:** As HwH has lost several Trustees, a decision has been made to recruit two posts. The adverts have gone out and there has been significant interest. The closing date is 11th May. A shortlist would be prepared and those who are suitable will be

interviewed. It was suggested that the interview panel consist of three Board members: Chairman, vice-chair and one other, as well as the Chief Executive.

Action: Circulate interview dates when they have been set to obtain availability of Board members to interview applicants.

- **New topics:** 1. **All Age Autism Partnership:** Had its initial meeting last week and is in response to a scrutiny of Autism last year. Split into four task and finish groups and Michael is in a group looking at ways of raising public awareness of Autism.
- 2. **Out of hours Commissioning:** The group will have its first meeting later in the week.
- **Engagement with Chairs and CEOs:** Continued with the programme of meeting with Trust Chairs and CEOs and have covered most. Still to meet with the Ambulance Trust, Herts Urgent Care and Public Health.

5. Chief Executive's update

The report was circulated prior to the meeting. In Geoff's absence, Michael encouraged any questions Board may have to be sent to Geoff via email at a later date.

6. Scheme of Delegation

The updated document was circulated prior to the meeting.

Board agreed for the Scheme of Delegation to be formally approved.

7. Stakeholder Panel

The last Stakeholder Panel met on 2nd March. Rather than the usual format, the onus was put back onto the SP and they reviewed their role and responsibilities. Taking into consideration their feedback, Paul has drafted the Roles and Responsibilities document and it was presented to Board for approval. Paul also proposed, as per the SPs wishes, that the Chair of the panel be allowed to attend the Board with observer status and raise one topic for discussion at each meeting.

Board agreed for the Chair of the SP to attend Board meetings.

Action: Geoff to incorporate the additional structure within the governance so that the SP has a proper role within the organisation.

8 Sub-groups and committees

a. HR Sub-committee - Confidential Item

b. MHLD SWG - see paper

c. Enter and View (QISC) - The main update has been detailed in the Chief Executive's update paper. In Meg's absence, Kumar gave a brief additional verbal update. The overview report is in production, summarising all 14 visits conducted in 2013-14. The report is expected to be available at the end of April and will be brought to Board at its next meeting for approval before publication.

PLACE is now underway and is approximately half complete, working with five individual Trusts.

d. Transport - The report covers the update. The groups reason for being has ceased however the committee will convene in the next few weeks to discuss what will happen to the committee and Kumar will report this back to the next Board meeting.

e. Representation sub-committee - Bernard Lloyd's contribution to HwH, and specifically to the representation sub-committee by representing on so many committees, was acknowledged. Michael Taylor raised the issue of the number of committees where HwH representatives do not have speaking rights. Also highlighted was the importance of representatives reporting back via the reporting template. Nuray confirmed that she is the main contact for representatives and

regularly cascades reports to the appropriate members/officers. It was agreed that the representation sub-committee should to consider speaking rights at their next meeting.

f. Strategy sub-committee - The Board welcomed Keith Shephard. Brian gave a brief update of his and Keith's recent meetings, in Val's absence, with the aim to align the HwH strategic plan with the operational plan and with budget planning, capacity, and organisational development. There is an acceptance and ambition that the strategy is proportionate and kept as smart as possible. As a result of a move to co-ordinate the various efforts, Keith has drafted a Terms of Reference for the strategy sub-committee along with agreeing the membership. The sub-committee will report recommendations through Board. The first meeting will consider: a long term strategy, what the organisation will look like in 3-5years time, analysis of external pressures, the political scene and sustainability of funding. A PEST analysis may be useful here. Sue emphasised the importance of impact, or outcomes. Brian and Keith assured the Board that this will be an important part of the focus. The Board thanked Keith and Brian for all their work on this to date.

Board signed off the Terms of Reference and agreed the membership as being: Brian as Chair, Michael D (HwH Chairman), Sue (HR Chair), and Kumar (interim Treasurer).

Action: Keith to arrange a strategy sub-committee meeting ASAP.

g. Resources and finance update

The two papers were circulated prior to the meeting. The 'Draft Profit and Loss Account for the year ended 31 January 2015' paper had been fine tuned since the last meeting and if Board approves, is ready to be sent to the accountants and form the basis of HwHs end of year accounts and figures for the Annual Report. Due to the fact that there is surplus and to aid understanding, Board highlighted that they would find it useful if a commentary column were introduced.

In relation to the Draft Budget for the year ended 31 January 2016 paper, Board discussed the need to recruit an additional administrator and a person to fill Jenny's post. Board will soon be reviewing the staff structure which has increased the budget for these areas.

The Board agreed that the Draft Profit and Loss document should be sent to the accountants/auditors.

Action: Monika to incorporate a commentary column to clarify the difference between a surplus and underspend within the Draft Profit and Loss account document.

Action: Within the Draft Budget for the year ended 31 January 2016: Monika to create a column for variance, to reflect spend 'significantly more than' projected and 'less than' projected.

Action: Board to discuss surplus at the June Board meeting.

Kumar and Monika were thanked for their work.

h. Healthier Lifestyle working group - The group have not been able to get a response from Jim Macmanus but will persist and update the Board at the next meeting.

9. Children and Young People's engagement - stories

Nuray introduced the paper circulated prior to the meeting. The document is the culmination of a years worth of engagement and details stories, issues and experiences from young people themselves. General themes that emerge from the feedback collected include: mental health services, communication - with three issues emerging here: 1. services not working as effectively or as seamlessly as they should, 2. Young people feeling as though they are not communicated to properly by professionals and 3. A lack of age appropriate information. Also there is a lack of awareness of young people's rights and pathways they can take to make a comment or complaint to a service as well as associated issues such as confidence and knowledge. This feedback highlights issues which can be developed into projects and incorporated into the CYP Engagement

workplan for the next two years. Nuray thanked Frankie for his hard work, professionalism and proactive approach over the past year.

Sue recommended that the document is developed to include a summary of issues that emerge from the feedback, either at the beginning or the end. Also to go one step further and to expand on what the next steps are. Once this has been done it will be punchier and will have more impact and can be used externally to show other people and organisations how HwH has influenced change. Sue recommended having a look at the Charities Evaluation Services website and their impact triangle to easily demonstrate change.

Kumar also raised a need to demonstrate what changes have occurred as a result of this feedback and how HwH can help change systems so that it adapts and recognises the gaps identified so that going forward commissioners builds this feedback into its commissioning. Board thanked Frankie and Nuray for their work.

10. Youth website and features - Frankie and Paul gave a demonstration of the youth website and its features. Frankie showcased a short video clip he has produced to engage young people. A launch for the website is planned for June.

11. AOB

Formal recording of change to Expense Policy within Standing Instructions - It was noted that people are no longer 'registered disabled' and also to use the term 'person with a disability'. [Subject to the above changes, Board approved the Expense Policy.](#)

[Next meeting: Monday 15th June, 10am at Douglas Tilbe House](#)