

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 12th December 2016, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Eve Atkins, Alan Bellinger, Michael Downing (Chair), Geoff Brown (Chief Executive), Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Mike Pym, Barbara Suggitt, Michael Taylor (arrived at 10:15am)

Others: Tom Barrasso (Policy & Partnerships Manager), Monika Brzozowska-Neroth (Resources Manager for Agenda items 1-6 & 8h), Scott Eastwood (Alzheimers Society for agenda item 2), Nuray Ercan (Operational Manger, Minute taker), Carolyn Gale (HCC Community Wellbeing Team arrived at 11am for agenda item 6), Steve Peacock (STP Programme Director), Paul Regan (Communications & Liaison Officer, Tweeting), Kristy Thakur (HCC Community Wellbeing Team)

Apologies: Meg Carter, Mobeena Khan

These minutes are the formal record for the Board of decisions made.

1. Welcome, apologies, register of interests

Michael welcomed everyone. Apologies as above. No interests declared.

2. Sustainability and Transformation Plan - Steve Peacock talked through his presentation. Slides available upon request.

Geoff confirmed that HwH's contribution is to be key members of the engagement and community strand of the STP and will also be involved when the pathways look to engage communities and service users to ensure this happens.

3. Minutes of 17th October 2016

The minutes were approved as an accurate record. Outstanding actions were highlighted.

4. Chair's update

- 1. Stakeholder Panel:** The SP has been thinking about its future and role. Also looking to replace Caro who recently stood down as Chair. It has been agreed that a different Board member attend each meeting in rotation in addition to the Chair.
- 2. Sustainability and Transformation Plan:** Michael has sent a letter on behalf of HwH expressing concerns which has been printed in the Watford Observer.
- 3. Away Day:** Everyone agreed that it was a good day and Board expressed a wish to have follow up sessions to revisit themes on a regular basis. Outputs from the day will be circulated shortly.
- 4. E & N Herts Trust developments:** Receives papers for the Board the day before the meeting which has been making it difficult to contribute, however HwH has a standing item on the agenda to raise questions.
- 5. Health & Wellbeing Board:** Next meeting is on 14th December. Main agenda items include mental health and the STP.
- 6. HVCCG & Social care funding cut:** Michael updated Board about a letter sent by Geoff to HVCCG about their decision to cut their financial support for social care.

5. Chief Executive's update incl. monitoring return and inspection action plan

Geoff introduced monitoring return and inspection action plan. The compliance report contains a list of actions that have been highlighted by our Commissioners as areas to improve on going forward. Geoff went through plans to address these areas over the next couple of months. A mix of good practice / compliance and improving customer service with the predominant focus of ensuring we are running an efficient organisation.

6. Commissioners update

Kristy gave a general overview of the financial landscape at Health Community Services, HCC. HCS is currently overspent by approximately 2.5%. Contracts and services are being reviewed however HCC is trying to minimise the impact of this on the voluntary sector. There will be a 20% cut in HwH funding in 2017-18 which is not related to the performance of the organisation. HCC are happy for HwH to use reserves to plug the gap through 2017-18.

In consultation with Geoff and his management team Commissioners are currently in talks around teasing out the core offer for HwH. Going forward HwH will be going out for a competitive tender is scheduled for 2018.

Kristy praised Geoff and his team for their commitment and investment in HwH. She requested Board's support to the officer management team.

Carolyn updated Board on contract monitoring. Carolyn and Nuray meet on a quarterly basis to discuss monitoring submissions. Lots of work goes into the gathering all the information required and the Commissioners are really happy with last quarters figures and contained lots of detail demonstrating all the good work of HwH. She is generally happy with plans for the action plan and Carolyn will return to do a follow up inspection in 3 months to look at the areas identified to ensure they have improved.

Kristy confirmed that over the next few months they will work to produce a service specification for HwH and core outcomes for delivery and how these will be measured.

7. Hertfordshire Compact Agreement

Board revisited the Compact Agreement, which is a written agreement between HCC and the local voluntary sector on how they will work together. The item was brought back to Board to seek agreement to sign up to the Compact. [Board agreed.](#)

8. Sub-groups and committees

a. MHLD SWG - see paper under LD SWG for information

b. Learning Disability Service Watch Group - see paper circulated for information

- In future themes will be split into separate meetings, will take place back to back on the same day
- Eve to lead/Chair MH SWG and Barbara to lead/Chair LD SWG
- Going forward two separate reports will be submitted to Board to serve as an update

c. Enter and View (QISC) - see reports circulated for sign off

[Board signed off the following reports:](#)

- Kestrel Grove Nursing Home
- Gold Care Homes Ltd.
- PLACE Report

d. Transport - no update

e. Representation sub-committee - Board is asked to approve the following recommendations:

- East & North Herts CCG Personal Health Budget Peer and Network Group - Michael Taylor
- HVCCG Maternity Services Liaison Committee - Nuray
- Crisis Care Concordat: Steering Group - Tom to take over from Jean
- HPFT Involvement and Experience Action Group - Tom
- Carers Performance and Planning Group - Paul
- Primary & Community Care East & North Hertfordshire Delivery Board - Tom
- HPFT Stakeholder Group - Tom
- HPFT Board - Eve
- HPFT Governors - Eve
- Public Health and Localism cabinet Panel Alan
- HCC Data Group - Alan (already attends as PPG rep)

Board approved the above recommendations.

f. Strategy sub-committee - see paper circulated for information

Brian highlighted two items from the last meeting: income generation and research, that were really strong discussions focussing on HwH's future.

g. Stakeholder Panel - see Chair's update for information

h. Finance update - see papers circulation for information

Steven introduced the agenda item. The Eastern European project is in full flow which can be seen by related expenditure. Steve explained that changing HwH's financial year end will be discussed at the next Resources sub-committee.

i. Sensory and Physical Disability Service Watch Group - no update

9. HR update - Geoff updated Board that Barbara is now the Chair of the HR sub-committee and Alan has also joined as learning and development lead. 2017 meeting dates to be agreed.

10. Revised meeting dates for 2017: 20th February, 15th May, 19th June (strategic - not public), 21st August, 20th November, 11th December (strategic - not public) Agreed

11. AOB incl. questions from the public

Paul conveyed questions and comments received from the public via Twitter.

Various charities have tweeted to express a wish to feed into the consultation about the STP when this happens. It was suggested that HwH spearhead the engagement on the STP for vol sector organisations or perhaps a task and finish group could be set up. Geoff suggested that he has a conversation with commissioners about the possibility of engaging all the organisations they commission and also whether something could be put into the HCC newsletter. Michael Downing confirmed that he is the Board lead on STP.

Next meeting: Monday 20th February 2017, 10am at Douglas Tilbe House