

Healthwatch Brighton and Hove (HW B&H)
Governors Development Meeting Notes

14th April 2014

Present: Frances McCabe (Chair), Bob Deschene, Clare Tikly, John Davies, Rachel Travers and Doris Ndebele.

Apologies: Mick Lister

Staff: Jane Viner (Notes)

It was agreed that because Rachel needed to get away early we would change the order of the agenda to focus on Finance and Community Spokes.

1.0	Finance Committee - Bob	
	<p>Bob reported that he is waiting for the year end budget from Community Works so that he can identify the underspend amount.</p> <p>Bob feed-back that he has struggled with producing a balanced budget for 2014/15 and 2015/16.</p> <p>A figure has been agreed with Community Works for Management Charges (i.e. Rent, Finance Support, Payroll) to be reviewed after the first six months of operation.</p> <p>Sally is also going to speak to the Community Works Auditors and Insurance company to see if there are any economies of scale that can be sought by Healthwatch using the same companies.</p> <p>Bob requires confirmation from Healthwatch Commissioner regarding the grant amount for 2014/15 and carry forward of underspend. Unfortunately the Commissioner has said that she cannot respond directly to Healthwatch's letter as the Healthwatch contract is still with Community Works. Jane to arrange a meeting with Community Works, the Commissioner, Fran and Bob.</p> <p>Bob highlighted that he would also like to seek confirmation regarding the required Community Spokes spend. A decision also needs to be made regarding staff grading.</p>	Jane

2.0	Community Spokes	
	<p>Fran expressed that there is a lot of expectation regarding Community Spokes from the organizations that signed up in the original bid to be Healthwatch Spokes, there is also an expectation regarding the funding allocated to Spokes in the bid.</p> <p>However, since submission of the Healthwatch bid things have been complicated by the fact that the CCG have Commissioned nine of the organizations as part of its Engagement Work, they are already being funded to provide the CCG with intelligence regarding local health and social care services.</p> <p>It was suggested that the name Community Spoke was changed to Healthwatch Community Partners.</p> <p>It was agreed:</p> <ul style="list-style-type: none"> • Being a Spoke gives groups the opportunity to apply for a small grant. • Any funding allocated to Spokes should be to meet an identified additional need. • This year the focus would be on organizations that signed up to the original Healthwatch bid – with a view to expanding this in future years. <p><u>Action:</u> Jane to amend the Spokes partnership agreement and small grants offer. Fran to draft a letter to go out to the original Spokes.</p>	Jane

3.0	Governance (Fran and Jane)	
3.1	<p><u>CIC Registration</u> Jane feed-back that she requires signatures from some Governing Body members.</p> <p>3.2 <u>Membership</u> The draft Membership document was reviewed. It was agreed that Jane should take legal advice regarding member’s rights to elect Directors.</p> <p>3.3 <u>Governing Body Transparency / Open Meetings</u> It was agreed, that there will be a time limited slot at the end of the agenda for questions.</p>	

Questions should be submitted prior to the meeting, with the opportunity of asking questions on the day in relation to the agenda. Refreshments will be provided at the end of the meeting allowing an opportunity for informal conversations with Governing Body Members.

3.4 **New Governing Body Membership**

Bob informed the meeting that he has advised Fran that he will be away from September to January. Rachel also feed-back that she is going to be extremely busy for the next eleven weeks on a bid and if successful may need to reappraise her membership. It was agreed that Bob and Rachel should remain on the Governing Body; however this necessitates the need to recruit new Governors.

Jane

Fran reported that she has spent time speaking to Governors and the general feeling is that we should appoint two or three new Governors with expertise in:

- Social Care policy
- Human Resources / Legal
- Marketing
- Health Professionals (Associate members)

Fran &
Jane

Action:

Jane to seek legal advice from Tim Smith regarding appointment of Directors:

- Is it advisable to specify a maximum number of directors in the Articles of Association?
- How are Directors selected, is it open to the Governing Body how they select new Directors i.e. open recruitment?
- Do Members have rights re voting Directors on to the Governing Body?
- Should the Articles state a term for Directors i.e. 2 years?

Jane

Jane and Fran to work out a time-scale for the appointment of Directors.

3.5 **Annual Report**

Jane informed the meeting that the report should be published by the 30th June 2014; she distributed a paper outlining items for inclusion in the Annual Report.

Action:

Jane to bring an outline version of the report to the May meeting and a Draft copy of the report to the June meeting.

3.6 **SWOT Analysis (Risk Assessment)**

3.7	<p>Fran presented a SWAT analysis.</p> <p><u>Policy Ratification (Clare)</u></p> <p>Claire recommended that the policy's listed below be approved by the Governing Body – all those present approved the adoption of the following policies:</p> <ul style="list-style-type: none"> • Code of Conduct • Declaration of Interest • Volunteer Policy • Complaints Procedure • Grievance procedure for volunteers • Procedure for the management of Volunteer Conduct and capability • Confidentiality Policy • Equality and Diversity Policy 	
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4.0	Human Resources (Fran)	
	<p>Fran gave an update regarding the Manager Job Share. Claire will be returning from Maternity Leave on 24th April 2014. Claire and Jane will work 17.5 hours each. Claire's focus will be Strategic and Stakeholder relationships and Jane's Operations and Governance.</p> <p>Fran feed-back that she is currently reviewing the staff role descriptions.</p>	

5.0	Engagement and Communications Committee (Clare)	
5.1	<p><u>March 29th – Launch Event Feed-back</u></p> <p>Well-done to Magda for her excellent organization. It was felt that the event went well, the feed-back was very positive and the Governing Body Question Panel worked really well. – A big thank you to everyone involved.</p>	
5.2	<p><u>Working with Children and Young People</u></p> <p>Clare is going to take a lead on working with Magda on getting together a “buzz” group of young people to advise Healthwatch on the engagement of young people. Rachel is happy to advise regarding contacts with young people's organizations.</p>	<p>Clare & Magda</p>

6.0	Insight and Intelligence Committee (John)	
	<p>John expressed the prioritization of Healthwatch intelligence needs to be seen in a broader social policy perspective.</p> <p>The group have prioritized the following for further follow-up:</p> <ul style="list-style-type: none"> • Discharge Planning • NHS 111 • Patient Transport • Orthopedics and Digestive Diseases <p>The common core themes are:</p> <ul style="list-style-type: none"> • Communication • Delays in accessing services <p>Nursing Home commissioned activity to be discussed in more detail after Easter</p>	

7.0	Strategic Involvement	
7.1	<p><u>PLACE Visits</u></p> <p>Fran feed-back regarding a recent PLACE visit to the Eye Hospital Conducted by Mick and her-self.</p> <p>They were so concerned by the impact that the environment is having on patient privacy and dignity that Fran has written to the Chief Executive.</p>	

8.0	Any Other Business	
8.1	<p><u>Excell Media – Healthwatch Broacher</u></p> <p>Magda informed the meeting that she has been approached by Excell Media who produce free of will charge a booklet with a distribution of 4,000 paper copies alongside an electronic version.</p> <p>Healthwatch will have full control over the content.</p> <p>Excell media will make a profit by selling advertising space.</p>	

	<p>It was felt that this would generate a lot of additional work for Magda with no clear added benefit. There was concern that there could be a conflict of interest for example if a Care Home is advertised in the Broacher and then receives a poor report following a Healthwatch Enter and View visit.</p> <p>Governing Body members agreed to wait a few months and see if other Healthwatch's take up the offer and find out how it is working for them.</p>	
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8.0	Meeting Dates	
	<p>Date: 2nd Wednesday of each Month Time: 9:30am to 12:30pm</p> <p>11th June 2014 – Meeting In Public</p> <ul style="list-style-type: none"> • Annual Report 	