

Healthwatch Brighton and Hove Board approved meeting minutes 8.7.2024

Board Attendees

Geoffrey Bowden (Chair)	Chair
Chris Morey (CM)	Board Finance Lead
Gillian Connor (GC)	Board member
Christine D'Cruz (CDC)	Board member
Khalid Ali (KA)	Board member
Howard Lewis (HL)	Board member
Angelika Wydra (AW)	Board member

In attendance

Alan Boyd (CEO)	HWBH CEO
Lester Coleman (LC)	HWBH Head of Research

Apologies

Alastair Hignell (AH)	Board member
Katy Francis (KF)	HWBH Project Support Officer
Will Anjos (WA)	HWBH Project Coordinator
Kate Jones (KJ)	Project Coordinator

Item 1 – Welcomes and declarations of interest

1. Declarations of interest.
 - a. No new declarations of interest declared.

Item 2 – Minutes from Healthwatch Board 8th April 2024 and Matters Arising (paper).

- It was confirmed that
 - Action 1: a series of governance sessions with SI and the board had taken place.
 - Action 2: the board handbook has been updated and a revised version would be shared.
 - AB confirmed that HWBH had identified new safeguarding training provided via the Council's learning zone and that volunteers were already utilising this. AB confirmed this was free.
 - GB had not connected LC with the Black and Minority Ethnic Community Partnership but would do so.
 - GB reminded the Board to watch the Homecare check video which is on our website

Item 3 – Public Questions.

- Public questions (dropped if no questions received) – no public questions

Item 4a – Draft Engagement Strategy (paper)

- LC provided an explanation of the new HWBH engagement strategy which has been drafted with the help of Steve Innet (SI), external consultant. LC described the various data sources used to complete the strategy and that it was aligned to various place (i.e. Brighton & Hove) and Sussex level priorities. The plan will help us target our engagement activities at those groups we want to hear from over the next 3 years.
- HL asked how we will actually engage with these groups and LC explained that this would be through our usual activities such as projects but also via more face to face events and partnership working.
- GC asked whether the plan referenced the groups that stakeholders say we should engage with? LC confirmed the plan embeds the findings from our recent stakeholder and decision-making and prioritisation policy.
- GB asked whether we are engaging with new Councillors and MPs and existing ones? GB and AB carried out a series of engagement events with all Councillors last year and this should be repeated as they can help us reach the groups identified in our plan. GB said he had already made contact with the new Green MP. AB reminded the Board that he met with the outgoing Labour MP in May.
- AB confirmed that the strategy identifies 7 different groups we want to engage with over the next 3 years. We had moved away from focusing on 2 or 3 groups per year given the intersectionality of the groups and to ensure that our plan reflected our capacity to deliver. AB confirmed that we will finalise the strategy and publish a shorter version.

Item 4b – Decision-making and prioritisation policy

- LC provided an explanation of the new HWBH policy which had been drafted with the help of Steve Innet (SI). The policy will support HWBH to identify which projects it will focus on from its core funding; roughly 3-6 per year. LC described a new matrix scoring approach which the team would complete for any potential project i.e. does the project/piece of work fit with our core duties and vision? Those which pass this scoring element would be developed into a project template which would be taken to a new sub-group to discuss. The group will meet every 6 months and agree those

projects HWBH should focus on. LC explained that this new approach strengthens our existing methodology.

- GB asked what our approach would be to non-core projects, i.e. those which attract additional monies. LC explained that the process would be slightly different as commissioned pieces of work often need a more immediate response, so taking this to sub-group would not be viable. AB explained that these projects would still need to pass the matrix scoring element. AB also explained that the purpose of this new policy is to stop HWBH spreading its limited resources too thinly and so that we maintain room to respond to commissioned pieces of work.
- KA asked how we know if our policy is successful. AB said that this is a new policy so we will need to test it and likely revise our approach but agreed that how we measure success needs to be looked at in further detail.
- HL questioned whether having a member of the public on the sub-group was workable. LC explained that we are still determining who will form this group but at the moment we believe this should include HWBH staff and Board members, HWBH volunteers and the local Advocacy Service, Powher. AB and LC will determine whether it is appropriate to invite a member of the public to join.
- GC asked for clarification of how many core projects we would deliver and whether this needs to at least an average of those completed over the past few years? LC explained that the number of core projects we do per year varies accordingly to how involved they are but that on average this is between 3-6.
- CM asked how we balance core vs commissioned project work. AB explained that all local HW teams face the same challenge and this is recognised by both HW England and commissioners of local HW. All projects have to pass the matrix scoring which determines whether they meet our core duties and this demonstrates that they are a good fit. GB stated that our commissioner is happy with our approach and work

Item 5a – Staffing changes (verbal update)

- AB reminded the Board that Michelle Kay and Clary Collicut had both left HW within the space of a few months. KF had been internally promoted to one of these roles and we had successfully recruited Kate Jones to fill the remaining role. KJ joins us from the Uni of Sussex with a background in research. AB explained that the team were interviewing to backfill KF's Project Support Officer role on Weds 10th July. By the end of July/early August, it is hoped that the team will be back up to full capacity.

- GB praised the team for pulling together to respond to the challenges and how quickly succession planning had happened.

Item 5b – draft HWBH strategy

- AB talked to the draft strategy explaining that this was the first time HWBH had created one. The purpose was to define our vision, mission, aims and values for the next 3 years. The strategy had been developed using a range of data sources including our stakeholder survey, equalities data but also city wide and Sussex wide priorities. The strategy would be tested with HWBH volunteers. AB asked what involvement the Board wanted to have and GB asked Board members to provide any feedback directly to AB
- GB asked if the Board approved the draft and this was confirmed.
- **Action. Board members to send any comments to AB by end July.**

Item 5b – HWBH Risk Register

- AB talked to the draft risk register; currently, AB is the only person who has looked at it. AB explained that he had completed a 6 monthly review of the register and updated a number of risks (see paper). AB explained the Board need to formally approve the register and receive routine updates.
- CDC agreed that the draft register should be discussed by the Board and regularly reviewed. The register needed to include issues that were known about but also those which were not. GC agreed that it needed to reflect wider, external risks. AB responded that the full register included these types of risk i.e. risks relating to legal, reputation, financial, etc.
- CDC said that the register should include risk to volunteers. AB explained that we have separate risk registers for lone working and volunteer activities e.g. enter and view visits.
- **Action. GB invited the Board to review the draft register and send any comments back to AB directly.**

AOB

- GB confirmed that this was CDC's last Board meeting as she was stepping down as a Board member. GB formally thanked CDC for her 6 yrs of support and involvement which had helped HWBH to develop and grow. The Board unanimously agreed.

Meeting closed