

Healthwatch Devon Formal Board Meeting

Minutes

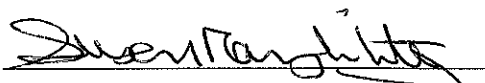
TUESDAY 10TH FEBRUARY 2015

10.00 - 12.00

George Hotel, South Molton

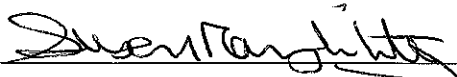
Attendance:	Trustees: David Rogers, John Connolly, John Rom, Rosemary Whitehurst Observing for Community Council of Devon: Elaine Cook Staff: Miles Sibley, plus staff team as required.
Apologies	Hilary Ackland, Sue White, Bob Bryant
Minutes:	Hannah Shearman

	Item	Who
1.	Welcome DR welcomed all to the meeting.	
2.	Public matters of interest or concern for Board Not required as no public attendance.	
3.	Review and sign off of minutes from 11th November 2014 The minutes of the last meeting were agreed as being correct and were signed off by DR.	
4.	Action Tracker Update The action tracker was gone through and updated. The following discussions took place around some actions. 1111-5.1: EC spoke to Croner who confirmed they will check any policies and advise where necessary under the blanket contract. Once HWD is independent, discussions to be had with Croner and EC about sharing the cost. Signed off policies to be sent to EC. MS confirmed that although the Board has now approved some HWD specific policies, the Healthwatch contract remains for the time being under the governance of DCT as the accountable body. In effect, therefore, we are creating a shadow policy book. 1111-7.3: RW confirmed that DCC have said they would not go forward with testing the phone service but wanted to look at testing public engagement in general by attending a meeting.	EC/HS

Signed off by Chair: 

Date: 12.5.15

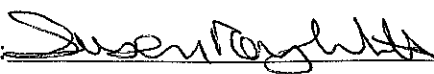
	<p>1111-8.3: An update was requested on the Rate and Review system. MS reported that the agreement that was sent through before Christmas has been revised which meant that MS has to go through again to check. It has also been confirmed that it will not be necessary to abandon our existing website. MS with EC will go through the paperwork to give final go ahead.</p>	
<p>5.</p>	<p>Operations</p> <p><u>Quarterly Report</u></p> <p>The document was previously circulated with the agenda. Following highlights picked out and discussed.</p> <p>Three gateway requests have come through which have been big pieces of work whereby over a 1000 pieces of feedback have been received. This indicates how well the gateway is now working. MS will be reporting this back to Commissioners at the contract monitoring meeting next week.</p> <p>JC suggested that we ask for a close out report indicating how the feedback been used.</p> <p>MS circulated the volunteer mapping document. This information will be provided within the quarterly report for the future. It does identify some gaps but we continue to recruit and advertise all the time.</p> <p><u>Risk Report</u></p> <p>The document was previously circulated with the agenda.</p> <p>Low, medium and high risks were noted.</p> <p>With regards to income diversification the gateway is starting to work in that other external requests are coming through. MS has agreed a couple of these to see if we can start charging for this work.</p> <p><u>Reflective Audit</u></p> <p>MS confirmed that during Q4 we need to get an understanding of how major stakeholders view Healthwatch Devon (members, public, volunteers, commissioners, health and care providers etc.) Need to look at where we are strong, where we need to improve etc. Feedback can be anonymous but we do need to be able to identify which of the above groups the feedback is coming from as views may be different depending on people's relationship to us.</p> <p>MS has started to sketch out a questionnaire comparing the core Healthwatch remit with what we have done over the last year. This will be ready to go out in a couple of weeks' time. Once we have gathered responses we can publish an overall view.</p> <p>It was suggested that we include the opportunity to become a member on questionnaire for those who are not. All agreed with this, MS to include.</p>	<p>MS</p>

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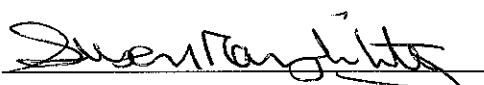
6.	<p>Finance</p> <p><u>Quarterly Finance Report</u></p> <p>Variance total is incorrect by £1. MS to get changed.</p> <p>Contingency to be added to risk register.</p>	<p>MS</p> <p>MS</p>
7.	<p>Policy</p> <p>Draft policies were previously circulated with the agenda. As previously requested by the Board, no procedures are included. Discussions were had and the following was agreed for all policies:</p> <ul style="list-style-type: none"> • How do the procedures get agreed and by who? EC explained that for DCT before policies go to the Board, they go to Croner and then to staff. This enables the staff to comment. Any issues then go to Croner for final advice arising from staff. Once agreed the policy is sent to the Board and the working procedures are agreed by EC. All agreed with this as a process to be adopted for procedures. • We need to monitor the effectiveness of our policies and procedures. MS made the point that some could be linked into measurement tool - e.g. the risk register and relevant quality standards. • We need a process control document at the beginning of the policy folder (i.e. a summary of when each policy was signed off, when it is due for review etc.) • We need to include version numbering in the footer and header of each policy. • Policies should include reference to the key drivers for each policy i.e. what drives this policy, law or good practice. <p>MS to make amendments as suggested above and send to DR for signing off.</p> <p><u>Complaints</u></p> <p>Approved.</p> <p><u>Information Governance</u></p> <p>Approved.</p> <p><u>Safeguarding</u></p> <p>Approved.</p> <p>A separate policy for Safeguarding Children is required.</p>	<p>MS/DR</p>

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8.	<p>External Matters</p> <p>HWE Conference: Notification of HWE Conference was circulated as 29th and 30th June. SW has already expressed an interest that she would like to attend. All agreed with this and for MS to decide who goes from staff.</p>	
9.	<p>Forward Planner</p> <p>2015/16 Business Plan: MS had hoped to have discussions to progress this work with SW but this was not possible before her leave. MS to work with DR to get plan together and send out for agreement with a view to agreeing at April Board meeting. It was also decided to add Gateway Marketing Plan as part of the business plan.</p> <p>Annual Report, AGM and Trustee Elections: HS confirmed that provisional dates for AGM are w/b October 19th and 26th.</p>	<p>MS/DR</p> <p>MS</p>
10.	<p>Any Other Business</p> <p>Charity/Voluntary Sector Training - DR has been made aware of some training on governance issues which may be relevant for the Board. JC feels that this would be useful. All agreed for MS to look at and send details out to board.</p>	<p>MS</p>
11.	<p>Next Meeting</p> <p>Tuesday 12th May, The Beehive, Honiton</p>	

Signed off by Chair: 

Date: 12.5.15