

Healthwatch Devon Formal Board Meeting

Minutes

TUESDAY 11TH NOVEMBER 2014

10.00 - 2.00

THE WATERMARK, IVYBRIDGE

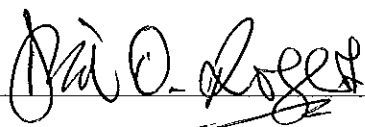
Attendance:	<p>Trustees: David Rogers, John Connolly, John Rom, Rosemary Whitehurst, Sue White</p> <p>Observing for Community Council of Devon: Elaine Cook, Bob Bryant</p> <p>Staff: Miles Sibley, plus staff team as required.</p>
Apologies	Hilary Ackland. Andy Hutton
Minutes:	Hannah Shearman

The meeting will start with a brief welcome and introductory statement from the Chair.

Please note that the meeting will be recorded (audio only) as a back-up for the formal minute taking. The recording will be held by Healthwatch Devon and will not be published or passed on to any other person.

	Item	Who
1.	<p>Welcome</p> <p>SW welcomed all to the meeting and thanked people for attending. RW confirmed that BB was not attending.</p>	
2.	<p>Public matters of interest or concern for Board</p> <p>Not required as no public attendance.</p>	
3.	<p>Review and sign off of minutes from last meeting: 12th August 2014</p> <p>The minutes of the last meeting were gone through and all agreed as being correct and were signed off.</p>	
4.	<p>Action Tracker Update</p> <p>The action tracker was gone through and will be updated and circulated with the minutes.</p> <p><u>Points arising from update</u></p> <p>1208-6.5: Send a copy of the notes from the volunteers networking day on 6th November.</p>	MS/HS

Signed off by Chair: _____




Date: _____

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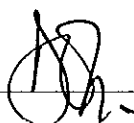
	<p>Do we know where our volunteers are based and where the gaps are? MS confirmed that this information is available and will provide to all to enable PR work to be done.</p> <p>1208-9.3: SW to follow up for meeting with Jenny McNeil.</p>	<p>MS</p> <p>SW</p>
5.	<p>Policy</p> <p><u>Policies Timeline</u></p> <p>This document was previously circulated with the agenda.</p> <p>This is part of the process of HWD moving towards independence from CCD. The timeline starts with the CCD policy book and sets out how and when policies might be adopted by HWD.</p> <p>After the JVMC meeting last week there are a range of options about to what extent this is actually required. It may depend on the nature of future HWD and CCD partnership working.</p> <p>JR made the point that the basic purpose of CCD and HWD are not the same so some policies will inevitably differ. There should be a basic presumption of simplicity (avoiding large numbers of policies that could create clutter and confusion) and a focus on core purpose (policies that enable us to be clear about what we are really there for).</p> <p>MS confirmed there has never been a HWD board resolution to agree adoption of CCD policies. We are operating within CCD policies because HWD was originally set up as a project within CCD - but the HWD Board needs to make a formal decision on the matter.</p> <p>EC explained Croner reviews all of CCD's policies to ensure they are up to date, legally compliant, etc. If HWD adopts new policies of its own, EC is unsure of implications for insurance etc. EC will take advice from Croner and report back at next meeting.</p> <p>RW queried the auditing of HWD annual accounts. Whilst the HWD contract is held by CCD, we do not have separate auditing of HWD monies. EC confirmed that HWD accounts are separately identified within the CCD account, and is audited as such. MS raised the point that the HWD informal Board meeting on 14th October 2014 had raised the question of whether the CCD auditors could make a specific statement about the HWD account at the end of Year 2.</p> <p>It was agreed that</p> <ul style="list-style-type: none"> • The HWD Board will formally adopt all CCD policies unless or until it chooses to replace any CCD policies with its own HWD policies. • The policies timeline will be reworked and brought back to the next Board meeting. • In the meantime, MS will draw up policies for data protection, safeguarding and complaints, as these have been agreed as risk areas. 	<p>EC</p> <p>MS</p> <p>MS</p>

<p>6.</p>	<p>Finance</p> <p><u>Quarterly Finance Report</u></p> <p>This document was previously circulated with the agenda.</p> <p>MS reported a small current underspend. It is likely that some of this would be taken up during the second half of the year.</p> <p>JC reported discussions from JVMC meeting:</p> <ol style="list-style-type: none"> 1. Data format and presentation of numbers 2. Reserves for the HWD CIO vs management fee/surplus for CCD 3. Future relationship with CCD related to costs 4. Transparency of delivery partners' costs <p><u>Data and format:</u> As currently presented it gives no idea of activity costing based on what HWD is actually doing quarter by quarter. It was agreed at JVMC to generate a set of management accounts with baseline, engagement, and elective breakdown, plus any overheads that cannot be attributed. This would give more transparency and allow for better cost management. This would also give an idea of how to price for certain activities - e.g. a survey work etc. EC confirmed that CCD is happy to help to get that information.</p> <p><u>Reserves amount required as a charity:</u> As HWD was set up as a CCD project, CCD are entitled to take a management fee and to generate a surplus. It had been agreed at JVMC that there was a need to negotiate reserves/percentage claims. This needs to happen soon, rather than at the end of the contract.</p> <p><u>Future relationship:</u> There was a discussion of future partnership options for CCD and HWD. Some areas of work will be distinctly CCD or HWD, and some will offer opportunities for a joint approach. HWD is currently hosted by CCD which includes staff, space, back office etc. As HWD moves towards independence, we need to be clear about overlap vs separation. It was agreed at JVMC for a joint agreement to be drawn up and taken to both Boards by EC and MS.</p> <p><u>Transparency of Delivery Partners:</u> MS and SW will have one-to-one meetings which will include discussion of financial reporting.</p> <p><i>Please note that all the actions/work from the above which were discussed at JVMC are to remain within that group and not duplicated onto this Board's action tracker.</i></p>	
<p>7.</p>	<p>Operations</p> <p><u>Quarterly Report</u></p> <p>This document was previously circulated with the agenda.</p> <p>JR queried Community Services developments in localities. MS confirmed that formal recommendations are being followed through in discussion with each locality commissioner. Youth engagement work is being carried out in Crediton</p>	

	<p>and Moretonhampstead. It was also confirmed that a document around commissioning intentions has been distributed by the NEW Devon CCG.</p> <p>Devon Carers Breaks Review - lack of information, more clarity required. Ask Martin Parkes to provide more information to all.</p> <p><u>Risk Report</u></p> <p>This document was previously circulated with the agenda.</p> <p>MS reported that all relevant actions were in hand.</p> <p>JC requested removal of the word "Procedure". Only policies to come to the Board.</p> <p>Customer experience - RW reported that a testing of Healthwatch is being planned and believes this to be based around the telephone service. RW to report at next meeting. HS to add to forward planner.</p> <p>MS was asked to clarify the phrase "zero safeguarding failures".</p>	<p>HS</p> <p>MS</p> <p>RW/HS</p> <p>MS</p>
8.	<p>External matters:</p> <p><u>Feedback from NCVO Conference</u></p> <p>To be bought back to next meeting due to HA's absence. Add to forward planner.</p> <p><u>IT Development</u></p> <p>This document was previously circulated with the agenda.</p> <p>JC would like clarification on the following</p> <ul style="list-style-type: none"> • Affordability - what the licensing model is? • What is the hosting and infrastructure? <p><u>SMP Rate and Review</u></p> <p>SMP would like to present to all. JR would welcome this as has not seen since before the summer. JR has sent dates out and looks to be 17th November. JR is going to finalise this meeting for all and will send details out as soon as possible.</p> <p>EC made the point that it may be for CCD to sign any IT supplier contracts. Need to know details about server hosting, implications, portal etc.</p> <p>Board Area on Website - MS notified all that this will soon be up and running and to look out for email from Cara to start.</p> <p>CIVI CRM - A copy of the specification has been sent to JC to give any feedback to Lorna if necessary.</p>	<p>HS</p> <p>MS</p> <p>JR/HS</p> <p>JC</p>



9.	<p>Any Other Business</p> <p>EC invited the HWD Board to the CCD AGM and reception. Special announcement is that CCD is changing its name to Devon Communities Together as of 19th November 2014. Taking place at Cranmere Court, 5.30pm - 8.30pm, the AGM will start 6.30pm with announcement at 7pm.</p> <p>Channel 5 NHS TV series - Asking for case examples and looking to use specific bad news case studies. SW urged to proceed with. SW to forward email to board.</p>	SW
10.	<p>Next Meeting</p> <p>Tuesday 10th February 2015, 10.00 - 2.00 George Hotel, South Molton, Devon, EX36 3AB</p>	



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