

Minutes of Board Meeting  
Held at 10:30am in Board Room, Shropshire RCC  
Tuesday 11<sup>th</sup> February 2014

Present: Carole Hall CH Chair  
Jane Randall-Smith JR-S  
Vanessa Barrett VB  
Daphne Lewis DL  
Mandy Thorn MT  
Anne Wignall AW  
Terry Harte TH  
David Beechey DB  
Wendy Brook WB

In attendance: Steph Dunbar Minute Taker

**1. Welcome, introduction and apologies**

Apologies were received in advance from Gordon Grant. CH welcomed MT, AW, TH and WH to the Healthwatch Shropshire (HWS) Board.

**2. Declarations of Interest**

CH declared that her partner is currently acting chair of the Shropshire Rural Community Council Board (RCC). MT declared that as part of the FutureFit programme her business may be discussed by Shropshire Clinical Commissioning Group (CCG) local authority.

**3. Approval of previous minutes**

The minutes were agreed for accuracy and were agreed to be suitable for publishing on the HWS website following minor amendments.

**Action:** SD to remove named contractor reference

**4. Matters Arising**

JR-S advised that as per 5.a (Current finance) a discussion would be taking place regarding an Service Level Agreement (SLA) between HWS and RCC by the end of the current week. It was advised that as per point 6.a2 (Disclosure and Barring Service Secure Storage) the RCC had been confirmed to maintain an electronic back up's for a period of 4 weeks before they are overwritten. MT requested that going forward acronyms be written in full on future minutes.

**Action:** SD to create an outstanding actions summary for next meeting

**5. Finance**

**(a) Current Position**

JR-S & CH provided a summary of current finance for the Board. JR-S advised that the details of office and back office support will be covered in the SLA. A discussion took place regarding the appropriateness of sickness insurance to cover the small team of staff. It was agreed to seek clarification from Company Secretary regarding the volunteer in kind hours cost.

**Action:** JR-S to get cost for web and email hosting

**Action:** CH to research sickness insurance.

**(b) Year End and audit**

CH advised that after discussions with the RCC finance committee it had been agreed for HWS to have an independent statement as opposed to a formal year end audit.

**(c) Forward budget**

CH advised that the 2014-15 budget will be planned starting from what it is believed it will cost and working back from that point.

**6. Governance**

**(a) Board Membership**

CH left the room. JR-S advised the Board that CH's election as Chair of HWS was done as an interim measure until the full Board was in place. It was proposed that CH be accepted as official Chair of HWS, with an annual review. All were in agreement. It was agreed that with a full Board in place the election of a Vice Chair would take place at the following Board meeting on 24<sup>th</sup> March 2014.

**(b) Membership of Committees**

A discussion took place regarding the Board membership of Committees. It was agreed that interest in attending specific Committees would be discussed at the next meeting. VB advised that she would like to step down from the Business Committee.

**Action:** SD to email Committee Terms of Reference (ToR) to Board

**Action:** CH to arrange 1-on-1 Board meetings

**(c) Annual Report**

CH & JR-S advised that HWS needed to create reports for HWE and the Charity Commission & Companies House by the end of the current year. It was proposed to create a single report covering the requirements of all three bodies, with a draft required by mid-May to be ready for review by Accountants. It was agreed to create a single report.

**(d) Minutes of Business committee**

CH provided an update from the Business Committee. A discussion took place regarding the need for a stakeholder group. CH advised that she would be creating terms of reference for the stakeholder group and informed the Board that this would take the form of a peer to peer group to discuss information sharing with appropriate parties.

**Action:** CH to provide Stakeholder Group ToR

**Action:** SD to add meeting report form to induction pack

**(e) Progress on policies and policies for approval**

**i. Education, Development & Training policy**

The policy was approved.

**ii. Information Sharing Protocol**

It was agreed to make the reference to safeguarding within the policy under section 3 'local context'. The policy was agreed with the updates.

**Action:** CP to update policy

**iii. Safeguarding Policy**

The policy was approved. It was agreed that a Whistleblowing policy would require creating to compliment the Safeguarding policy.

**Action:** CP/JR-S to draft policy

**(f) Risk Assessment**

The document was discussed. AW suggested adding a lack of public interest in HWS as a risk- the Board agreed to include this risk in the document as a medium likelihood with medium impact. MT offered to supply a Contingency/Disaster recovery policy for reference when creating the HWS version. It was agreed to add the protection of vulnerable adults as an appropriate policy to section F1 (Reputation impact of event, fraud etc.).

**Action:** JR-S/SD to update policy

**Action:** MT to provide policy to JR-S/SD

**(g) Key Performance Indicators (KPIs)**

JR-S updated the Board on the draft document and advised it to be specific to the 2013/14 year targets. It was agreed to maintain the layout of the current document for this current year and redraft for the next financial year.

**Action:** JR-S to draft 2014/15 KPI layout

**7. HR**

**(a) Staffing**

JR-S updated the Board on the current staffing arrangements and advised that a review will take place of the Community Engagement hours at the end of the month. JR-S noted that going forward it was her intention to have a Community Engagement post to cover the whole county either full or part time with add in support- the Board were in agreement with the suggestion.

**8. Marketing**

**(a) Website**

JR-S provided an update on the work being undertaken by SD & CP on the website. It was requested by CH that all Board members using social media sites ensure they are following all HWS accounts.

**(b) New Literature**

It was advised that an Enter & View leaflet was in the process of being finalised.

**(c) Promotional Material**

JR-S advised that the current underspend was being used to ensure that marketing and promotional supplies were available.

**(d) Marketing at The Mill**

JR-S advised that a Marketing and PR working group will be created to plan for future marketing and would like it to involve Board and Staff members.

**9. Quarterly Commissioning Report**

**(a) Chairs report**

CH introduced her report and provided a breakdown. The Board agreed the report's format going forward.

**(b) Chief Officer's report**

The report was discussed. JR-S provided an update on staffing and highlighted section 3.4 (Partnership working) with regard to the number of partners HWS is engaging with.

**10. Operational Issues**

**(a) Reports from Committee meetings**

**i. Enter & View Committee**

VB provided a committee update and advised that the current pilot Enter & View visits will be themed around dignity. The Board accepted the minutes with the agreed update.

**Action:** SD to add GW as attending meeting.

**ii. Intelligence Committee**

DB provided a committee update and the Board accepted the minutes.

**(b) Research Grants**

It was reported that 3 projects had been successful in their bids but had been requested to provide additional information regarding the dissemination costs. 1 project had been followed up separately to request further information for consideration by the panel. The panel agreed that HWS should organise research workshops as it was believed that some applicants would benefit from this. Caron Morton offered resources in kind from Shropshire CCG to assist with these.

JR-S advised that a research grant will also be available in 2014/15.

**(c) Annual event & themed work programme**

It was advised that following the November event where Mental Health came out as a priority that a workshop involving HWS volunteers and members and various providers will be held at the end of March to feed views and information into the themed work programme. JR-S advised that the annual event will be held at the beginning of July with preferred dates being circulated to the Board.

**Action:** SD to re-send November event report to Board

**(d) Forward work programme**

The paper was discussed- it was presented to the Board for information only at this stage.

**(e) Equality & Delivery**

JR-S advised that HWS had been approached by Shropshire CCG with a request to take over the chairing of an Equality and Delivery systems group. It was suggested that a Board member may wish to take on this role and requested that they let JR-S know if interested.

**Action:** JR-S to send information to MT & WB

**11. Dates of future Board meetings**

Monday 24<sup>th</sup> March, 2pm

Friday 16<sup>th</sup> May, 2pm

Thursday 26<sup>th</sup> June, 10am (Teleconference).