

Minutes of Board meeting in Public
Held at 6:30pm in Central Shrewsbury Baptist Church
Thursday 10th September 2015

Present: Carole Hall CH Chair
Terry Harte TH
Anne Wignall AW
Vanessa Barrett VB
Daphne Lewis DL
David Voysey DV
Jane Randall-Smith JR-S

In attendance: Steph Dunbar SD
Lynn Cawley LC

1. Welcome and apologies

Apologies were received in advance from Mandy Thorn and David Beechey.

2. Declarations of interest

AW declared her role as Chair of AgeUK Shropshire, Telford & Wrekin. CH declared that her partner is the Vice Chair of Shropshire RCC.

3. Questions from the public- notified in advance

There were no questions.

4. Board meeting in public held on 26th May 2015

a) Approval of minutes

The minutes were agreed for accuracy and signed by the Chair.

b) Action plan

JR-S advised that enquiries had been made with regards to having a leased line installed at the Shropshire RCC building to enable installation of fibre broadband earlier than official roll out. It was noted that planned updates to the buildings server had been put on hold whilst broadband options were discussed.

c) Matters arising not on the agenda

There were no matters arising

5. Governance

a) Finance policy

JR-S advised that the finance policy was currently in the process of being drafted and would be sent to the Board electronically for comment and approval when complete.

Action: JR-S to update and send policy to Board

b) Enter & View policy

JR-S informed the Board that the Policy had been updated, moving procedures into a separate document.

i. Policy

A discussion was held regarding recommendations made in an Enter & View (E&V) report (8.7). AW registered concerns that the policy's direction could be seen as vague. LC noted that the threshold for following up on HWS's first E&V visits was approaching, and that the policy had the potential to be reviewed when the follow up was completed.

The policy was approved and accepted by the Board.

ii. Procedures

It was noted that the procedure for an unannounced visit had now been included in the document. Following some minor changes and an agreement to update the process flow chart, the procedures were agreed and accepted by the Board.

Action: SD/LC to update document

c) Escalation policy

JR-S presented the policy for approval, noting that a reference to the safeguarding policy was now included in the document.

The policy was approved by the Board.

JR-S advised that the HWS Safeguarding policy would be updated and brought to the Board for information following changes in the Care Act.

Action: JR-S/LC to update Safeguarding policy

d) Whistleblowing policy

The policy was discussed and minor amendments made; including replacing the references of 'Vice Chair' to a 'Board member' in section two. The policy was approved by the Board following the agreed changes.

Action: SD/JR-S to update policy

e) Risk management matrix

The Board were in agreement to add the risk of HWS being unable to respond to NHS FutureFit pressures, creating a potential negative risk to HWS to section E of the document. It was agreed that HWS would create an official position statement based on the programmes options.

Action: JR-S to update & send electronically to Board

6. H.R

a) Board recruitment

It was noted that a skills matrix to assist in identifying specific recruitment skills was currently being created. JR-S noted the recruitment pack would be updated with new information including the code of conduct for Board members.

b) Code of conduct

The document was discussed and it was agreed to state the Board members would be expected to contribute a minimum of 50 hours per annum to HWS. It was agreed that where a Board member was unable to attend three Board meetings in a row, the Board would hold discussions regarding the future involvement of that individual.

c) Staff recruitment

JR-S informed the Board that HWS's new E&V Officer, Lynn Cawley, was now in post. Having originally been recruited to work three days a week, the position had since been made full time to include work on the information & signposting function of HWS, following the resignation of the Information Officer

Recruitment for three roles- Administrative Officer, Information Officer and Community Engagement Officer- was currently underway, with interviews to take place from 15th September.

It was noted that staff contracts had been updated to require a minimum two month notice period going forward.

7. Finance

a) Management accounts to end July 2015

JR-S advised that higher costs against the budget lines for photocopying and outsourced personnel were due to issues with invoicing and therefore catch-up costs.

b) Corporation tax

JR-S advised that the Company Secretary had received confirmation from HRMC that there would be no timing issues around the submission of a nil tax return for HWS.

8. Marketing

a) Update

AW reported that discussions regarding a regular health & social care piece had been held directly with the Shropshire Star.

HWS's new 'What happens to my comment' leaflet had been created and was now available; highlighting how HWS uses the intelligence it receives.

Also noted was the creation of a monthly 'hot topic' that HWS would use to generate comments regarding a specific service. AW advised that September's hot topic was Orthopaedic services, and October would cover Diabetes care services.

b) Annual event

HWS's annual event would be taking place on the afternoon on Tuesday 10th November at The Beaten Track in Shrewsbury. JR-S reported that Jim Hawkins had been confirmed as facilitator for the event.

It was noted that the decision to publish the 2014-15 Annual Review in September would be maintained, despite the event having been postponed.

9. Reports

a) Chairs report

Provided for information.

b) Board member reports

Reports from TH, AW, VB and DL were provided for information regarding work undertaken on behalf of HWS.

c) Chief Officers report

JR-S introduced the new format of Chief Officer's report now providing brief context regarding the meetings attended. The Board congratulated JR-S on providing a training session about engagement as part of the Leadership Module for University Centre Shrewsbury.

10. Current activities

a) Reports from Committee meetings

i. Enter & View

An update on E&V was provided as part of VB Board report, including the publication of two new E&V reports.

11. Dates of future Board meetings

19th November, 4pm- North Shropshire

18th February 2016, 4pm- Central

12. Resolution to manage confidential business in a closed meeting