

**Minutes of the Board Meeting held on 1<sup>st</sup> March 2017**

**Present**

Independent Directors: Frances Russell (Chair), Tola Awogbamiye, Alan Pickering, Helen Goodman, Cherry Simmonds

Member Nominated Directors: Mark Sharman, Emma Leatherbarrow

In attendance: Sally Dartnell, Katrina Broadhill, Seth Gottesman, Christine Fields

Clerk: Anne Cole

**1. Welcome**

FR welcomed all to the meeting

**2. Apologies**

None

**3. Declarations of Interest**

No change

**4. Approval of Previous Minutes**

Approved

**5. Matters Arising**

- Risk register reviewed – continual review
- Priorities will be discussed at this meeting – matter closed
- Communications around the Sustainability and Transformation Plans (STP) are being developed – see below
- Policies agreed – see below
- VAT update drafted and passed to all parties. CaSSCA have given their agreement to await the HMRC decision. SD will confirm to all parties that the HMRC appeal will be heard on 4 and 5 April and we have no sight of the timing of a decision.

**6. Risk Register**

No changes

**7. Reports**

**7.1 Board Performance Report**

- Presented by KB and SD
- Peak in contacts shown in the line graph represents the tour of East Grinstead. The team will be in Littlehampton throughout March so another contacts peak is envisaged
- Previous figures have probably been underestimated and processes are now in place to ensure full use is made of the data
- Social network impact has increased. Request was made to include a line graph of Public Engagements

**ACTION: Include line graph in Public Engagements report**

- One NED has resigned, due to other work commitments, but it was felt there was

no need to recruit a replacement as the HWWSx CIC constitution allows for 5 NEDS, which is the current number

- Good level of good volunteer activity including collaborative work with other agencies
- Building strong community partnership work with key collaborators

## **7.2 Insight and Evidence Report**

- The Board agreed to update the current 5 priorities for the next 12-18 months as discussed at the January Board Workshop and outlined in the Insight and Evidence Report. "Hot Topics" to include STP
- Listening Tours - the team will be in Littlehampton in March and Petworth/Midhurst in September/October. Team's experience of contacting GPs for this tour will be included in the report to determine good practice or the need for improvement
- Feedback from Health Trusts has been positive, however, they tend to want specific details of a complaint rather than seeing it as an opportunity to learn
- With regard to residential care, it has been found there is a fear of sharing experience
- Ways of simplifying reports is being reviewed; SD, FR and KB will consider when they next meet

### **ACTION: SD, FR AND KB to discuss report criteria**

- 2 Health Trusts in West Sussex are in special measures and 3 clinical commissioning groups have a significant financial deficit
- The Board felt it is important to highlight outstanding areas to share best practice
- Pie chart on page 10 needs slight adjustment
- The Board is delighted with the team's performance and energy levels
- **IHCAS** – Data is now being collected and evidenced where it is relevant and comparable. Figures cannot really be compared to previous reports as not all information was captured in the same way.

KB has worked to ensure procedures and workflows are now in place to manage client's expectations and reduce the level of supervision. The service has some very challenging clients hence behavior boundaries have been implemented to ensure the client and team understand what can be provided.

## **8. Sustainability and Transformation Plans (STP)**

- SD is now attending the monthly STP Programme Board on behalf of all four local Healthwatches (West Sussex, East Sussex, Surrey and Brighton and Hove)
- No agreed way forward has yet been achieved and external consultants are working hard with all stakeholders to develop appropriate plans
- Healthwatch West Sussex is a key member of the Communications and Engagement work stream (Sophie Cohen was representing at the meeting coinciding with this board meeting). HWWSx continue to press for accessible communications to the wider public, however, with a lack of agreed plans this is difficult for all parties. We continue to call for this and will work collaboratively to support this urgent need
- CF reported it is difficult for the Council to engage as it is accountable to the

public

- Data sharing is an issue owing to data protection and the use of incompatible software
- It was noted any change would require funding and the system is already in significant financial deficit

#### **9. Independent Director Feedback**

- AP reported HASC is a robust and proactive group
- CS informed of a couple of grant funding opportunities with Worthing & Adur and apprenticeship grants. SD will follow up

**ACTION: SD to follow up on funding opportunities**

#### **10. Policies**

- Role of vice-chair is redundant and will be removed from all policies
- Where possible, policy review dates are extended to three years
- Adult safeguarding policy – agreed
- Business Continuity policy – should focus on more likely issues such as loss of a key member of the team and look to include good business practice for a financial reserve. SD and HG to review and return to next meeting

**ACTION: SD and HG to review policy**

- Code of Conduct for the Board – should include ability to exclude the public from the part of a meeting where commercially sensitive business is discussed
- Complaints policy – include flow chart, CS will supply – agreed with this change
- Cross Border Working policy – agreed
- Decision making policy – agreed
- Equality Diversity policy – agreed
- Expenses policy – include electronic approval of expenses – agreed with this change
- Membership on Partnership Bodies policy – agreed
- Safeguarding Children policy – agreed
- Whistleblowing policy - agreed

EL proposed providing safeguarding training for staff and Board members, probably at Billingshurst Conference Centre after a Board meeting.

**ACTION: EL to explore opportunity and agree date/venue**

AC will ensure contact details recorded in policies are still current.

**ACTION: AC to update policies and upload to HWWSx website**

#### **11. Any Other Business**

- KB shared communications strategy document at the meeting. This is for internal use only. The communications plan resulting from agreement of the strategy is being developed and will be agreed at each monthly operations meeting with SD/FR. The team is now focusing on engaging with a wider number of people and continuing to build on the strong stakeholder relationships that have been developed.

Board member felt it should say “influencing” rather than “supporting” in the 2<sup>nd</sup>

bullet point and statistics should be included to reflect the massive improvement in communications

- KB reported a troll commenting the HWWSx Twitter account. No followers are engaging with them and it would seem little damage is occurring. Discussion that this type of trolling happens with all social media and is best ignored
- KB also informed the Board of an Insight case, escalated to the CQC, which involves a death in service and a safeguarding adults review
- Board members felt the contract with Help and Care should be formally reviewed to discuss whether the service level agreement is being fulfilled. A monthly meeting is currently held with WSCC, which is recorded, and an action plan produced, however, an annual review is a possibility that will be discussed once the VAT decision is known.
- CF reminded the Board County Council elections would take place on 4 May, putting the council in purdah from 27 March, which is when announcements regarding the STP will be made. The council will not be able to make any political response during this period

**NEXT MEETING:**

**Formal – 10 May 2017**

**Informal – 19 July 2017**

There being no other questions or business the meeting closed at 11.50am

Board Meeting dates (all 10 am – 1pm Billingshurst Community Centre)	Informal meetings/Workshops Locations TBC
Wed 10 May	Wed 19 July
Wed 6 September	Wed 11 October
Wed 8 November	

**ACTION**

**PLAN**

Item Number	Action required	By Whom	Notes/ Completed
7.1	Include line graph of public engagements in Board Performance Report	KB	
7.2	Look at ways of simplifying reporting criteria	SD, FR and KB	
9	Follow up on funding opportunities	SD	
10	Review Business Continuity policy	SD and HG	
10	Explore board safeguarding training opportunity and agree date/venue	EL	

<b>10</b>	<b>Update policies as agreed and upload to website</b>	<b>AC</b>	
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