

Minutes of the Board Meeting held on 10 August 2016

Present

Independent Directors: Frances Russell (Chair), Tola Awogbamiye, Alan Pickering, Cherry Simmonds, Karen Hughes

Member Nominated Directors: Mark Sharman, Emma Leatherbarrow

In attendance: Sally Dartnell, Katrina Broadhill, Seth Gottesman, Bryan Turner (HASC Committee), Julie Martin, Paul Robinson (Chair of CaSSCA Board), Sally Tabbner

Clerk: Anne Cole

1. Welcome

FR welcomed all to the meeting and informed attendees, following the resignation of Mike Link and Alan Laybourn, neither Citizen's Advice proposed to put forward a replacement nomination to the Healthwatch Board

2. Apologies

Christine Field, Carol Groves, Helen Goodman

3. Declarations of Interest

No declarations received

4. Approval of Previous Minutes

Approved; with the addition of two bullet points to item 10 of the following wording, proposed by Carol Groves:

- AL said that he was disappointed that the CAs were only able to put a 'non compliant' bid in as the bids were structured in a way that made it impossible for them to bid. CG then added that 'enter and view' sat outside the objectives of CAB membership requirement. FR replied that, if necessary, delivery partners were able to form partnerships with other VS organisations in order to meet the specification
- At the end of the meeting, AL raised a question on whether it would be suitable for him to continue on the HW board, and was told that it was a matter for the ACCA board and not HW board.

5. Matters Arising

Christine Field had offered to talk to the Children's Safeguarding Board for a HWSx representative to attend meetings. Their Board felt Christine Field was sufficient representation however HWSx are concerned that a Healthwatch representative would be an independent rep rather than a member of WSCC

6. Risk Register

Changes to the budget had been raised to a high level of risk. No other changes

7. Reports

A new format of reporting has been agreed and will now consist of one performance data report, focusing on the 5 priorities, for the Board and commissioner and one report with finer detail that the engagement team will use.

Board Performance Report

- Presented by SD
- Commentary will be added to explain any drops in numbers because the Board should be looking for an upward trend
- AP had attended a meeting of volunteers and reported they are a great asset to HWSx with their enthusiastic and professional approach
- JM felt the number of volunteer hours had been underreported, as CaSSCA volunteer figures had not been included. SD is aware the figures are probably underreported even without the CaSSCA numbers and if JM would like to supply details, the figure would be updated in future
- JM also queried the use of IHCAS or ICAS as the language should be consistent. All future use will be IHCAS (Independent Health Complaints Advocacy Service)
- SD asked JM if CaSSCA were still happy to take cases until September and JM replied in the affirmative
- HWSx website is still being populated however the initial feedback is good
- AP asked how this report was communicated to WSCC and was told the same report presented to the Board was presented to WSCC
- Additional funding has been secured from Coastal and Northern Mental Health Alliances. HWSx's independence had proved to be a strong factor in the decision to make the award

Insight and Evidence Report

- Presented in hard copy at the meeting by KB
- The report had been developed with the input of all stakeholders and will in future form part of the Board meeting papers rather than be tabled at the meeting
- In addition to this report there will be detailed Trust reports to provide evidence for the organisations. These reports will not be made public but a summary will be available on the website
- This quarterly report will be used by all staff and engagement teams to ensure consistency
- The report will be shared with the Board, stakeholders and the public. AP felt there could be a danger of assuming the public is up to date with the events mentioned and understands the jargon. This comment was accepted however most people who read it are professionals
- BT questioned why there were more responses from Worthing and was informed it was due to a large group of active volunteers and more engaged locals.
- BT also felt it may be hard to get trends with low numbers of stories however the Board agreed that those few stories may all refer to the same service or provider and the more powerful the story the better value it has than volume alone
- Fine details of the reports will be kept private so as not to harm relationships with health providers or alarm the public
- In response to a question KB confirmed only the health provider named will receive a copy of the report unless specifically notified otherwise
- KB's team read each story and follow up on trends and significant stories
- Access to primary care services is highlighted as a concern. CCGs are beginning to co-commission these services and HWSx is represented on the relevant

committees

- HWSx does not have the same relationship with primary healthcare providers as with Trusts owing to their large number
- It was noted some local surgeries are in the process of closures and mergers due to difficulties recruiting GPs
- Initial feedback on this report was positive. MS would prefer stories were included to add impetus and interest but the Board agreed to keep them separate to keep the report short and to make sure stories are not lost in the text. Important stories are posted prominently on the website
- Period dates need to be altered on p5
- KB welcomed comments from all once they had had a chance to read the document

Representation with Other Health Care Providers

KB reported the liaison representatives had requested a map of the county showing the Trusts/Groups and the people representing HWSx thereat. This map was distributed at the meeting and is published on our website.

Newsletter

“August Head’s Up” newsletter was distributed at the meeting and will be sent out today via Mail Chimp. This newsletter will be produced every 2nd Wednesday and it includes links to relevant sections on our website.

8. Communications and Engagement Plan

- Document presented at meeting, with a thank you to TA for producing
- KB reported producing an engagement calendar where the team will be undertaking a tour of East Grinstead, taking advantage of committee meetings etc to talk to groups and using a “Funbalance” to promote awareness and hopefully acquire new volunteers. The calendar will be posted on the website. KB was praised for her work and asked to pass this on to her team

9. ICAS Report and Transition Plans

- JM reported the figures show a consistent level of performance. Several difficult case are ongoing, causing frustration to the team
- Twitter has proved to be a good platform
- Home visits have been reduced to reduce costs
- Transition plan has been shared with EL, SD and FR would like a copy
- Permissions had been agreed for clients to transfer to new provider in September. 50% had been returned so far and had all agreed
- Opportunities had been identified to continue to provide information to HWSx, the Research and Campaign teams in particular
- 13 cases are awaiting Ombudsman decision

10. Independent Director Feedback

- Independent Directors were invited to share any pertinent information with the rest of the Board. This item will be included in all future agendas
- KH had not yet had an opportunity to attend the Health & Wellbeing Board but the transfer from FR to KH to attend the meeting has been approved
- CS continues to meet regularly with volunteers and has kept them informed of the contract and budget changes. The volunteers have been involved in the design of

the tours and have established new promotional merchandise to share. Volunteers are currently undertaking PLACE visits. The north of our region and Chichester would benefit from additional volunteers and it is hoped to gather new ones during the tour dates

- JM reported CG had a couple of contacts in the Chichester area she could put KB in touch with

11. Policy Review

Policies should be reviewed annually, however, due to other more pressing concerns some are overdue. SD and AC had reviewed them and, as there were no relevant changes to legislation, it was agreed they should remain and be ratified at the next quarterly meeting

12. AOB

- Representation at other health care provider's meetings was addressed under item 7 above. The document posted to the website for this meeting has been superseded by the map
- As agreed with Independent Directors, SD's job title will be changed to Chief Officer to better reflect her responsibilities

VAT

- FR confirmed letters had been received from CaSSCA regarding an amount of VAT charged, with a deadline for payment of 16 August 2016 before taking legal action. After meeting with SD and AP, FR met with JM and Paul Robinson (CaSSCA Chair) to discuss the situation and inform them the VAT issue is awaiting a decision by HMRC
- MS updated the Board as to the progress of the Healthwatch Hampshire appeal to HMRC. 35 documents and witness statements will be submitted tomorrow, ahead of the deadline of 12 August, and HMRC will then submit their evidence and witness statements in September. A decision is anticipated by Christmas 2016
- As a Small/Medium Enterprise, Help & Care have asked that relief should be given in the interim as they are bearing the cost of HMRC's delays
- HWSx Board had agreed to wait and support HWH in their case and agree a decision with WSCC
- Paul Robinson stated the CaSSCA Board has to abide by their auditors and HMRC advice and governance and has to move forward. Provided the Help & Care documents and witness statements would be submitted on time, the CaSSCA Board had agreed to hold any legal action for 90 days from 9 August 2016 and they will continue to support HWSx till then
- MS clarified that HMRC had moved deadlines in the past, and he could not guarantee that 90 days would be a sufficient time frame for the HMRC decision
- FR asked Paul Robinson to put the CaSSCA Board's decision in writing. PR agreed to e-mail it to FR and will talk to his Board (This letter has now been received and states a 90 day deadline)
- FR asked WSCC to confirm that they would not support payment of VAT until an HMRC decision had been reached, as this would set a precedent. Sally Tabbner confirmed this was the case. The HWSx CIC does not have assets and hence would have no choice but to instantly seek professional advice regarding insolvency on receipt of a letter of intention from CaSSCA
- Board members Director liability would be limited to £1 each

NEXT MEETING:

Informal – 14 September 2016

Formal - 9 November 2016

There being no other questions or business the meeting closed at 12.00pm

ACTION PLAN

No actions from this meeting

Item Number	Action required	By Whom	Notes/ Completed
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