

Name of meeting: **Healthwatch Hampshire Board Meeting**
 Date: 31st July 2015
 Venue: Westgate Chambers Winchester, 14:00 - 16:30
 Present: COLIN BROWN (CB), MARK DEAL (MD), CLAIRE FOREMAN (CF), IAN GLENDAY (IG), KATE HEBDEN (KH), CHRISTINE HOLLOWAY (CH),
 In attendance: SUE ALFORD (SA), MARTYN JEWELL (MJ), ELIZABETH PARKES (EP), CHRISTINE PATTISON (CP), STEVE TAYLOR (ST)

Item	Action
1. Welcome and apologies No apologies were given.	
2. Presentation to the Board - The Gateway Team -Des Pearce DP presented information about the Gateway to the board which was well received. The integration between Gateway calls and CAB advocacy was highlighted as working well.	
3. Declarations of Interest CB informed the board of the Red Cross service in the north of the county involving care in the home and discharge services.	
4. Minutes of the previous meeting for approval The minutes of the previous meeting were approved by the Board and signed by the chair	
5. Strategy	
a) Progress against the 2015/2016 work plan - verbal report Steve Taylor ST updated the board on the current work programme. All work strands are under way and on time. <ul style="list-style-type: none"> - Care Act work strand is now complete, although the board asked staff to consider if further work may now need to be undertaken as a result of national changes. The current Care Act video will be removed from the website because it is no longer accurate; ST will see if it is possible to re-edit. - Residential Care project which includes a survey of family and friends of those who are using or have used residential care is struggling to get enough results. The deadline has been extended and more promotional activity is underway. - Mental Health Services and CAHMS - the team are looking at the possibility of stop animation filming with young people. 	ST
6. Finance	

<p>a) To receive the accounts for the 1st quarter 2015-2016</p> <p>MJ and IG presented the first quarter accounts to the board, no exceptions were reported.</p> <ul style="list-style-type: none"> - The board noted the need to ensure that reserves are separate from underspend and agreed we term them contingency rather than reserves. - The board were informed of the policy checklist for assessing suggestions for new business which is currently in development by MJ and ST and will be presented to the board at the next meeting. 	
<p>b) Update on 2016/2017 contract negotiations</p> <p>CH updated the board as to the current progress of negotiations with Hampshire County Council. We had offered to agree a contract with an overall reduction of 11%; we had outlined the implications leaving as much room for flexibility as we could, and our link officer Paddy Hillary had said that she understood that, as our plans for next year firmed up, we might want to make changes to the services within that overall budget. Paddy Hillary would recommend approval of our offer, but we have not yet received official notification regarding an extended contract for a fourth year, nor the price.</p> <ul style="list-style-type: none"> - CP said that Action Hampshire had not received a copy of what had been given to HCC. CH apologised and it was agreed that this would be rectified. - The board agreed that a full discussion about the tender will need to occur and can only be finalised after official notification from Hampshire County Council. 	<p>MJ and CH</p>
<p>c) Update on VAT percentage issues</p> <p>IG updated the board on recent correspondence regarding the VAT issues.</p> <ul style="list-style-type: none"> - The most recent correspondence received in the last few weeks by Help and Care and the CIC contradicts the directive given to Citizens Advice Hampshire in September. This correspondence directs Help and Care to charge the CIC VAT. The board agreed to challenge this decision alongside Help and Care and through Help and Care's accountants Westlake Clarke. - The potential risk of having to unpick VAT payments from past years was viewed by the board as low, however the potential impact is high. The risk register will be updated. - The board also noted that there was a strategic risk that if partners had to charge VAT to the CIC, the current partnership structure of Healthwatch Hampshire would not be viable. 	<p>MJ</p>
<p>7. Performance Management</p>	
<p>a) To receive the 1st quarter report for HCC of activities</p> <p>MJ presented the report to the board.</p> <ul style="list-style-type: none"> - The annual report was praised as a good piece of work. - The board also highlighted the need for our Enter and View activities to get under way. - The board asked MJ to suggest statistical targets to report to the board and potentially to HCC. - The integrated nature of our services was praised. - Kate Fryatt is the new Healthwatch commissioner at Hampshire County Council (replacing Paddy Hillary). 	<p>ST MJ</p>
<p>b) To receive verbal feedback by exception on contractual issues with partners</p>	

No exceptions were reported.	
8. Board Development	
<p align="center">a) To receive feedback from the Board Effectiveness Questionnaire</p> <p>MJ presented the board with the results of the questionnaire.</p> <ul style="list-style-type: none"> - The board were mainly in agreement that this was a useful exercise and the results reflect that the board is operating effectively. - Areas to improve were noted: induction for board members, and speeding up production of minutes. The suggestion of summaries of board papers was not adopted except where papers are very long (e.g. over 20 page) but it was agreed that there should always be a short statement about their purpose either in the paper or on the agenda. - The board also discussed how board members can become more visible by other organisations, for example by attending strategic meetings with stakeholders. ST to think about how this could practically work. 	ST and MJ
<p align="center">b) To decide on the recommendation to members whether to re-appoint the Chair for a further year</p> <p>The Chair left the meeting for this item.</p> <ul style="list-style-type: none"> - The Directors were unanimous in asking MJ to notify company 'Members' that the Board recommended that Christine Holloway was appointed as Chair for a further year. - They also discussed support to the Chair, and asked the Chair to feel free to call on any board member when needed to represent the board at events or meetings. 	MJ
<p align="center">c) To approve the Healthwatch Hampshire decision-making process</p> <p>MJ presented the decision-making matrix to the board which was agreed in principle with some minor amendments to be made including:</p> <ul style="list-style-type: none"> - Job roles to be clarified. - ST to include the flow chart in the document on the website. 	MJ and ST
9. Communications and Projects	
<p align="center">a) Reports by Board members on representing Healthwatch Hampshire</p> <p>CH presented a form to be used to report meetings attended by board members which was approved by the board with some minor adjustments:</p> <ul style="list-style-type: none"> - Boxes to be removed, spread out headings. - Section on implications to be added. - New Healthwatch app could be used for this purpose. 	MJ
<p align="center">b) To receive an update on the Community Cash Fund project 2015/2016</p> <p>ST updated the board on the progress of the community cash fund:</p> <ul style="list-style-type: none"> - 10 organisations have been funded at a total cost of £25,000. - 5 BME new groups funded. - Projects to be completed by December 2015 with a report to be sent in March 2016. 	ST

<ul style="list-style-type: none"> - A celebration event will be held in March 2016, date to be shared with board. - Useful collaboration has been developed with some organisations that had interesting projects even where they could not be funded. 	
<p>c) To receive the National Draft Quality Statements</p> <p>The board received the draft Quality Statements from Healthwatch England and noted</p> <ul style="list-style-type: none"> - When we plan our work, we should do so in context of these statements. - It is a useful framework to benchmark ourselves against other Healthwatches. - The board could be involved in developing these quality statements nationally. 	ALL
<p>d) To receive the LGA Local Healthwatch Governance self assessment toolkit</p> <p>The board received the LGA toolkit.</p> <ul style="list-style-type: none"> - The board agreed that this was a useful document. - MJ to assess Healthwatch Hampshire against the toolkit and share his thoughts with the board. 	MJ
<p>e) To receive an update on Wessex Healthwatches' partnership working</p> <p>ST updated the board on this project and sought approval to continue exploring opportunities for joint working.</p> <ul style="list-style-type: none"> - Board was informed that the Wessex wide commissioning toolkit won an award at the recent national Healthwatch conference. - The work with NHS England is likely to go ahead, with the possibility of a new member of staff being employed to work across the five Wessex Healthwatches. 	
<p>f) Sector news</p> <ul style="list-style-type: none"> - ST updated the board on the now ongoing work around care.data. Three public events are being organised. - CP informed the board about the pressures on foodbanks and the possible engagement opportunities Healthwatch might want to pursue. - CH updated the board about the recent Health and Wellbeing Board and her aspiration to influence the agenda. She met Peta Wilkinson of the ENHAM Trust, the voluntary sector rep on the Board, to build a shared agenda. 	CH and ST
<p>10. Matters arising from the minutes of the previous meeting not already covered</p> <p>MJ to update risk register;</p> <ul style="list-style-type: none"> - Previous Item 8c - the board noted that MJ he had not changed the wording on page 5 as the formal decision-making process applied to 'Decisions' identified as 'Statutory' and did not prevent operational decisions being made in other ways. 	MJ
<p>11. AOB</p> <ul style="list-style-type: none"> - The board considered a suggestion from ST that the action feedback reports might be shared with provider trusts and commissioners (once redacted to remove identifying details) but not with the general public. The board was anxious not to incur cost without charging enough to cover costs. ST to pursue this item with board members outside of meeting. - The board ratified the decisions made during the development session in the morning notes. ST and EP will make a written record of the views expressed and 	ST EP and ST

decisions made in the development session, in particular in respect of the way forward for planning, and send to board members. - The Communication strategy to be reviewed at next board meeting.	MJ
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Meeting closed at 16:30.