

Directors Meeting

Tuesday 8th July 2014

at

Yatton Methodist Church, High Street, Yatton BS49 4DW

MINUTES

Present:

Georgie Bigg (GB) [Chair]
Dick Whittington (DW)
Chris Phillips (CP)
Celia Henshall (CH)
Tom Foot (TM)
Eileen Jacques (EJ)
Tamar Sutton (TS)
Alun Davies (AD - North Somerset Council)
Mary Adams (MA - North Somerset CCG)
Rachel Morris (RM - AWP)

Kelly Herbert (KH - Administration Officer)

Apologies:

Jenny Murphy (JM)
Nikki Williams (NW)

01-14 Apologies for Absence

Apologies were received from Jenny Murphy and Nikki Williams.

02-14 Declarations of Interest

The Directors confirmed that they had no interests to declare in the business to be conducted at the meeting.

03-14 Public Participation

RM introduced herself and expressed a desire for AWP to link with Healthwatch partners and invited 2 reps from Healthwatch North Somerset to participate in a AWP/Healthwatch group to enable local Healthwatch to bring concerns straight to AWP and improve responsiveness to concerns.

04-14 Minutes of Meeting of 28th April 2014

The minutes of the meeting of 28th April 2014 were checked for:-

4.1 For accuracy

DW requested the title of Item 5 be amended to Finance Report, 'interest bearing accounts' to be removed. Action: KH to amend.

4.2 For Matters Arising

The Minutes were agreed as a correct record.

05-14 Finance Report Including Budget & Performance v Budget

DW reported he is awaiting one transaction and will instruct inspection of accounts if agreed. The Board agreed.

DW asked for the Board's endorsement of slight alterations of the budget. The Board agreed the budget. DW stated there is a planned surplus to allow for new long term planned initiatives.

DW has provided a three month finance overview, and asked the Board's preference on amount of detail and frequency of these. The Board are happy with quarterly updates with the same amount of detail as currently given. EJ now maintains the financial spreadsheet.

The corporation tax exemption issue is ongoing and there is ongoing correspondence. DW is confident that HWNS meets the criteria for exemption.

DW is awaiting further communication from the Charity Commission and CIC Regulators. Due to operating differences between the two there have been some delays with the process of converting to a charity.

A Deposit account has yet to be opened.

AD would like to see plans for the use of the planned surplus funds. AD also said we need to bear in mind that the 2015/16 budget may be significantly less than that received in 2014/15, due to significant cuts in the council funding. GB noted that we need to consider essential costs and look at other ways of making our income more sustainable.

DW reported £30,000 of this year's budget is related to set-up costs so will not be repeat expenditure. CH suggested a group to discuss ideas for fundraising e.g. supporting groups.

06-14 Healthwatch North Somerset Annual Report

GB thanked EJ for her work on this. MA reported having received this and it is currently with the CCG officers and will be published on the North Somerset Clinical Commissioning Group (NSCCG) website. CH also offered thanks for this on behalf of Board and congratulated on a job well done. GB confirmed that the report will also go to the NS scrutiny panel.

EJ reported that the team will be actively asking for issues / intelligence from the public, to ensure that we get increased levels of data.

DW enquired about the finance figures within the report, EJ responded that the report was written to statutory requirements. AD encouraged EJ to feedback to HWE to ensure guidance is more comprehensive next year. EJ to cc AD into email and will chase up. DW highlighted that finance figures have combined totals rather than the headings provided on the HWNS finance reports, which may give rise to questions, but highlights that this is due to the requirements of the annual report.

Action: EJ to consider ongoing distribution of the Annual Report. CH suggests the use of a comb binder.

Action: EJ to feedback to HWE on guidance notes for annual report and copy AD into the email.

07-14 Healthwatch North Somerset Website

CH thought the paper providing information on the proposed HWNS website was excellent and provided all the required information. CH agreed that we develop the basic website now, and look at the extra widgets at a later date as sustainable income. EJ reported that many Healthwatch organisations in the south west are considering using the same website with the feedback service. The Board agreed unanimously

with the proposal to develop this website. AD questioned the bronze, silver and gold packages, EJ clarified this is the cost of the widgets to providers - each varies dependent upon amount data provided. AD reported NS council is considering something similar and will attend our meeting with the website designer. EJ reported on agreement with Board and that HWNS intends to sign a contract after the meeting tomorrow. AD strongly requested that this is delayed until a discussion is held with North Somerset Council as there may be an issue with duplication and two organisations collecting similar data. AD reported that he is not happy for us to proceed with this at this time.

CP also highlighted that if we do not proceed with the website as planned, then it may leave North Somerset vulnerable to another organisations setting up this service in the area and we could lose a potential future income stream. GB indicated that HWNS is not asking for Board agreement on the widget service at this time, but for the basic website that will allow capabilities to add widgets to at a later date. AD strongly requested HWNS to delay development of the website until after a meeting with North Somerset Council (NSC). EJ to clarify whether providers will be contacted to get info, AD says this will ease concerns. AD enquired whether this website is an information directory. The Board reported this is not the case; it is a feedback centre to gather public opinion, as is our statutory remit.

There is a meeting tomorrow with the website developer for any interested parties to gain more information on the proposed website and an opportunity to ask questions. GB asks if we confirm that the purpose of the website is to be a feedback website and whether the Board agree to move forward. AD said he still needs to formally feedback to his director on Friday, and does not know what his response will be. DW states that he is happy to proceed but, would prefer that NSC were on Board, however as we are an independent organisation we should be able to proceed if we choose to do so.

TF also highlights that given our reduced budget for 2015/16, this website is important as it also gives us the potential of creating future income.

The Board agrees to proceed after discussions on the 18th July with NSC as requested by AD. EJ requests a Director also to attend this meeting, GB to attend.

08-14 Volunteer Co-ordinator

EJ presented a **volunteer co-ordinator** job description for agreement. DW queried the salary? EJ reported this was previously agreed by the Board. The Board agreed this document. DW will contact EJ regarding queries about a duplicated item in the **job description**.

Action: DW to contact EJ regarding duplicated item in the volunteer co-ordinator job description.

09-14 Our Voice Counts

EJ reported that Our Voice Counts (OVC) is seeking a support organisation. TS has accepted the position of interim chair which will enable the group to apply for funding. TS gave details on the group's current position. TS reported the steering group are keen for Healthwatch to provide support due to its health focus rather than an educational organisation and reported that the group may fold without support of another organisation.

CH said we would need to ensure that that the budget for admin and other costs does not exceed funding received and before the board can decide it would need to have a budget, costs of admin support and other financial information. EJ discussed her concerns of the potential financial and staffing costs of supporting the group as well as the time required to develop the group. EJ considered the group to be a 'good fit' for HWNS but sought reassurance on these issues.

AD informed OVC is a group that the local authority used to sit on the steering group and but have not been invited recently. AD said NSC funding is dependent on the group becoming organised and redeveloped, but there is no requirement for NSC funding to definitely to go to this group. AD said he thinks NSC should be involved in the discussion about the group's future. AD also reported that Contact a Family, acts as a conduit for Department of Education funding which is year on year but tenuous.

The Board agreed that the group is a good fit with HWNS, but require a draft budget, draft terms of reference and a draft plan to enable them to make a decision. MA also reported that NSCCG want a parent participation forum so may want to engage with this group.

AD suggested that OVC convene a meeting with MA, AD, EJ, and a Healthwatch North Somerset (HWNS) Director to explore these issues. EJ suggested interim support of OVC until a decision is reached.

Action: TS to call a meeting as OVC Chair, with AD, MA, EJ and a HWNS director.

10-14 Senior Community Link (SCL) Update

EJ invited questions about the previously circulated update. GB reported on a meeting with Chairs of the SCL groups, of which two of the five chairs attended. GB will ensure she meets with the Chairs who didn't attend.

CH asked if all of the SCL groups have the same terms of reference. EJ reported that CJ will start to bring the same issues to the groups, to bring some consistency and give them equal opportunity to bring feedback to us.

DW commented on an item in the paper which states that NS villages near Bristol have few activities in NS. DW says that it is more likely that

they've not heard about SCL and Age UK. EJ reported CJ has been active in visiting these areas and informing them.

11-14 Chief Officer Report

EJ invited questions - GB thanked EJ and the staff team for all their work.

12-14 Finance & Resources Minutes of 10th June 2014

GB circulated the Minutes for information; the meeting was not quorate so no formal decisions were made. DW suggested a review of the terms of reference for this group be done as soon as possible. DW also stated agreement of an AGM date is needed. Options for AGM format were discussed. EJ suggested the planned October meeting date be used for the AGM and that we combine the business and have speakers. MA reported that NSCCG are planning an annual public meeting and planning this as engagement activity, and suggests groups having stalls.

13-14 Other Business

The Boards agreed the previously circulated Children's and Young Peoples Policy.

MA advised the Board of an NHS Citizen workshop, inviting public involvement and participation at Future Inn, Bond Street, Bristol, on 24th and 25th July 2014. AD says HWE are not aware of this and commented on the short notice. **Action: MA to email the organiser.** AD encouraged GB to raise this issue with NHS England and HWE. **Action: Members to be emailed with the details.**

MA stated the publicity of pre-procurement finishes at the end of July 2014. TS feedback about the process. HWNS will contact those involved regarding the short pre-procurement period. AD says this is welcomed and very helpful.

14-14 Date of Next Meeting

To be confirmed.

Approved	
Date	