



# Healthwatch North Somerset Directors Meeting

Thursday 20<sup>th</sup> November 2014

at

Yatton Methodist Church Hall, High Street, Yatton BS49 4DW

## MINUTES

**Present:**

Georgie Bigg (GB) [Chair]  
Dick Whittington (DW)  
Chris Phillips (CP)  
Celia Henshall (CH)  
Nikki Williams (NW)  
Tom Foot (TM)  
Eileen Jacques (EJ) (Chief Officer)

**In attendance:**

Kelly Herbert (KH - Administration Officer)  
David Greenwood (DG - Healthwatch North Somerset Member)  
Shaun Fitzpatrick (SP - North Somerset Council)  
John Rose

**Apologies:**

Michelle Burnett (MB)  
Mary Adams (MA - North Somerset CCG)  
Alun Davies (AD - North Somerset Council)

## **01-14 Apologies for Absence**

Apologies were received from Michelle Burnett, Mary Adams & Alun Davies.

## **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**

DG enquired when the new website will be ready. EJ responded that it is expected on 27<sup>th</sup> November 2014.

DG also asked why the Minutes of the Annual General Meeting are not published in draft form. GB responded that they need to be agreed by the Board before being published in draft. The Board are happy to approve by email so they can be published prior to the next board meeting.

DG also raised concerns over the amount of Boards where GB represents Healthwatch North Somerset (HWNS), as this would place HWNS in a vulnerable position if anything were to go wrong and GB was unable to continue with this. GB responded that this was recognised with recommendation for the Appointment of a Vice Chair on the Agenda.

## **04-14 Minutes of Meeting of 1st October 2014**

The minutes of the meeting of 1<sup>st</sup> October 2014 were checked for:-

### **4.1 For accuracy**

The Minutes were agreed as a correct record.

4.2 For matters arising not on the agenda - EJ sought advice from the fire service on our previous inspection recommendations. Fire extinguishers & blanket are not necessary and the decision to get an evacuation sledge is EJ's, who is the person responsible for anyone in the office. EJ is to do a PEEP report and decide on the procedure for those with mobility problems who would be unable to use the stairs in the event of a fire alarm. CH asked how many people visit the office with limited mobility. EJ responded that we have at least two visitors for whom this would apply. It may be advisable to hold meetings in a different venue where this applies. EJ has also contacted North Somerset Council (NSC) for advice and is awaiting a response.

## **05-14 Finance Report & Final Accounts 2013/14**

DW presented the final Accounts and highlighted one change from that which was reported at the AGM. This relates to grant income of £16,660 for 2014/2015 been received before 2013/2014 year end which therefore shows a higher figure for 2013/2014.

DW also highlighted an error in the Assets & Liabilities; at 31<sup>st</sup> March 2014 surplus income carried forward should read £93,033. Total of income carried forward & Reserves £94,876.

DW also reported on the current financial year, detailing spending to be £106,000 as of the end of October 2014, excluding contingency which we were proposing to spend on specific projects. Healthwatch North Somerset is currently on budget.

NW arrived.

DW also stated that agreement had been reach to set up a pension scheme with the People's Pension, a non-profit organisation. It will probably be a few weeks before it goes live and as the decision to set up a pension scheme was agreed in April 2014, contributions by HWNS will be backdated to then. CH thanked EJ & DW for their work on this.

## **06-14 Healthwatch North Somerset Vice-Chair Co-option**

GB discussed the need for a Vice Chair, to support the role of Chair. GB has approached TF as he has indicated he has the time and commitment to fulfil this role. GB proposes TF be co-opted as Vice-Chair. CH seconded the proposal and all Directors agreed.

## **07-14 Director Recruitment**

GB proposed a review of the Directors recruitment pack with the aim of recruiting more Directors and attracting additional skills. GB also reminded Directors that CP is intending to move to another area of country.

GB requested two directors to lead on this, and suggested it might be appropriate for TF to feed in, as TF was the last Director to experience this process. DW & CP, with TF's feedback are to carry this out and bring their work to the next Board Meeting.

CH suggested speaking to new CEO at VANS about holding a directors recruitment fair to encourage businesses, entrepreneurs etc. as many charities struggle in this area. CH also suggested revising the skills audit to see what skills are currently needed.

NW will locate an email about bespoke volunteer recruitment and forward to those working on this.

SF suggested NSC may be able to advertise the Director role for us once when we are at that stage.

**Action: NW to forward bespoke volunteer recruitment email to DW/CP.**

## **08-14 Chief Officer Report**

EJ reported positive feedback from an individual who wanted to make a donation as they were so pleased with the work HWNS and want to help us stay in existence.

A date has been set for the Young People's conference - 2<sup>nd</sup> March 2015 at Weston College.

EJ presented her report (Chief Officer, Intelligence & Work Plan Review) and took questions.

New website - CH asked about training and if all staff have the necessary support in place. EJ confirmed launch date is not confirmed and more staff training is to be implemented. SF recommended it may be better to launch after the official start date to ensure teething difficulties are ironed out. The team will be out in North Somerset, to get peoples' experiences and encouraging use of the new feedback facility on the website. Board members were also encouraged to input their experiences.

SF enquired if we have data protection policy, and suggested links to other organisations where they are referred to, and to be careful with the use of abbreviations.

EJ says the next intelligence report will attempt to report any outcomes from the intelligence that has been shared with us, and feeding back what has been done.

CH complimented EJ on her reports being very clear and easy to understand and they have brought board up to date with work being done.

GB commented on the difficulty of reporting outcomes without revealing identities. CH suggested the use of case studies. CH encouraged checking back with providers to see what has changed as a result of our report and how the report has been used and who sees it within organisations.

EJ is considering the best way to go about reporting information, whilst maintaining confidentiality and enough information. EJ would welcome any suggestions from the Board.

EJ reported an outcome on stroke services. As a result of a number of intelligence reports received, a review of stroke services was being undertaken.

SF emphasised the use of partners to resolve issues and says as funders NSC may be able to sort some issues immediately, as they are already monitoring. SF suggests an addendum to the report that shows we have alerted services to issues raised.

GB congratulated EJ & the team on massive amount of work done.

## **09-14      Organisational Risk**

GB raised the importance of monitoring organisational risks and the need for a method to enable us to review this on a regular basis. GB asked if NW could take the lead on this. NW requested the Directors send her templates and information on what they wanted included. SF said NSC use a system which gives an overview of each organisation where they assess risk, which is quite broad and invited NW to contact him for this. NW is to bring an update to the next Board meeting.

**Action: Board to forward risk assessment templates to NW.**

**Action: NW to contact SF for their organisational risk assessment.**

## **10-14      Health Group Terms of Reference**

GB presented the Health Group's Terms of Reference. CH expressed confusion of the terminology, and asked if members of the group are volunteers and do they get payment for transport or are they different. GB gave the background and clarified that all members of the group are volunteers. CH suggested adding under the membership 'all members of this group are considered volunteers' to clarify this situation, so that we don't set a precedent for future groups who are not formal volunteers for Healthwatch North Somerset, when expenses are paid.

NW suggested we need to be very clear which are specific volunteer tasks.

The Board agreed the Terms of Reference, with the addition of the wording suggested by CH.

## **11-14      Revised Volunteer Policy**

EJ presented the revised volunteer policy.

Sophia Jones (Healthwatch North Somerset Volunteer Co-ordinator) has been working on a new volunteer pack and has put a volunteer recruitment process in place. Three new volunteers have also been recruited.

DW queried DBS checks, not being routinely repeated. EJ will contact VANS to check whether our procedure is up to date. The policy to be reworded to eliminate confusion.

DBS checks were discussed by the Board. CH suggested discussing this with Vision North Somerset's volunteer coordinator and options for HWNS to carry out its own checks were discussed.

**Action: EJ to investigate DBS situation then re-word and then recirculate the policy for approval.**

## 12-14 Other Business

NW reported that the Autism Forum had to cancel as the minute were not sent out until 24 hours before meeting and this is not enough time for the service users. NW has requested a HWNS standing item on the Forum Agenda, and papers to be received at least a week in advance.

NW also reported the forum has been asked to conduct consultation, but the paperwork received is very complex and help is needed to make it more accessible, however various avenues of help perused have not been successful. SF enquired where the document originated. NW replied that it was received from the Department of Health, via the Autism Strategy Group (NSC). SF suggested NW contact Rose Parker for this to be put into accessible format in line with NSC's accessibility policy.

SF highlighted an error within the HWNS Signposting Directory, EJ confirmed that NSC had placed these pages and had provided and approved the content inn question.

## 13-14 Date of Next Meeting

TBC

<b>Signed</b>	
<b>Date</b>	