



**Draft Minutes
Board of Directors**

Date: 17.04.2018

Time: 14:00-16:00

Place: Best Life Building, Workington Conference Room

Tel: 01900 607208

Board Members:

Helen Horne (HH) - Chair
Gilda Wells (GW) - (Vice Chair)
Lynne Gibbons (LG) - (Board Member)
Geoff Lamb (GL) - (Board Member)
John Robson (JR) - (Board Member)
Hilary Barker (HB) - (Board Member)

Supporting Officers:

David Blacklock (DB) Chief Executive Officer
Sue Stevenson (SS) Chief Operating Officer
Caitlin Clague (CC) (Minutes)

1. Apologies for absence

Gill Sadler, Board Member
Charlotte Studholme, Board Member
Ted Cole, Board Member
Elaine Ralph, Information and Administration Officer

2. Declarations of interest

There were no declarations of interest.

3. Minutes of last meeting

The Board noted that action 2 from the action log has not been actioned.

4. Matters Arising

Mental Health Project

SS - Since the last meeting a refreshed project mandate has been drawn up. The team are holding a project scoping meeting on 3rdth May. The project engagement will take place in September. Staff are using a new a project planning tool developed by "Smart Sheets" which provides a dashboard traffic light system of red, green and amber against milestones.

DB - There is a challenge with the pace at which the team are able to work. As a growing organisation how do we ensure that we keep moving forward comfortably for the board and the staff. When we present a project to you it may be a good idea to show you the project plan so you are able to see timescales and deadlines.

5. Action Log

The action log was discussed along with the RAG rating. The Board asked that items should be marked red if not completed.

The Symposium for the Everyone Has a Voice Project - There has not been any public engagement to date around the symposium and potentially should be marked red instead of amber on the action log.

Slack training will be delivered at the next development day and this should be marked red.

Action: ER to update the action log as above.

6. Chair and Board reports - Verbal updates

HH attends the Primary Care Commissioning Group. She indicated her disappointment that a lot of the items are in Part 2 of the meeting.

HH attended the Health and Wellbeing Board meeting where she recounted a personal story about a patient being discharged without a care plan as a generic example of some of the difficulties in the system.

DB pointed out the tensions and difficulties inherent in such a public criticism of the system.

HH reported that there was now a full mostly new Board for Healthwatch England. They have a new strategy ratified at the last meeting of the Committee and confirmed the HW Conference is scheduled for October in Stratford.

CS updated the Board on work with the Young Healthwatch. She is involved in our Mental Health project for Young People. She is also hoping to work with Carlisle Key.

GW attended the West Cumbria Community Forum as did GL which is still working

productively. GW also attends the Working ICC group.

HB continues to work on PLACE (Patient Led Assessments of the Care Environment) visits.

7. Operations Report - Sue Stevenson, Chief Operating Officer, HWC

There was a long discussion about the future format of the operations report. HH was keen for the Board to be aware of the impact and outcomes of core work, as well as information on current projects. There was a discussion on how much detail the Board wanted in the report. Perhaps a deep dive on a particular project would be useful.

The Chatty Van was discussed and the Board urged that this is used as much as possible. It is an excellent way to get to rural locations and to get us noticed.

The Everyone has a Voice Project was discussed. There are delays in producing the final report due to staff sickness and the planned Symposium will follow the publication of the report. The report will inform on the new Learning Disabilities Partnership Board.

GL asked about the outcomes of the Flu report. SS confirmed the Flu Report had just been sent out and had been sent to the North Cumbria Clinical Commissioning Group.

Action: SS to send out the final report to the Board.

HH asked that Board members are sent a copy of each new report when it is final.

Action: The Board to be sent copies all final reports. - SS/ER

The Board would like future Operations Reports to be less about process and more about outcomes.

DB suggested that “what we have done” impact information should go onto the HWC website.

Action - The report should be less about process and more about outcomes. HH, SS and DB to work together to decide what is the right information to given to the Board.

8. People First Independent Advocacy Development Update - DB

DB announced that the Healthwatch Lancashire contract is now formally contracted

to People First Independent Advocacy (PFIA). There are many things we can share between each Healthwatch. The staff will be transferred to PFIA on May 1st 2018

and will receive formal introductions. . We are now in the Carlisle Conference Centre and will be starting to really sell the space available. PFIA is in the process of registering as a charity as it is currently a non-profit third sector organisation. When we become a charity we are hoping there will be relief of business tax.

DB had his appraisal last week and is awaiting his targets. DB stated some ideas regarding restructuring and risk management in relation to the growth of PFIA with the awarding of the HWL contract.

Action: The Chair asked the Board to read the strategic documents for the next development session.

9. Finance Report

The Board noted the report.

Future Meeting Dates

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below:

Tuesday - 8th August 2018 - 2-4pm Barrow - Cavendish House, 78 Duke Street, Barrow, LA14 1RR

Tuesday 13th November 2018 - 2-4pm - Kendal -Venue TBC