



**Minutes
Board of Directors**

Date: 07.11.17

Time: 14:00-16:00

Place: Kendal Town Hall, Georgian Room

Tel: 01228 550696

Board Members:

Helen Horne - Chair
Gilda Wells (GW) (Board Member/Vice
Chair)
Gill Sadler (GS) (Board Member)
Lynne Gibbons (LG) (Board Member)
Hilary Barker (HB) (Board Member)
Geoff Lamb (GL) (Board Member)
John Robson (JR) - (Board Member)
Charlotte Studholme (CS) - (Board
Member)
Ted Cole (TC)

Supporting Officers:

David Blacklock (DB) Chief Executive Officer
Sue Hannah (SH) Senior Engagement Officer
Andrew Gibson (AG) Research and Data Officer
Carolyn Carrol (CC) - Engagement Officer
Elaine Ralph (ER) Information and Administration
Officer (Minutes)

1. Apologies for absence

Sue Stevenson, Chief Operating Officer

2. Declarations of interest

No declaration of interest.

3. Minutes of last meeting

There was an amendment to be made to the minutes of the meeting of 08th August 2017. Page 3 in the Enter and View paragraph - change last sentence to a decision made by the Board.

4. Matters Arising

The Chair, Helen Horne, asked the CEO, David Blacklock, to give an update on buildings development.

DB informed the Board that the organisation was leasing a new building in Barrow not far from where the present office is. This will be a more accessible building, all on one floor, with separate meetings rooms and much bigger than the present office but half the cost of leasing the current building. The move date is anticipated to be in January 2018.

Carlisle - DB described the move to the much larger building in Milbourne street as ambitious and explained the plans for new projects and uses of the building which are in development. These included the opening of a Hospitality School, where people with Learning Difficulties can learn "on the job" training; a conference centre which will hold over 170 delegates, and an eatery. The building will be fully accessible and there will be 7 meeting rooms. Staff will occupy the top floor of the building. DB informed the Board that planning permission for change of use had been submitted and the deadline was the end of this week. The organisation has now appointed a building contractor for the building works. The organisation is hoping to move in over the last weekend in January, with the intention to have the conference centre fully up and running by March 2018.

5. Action Log, Paper Enclosed

The Action log was reviewed.

6. Chair's report - Verbal update

Following the Board Development Session in September the Chair informed the Board that she had presented a similar presentation to a Soroptomists International meeting, and that they had found it interesting.

The Chair and CEO had a meeting with the Cumbria Health Scrutiny Committee (CHSC) Chair, Claire Driver, to review the relationship between HWC and CHSC before attending the Health Scrutiny meeting in October.

The Healthwatch North West Network meeting took place in September and focussed on the Healthwatch England Strategy.

A Healthwatch England Committee workshop in September focussed on priorities nationally for Healthwatch. One of the main priorities is Mental Health and HWE is encouraging LHW to share information in preparation for a national report in the

future.

The Chair is now attending the Primary Care Commissioning Group for the North and has also attended a HW Greater Manchester Conference held by Manchester's 10 Local Healthwatch.

The Chair asked the Board members for updates on any meetings attended since the last Board Meeting and these were noted.

Meetings that HWC Board members have attended since the last Board meeting include, Mental Health Integrated Care Communities Co-production meeting, South Cumbria and Morecambe Bay Sustainable Transformation Partnership, and the Cumbria Public Health Alliance.

CS said that she had been working closely with SH to progress the Young Healthwatch project and would update the Board on the project at the Operations Report item.

The Chair encouraged Board member attendance at strategic level meetings where possible and welcomed increased involvement.

7. Everyone Has a Voice Project - verbal update - Sue Hannah, Senior Engagement Officer

SH updated the Board on the Project which is at data collection stage. Interviews and surveys with people using Learning Disabilities services, service providers, commissioners, parent carers and adult social care staff have been taking place and will be carried out until 30th November, although there will be an element of flexibility to capture any relevant experiences after this date. SH highlighted that one of the challenges of asking people with learning disabilities whether they are happy with their lives is that they might be happy with what services they have but be unaware of additional help that is available for them.

Questions from the Board included whether the project was running to plan and whether resources were being monitored. SH acknowledged that the project had taken time to fully get up and running but was going well. SH also acknowledged that resource monitoring had not been done but could be done retrospectively if needed.

Action: It was agreed that future project planning should include resource monitoring as part of the delivery process and final evaluation.

8. Eden Valley Hospice - Verbal Presentation - Carolyn Carrol, Engagement Officer

Handouts were presented to the Board, including a briefing on the project, the Eden Valley Hospice (EVH) Patient Charter and the Eden Valley Hospice Survey. CC outlined the project which was to produce a Patient Charter, a patient survey which reflects the Charter statements and training for volunteers to use the survey

at the hospice. The project has reached the final stages of completion and has been presented to the Eden Valley Hospice Board which has given positive feedback. One EVH Board member said of the Charter, "This is worth its weight in gold." CC highlighted some of the work within the project and informed the Board of the remaining work to be carried out, which includes the launch of the Patient Charter and survey.

The Board agreed for AG to carry out monthly telephone "catch-ups" to ensure the project is completed and processes are embedded within the organisation.

9. Operations Report

The Chair asked the Board to consider the Operations report and took questions from Board Members.

Discussions included how best to increase engagement figures, and methods were discussed included using a vehicle to travel the county to obtain experiences and carry out engagements. DB informed the Board that discussions had taken place at the People First Independent Advocacy Board meeting on the possibility of purchasing a vehicle in order to carry out engagements. The HWC Board requested a business case from DB in order to make a HWC Board decision on this. A majority vote would apply.

Action: DB to send to all Board members a Business Case outlining the rationale for the possible purchase of a vehicle.

CS updated the Board on the Young Healthwatch (YHW) project. HWC attended the Fresher's Fair at the University of Cumbria and promoted the YHW survey, which has been extended until the 15th November. The University has also agreed to promote on their social media pages and are happy for posters to be distributed on the campus. HWC are looking into setting up a Healthwatch Cumbria Young Healthwatch social media page. SH is visiting Cockermouth School to promote the survey and project. There are also plans to promote further at the Carlisle Youth Zone, the John Stevenson Skills Fair (Carlisle) and the Youth Council.

The Board noted with delight that Charlotte, our student Board member, had been working extremely hard promoting Young Healthwatch.

Further discussions included generic engagement at hospitals and whether this was useful and consistent. SH confirmed that other hospitals in Cumbria would be represented by volunteers to ensure consistency and equity of recording of experiences. The HWC team is also developing a patient experience feedback form which will help to capture relevant information and intelligence.

A member of the Board asked if the Operations report could not only list meeting attended but also show how HWC contributes to the range of strategic meetings HWC staff and board members attend. The Chair agreed that at the next Board

Development Session discussion should include setting strategic priorities and the future format of meetings.

Action: Item for HWC Board Development Session.

There was also a discussion on operational accountability and impact- what are the measures for success for the team and how do they fit in with strategic plans.

Action: HWC team to develop an operational plan in line with Board strategy.

The report was noted.

Future Meeting Dates

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

Tuesday 23rd January 2018 - 2-4pm - Carlisle Best Life Building

Tuesday 17th April 2018 - 2-4pm - Workington Best Life Building

Tuesday - 8th August 2018 - 2-4pm Barrow

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