



**Draft Minutes  
Board of Directors**

**Date:** 23.01.18

**Time:** 14:00-16:00

**Place:** Best Life Building, Carlisle Conference Room

**Tel:** 01228 550696

**Board Members:**

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

**Supporting Officers:**

David Blacklock (DB) Chief Executive Officer  
Sue Stevenson (SS) Chief Operating Officer  
Elaine Ralph (ER) Information and Administration Officer (Minutes)

**1. Apologies for absence**

Gill Sadler, Board Member  
Charlotte Studholme, Board Member  
Ted Cole, Board Member  
Hilary Barker, Board Member

**2. Declarations of interest**

There were no declarations of interest.

**3. Minutes of last meeting**

The minutes were agreed.

**Action: ER to change the venues for the January and April Board Meeting in public dates to Carlisle and Workington respectively.**

#### **4. Matters Arising**

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

DB - The Barrow office will be moving into the new office in Duke Street next Monday (29<sup>th</sup> January 2018). The new office will be bigger, have more meeting rooms, a training room and will cost less than the current office in Barrow.

Carlisle move - the moving date from the Botchergate office has been set for 16<sup>th</sup> February. The new office will be ready and open for business on Monday 19<sup>th</sup> February 2018.

#### **5. Action Log**

The Action log was reviewed. The Board discussed items 1 and 3 which related to the impact of Healthwatch Cumbria (HWC). There was a discussion around our strategic plans, operational plans and projects plans. Members of the Board agreed that there should be accountability from the team around achieving the HWC strategic aims through operational and project plans. The Board agreed that there should also be some flexibility within operational plans on which core and commissioned projects are set throughout the year - we should be able to prioritise and react to unplanned work. There are also pressures from other Healthwatch collaboratives which need to be considered within operational plans.

There was also a discussion around attending meetings and whether attending was of value. Some meetings HWC has to attend but it would be helpful to prioritise which ones we need to attend?

**Action: SS to look at the strategic plan to identify how we are achieving the aims and discuss along with outcomes, prioritisation and planning at the next Board Development Session.**

#### **6. Chair and Board reports - Verbal update**

The Chair reported on some recent meetings attended, including the People First Independent Advocacy Board meeting and the Health and Wellbeing Development Day.

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 the West Cumbria Community Forum, Morecambe Bay Clinical Commissioning Group, the Mental Health Integrated Care Community (ICC) Steering Group, and Wigton Community Hospital Co-Production Steering Group. There was also feedback from one Board member who

volunteered on the HWC Flu Vaccination Project.

The Board discussed ways of enhancing awareness of HWC including posters, cards, and leaflets being sent to GP surgeries, etc. There was a recognition that this had already been done in the past, however, it was considered that it was not the most cost effective or successful way to inform health services and make the public more aware of who HWC are and what we do.

Additionally, there was a discussion around social media and picking up noise from the system from sites such as Facebook and Twitter. DB acknowledged that we do not make the most of social media and the website at present but that we now have a Marketing and Communications working group which is looking to make improvements in this area.

The Board discussed current integration plans with health and social care services and ICC's (Integrated Care Communities). Board members were concerned that the public were not seeing the difference yet. DB agreed that collaborations were still ongoing, and acknowledged there are challenges to show how it is progressing. It is not clear yet when people will feel the difference - there are different perspectives and different messages within the systems.

SS confirmed that HWC are now part of the main ICC Steering Group, previously a closed group, recognising that HWC's involvement and opportunity to influence at strategic level has progressed.

## **7. Operations Report**

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

The Board asked when the next round of engagements on the road with the public were taking place.

**Action: ER to ask Sue Hannah to send the Board information on new engagements/roadshows.**

Everyone has a Voice Symposium - there were several questions regarding clarity on what the Symposium was, who would be involved and what would the Learning Disability Partnership Board's involvement be? Specifically, what would be the impact of this project?

SS - Around 100 people will be invited to the Symposium, including those who took part in the project such as Social Care and Health Service Commissioners, parent/carers of people with learning difficulties, social workers, third sector providers and people with learning difficulties. The aim is to show some of the

good practice that is happening and also to highlight some of the things that are not good for people now. HWC will present the evidence at the Symposium to encourage others to make changes in provision where things are going wrong.

It is hoped that the results of the Everyone has a Voice project and Symposium event will help inform the Learning Disability Partnership Board (LDPB).

**Action: HWC Project Lead to invite Board members to Symposium once date is finalised.**

Young Healthwatch - It was noted that HWC is mentioned in Health and Social care lesson information in some schools.

**Action: GL to contact Sue Hannah with more information.**

It was suggested that a good route into schools' awareness of Healthwatch was to invite a representative from the schools in Cumbria to a training session to be held by HWC.

**Action: SS to contact Cumbria County Council re: possible training session for schools.**

There was a discussion around feeding back from meetings attended by the Board and the HWC team. It was agreed it would be useful to report back and have a method of being able to gather intelligence before meetings and be better informed. DB suggested using "Slack" which is a social media platform used by People First Independent Agency for internal messaging. The Board agreed to a training session on this with a view to using to report back and message in the future.

**Action: 10 minute training session on Slack to be held at the next Development Session.**

SS gave a briefing on how the Community Hospitals Co-Production project has gone. The report is being finalised and SS explained that the project had led to a follow on project to develop Co-Production training and a toolkit in collaboration with CLIC (Cumbria Learning and Improvement Collaborative).

The Chair and Board were asked to consider the collaborative Memorandum of Understanding between Healthwatch Lancashire, Healthwatch Blackpool, Healthwatch Blackburn with Darwen and Healthwatch Cumbria. The Board agreed for the Chair to read and sign.

**Action: The Chair to sign if in agreement to the terms and send to ER.**

## 8. Future Projects

The Board clarified the process for approval of new business cases. It was agreed that large projects should be approved by the Board, at meetings where possible. If timescales were short then by email. There should also be some flexibility around smaller projects and approval. The Board were happy for the Chair to approve on it's behalf.

The Board were asked to consider the draft mandate for a new project proposal on Mental Health services in Cumbria. The proposal is to consider whether the HWC Team should carry out a project focussing on Older Adults and/or Younger People's Mental Health. The Board decided that two areas would be too large for one project and agreed to the Younger People's project. The team already has some local intelligence via the Healthwatch Cumbria Young Healthwatch survey that Mental Health is a priority concern for young people and there is a nationwide interest in mental health in young people. The Board were keen that the project would be able to provide evidence for people who are developing local mental health services and that it coincides with the timescales to be able to influence improvement where possible. The Board would like to see a revised mandate with clear timeframes and outcomes for the project.

**Action: HWC team to work on a revised mandate for the Board to discuss at 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:

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Tuesday 17<sup>th</sup> April 2018 - 2-4pm - Workington Conference Room, Best Life Building

Tuesday - 8<sup>th</sup> August 2018 - 2-4pm Barrow (new building, address to be confirmed)

Tuesday 13<sup>th</sup> November 2018 - 2-4pm - Kendal -Venue TBC