

MINUTES

of a meeting of the Management Board
15 April 2014 (2pm-3pm)

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Hemant Patel

Joan Smith, Manager
Carole Howard, Administrative Assistant
Bev Markham, Community Support Assistant

Note: except as noted, all resolutions were passed unanimously

104 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 18 February 2014 were confirmed as a correct record and were signed by the Chairman.

The Board noted that the arrangements had been made for Jackie Himbury, CCG Director of Nursing (minute 101) to address a public event organised by Healthwatch Havering about the response to the Francis Report and its implications for Havering.

Nothing more had been heard about the request from NHS England relating to closure of a GP practice.

[Note: The Board did not meet in March]

105 OUTSTANDING ACTIONS

The initial schedule of actions outstanding from previous meetings was submitted and reviewed. The Board noted that a number of actions had been completed and closed.

It was agreed that the schedule should be revised and updated for every future Board meeting and reviewed at each meeting.

Mr Patel agreed to combine into one report for consideration by the Board the matters referred to in actions 7 and 18.

Havering Healthwatch Limited
Minutes of a meeting of the Board

106 **FINANCE REPORT**

The Company Secretary submitted the Finance Report for March (including a draft summary of total expenditure in the year 2013/14).

Total expenditure had amounted to £17,917.37 against income brought forward of £39,014.96. The expected end of year balance carried forward was of the order of £21,100. The monthly expenditure included several non-repeating but expensive items.

A forecast of expenditure expected to March 2015 was also submitted.

107 **PAN-LONDON INDEPENDENT SAFEGUARDING CONFIDENTIALITY AGREEMENT**

The Board noted that, as members of the Havering Safeguarding Adults Board, Healthwatch Havering had “signed up” to the Pan-London ISA Confidentiality agreement. This agreement was intended to facilitate the free exchange of information within the Board and with other Boards across London.

108 **IMPROVING THE RESILIENCE OF HEALTHWATCH HAVERING – EMPLOYMENT OF PART-TIME ASSISTANT**

At the February meeting, the Board had agreed to create a post of Administrative Assistant (on a part-time, one year fixed contract).

Following advertisement and shortlisting, four candidates were interviewed on 31 March. Two were judged not to meet sufficiently the Company’s requirements and were therefore not considered for appointment. The other two candidates both met substantially the Company’s requirements but brought different skills mixes.

Following lengthy consideration and discussion, the interviewers had decided:

- a) To appoint Carole Howard as Administrative Assistant on the terms advertised
- b) i. To recommend creation of a new post of Community Support Assistant, primarily to work with Lead Members and to arrange events etc.
- ii. Subject to the formal agreement of the Board, to appoint Beverley Markham to the post, at an annual salary of £[REDACTED] for 6 hours per week (with 20 hours leave per annum)

A Directors’ had decision subsequently approved the creation of the second post.

The Board confirmed the Directors’ decision.

Havering Healthwatch Limited

Minutes of a meeting of the Board

The Board welcomed Carole Howard and Bev Markham to their first meeting.

109 ACCOUNTANCY

The Board had previously agreed that an arrangement should be made with an accountancy firm to obtain financial advice, in particular in relation to corporation tax liability, reporting to HMRC and Companies House and audit.

Messrs Sharman Fielding of Leicester had expressed interest in taking up the position and had submitted a detailed, costed proposal.

Following consultation between the directors, it had been agreed that the firm should be engaged and their proposal accepted. Although the firm was based in Leicester, contact by telephone and email would be straightforward and it was not anticipated that working that way would pose any problems.

The Board approved the entering into of a contract with Messrs Sharman Fielding for accountancy advice and agreed to appoint them as auditors.

110 GOVERNANCE REVIEW

At the February meeting, the Board had agreed modifications to the Company's governance arrangements. On subsequent reflection, further modifications had been suggested with the aim of streamlining further the governance procedures and processes.

A Directors' decision had approved the further changes and the final revised governance arrangements are set out in Appendix 1 to these minutes.

The Board confirmed the Directors' decision.

111 NEW ROLE FOR LOCAL HEALTHWATCH IN SCRUTINISING THE WORK OF THE TRUST SPECIAL ADMINISTRATORS (TSA)

Under the Care Bill currently going through Parliament, the Government was planning to introduce new duties on the TSA to consult local people about how financially failing hospital services could be redesigned and delivered in a more sustainable way.

Concerns had been raised in the media around the quality of such consultations and the ability of the TSA to ignore the findings if they felt that the best interests of the local community would not be best served in that way.

To address these concerns, under an amendment to clause 119 of the Bill, the Government had introduced a new role for local Healthwatch as 'statutory consultee' of the TSA. This basically meant that local Healthwatch would have

Havering Healthwatch Limited

Minutes of a meeting of the Board

the power to scrutinise the consultation efforts and ensure meaningful engagement.

The views of the local Healthwatch would have to be taken into account by the Secretary of State and Monitor before deciding on the future of the Trust in question and the services it provided.

At this stage, further clarification of the Government's intentions was awaited. The Board noted the possibility that the Queen's Hospital was one of those to which the legislation might apply.

112 ADVOCACY SERVICES

Following evident confusion about responsibility for the provision of advocacy services in Havering, an enquiry had made of the Group Director, Adults, Children and Housing. Her response was now noted.

113 WORK PROGRAMME FOR 2014/15

The Board noted the notes of the Awayday held on 25 March.

The general work programme that had emerged from the discussions at that event was agreed as:

- End of Life Care
- Frail and Elderly Care within the Emergency department
- Access to Primary Care
- Access to Health checks and immunisation
- Continuing the programme of Care Home visits
- To identify a project working with Young People

114 OTHER BUSINESS

The following matters were raised at the meeting:

- (i) It was noted that the Hospital Team would be looking into concerns about delays in obtaining appointments for the Pain Management Clinic.
- (ii) Some Healthwatch Members had expressed dissatisfaction at receiving what they considered to be an overwhelming number of emails. It was agreed that the best means of disseminating essential information would be looked into.

Havering Healthwatch Limited
Minutes of a meeting of the Board

- (iii) It was noted that, at a recent meeting, a Member had made an inappropriate comment. It was agreed that the Member in question should be given informal advice about the matters in question.

Chairman
13 May 2014

Management Structure

Management Board

Role:

- To manage the corporate and financial affairs of Healthwatch Havering as a limited company and employer, and in exercising statutory functions
- To ensure due and proper compliance with the Companies Acts, the Health & Social Care Act 2012 and the Local Government & Public Involvement in Health Act 2007, and all other relevant regulations and regulatory requirements
- To liaise with the Havering Council as funder of Healthwatch Havering
- To authorise (and where appropriate to withdraw authorisation of) Directors, Lead Members and Active Members to undertake activities on behalf of Healthwatch Havering, including (but not limited to):
 - Representing Healthwatch Havering at meetings of Havering Council
 - with other Healthwatch organisations at local, regional or national level
 - with other local authorities
 - of relevant NHS bodies
 - carrying out “Enter and View” of premises and facilities within the purview of Healthwatch Havering
 - meeting with community groups and charitable and other voluntary organisations with interests in Health and Social Care issues
- To prepare the Annual Report of Healthwatch Havering
- To approve all statutory and other returns required of Healthwatch Havering as a limited company

Membership: Chairman, Company Secretary and Director (Quorum: 2)

Frequency of meetings: The Management Board will meet monthly in private.

Strategy, Governance and Assurance Board

Role:

- To ensure there are appropriate tools and mechanisms in place to enable any individual to express their views and concerns about the local health and social care services and ensuring that this contribution is recognised and helps to build a picture of local services.
- To ensure that appropriate support is available to provide people with information about their choices and what to do when things go wrong; information about local health and care services and how to access them
- To provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care groups, and support Clinical

Havering Healthwatch Limited

Minutes of a meeting of the Board

Commissioning Groups to make sure the services really are designed to meet individual's needs.

- To ensure the views and experiences of patients, carers and other services users are taken into account by the Health and Wellbeing Board when local needs assessments and strategies are being prepared.
- To promote public health, health improvements and tackling health inequalities
- To alert Healthwatch England, Care Quality Commission (CQC) and/or other statutory regulators to concerns about specific care providers
- To work with the CCG and Havering Council to develop a consistent set of quality standards that support best practice and define good outcomes.
- To ensure sound stewardship of the funds and working methods of the organisation
- To support and develop the members of Healthwatch Havering, enabling them to become vibrant and effective ambassadors on behalf of their local communities.
- To receive and consider reports from the Directors, Manager, Lead Members and others on matters of interest, and to advise the Management Board thereon, including (but not limited to):
 - Outcomes of "Enter and View" exercises
 - Public consultations
 - Presentations to, and other activities with, local community groups and charitable and other voluntary organisations with interests in Health and Social Care issues
 - Reports from Healthwatch Havering representatives at meetings of local authority and NHS bodies
 - Determining the action to be taken, if any, in the light of such reports
- To approve the Annual Report of Healthwatch Havering
- To approve all formal reports by Healthwatch Havering to any local authority or NHS bodies

Membership: Chairman, Company Secretary, Director, Manager and all appointed Lead Members (Quorum: 50% of appointed membership, plus 1, provided 2 Directors are present)

Frequency of meetings: The Strategic, Governance and Assurance Board will meet monthly, usually immediately following the monthly Management Board meeting. Meetings will be held in private but other Members of Healthwatch Havering may be invited to attend as required to discuss matters of particular interest.

General Meetings

In accordance with the Companies Acts and the Articles of Association of Havering Healthwatch Limited, General Meetings of the Members of the Company may be convened from time to time.

As required by Article 33.2, notice of any such general meeting shall specify the time, date and place of the meeting, the general nature of the business to be transacted and the terms of any resolution to be proposed at it.

Havering Healthwatch Limited

Minutes of a meeting of the Board

Annual General Meeting

An Annual General Meeting (AGM) of the Members of the Company shall be convened on a date agreed by the Strategic, Governance and Assurance Board in June of each year.

The business to be transacted at the AGM shall comprise:

1. The Minutes of the preceding AGM and any General Meeting held subsequently.
2. Reception, and if thought fit, approval of the Annual Accounts of the Company and any auditor's report thereon.
3. Approval of the Annual Report of the Company, agreement to its formal submission to the authorities to whom it must be submitted and authorisation of its general publication.
4. Endorsement of the Work Plan for the ensuing year.
5. Consideration of any resolutions to be proposed, of which due notice shall have been given.

Committees

The Strategy, Governance Assurance Board may, with the approval of the Management Board, establish such Committees as they think fit. Such Committees may be permanent or set up for a specific task, then dissolved.

No Committee shall have power to commit Healthwatch Havering (or Havering Healthwatch Limited) to expenditure without the approval of the Company Secretary.

The terms of reference of all Committees shall be agreed by the Board (but may be altered and amended subsequently), subject to approval by the Management Board.

Lead Members

Lead Members:

- Are Senior volunteers who help to provide the leadership, governance and accountability framework
- Ensure that Healthwatch Havering is inclusive and reflects the diversity of the community it serves
- Will take the lead in running and co-coordinating specialist teams of Active Members
- Will give authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and social care

Havering Healthwatch Limited

Minutes of a meeting of the Board

- Will develop specialist knowledge and expertise which will enable Healthwatch Havering to alert commissioners, Healthwatch England and CQC where appropriate, to concerns about specific care providers, health or social care matters
- Will play an active part in the management of the Company as members of the Strategy, Governance and Assurance Board

Lead Members will be appointed for the following Service specialisms:

- Social Care
- Hospital
- Mental Health - Dementia
- Mental Health - Learning Disability
- Over 50's
- Quality, Safety and Risk
- Young People
- General Practice
- Community and Disability groups and community-based dental, pharmacy and optometry

In addition, there will be three Facilitators of Lead Member status, advising across all specialisms on

- Black and minority ethnic issues
- Communications
- National Policy