

## HEALTHWATCH CROYDON

Minutes of the Board meeting held on 20<sup>th</sup> July 2017 at the Carer's Support Centre, (Joan Harris Board Room) 24 George Street, Croydon, CR0 1PB

Present: John Davey, Chair  
Urvashi Bhagat, Hon. Treasurer  
Vanessa Hosford, Vice Chair  
Anne Hooper, Vice Chair  
Richard Pacitti  
Sandra Wright  
Gary Hickey

In attendance: Jai Jayaraman, Chief Executive  
Yinka Alowooja, Minute Taker

		Actions
	<b>Apologies for absence</b> Richard Evans was unable to attend the meeting	
	<b>Declarations of interest</b> Richard Pacitti is the CEO of MIND in Croydon. MIND in Croydon has been commissioned by Healthwatch Croydon to undertake a research project for people with mental health issues.  This work was commissioned by open tender, a process Richard took no part in.  Healthwatch Croydon occasionally rents premises from MIND in Croydon for meetings and Richard is not involved in these bookings.  Urvashi Bhagat works for NHS England and Newham CCG.	
	<b>Minutes of the previous meeting</b> The minutes of the meeting held on 18th May 2017 were agreed.	

	<p><b>Action Log from May Board meeting</b></p> <p><b>1. Update on Healthwatch Croydon funding</b>  The Board had asked Jai during the last Board meeting in May to pursue Healthwatch Croydon's funding from the council. Quarter 1 had been paid late but Jai informed the Board that 2017/18 quarter 2 payment had not yet been received, but payment was expected to be released within 10 days including HWC's contract for the current financial year.</p> <p>It was suggested that the contract was reviewed to see the payment terms and then act accordingly.</p> <p><b>2. HWC Policy: -</b>  Vanessa informed the Board that the Council had updated their safeguarding policy and suggested that HWC Sub group would have to update and review Healthwatch Croydon's safe guarding policy.</p>	<p>Jai,  Aug17</p> <p>Sub  group,  Sept17</p>
--	---	---

	<p><b>Review of Issues/Risk Log</b> The Board reviewed the issues and risks highlighted on HWC risk register.</p> <p>Jai highlighted the following reference numbers (ref 2, and ref 5) from the issue/risk register.</p> <p><b>Ref 2. Debit card</b> - Urvashi informed the Board that she had completed the CAF forms for her replacement (Richard Evans) and HWC CEO to become signatories to HWC account. The debit card is expected to arrive as soon as CAF finalised all paperwork processing.</p> <p><b>Ref 5. Tender Process</b> - Jai gave the Board an update on his recent meeting with the commissioner. He said that the process was going to be more wide ranging and competitive than originally anticipated. Key dates were a stakeholder workshop that will take place on 13<sup>th</sup> September at which the commissioners would be looking for input from stakeholders as to what the Healthwatch contract could look like. Healthwatch would have the opportunity to present at this event. This was to be followed by a market workshop on the 20<sup>th</sup> September 2017 at which point the shape of the tender and financial envelope would be clearer. It was anticipated that the tender would be open to all social enterprises nationally.</p> <p>Jai will present at the stakeholder workshop and be supported by Anne and Vanessa.</p> <p>The Board agreed that Jai and John would do some scenario planning and then involve other board members in the tender and contingency planning as necessary. The other board members suggested were Anne, Vanessa and Richard.</p> <p>The Board agreed that Anne would source a professional tender writer with experience of HW type tenders.</p> <p>The Board agreed that Jai should register on the London's Tender portal for bidding information and gather intelligence from other Healthwatch organisations.</p>	<p>Jai/ Vanessa/ Anne Sept17</p> <p>Jai/John, Sept17</p> <p>Anne, Sept17</p> <p>Jai, Sept 17</p>
--	--	--

**Chief Executive's report:**

The Board noted the report

Jai updated the Board on his recent meeting on Enter and views with Anna Wright Deputy Director and Policy Lead from

Healthwatch Camden. Anna had put together a more refined process for Enter and Views which is now piloted and tested. They are now promoting this as quality criteria when assessing care homes.

HWC had arranged a session with Anna on Monday 10<sup>th</sup> July, to visit the team and Board members to talk about their project and approach.

Jai Suggested HWC to start an Enter and View programme but also look through a variety of CQC reports, and liaise with Sean Olivier the Safeguarding Coordinator for Adult Social Care.

Jai reported that the CCG had voluntarily entered into the Capped Expenditure Program (CEP). This is a mechanism introduced to STP footprints and CCGs to provide tighter controls on NHS spending. The CCG had put a 3 stage engagement program in place - talking with staff, the public and clinicians about generating efficiencies or 'making cuts' to services. It is proposed to collate the contributions from each event and then attempt to create some programmes for further evaluation in September. It is difficult to avoid the conclusion that this will result in some severe cuts to services in addition to those already planned as part of the £21m QIPP program.

The voluntary nature of this arrangement is unusual and needs to be understood Jai would talk to Healthwatch leaders in other areas that are also subject to the CEP, to understand the position they have adopted

	<p><b>Stakeholder Feedback</b></p> <p>Jai informed the Board that the survey had been completed and submitted to the commissioner who is keen to have an understanding of who HWC distributed the survey to.</p> <p>The survey ran from the 7th June to the 28th June 2017 and was distributed electronically.</p> <p>The survey was sent to organisations from the London Borough of Croydon, Croydon Clinical Commissioning Group and the Voluntary and Community Sector.</p> <p>The aim of the survey was to get feedback from statutory and voluntary sector partners of Healthwatch Croydon. This target group was specifically chosen as it is a sector that HWC need to be confident in challenging, be able to influence and to work collaboratively with.</p>	
	<p><b>Approval of Audited Financial Account</b></p> <p>Urvashi presented the Audited accounts for the financial year to March 2017 which was signed and approved by the Board of trustees.</p> <p>She suggested It would be useful for Richard Evans to make contact with our external auditors around December in preparation for 2017/18 audit.</p> <p><b>Pension</b></p> <p>Urvashi informed the Board that an auto enrolment to the NEST pension scheme had being established by Healthwatch Croydon and staff would receive a welcome pack at their respective home addresses directly from NEST by 10<sup>th</sup> August 2017. HWC staff would have details on how to withdraw from the scheme, should they wish to partake in the arrangement.</p>	<p>Richard, Dec17</p>

	<p><b>Grassroots Project 2017/18</b> The Board noted the report</p> <p>Jai informed the Board HWC had decided to go ahead with the Grassroots project which will be managed by Yinka Alowooja who had taken on this role as an extension to her existing responsibilities.</p> <p>Yinka Alowooja highlighted on lessons learnt from 2016 Grassroots project to enable HWC move forward, deliver and make better and strategic goals on future Grassroots projects.</p> <p>She showed the Board a snapshot of the project timeline for Grassroots 2017 and informed the Board that HWC was currently waiting for the money to be received from SWCCU before commencing advertising and would update progress of the Grassroots at the Board meetings.</p> <p><b>The following risks had been identified;</b></p> <ul style="list-style-type: none"> <li>• Late submission of invoices.</li> <li>• Events not taking place.</li> <li>• Organisations with no bank accounts and</li> <li>• Organisations not providing receipts at the end of their event.</li> </ul> <p>In light of the above identified risks, mitigating processes are in place to reduce the risks as much as possible.</p> <p>Vanessa Hosford volunteered as a member of the sub group Grassroots panel.</p>	
	<p><b>Staff Handbook</b> Anne Hooper updated the Board on additional policies that had been incorporated into the staff handbook whilst a few policies were still a work in progress. The final version would be sent to John Davey.</p> <p>The sub group had reviewed the document and made recommendations and the staff hand book is awaiting the final sign off by HWC chair pending the outcome of review from Peninsula.</p>	<p>Anne, Aug17</p>

	<p><b>Staff Contracts</b> The Board agreed that HWC are to be Issued with new staff contracts and staff handbook by September 2017 whilst John Davey sent a generic contract to Peninsula with the staff hand book for them to check if it is fit for purpose.</p>	John, Aug17
	<p><b>Annual meeting</b> The Board agreed for HWC to source for possible dates around October or November 2017 to accommodate the availability of Board members to attend the annual meeting.</p>	Yinka, Aug17
	<p><b>Any other business</b> No AOB</p>	
	<p><b>Dates of meetings in 2017</b></p> <p><b>Sept 2017, 9.30am-12.00pm - Date Tbc</b> 23rd Nov 2017, 9.30am-12.00pm</p> <p>All Meetings take place at the Carer's Support Centre (Joan Harris Board Room), 24 George Street, CRO 1PB.</p>	

## Appendix

### Board Summary Actions

	<b>Actions</b>	<b>Assigned to</b>	<b>Due date</b>
	It was suggested that the contract was reviewed to see the payment terms and then act accordingly.	Jai	Aug17
	HWC to source for possible dates around October or November 2017 to accommodate the availability of Board members to attend the annual meeting	Yinka	Aug17
	Anne to send Final version of staff handbook to John.	Anne	Aug17
	The Board agreed that HWC are to be Issued with new staff contracts and staff handbook by September 2017 whilst John Davey sent a generic contract to Peninsula with the staff hand book for them to check if it is fit for purpose.	John	Aug17
	It was suggested that HWC Sub group would have to update and review Healthwatch Croydon's safe guarding policy.	Sub Group	Sept17
	Jai will present at the stakeholder workshop and be supported by Anne and Vanessa.	Jai/ Anne and Vanessa	Sept17

	The Board agreed that Jai and John would do some scenario planning and then involve other board members in the tender and contingency planning as necessary. The other board members suggested were Anne, Vanessa and Richard.	Jai/John	Sept17
	The Board agreed that Anne would source a professional tender writer with experience of HW type tenders.	Anne	Sept17
	The Board agreed that Jai should register on the London's Tender portal for bidding information and gather intelligence from other HW organisation.	Jai	Sept17
	Richard Evans to make contact with our external auditors around December in preparation for 2017/18 audit.	Richard Evans	Dec17