

HEALTHWATCH CROYDON

Minutes of the Board meeting held on 18th May 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

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

		Actions
	Apologies for absence Gary Hickey was unable to attend the meeting	
	Declarations of interest 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.	
	Minutes of the previous meeting The minutes of the meeting held on 30 th March 2017 were agreed.	
	Matters Arising Anne Hooper informed the Board she had taken on the lay person for PPI role for Lewisham and would resign from the Board sometime in October 2017.	

	<p>Action Log from May Board meeting</p> <p>5.1 Policies Anne had produced more policies which had been integrated into the staff hand book. The Board agreed that the Subcommittee group review the completed documents and make recommendations to the chair for signoff.</p> <p>5.2 Contracts John would draft a Healthwatch Croydon staff contract and will speak to Peninsula before the next Board meeting.</p> <p>5.3 Health and safety policy Peninsula had not provided a Health and Safety policy. Urvashi offered to send Jai a health and safety policy which could be adapted to suit Healthwatch Croydon.</p> <p>5.4 Pension Urvashi confirmed Healthwatch Croydon would be contributing to the government NEST pension scheme for all eligible employees who wished to participate. Mayur from Sherwoods would be visiting on May 24th 2017 to explain the pension scheme and answer any questions. 1st August 2017 is the implementation date.</p>	<p>Anne, July17</p> <p>John, June17</p> <p>Jai, Urvashi June17</p> <p>Urvashi, Aug17</p>
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	<p>Review of Issues/Risk Log The Board reviewed the issues and risks highlighted on HWC risk register.</p> <p>Jai highlighted the following reference numbers (ref 1, ref 2, and ref 7) from the issue/risk register.</p> <p>Ref 1- Jai informed the board that Healthwatch Croydon had not received payment of the first quarter from the council. The board concluded that while this had the potential to cause severe problems to an organisation HWC cashflow at this point could sustain a short delay. The board acknowledged that this was not an ideal situation, but at the same time not unusual for the first payment of a financial year. Jai was asked to pursue payment with the council.</p> <p>Ref 2- CAF Application has now been completed and could take 6 weeks to process.</p> <p>Ref 7- Jai informed the Board that HMRC should have been informed of our charitable status and as a result were expecting a tax return. Due to the lateness of registration HWC is now liable for a £100 fine. The Auditors have posted a letter to HMRC along with the supporting documents to register HWC. The process will take 5-6 weeks to respond with a code allowing the auditors to complete a CT600 nil tax return. Urvashi assured the board that the fault lay with the HMRC and that no such fine would be liable.</p>	<p>Jai, May17</p>
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	<p>Chief Executive's report The Board noted the report</p> <p>Jai updated the board on recent achievements</p> <p>He reported on Geraldine's recent meeting with the Director of Social care who discussed the Carers Strategy 2017 - 2021 and the role that Healthwatch could take in it and co-own the strategy.</p> <p>Jai had completed the feedback questionnaire to be sent out by the end of May with reports available in July. The questionnaires would be circulated to key stakeholders such as the CCG, Health and Well Being Board, Councilors, and stakeholders on HWC mailing list.</p> <p>The board discussed the nature and objectives of the questions and the difference between a questionnaire for learning purposes and to inform a commissioning process.</p> <p>The Board agreed to go through the questionnaire and feedback comments to Jai.</p>	<p>Jai, May17</p>
	<p>Grassroots 2017/18 The Board noted the report</p> <p>Jai informed the Board that NHS south west London would like to continue to work with local Healthwatch organisations to deliver the grassroots engagement activities following the success of the grassroots engagement funding in 2016-17.</p> <p>Although Healthwatch Croydon partook in the delivery of grassroots last year, Jai agreed that the current staff had no capacity to engage in this exercise hence suggested the need to hire a project coordinator to commission the grassroots project from start to finish. No conclusions were agreed but Jai will get back to the Board with the final decision.</p>	<p>Jai, May17</p>

	<p>Web development</p> <p>Jai talked through the Board about his recent meeting at Healthwatch Hounslow to redesign HWC's website and review a product from a service provider called LHM.</p> <p>The organisation currently provides a feedback centre system, which is integrated with an enhanced version of the website.</p> <p>The three main benefits are; - Feedback from the public are captured immediately, it allows HWC to report to service providers, and improves our signposting. It shows the value of interaction and has lots of functionality. So far 50 Healthwatch organisation have signed up with LHM.</p> <p>All CQC registered health and social care organisations are downloaded and the public are able to leave comments on their experience of each organisation. For those service providers that agree, a widget can be placed on their website that directs traffic to the HWC website. A reporting tool also allowed reports to be automated and sent to service providers on specific issues of concern</p> <p>The Board agreed that Jai signs up with LHM.</p>	<p>Jai, May17</p>
	<p>Finance report, budget and Pension</p> <p>Urvashi updated the Board on the last financial year and talked the board through the Profit and loss/ balance sheet.</p> <p>She presented the pre audited yearend March 2017 financial position to the board and stated that Healthwatch Croydon had made a surplus of £15.7k this year. This will be added to the accumulated reserves.</p> <p>She requested for the Board's approval on the yearend financial statements to March 2017 for submission to the external auditors.</p> <p>The Board approved the budget for 2017-18 and additional commitment (non recurrent) from reserves.</p>	

	<p>Board Recruitment The board were informed that a treasurer had been identified and was being met with directly after the board meeting.</p>	
	<p>Annual Meeting-: Jai suggested that the annual meeting was held in January or February 2018 after the outcome of the tender process was known. This would allow HWC to present a positive message at the event. An alternative view was presented that the annual meeting would act as a promotional activity and assist HWC in their tender.</p>	Jai, to finalise date
	<p>Any other business None</p>	
	<p>Dates of meetings in 2017 20th July 2017, 9.30am-12.00pm 21st Sept 2017, 9.30am-12.00pm 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, CR0 1PB.</p>	

Appendix

Board Summary Actions

	Actions	Assigned to	Due date
	Circulation of survey feedback questionnaires to key stakeholders.	Jai	May17
	Jai was asked to pursue payment with the council.	Jai	May17
	John would draft a Healthwatch Croydon staff contract and will speak to Peninsula before the next Board meeting.	John	Jun17

	Jai to contact Peninsula and enquire about their Health and Safety policy. Urvashi offered to send Jai a health and safety policy which could be adapted to suit Healthwatch Croydon	Jai/ Urvashi	Jun17
	Hire a project coordinator to commission the grassroots project for 2017/18	Jai	Jun17
	The Board agreed that the Subcommittee group review the completed documents and make recommendations to the chair for signoff.	Anne	Jul17
	Urvashi confirmed Healthwatch Croydon will be contributing to the government NEST pension scheme for all eligible employees who wish to participate. 1 st August 2017 is the implementation date.	Urvashi	Aug17
	Jai to finalise Annual Meeting date.	Jai	Sept17