

HEALTHWATCH CROYDON

Minutes of Board meeting held on 23rd November 2017 at the Carer's Support Centre, (Joan Harris Board Room) 24 George Street, Croydon, CR0 1PB

Present: John Davey, Vice Chair
 Vanessa Hosford, Deputy Vice Chair
 Richard Evans, Hon. Treasurer
 Sandra Wright

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

		Actions
1.	<p>Apologies for absence Apologies had been received from Anne Hooper, (Vice Chair) Gary Hickey, and Richard Pacitti.</p>	
2.	<p>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.</p> <p>This work was commissioned by open tender, a process Richard took no part in.</p> <p>Healthwatch Croydon occasionally rents premises from MIND in Croydon for meetings and Richard is not involved in these bookings.</p> <p>Richard Evans now works with Newham Health Collaborative as Finance Director.</p>	
3.	<p>Minutes of the previous meeting The minutes of the Board meeting held on 21st Sept17 were agreed.</p>	

<p>4.</p>	<p>Action points outstanding from meeting held on Thursday Sept 2017.</p> <p>1. Policies John outlined the concerns he had with the staff handbook.</p> <p>It was agreed that Anne and Vanessa would produce a final draft for John to associate with the revised draft contract and send to Peninsula for their advice on the polices and what should be in the contract and what should be in the staff handbook and the relationship between the two. The aim was that that handbook and the new contract should be available for sign off at the next Board meeting.</p> <p>2. Complaint from a member of the Public. an individual had complained about a bad experience with a GP and Health and Social Care services and was asking HWC to use its 'Statutory Powers' to intervene on their behalf.</p> <p>The Board agreed that HWC did not support individuals to take up individual complaints - this was the responsibility of Voicability. They suggested that the correspondence with the complainant informed them of their options in terms of escalating complaints against individual organisations and re-iterated the offer to return to speak with HWC to clarify any issues they may have.</p>	<p>John, Anne, Vanessa, Jan18</p>
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5.	<p>Review of Issues/Risk Log The Board reviewed the issues and risks highlighted on HWC risk register. Jai highlighted the following reference numbers (ref 3, ref 5, ref 10, ref 11) from the issue/risk register.</p> <p>Ref 3 Organizational policies: - The Board agreed that the Staff handbook should be available for sign off at the next Board meeting in January 2018.</p> <p>Ref 5 Tender Process: - A contingency plan has been put in place to hand over to a new contractor and wind up our existing operation in the event that HWC does not win the tender.</p> <p>Ref 10 Staff Insecurity during Tender period: - Staff are comfortable and have been supportive during the Tender process.</p> <p>Ref 11 Complaint from member of the public: - Jai would draft a reply to the member of public and run it by Vanessa.</p>	John, Jan18
6.	<p>Tender Commitments The Tender was strong and had been completed on time.</p>	

7.	<p>Update</p> <p>Launched feedback centre - Jai informed the Board that HWC had plans to put together a structure to enhance how we utilise gathering of comments. The Board said thank you to the entire team.</p> <p>The display boards had been completed and were now being used to improve our profile in Croydon venues.</p> <p>The annual meeting took place on the 7th November. 74 people registered to attend. . The Mayor of Croydon had written a supportive letter to HWC after the event.</p> <p>Jai confirmed Geraldine Bolam had resigned which left a gap in the staff team. It would not be possible to recruit a replacement until the outcome of the tender was known. Geraldine had been working on the BME project which Jai would conclude before the next Board Meeting In January.</p> <p>Jai would also finalise writing the executive summary of the BME project.</p> <p>Jai would also take responsibility for writing the volunteer strategy.</p> <p>A contractor would be sought to carry out a specific research project in the new year.</p>	<p>Jai, Jan18</p> <p>Jai, Jan18</p>

<p>8.</p>	<p>Grassroots Update The Board noted this report.</p> <p>Yinka gave the Board a brief update on the milestones of the Grassroots project and highlighted the progress so far.</p> <p>She confirmed four local organisations (Crisis UK, Off the record, Wellbeing You, and Advice Support Knowledge Information (ASKI) had completed their Grassroots events.</p> <p>The international Congo Aid Smile African Children (ICASAC) and Creative Croydon would complete their events on 24th November and December 2017 respectively. All successful organisations were given convenient time slots to attend the HWC PEP Friday forums to talk about their organisations and also share their Grassroots ideas with us. It was a great platform for HWC to build better and stronger relationships with all the organisations. HWC volunteers were also able to ask questions.</p> <p>All events were well attended and HWC would have spent £3,846.18 on Phase 1 Grassroots by the end of December 2017.</p> <p>The next phase of the Grassroots bids will open in January 2018 immediately after the stock take review in December between NHS SWL and each representatives from each Healthwatch organisation.</p> <p>The review process is to enable the NHS SWL to do a quick stock take and gap analysis of reach and impact. They are keen to keep in this check point as it will allow them to work with us and the Local Transformation Boards to ensure that the second phase of the project fills in any gaps and supports local priorities.</p>	
<p>9.</p>	<p>Finance Update. Richard gave an update on the financial position of HWC as at October, the forecast position at the end of March 2018. Expenditure was broadly in line with budget, and sufficient provision had been made to cover exit costs if required.</p>	

10.	<p>Adopting Governance documents All Governance polices were agreed by the Board except for the Chair role description, and the Boards TOR which John will provide annotations.</p>	John, Nov17
11.	<p>Any other business There were no further business.</p>	
12.	<p>HWC Board meeting dates -2018 18th January 2018 22nd March 2018 24th May 2018 19th July 2018 20th September 2018 22nd November 2018</p> <p>All meetings will take place at 09.30-12.00 at the Carer's Support Centre (Joan Harris Board Room), 24 George Street, CRO 1PB.</p>	

Appendix

Board Summary Actions

	Actions	Assigned to	Due date
1.	It was agreed that Anne and Vanessa would produce a final draft for John to associate with the revised draft contract and send to Peninsula for their advice on polices.	John, Anne, Vanessa,	Jan18
2.	The Board agreed that the Staff handbook should be available for sign off at the next Board meeting in January 2018.	John, Anne, Vanessa,	Jan18
3.	Jai would finalise writing the executive summary of the BME project.	Jai	Jan18
4.	Jai would take responsibility for writing the volunteer strategy.	Jai	Jan18
5.	All Governance polices were agreed by the Board except for the Chair role description, and the Boards TOR which John will provide annotations.	John	Jan18