

## HEALTHWATCH CROYDON

Minutes of the Board meeting held on 21<sup>st</sup> September 2017 at the Carer's Support Centre, (Joan Harris Board Room) 24 George Street, Croydon, CRO 1PB

Present: Vanessa Hosford, Deputy Vice Chair  
 Anne Hooper, Deputy Vice Chair  
 Richard Evans, Hon. Treasurer  
 Gary Hickey  
 Richard Pacitti  
 Sandra Wright

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

		Actions
1.	<p><b>Apologies for absence</b>            John Davey (Chair) was unable to attend the meeting.</p> <p>Vanessa formally welcomed and introduced Richard Evans, Hon. Treasurer for Healthwatch Croydon to the Board. Richard is a qualified Chartered accountant and he gave a brief summary of his background and interest in health and social care to everyone and all the trustees introduced themselves.</p>	
2.	<p><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.</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>	
3.	<p><b>Minutes of the previous meeting</b>            The minutes of the meeting held on 20th July 2017 were agreed.</p> <p>Yinka left the room as the Board needed to discuss Staffing Issues. This is covered in a separate note to the Board.</p>	
4.	<p><b>Matters Arising</b>  <b>1. Update on Healthwatch Croydon funding:</b>            Jai confirmed Healthwatch Croydon funding had arrived and the next payment would be due in October.</p>	

	<p><b>2.Pension</b> Jai confirmed that the pension arrangements for Healthwatch Croydon had now been established and in place as of the 1st of August 2017 via the NEST Government Scheme.</p> <p><b>3.Staff handbook</b> Anne confirmed that the final version of the Staff handbook had been finalised and would be sent to John for sign-off. Anne would identify specific policies to be sent to Peninsula for review and agreement. (See Item 5 Reference 3 for further details)</p>	Anne, John Sept17
5.	<p><b>Review of Issues/Risk Log</b> The Board reviewed the issues and risks highlighted on HWC risk register. Jai highlighted the following reference numbers (ref 3, ref 9, ref 11 and ref 12) from the issue/risk register.</p> <p><b>Ref 3 Organisational policies:</b> - Jai highlighted that the organisational policies had not yet been signed off.</p> <p>Anne informed the Board that the policies had been completed and agreed with the sub-committee. In discussion with the chair, the reserve policy, financial policy, and risk policy had been taken out of the staff handbook, so that it contained HR related policies relevant to staff employment.</p> <p>The remaining actions were to document the provenance of the document and to ensure that the policies that could be affected by legislative changes were agreed with Peninsula.</p> <p>Anne agreed to identify these policies and Jai will liaise with Peninsula to ensure they are compliant.</p> <p>Anne will add a paragraph explaining the provenance of the handbook.</p> <p>Due to limited timescales between the review of the Staff handbook, the final sign off and tender process, the Board agreed it would be beneficial for HWC to have its Staff handbook ready and in place before the tender. However it was pointed out that the majority of the policies are currently in force as part of the contract and that our tender should not be compromised by the current status of the staffhandbook.</p> <p><b>Ref 9 HW Tender market event:</b> - Croydon Council are running a workshop to share feedback from a stakeholder market event on Monday 25th September. This session will explore a series of</p>	Jai, Anne Sept17  Anne, Sept17

	<p>questions that would enable the council to inform the specification for the re-tendering of Healthwatch Croydon. The workshop would be of interest to organisations and groups with an interest in being a provider of all, or part of Healthwatch Croydon.</p> <p>Jai will attend the market event workshop and update Board members afterwards. The Board agreed that Gordon Kay would be present at the workshop as there are spaces for only two to attend.</p> <p><b>Ref 11 Complaint from member of the public:</b> - 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 reiterated the offer to return to speak with HWC to clarify any issues they may have.</p> <p><b>Ref 12 HWC Volunteer open question:</b> - A volunteer asked who owned the data HWC collected should we be taken over by another entity. The Board advised that Jai sought advice from Data protection agency about what happens to the status of HWC's data should another organisation take over.</p> <p>Jai will compile questions and seek advice from a lawyer /legal authorities who deal with contracts /company law.</p>	<p>Jai, Sept17</p> <p>Jai, Sept17</p>
<p>6.</p>	<p><b>Chief Executive's report</b> The Board noted the report</p> <p><b>1. Tender Support</b> Jai confirmed with the Board that they would provide assistance in drafting some of the answers to the tender. It was agreed that Jai would lead the tender and that he could call upon members of the Board with specific expertise to help with drafting as necessary.</p> <p>The Board agreed that once the tender is issued, a kick off meeting would be arranged and suggested dates sent to the Board to which they would be invited.</p>	<p>Jai, Sept17</p> <p>Jai/All Board Members, Sept17</p>

<p>7.</p>	<p><b>Raising HWC Awareness</b>  Jai presented a series of slides that had been authored by himself and the marketing manager. The intention is to convert the slides into display Boards that can be utilised to promote HWC and get people involved and engaged in Health and Social Care decisions.</p> <p>It is anticipated that this will cost approximately £1,500 - £2,000 to design and produce</p> <p>The Board suggested a few tweaks, i.e. on slide no 3 and 4. It was suggested that the wordings “Croydon’s Health Population is 404,459” be replaced with “The NHS in Croydon provides services to over 404,549” and consider using approximate figures not to mislead people as the Health population might not mean anything to anyone . The wordings on the slides would be condensed and translated by a professional designer.</p> <p>The Board were in favour with the principle of the project and broadly in agreement with the information to be used. They agreed to send any further views and comments to Jai by next week, Thursday 28th September and authorised Jai to interpret and incorporate as he saw best.</p>	<p>All Board members,  Sept17</p>
<p>8.</p>	<p><b>Grassroots Update</b>  The Board noted this report</p> <p>Yinka talked the Board through the milestones of the Grassroots project and highlighted the progress so far.</p> <p>She confirmed the Grassroots Grant (£10k) payment had come through in July and HWC had commenced with advertisement for a month. The Grassroots project attracted 32 expression of interest of which 22 passed the initial selection process.</p> <p>The sub group met and had to adopt an assessment and scoring criteria for all applications as the Grassroots fund was overly subscribed. Yinka confirmed that the sub group agreed and selected the following six successful applications who had scored higher as they targeted more of the groups highlighted as priority by the SWL NHS.</p> <ol style="list-style-type: none"> <li>1. <b>ASKI</b> - Intend to run a Place at My Table (PAMT Day) for Men with a selection of hobby workshops and exercise activities designed to encourage men aged 55+ to engage with one another in a social setting.</li> <li>2. <b>Creative Croydon</b> - Plan to host a fun and inspirational event on LGBT mental health and their aim is to promote</li> </ol>	

	<p>LGBT wellbeing.</p> <ol style="list-style-type: none"> <li>3. <b>Off the Record-</b> A one off event at a local barbershop. To explore the therapeutic relationship between barbers and their customers and learn how the barbershop is a space where BME men share their issues/problems and release stress.</li> <li>4. <b>Crisis UK-</b> Plan to host a creative CAFÉ session, Aimed at people who are homeless and are experiencing complicated challenges</li> <li>5. <b>Wellbeing You-</b> Organising a fun day for the elderly and their carers called “welderlies shades of autumn”</li> <li>6. <b>International Congo aid Smile African Children-</b> the ICASAC event aims to discuss the health and social wellbeing of children and young people including the challenges facing children and parents.</li> </ol> <p>The above organisations would attend HWC PEP forums from 29<sup>th</sup> September to give an informal talk about their organisations and share plans of their upcoming Grassroots with the team and Volunteers. This opportunity would bond the relationship between HWC and this organisations and also give the volunteers a chance for questions and answers.</p> <p>Both successful and unsuccessful organisations have been advised on the outcome and we anticipate distributing the grant amounts from the beginning of October.</p> <p>HWC would have spent £4,115 on Phase 1 Grassroots by the end of December 2017.</p>	
9.	<p><b>Finance Update.</b></p> <p>Richard Evans gave an update on HWC’s budget income and expenditure position from April 2017 to March 2018. He passed round a hard copy of this financial update to everyone.</p> <p>Richard Evans to liaise with Mayur regarding Grassroots fee and other misallocations on the Budget</p> <p>It was confirmed that HWC had only spent 25.8% of £55,416 because some of the costs on the budget hadn’t gone through.</p> <p>Richard Evans confirmed that HWC Annual Returns had been submitted and up to date on the Charity Commission website.</p>	Richard Evans, Sept17

<p>10.</p>	<p><b>Volunteer Strategy</b>  Jai shared the following four key elements of the Volunteer Strategy to the Board ;-</p> <ol style="list-style-type: none"> <li>1. Recruitment induction and contracting. (DBS requirements etc.)</li> <li>2. Training and support.</li> <li>3. Role definition find mechanisms of creating specialist group and utilise.</li> <li>4. Exit and re-entry.</li> </ol> <p>The four elements highlighted would be incorporated in the structure of the Volunteer strategy and Jai confirmed Geraldine Bolam, Community and Engagement Manager would lead on writing the document.</p> <p>The Board suggested Jai should add and incorporate “the purpose of the volunteers” into the strategy after the Volunteer training before progressing to the 3rd element of the strategy (“role definition.....”)</p>	<p>Jai, Ongoing</p>
<p>11.</p>	<p><b>AGM and Annual Meeting-:</b>  The Board approved the HWC Annual Meeting proposal, provisionally scheduled for Tuesday 7th November 2017 and agreed that Cllr Toni Letts the Mayor of Croydon would be the guest speaker at the meeting.</p> <p>Jai suggested to the Board that subject to the availability of the proposed speaker, the annual meeting could be moved to 28th November as advertisement had not yet began.</p> <p>It was proposed that the business of the annual meeting at which Board members are re-elected is conducted at the next Board meeting to be held on the 23rd November 2017.</p> <p>The Board recommended a few timing suggestions on the agenda for it to start at 12.00pm and end by 13.30 to accommodate a wider range of people and finish at 14.00</p>	<p>All Board Members, Nov17</p>
<p>12.</p>	<p><b>Safeguarding and DBS</b></p> <p>Sean Olivier facilitated a safeguarding presentation of which 20 HWC volunteers attended. The Board advised that all volunteers HWC Staff, and Board members are to complete the safeguarding online training.</p> <p>Vanessa confirmed she'd yet to add a paragraph on self-neglect to the Safeguarding policy.</p>	<p>Vanessa, Sept17</p>

	<p>The Board was updated on the status of HWC DBS volunteers. It was confirmed that a few long standing volunteers who were involved in previous Enter and View visits had been DBS checked whilst a few new HWC volunteers were still awaiting to be checked, approximately 7.</p> <p>The Board agreed that the volunteer's DBS would be mandatory and revisited as soon as the Volunteer strategy is in place. There was discussion as to whether or not all volunteers should be DBS checked, not all go on outreach or carry out E &amp; Vs. It was agreed that E &amp; V and Outreach volunteers must be DBS checked. This issue would be discussed further at a later date.</p>	
<p><b>13.</b></p>	<p><b>Any other business</b> Yinka left the room as the Board needed to discuss Staffing Issues. This is covered in a separate note to the Board. (this will be circulated in due course)</p>	
<p><b>14.</b></p>	<p><b>Dates of meetings in 2017</b></p> <p>23rd Nov 2017, 9.30am-12.00pm at the Carer's Support Centre (Joan Harris Board Room), 24 George Street, CR0 1PB.</p>	

## Appendix

### Board Summary Actions

	<b>Actions</b>	<b>Assigned to</b>	<b>Due date</b>
1.	Anne confirmed that the final version of the Staff handbook had been finalised and would be sent to John for sign-off. Anne would identify specific policies to be sent to Peninsula for review and agreement. (See Item 5 Reference 3 for further details).	Anne & John	Sept17
2.	Anne agreed to identify these policies and Jai will liaise with Peninsula to ensure they are compliant.	Anne & Jai	Sept17
3.	Anne will add a paragraph explaining the provenance of the handbook.	Anne	Sept17
4.	Jai will attend the market event workshop and update the Board members.	Jai	Sept17
5.	Jai will compile questions and seek advice from a lawyer /legal authorities who deal with contracts /company law.	Jai	Sept17
6.	It was agreed that Jai would lead the tender and that he could call upon members of the Board with specific expertise to help with drafting as necessary.	Jai & All Board Members	Sept17
7.	The Board agreed that once the tender is issued, a kick off meeting would be arranged and suggested dates sent to the Board.	Jai & All Board Members	Sept17
8.	Richard Evans to liaise with Mayur regarding Grassroots fee and other misallocations on the Budget.	Richard Evans,	Sept17
9.	Vanessa confirmed she'd yet to add a paragraph on self-neglect to the Safeguarding policy.	Vanessa	Sept17
10.	The Board agreed to send their further views and comments the slides (communications campaign) to Jai by next week Thursday 28th September and authorized Jai to interpret and incorporate as he saw best.	Jai & All Board Members	Sept17
11.	It was proposed that the business of the annual meeting at which Board members are re-elected is conducted at the next Board meeting to be held on the 23rd November 2017	Jai & All Board Members	Nov17
12.	Jai confirmed Geraldine Bolam, Community and Engagement Manager would lead on writing the Volunteer Strategy document.	Jai	Ongoing