**Meeting of Healthwatch City of London Board Meeting**

**Date and Time:** Thursday 23rd January 2020 2-4pm

**Chair:** Gail Beer

**Present:** Trustees: Gail Beer (GB) (Chair), Steve Stevenson (SS), Lynn Strother (LS), Malcolm Waters (MW), Board Associate: Janet Porter (JP) Staff In attendance: Ana Lekaj (AL) Stella Rranxi (SR)

**Apologies:** Stuart McKenzie (SM), Dr. Cynthia White (CW)

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| 1 | **Issue****Welcome Introductions and Apologies****Declaration of Interest****Minutes of the previous meeting; Attachment A****Matters Arising** **Information Governance update and policy approval****Attachment B****Development of performance framework; verbal update****APM Update and Proposal; verbal update****Risk Register – Attachment C****Vol Sub committee feedback****Report back from meetings****Update from the Finance Sub Committee** | ActionWelcome by Chair.Apologies from SM and CWNo new declarations of interest.Minutes were checked for accuracy, and were approved. Small change to Paper A Format for writing Board Papers, to be undertaken by Chair. GB to make the amendment.The Chair asked about matters arising not present on the current agenda. None were raised. Outstanding policies to be signed off are:Data ProtectionInformation GovernanceInfo sharing consent and confidentialityMedia PolicyAL proposed the DPO (Data Protection Officer) that will be appointed can review the policies once in place and that this is common practice amongst other similar organisations to Healthwatch City of London.MW was thanked for his input on the policies. AL recommended we provisionally adopt the Information Governance Policies until the DPO reviews them.LS asked that a summary document is produced for volunteers. GB asked if there is any risk if we don’t adopt the policies in the interim until we get a DPO. AL stated the risk is unknown, and that as we modelled our policies on other local HealthwatchesThey too would be facing a similar risk. And Trustees approved AL’s recommendation and suggests the DPO looks at the structure of the documents as well as content.SS recommended that we use the phrase “constantly under review” to highlight that the policies might be amended at any time in light of necessary amendments owing to issues identified by a DPO or changes to the legislation. A discussion about Social Media in the Media Policy took place. SS recommended the point about staff not contacting each other by social media should be removed as it would prohibit the use of Whats App communication which could be a useful forum of contact between staff and the Board. JP recommended that the point was amended to state that there would be agreement about how it is managed, for example who creates, manages and closed groups.Trustees agreed we confirm whether we are required to check ethnicity and or any other potentially sensitive data when asking people to subscribe to newsletter/ engage with us.GB asked what the costs of a DPO would be. AL stated it would be £5-600 per year. **The policies were approved until a DPO can review them.****SR** to make amendments to Media Policy accordinglyAL provided an update about the use of the Quality Framework as a Performance Framework.Following the Performance Framework meeting on 10.01.20 with Sarah Greenwood and Alvin Kinch from HWE, a decision was made with the commissioner to use HWE Quality Framework and map out the contractual objectives under each domain/section. A discussion took place around the rational for using the HWE Quality Framework and the performance monitoring approach. AL and GB to do an initial mapping exercise.JP highlighted that we must not lose sight of why we exist by getting lost in many processes. GB highlighted that this is a good way forward that will enable us to marry quantitative and qualitative measures for KPIs.  **Trustees agreed this proposal** The reserved venue has had to cancel the original date offered; and has proposed alternatives in May 2020.The date of May 15th appeared to suit most of the Board and this will be the new date. MW I has approached St Giles Church as a possible venue if is available on the original date.GB/MW to check with St Giles aiming for 24th April.Following confirmation about the venue SR to book accordingly. GB will write a paper about how to address the APM together with JP and LS, GB reminded the Board that it is normal practice to update the Risk Register every quarter, however given we are still in set up and the we have no performance framework, lack of clarity over the accommodation it will be reviewed at each Board meeting. Under mitigation there was an action point to implement a Performance Framework using HWE Quality Framework, however recent discussions about the performance framework indicate this might not be possible. GB recommended the point be amended for clarity. MW highlighted that under Financial Risks the point about mitigation, ‘unaudited’ accounts should read as ‘audited’. AL noted that staff recruitment and retention – staff turnover has led to increased costs increasing risks to the organisation. DPO costs for such a small organisation increases the financial risks to the organisation. Agreed this is a risk we must carry. **Trustees accepted and approved the Risk Register**SR and LS fed back about the progress of the Volunteer Sub Committee to date. The Volunteers Handbook, Policy, Agreement, 6 role descriptions and Application form have been finalised and signed off by the Volunteer Sub Committee. The role descriptions and application form have been printed and also uploaded to the website. LS, JP and SR will be attending a volunteer recruitment fair on 28th January at LSE university. **Trustees acknowledged the good work that had taken place and thanked the sub committee****St Leonards Project**; It was agreed that AL would contact Eeva Huoviala to inquire about the next St Leonard’s Stakeholder meeting in February and see if more HWCoL representatives and users could attend. AL will obtain a list of services currently available at St Leonard’s Hospital, and find out what percentage of CoL residents rely on these hospital services.This is a priority project for HWCoL as residents are likely to be affected by the changes. CCG Governing Body: following two incidents reported through the Cancer Care Experience, AL to gain a better understanding of the patient experience, pathway and care at Barts and Homerton, and report back.The Finance Sub-Committee Meeting Minutes from December 2019 were presented. A discussion took place around the Finance Policy and Procedure which needed updating to eliminate inconsistencies with the Finance Sub-Committee Terms of Reference (ToR) and to ensure that it reflected the organisation’s practices. It was agreed that HWCoL should put in place a reserves policy to help mitigate any financial risks and unanticipated events. It was agreed £1.5k would be set aside each financial year to build the reserves of the organisation which would amount to £15k after 10 years to cover some 2-3 months of business running expenses. | **Owner**GB SRSRAL and GBGB/MWSRGBGB and ALAL | **Date for Resolution****Feb 2020**Feb 2020Feb 2020Feb/March 2020Jan 2020Feb 2020Feb/March 2020Feb 2020Feb 2020 | **Evidence** Email amended paper |
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