

## Board Meeting

Date of Meeting: Monday 18<sup>th</sup> June, 2018

Healthwatch Birmingham Board Meeting

Time: 4.30 pm - 7.00 pm

Venue: Healthwatch Birmingham Board Room  
Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG

### Attendees

Andy Cave	Carol Burt	Catherine Weir
Danielle Oum - Chair	Jane Upton	Jenny Jones
Gareth Dellenty	Qadar Zadar	Graham Parker
Di Hickey (minutes)	Charles Ashton-Gray	
There was 1 member of the public in attendance to observe		

### Apologies

Brian Carr	Les Lawrence	Jackie Spencer
Peter Rookes		

### Public Session

1	<b>Welcome, Introductions &amp; Apologies, Any Other Business</b>	For Noting
	DO welcomed the new Non-Executive Directors to the meeting and each Board member introduced themselves and explained their motivations for being on the Healthwatch Birmingham Board.  DO also welcomed the member of the public to the meeting.	
	<b>Declarations of Conflict of Interest</b>	For noting
	No other conflicts apart from those already declared and on the register.	
2	<b>Minutes of previous meeting (19<sup>th</sup> March, 2018)</b>	
	Minutes of the previous meeting were agreed.	
3	<b>Actions Arising - All Actions Progress - All</b>	For Action
	All recommendations for actions approved apart from Action 1.  Action 1 - To build business plan 1 paper into stakeholder engagement plan to understand the value of work. Action - to involve Jenny Jones in the stakeholder engagement plan.	

	<p>AC to distribute the final CQC report together with the data pack, which can then be used as a reference tool for the Board in the future.</p> <p>DO stated that we attended the CQC review summit and it was clear that Healthwatch Birmingham is seen as a valued partner.</p> <p>In regards to the volunteer rep on the Board AC will be speaking at the July volunteer meeting. This will outline the role and encourage individuals to attend. There will be a short application process and vote to select the successful volunteer. They will attend the Board meeting for the public section only and able to join in discussions and ask questions.</p>	
4	<b>Appointment of NEDs</b>	
	<p>DO welcomed the four new Non-Executive Directors to the meeting and congratulated them on their appointment. The recruitment process had been very competitive with a strong field. Sixteen applications had been received and seven candidates had been interviewed.</p> <p>JS stated that she would register them at Companies House.</p> <p>Approval: The Board approved the appointment of the new Non-Executive Directors.</p>	
5	<b>Annual Report 17-18</b>	
	<p>The Board formally received a copy of our annual report for 2017-18. Board members praised the design and layout of the Annual Report and fed back areas of small changes.</p> <p>Action - AC to share Comms plan with JJ.</p> <p>Action - JR to implement changes to Finance section of the annual report as raised by JJ.</p> <p>Action - JU to make changes and send back to designer.</p> <p>Approval: The Board approved the 2017-18 Annual Report for publication, with amendments.</p>	
6	<b>CEO's Report - AC</b>	For Noting
	<p>AC presented the CEO report.</p> <p>AC reported that 2017-18 had been Healthwatch Birmingham's most successful year ever with more impact than ever before. More feedback had been collected, more people were supported through Information and Signposting line, and we have had more active volunteers than ever before.</p> <p>Discussion followed around the budget and contractual objectives, to be fed into the private session.</p> <p><u>Widget</u></p> <p>A discussion took place around widget adoption that was paused for inclusion in the private section of the meeting.</p> <p>AC reported that there was full communications plan for the year in place which utilises on impact points to key messages to get out. A PR</p>	

	<p>specialist will be doing set pieces of work. More mass media is planned to get the message out there.</p> <p>We have been selected for two workshops at the Healthwatch England conference; 1) Quality Standard and 2) Our Community Offer. We have also been shortlisted for an award at the Healthwatch England Awards for our volunteer work. We will find out in October if we are successful.</p> <p>AC will be presenting Health Overview and Scrutiny Committee induction for new committee members. This is a great opportunity to demonstrate what we do and celebrate achievements, raising awareness.</p> <p>We need to continue to develop evidence around the way we work and our focus on quality feedback rather than hearing a lot. JJ felt it was critical to understand where we want to focus as there is a need to get mass feedback. DO raised the importance of ensuring people are aware of this who are outside of the organisation.</p> <p>AC explained that in addition to the contractual KPIs there is a whole outcome focussed business plan which will be delivered against.</p> <p>AC reported that Healthwatch England are looking at what quality means for the network and are looking at developing a quality framework. We wish to be involved in the development of the framework which will demonstrate our quality. Healthwatch England's Head of Network Development will be visiting Healthwatch Birmingham to understand the way we work, test the draft framework and understand the evidence we have already in place.</p>	
7	GDPR compliance	For Noting
	<p>AC gave a verbal update to the board outlining the work carried out for compliance with GDPR. AC explained that this work was scrutinised by the Audit Committee on the 31<sup>st</sup> May.</p> <p>Healthwatch Birmingham is fully compliant with the regulations. We appointed an internal DPO ensuring we have managed any conflict within this role. The DPO is CK-N, Policy Officer and has completed and gained accreditation for the role.</p> <p>Internally, new Staff and Volunteer Policies along with data retention periods have been written supported by a HR consultant. All staff have been trained.</p> <p>ACTION: Training materials, if available, to be sent to Board.</p> <p>Our public facing work has seen the following developments;</p> <ul style="list-style-type: none"> <li>• Full data audit has taken place.</li> <li>• Our legal basis for data collection and processing has been checked by HR consultant.</li> <li>• Retention periods are agreed and checked.</li> <li>• A new GDPR compliant policy is written.</li> <li>• Our Privacy Statement has been written.</li> <li>• All Documents are published and publicly available on our website.</li> <li>• Public mailing lists have been emailed to confirm consent, directing the public to our Privacy Statement and giving clear ways to unsubscribe.</li> </ul>	

	<ul style="list-style-type: none"> <li>Stakeholder mailing list remains as have clear legitimate interest for holding these.</li> </ul> <p>Approval: The Board were happy with the assurance given regarding GDPR and happy that we are compliant with the new legislation.</p>	
8	<b>Any Other Business</b>	
	<p>CB raised that it is Learning Disability week and Sickle Cell Day this week.</p> <p>DO confirmed that this was the last meeting for CB. The Board thanked CB for her hard work and contribution to HWB since the start and presented her with a thank you card and flowers.</p> <p>CB stated that she had enjoyed her time with HWB and thanked everyone for their gift and kind words.</p> <p>Meeting closed at 5.30 pm.</p>	