

## Board Meeting in Public

<b>Date:</b>	Thursday 27 July 2023	<b>Location:</b>	Astolat & on Teams	<b>Time:</b>	4.00-5.00pm
<b>Present Board:</b> Deborah Mechaneck (DM as Chair), Jason Davies (JD), Peter Gordon (PG), Richard Davy (RD), Laurence Oates (LO), Tacye Connolly (TC), John Bateson (JB)					
<b>Other Attendees:</b> Kate Scribbins (KS), Samantha Botsford (SBo), Julie Hodges (JH), Vicky Rushworth (VR)					
<b>Apologies:</b> Lisa Sian (LS), Sarah Billiald (SB), Maria Millwood (MM) <b>Absent:</b> Andrea Lecky (AL)					

Agenda Item	Discussed/Action	Who	By When
<b>1) Welcome and apologies</b>	DM welcomed everyone.		
<b>2) Declarations of interest</b>	<p>PG said after this meeting reference to his wife’s work for Citizens Advice could be removed as she is finishing next week.</p> <p>LO said as of September it is anticipated that he will become Chair of Trustees of Citizens Advice Woking (he is currently a Trustee).</p> <p><b>Action: LS to update the declarations of interest accordingly.</b></p>	<b>LS</b>	<b>Sept</b>
<b>3) Questions from the Public (previously tabled)</b>	No questions had been received from the public.		
<b>4) Approval of the previous minutes</b>	<p>The minutes from the Board Meeting of 27<sup>th</sup> April 2023 were reviewed. Regarding the action for KS/SBo to take the challenges around “influence at Place” to discuss with the LHWAG, it was agreed more work is required on this and is scheduled in LHWAG forward plan for September 2023.</p> <p><b>The minutes were approved.</b></p>		

<p><b>5) Review of Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ <b>LHW Report including financial summary &amp; KPIs</b></li> <li>○ <b>Quarterly Influence and Impact report</b></li> </ul>	<p><b><i>Quarter 1 Local Healthwatch Contract Manager’s Report</i></b></p> <p>SBo reported that highlights included the successful transition of the Helpdesk bringing it “in house”. The benefit we have seen early on is while helping individuals to get information and advice we are now able to do a lot more with that information by using our relationships and connections and to take them further within the system.</p> <p>The Helpdesk is in its early stages, and it has been a big learning curve for us. There are positive aspects, and it has created an awareness for us to utilise the Helpdesk more and build on the knowledge we are gaining. This has also provided opportunities for personal development and upskilling in the staff team.</p> <p>However, there is a surge in Helpdesk calls relating to Mental Health issues coming in with people relying on us for advice. We are trying to help them navigate this but also mindful that we need to protect the staff and offer support. We need to monitor this service for the next quarter as the system is increasingly under pressure and often, we are the final point of call for some people who have tried to get help from other avenues.</p> <p>We have also seen an uptake in referrals to our NHS advocacy service. By using our experience of providing information and advice to people, we have also been able to identify potential areas for collaboration with VCSE colleagues to support Surrey residents to receive services in a way they need.</p> <p>In relation to the new arrangements in place with CA Woking, are meeting regularly with their CEO and relevant issues are still being shared with HWSy.</p> <p>The other part of the report focusses on priority planning for the year. This year we have taken a new approach to our priority planning, including adopting the Healthwatch England “Theory of Change” model. By planning the impact that we are trying to achieve prior to embarking on any activity, we are being more focussed with our engagement and getting the outcomes that we are trying to achieve. It is helpful for the team to be more focussed, to see what is working for our resource planning and identifying areas where we are having a big influence and impact, as well as identifying the gaps within the team.</p> <p>PG commented that he would like to understand more of the work of the Primary Care Commissioning Committee to make sure he is fully attuned and maybe we could change the way we contribute to make it more impactful.</p> <p>DM noted we had carried out a comprehensive exercise</p>		
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	<p>looking at all the attended system meetings and our objectives and asked if we will be having a discussion about this to identify which ones we need to hold on to and ensure we are represented properly. SB advised it was all under review and we have introduced our Impact Tracker recently which has been taken to the LHWAG and people have been contributing.</p> <p>JB felt that the journey that the Healthwatch team have embarked on is very impressive; the level of confidence and clarity of purpose means that what is being delivered continues to be built on.</p> <p>DM thanked SBo for her report which was comprehensive.</p> <p><b>Q1 Quarterly Influence and Impact report</b></p> <p>DM proposed this should be opened to questions as everyone has had an opportunity to read the report.</p> <p>LO commended the highlight summary page, which he felt was accessible and impactful.</p> <p>PG also commented that it was a very impressive document. He was concerned as to whether many external stakeholders go through this report in detail. He felt we need to be as efficient/succinct as we can.</p> <p>SBo answered that she was aware of this concern when writing the report and primarily it is for our reporting to the Board and our commissioners. We are aware it is a public facing document but is a good summary of what we are doing. We are always open to suggestions on how to improve it.</p> <p>DM appreciated the update VR gave to the recent LHWAG meeting regarding the Healthwatch website structure. VR gave a short summary of the website changes for the Board.</p> <p>KS said that MM wanted to pass on her thanks by email: she found the LHW Contract Manager’s Report really clear and evidenced the positive impact we are having.</p>		
<p><b>6) Escalation Panel Update</b></p>	<p>The Board was asked to approve the recommendation in SBo’s paper to disband the Escalations Panel (EP) as it currently stands and expand the Terms of Reference of the Local Healthwatch Advisory Group to include escalations.</p> <p>LO raised the question whether we could still communicate our work to a wide audience of staff and volunteers. SBo replied to say we have moved on with the volunteer strategy and this has changed volunteer links with the EP. Escalations and any outcomes are a regular feature in our quarterly reports and a standing agenda item at the volunteer webinars. At the LHWAG there have</p>		

	<p>been discussion of the potential for a volunteer from within the group to act as a volunteer liaison to update volunteers on the work of the LHWAG. In addition, we have the volunteer newsletter. Hannah Gilmour is keeping volunteers informed and engaged by having individual conversations with them.</p> <p>PG questioned reporting by exception: was this just to the Board? KS confirmed this is to the Board but also to the LHWAG by exception: we will report on the cases we want to draw their attention to, not everything on the log will be discussed.</p> <p>DM asked whether all the Directors have access to the Escalation tracker? JD said he considered that as a point of principle access should be made available, whether or not they make use of that access/ information. SBo advised it lives in the LHWAG shared workspace. KS advised it will mean making a change for access/permission to be given to the Directors, how best to achieve this would need to be explored. The documents are "live" shared documents, and we would need to ensure they are adequately protected.</p> <p><b>The Board approved the recommendation to disband the current Escalations Panel and to merge the work of the Panel into the LHWAG.</b></p> <p><b>Action: SBo to explore how the Directors can access the Escalations Tracker in shared area and have right access permissions</b></p>	SBo	Oct
<p><b>7) LHWAG Terms of Reference revision</b></p>	<p>Board approval was sought for the revised Terms of Reference for LHWAG.</p> <p>Various discussions took place. PG suggested we need to review the terms again in the context of whether "making <i>recommendations</i> to the CIC Board" is the best description taking into account what is happening in practice with the CEO and LHW Contract Manager being the nexus between the LHWAG and the Board. It was agreed further clarity is needed and certainly before we appoint new members to the LHWAG.</p> <p><b>Action: KS/JD to review the Terms again</b></p>	KS/ JD	Sept
<p><b>8) Action Log – correct at 20.07.23</b></p>	<p>Green items removed.</p>		
<p><b>9) Public questions not already dealt with</b></p>	<p>No questions received from the public</p>		
<p><b>10) AOB</b></p>	<p>No other matters were raised by the attendees.</p>		

<b>11) Date of next meeting in public:</b>	Thursday 2 <sup>nd</sup> November 2023. DM closed the meeting.		
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These minutes will be approved by the Board of Directors of Luminus Insight CIC at the subsequent Board Meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board Meeting in Public in respect of these minutes will be welcomed and considered.

<b>Minutes approved by: (please print)</b>	
<b>Signature:</b>	
<b>Date:</b>	