**Wigan Borough Healthwatch**

**Healthwatch Board Meeting**

**Monday 07th September 2020 – Ashland House**

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| **Attendees** | **Apologies** |
| Mick Hodlin (MH)  Karen Parker (KP)  David Baxter (DB)  Bill Greenwoood (BG)  Stuart Parsons (SP) | Wendy Boyers (WB)  Lynne Hamnett (LH)  Thelma Scott (TS |

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| **Ref** | **Agenda Item** | **Action** |
| 1  1.1  1.2 | **Welcome**  MH welcomed everyone to the meeting and introduced SP as a new member of the Board. MH expressed how pleased he was that SP had accepted the invitation to join the HWWL Board. SP gave an overview of his role within Wigan Family Welfare and the services provided by the organization.  MH highlighted apologies from LH, TS and WB | Information  Information |
| 2  2.1 | **Declaration – Any conflicts of interest**  No conflicts of interest declared | Information |
| 3  3.1  3.2  3.3 | **Minutes & actions arising from meeting of 20th July 2020**  All agreed to approve the previous Board Meeting minutes.  KP noted all actions from the previous meeting have been completed except issues in relation to The Galleries.  KP to update Board at next meeting on The Galleries signage. | Agreed  Information  Action: KP |
| 4  4.1  4.2  4.3 | **Director Update**  MH updated that the Board was now up to 7 Directors. We had interest from a lady who MH /KP would meet on 10th September to discuss further.  DB raised that he had been approached by a member of the former Advisory Committee with regards to the HWWL new office not being accessible by wheelchair users should we ever recruit and employ a wheelchair user. MH/KP to compile a response  MH made the Board aware that we have received two complaints from NHS Complaints Advocacy clients. MH will respond to the complainants, but this has given us reason to review all policies and procedures around the Advocacy service, Data Protection and Confidentiality. Reviewed policies to be presented at next Board meeting | Information  Action KP/MH  Action:  MH to respond  KP to review polices |
| 5  5.1  5.2  5.3  5.4  5.5  5.6  5.7 | **Finance**    KP presented budged against spend in new format which details all income/expenditure for each month.  KP explained that we are currently holding £21,227.03 in reserves. This includes the surplus to pay any rent claimed from The Galleries for 2019/20  KP noted we are still waiting on final bill from Total (elec) from The Galleries as they will not release due to need a forwarding tenant. KP in discussion with The Galleries on this  KP provided rationale as to why staffing costs fluctuated between April - Aug  KP reported slight increase in IT costs due to changing provider  MH asked that the Board approve a reduction in the figures on the Financial Scheme of Delegation. It was agreed that the amounts of spend for the CO would be reduced to £1000 except for payroll. This needs to remain at £12000. Petty cash should be amended to £50 for nominated staff and CO.  SP highlighted that this should all be reflected in our Business Contingency Plan | Information  Information  Information  Information  Information  Action KP:  Update document  Action:  KP to bring plan to next meeting for approval |
| 6  6.1 | **Audit Committee**  DB and MH stated that another meeting needs to be scheduled following the last meeting in March. | Action: MH&DB |
| 7  7.1  7.2  7.3  7.4 | **Operational Updates - Report from Chief Officer**  KP presented the revised work plan.  KP presented the list of meetings that are currently attended by HWWL  KP updated on the Care Home work and it was agreed that we need to maintain our independence with this piece of work. We will continue to work in partnership with the LA/CCG but move forward with the pilot as originally planned with 7 care homes. One per SDF.  Discussion took place regarding MHS Complaints Advocacy Service and that it should be distinct and separate from the work of Healthwatch. This service requires its own publicity and policies/procedures and should not be mixed with the work of Healthwatch. In addition we should no longer be providing general advocacy or Social Care Complaints Advocacy as we are not commissioned to provide this and therefore we do not have policies/procedures to provide this work. | Approved  Information  Information  Agreed by Board. KP to review policies |
| 8  8.1 | **Future Meeting Plan**  **Next meeting 12th October 2020 – Ashland House** |  |