



### Notes of the Inaugural Board Meeting

**Date/ Time:** 12 April 2013, 14.00-16.00

**Venue:** Scott House, 5 George Street, Huntingdon, PE29 3AD

**Attendees:** Ruth Rogers (RR), Sandie Smith (SS), Mike Andrews (MA), Mike Hewins (MH), Adam Speed (AS), David Neal (DN), Chris Banks (CB)

**Chair** Ruth Rogers

<b>1. Welcome</b>
RR welcomed attendees to the Inaugural Board Meeting of Healthwatch Cambridgeshire (HWC).
<b>2. Incorporation Update</b>
<b>(a) Certificate of incorporation</b>
AS explained that there had been an error with the cheque, adding VAT by mistake. Another cheque for the correct amount had been sent to Companies House along with the incorporation paperwork to use the same day incorporation service.
<b>Action:</b> AS to let the Board know once incorporation certificate is received.
<b>(b) Memorandum and articles of association</b>
RR explained that CB had drafted a standard memorandum and articles of association; these will be submitted to Companies House for the incorporation.
<b>3. Managing future Board meetings</b>
<b>(a) Public setting</b>
It was agreed that future Board meetings would be held in public with a dedicated question and answer session.
<b>(b) Matters reserved for private setting</b>
It was agreed that there may be occasions where issues need to be discussed in private session rather than in public.
The terms of reference make provision for the Board to discuss matters in private, having advised public attendees of the broad nature of the matter and the reasons for needing to discuss in private session.
<b>(c) Business cycle/forward agenda</b>
It was agreed that budget monitoring would be a regular agenda item at Board meetings.
It was agreed that the Board would delegate powers to amend policies and procedures to the Chair of the Board and then review amendments on an annual basis with notes on the reasons for any revisions.
It was noted that Healthwatch England would be hosting a suite of policies on their website for the 1 <sup>st</sup> quarter of 2013/14.
<b>4. Policies</b>
<b>(a) Health and Safety</b>
It was agreed that a standard office based Health and Safety policy would be sufficient for HWC.

<b>(b) Safeguarding</b>
<p>It was agreed that HWC would amend appropriate CCC Safeguarding policies.</p> <p><b>Action:</b> SS to coordinate safeguarding policies.</p>
<b>(c) Employees</b>
<p><b>i) Contracts of employment</b> <b>ii) Conduct, disciplinary and grievance procedures</b></p>
<p><b>Action:</b> It was agreed that SS and RR would draft contracts of employment, codes of conduct, disciplinary and grievance procedures and then circulate for comment.</p>
<b>(d) Information governance</b>
<p>CB reported that he had been discussing the use of a Customer Relationship Management (CRM) system with ACRE. It was agreed that use of a CRM database would be worth exploring.</p> <p><b>Action:</b> Once incorporated HWC will need to register with the Information Commissioners Office to meet its obligations in terms of data protection.</p>
<b>5. Recruitment update</b>
<p>SS and AS updated on recruitment.</p> <p>Coordinators have all been appointed, some will start w/c 29/04/13 whilst the rest will be in post by 13/05/13. AS explained that a candidate had been offered the Young Ambassador post subject to references.</p>
<b>6. Administration arrangements</b>
<b>(a) Office location</b>
<p>The Board expressed a preference for Huntingdon Library if possible. If the Library is not feasible then Scott House would be the second preference.</p>
<b>(b) IT Arrangements</b>
<p>SS and RR reported that they had been looking into IT arrangements such as cloud storage, also a laptop would be purchased to use for managing the budget.</p>
<b>(c) Telephone numbers</b>
<p>AS updated the Board that a general enquiries line has been set up on 01480 377625. Numbers for staff will be confirmed shortly.</p>
<b>(d) Email addresses</b>
<p>AS had circulated a document with all email addresses and passwords. The Board reported no issues with access to email.</p>
<b>(e) Back office support</b>
<p>RR informed the Board that Lisa Rogers would be providing finance and back office support to HWC on an interim basis until the organisation was settled.</p> <p><b>Action:</b> It was agreed that RR would speak to an auditor used by Red2Green regarding auditing of HWC accounts.</p>
<b>(f) Bank account</b>
<p>It was confirmed that once HWC had been incorporated Lisa Rogers would set up a bank account.</p> <p><b>Action:</b> AS to confirm once certificate of incorporation is received.</p>

**7. Budget**

AS confirmed the Healthwatch funding (as the LINK baseline) was £221,739.

**8. Dates of meetings**

Dates of future meetings were agreed as:

12 June 2013, 19.00 (Venue TBC, Fenland)  
12 September 2013, 19.00 (Venue TBC, South Cambs)  
13 November 2013, 19.00 (Venue TBC, East Cambs)  
16 January 2014, 19.00 (Venue TBC, Cambridge)  
19 March 2014, 19.00 (Venue TBC, Hunts)

**9. AOB**

Media training – it was agreed that media enquiries would be directed to RR and SS.