

Minutes of HWS Board meeting public
Held at 2pm in Fiwila Room, Trinity Centre, SY3 9HF
Thursday 28th February 2019

Present:	Vanessa Barrett	VB	Chair
	Terry Harte	TH	
	Anne Wignall	AW	
	David Voysey	DV	
	Angie Saganowska	AS	
	David Beechey	DB	
	Bob Welch	BW	
	Lynn Cawley	LC	
In attendance:	Steph Dunbar	Minute Taker	
	Dee Walker	DW	
	Jayne Morris		

1. Welcome, introductions & apologies

Apologies were received in advance from Steve Price. LC introduced Jayne Morris to the Board, as HWSs Community Engagement Officer.

2. Declarations of Interest

AW declared her interest as President of AgeUK Shropshire, Telford & Wrekin.

3. Board meeting in Public, held on 22nd November 2018

a) Approval of minutes

The minutes were agreed for accuracy and signed by the Chair.

b) Matters arising not on the agenda

There were no matters arising.

4. Presentation

a) Independent Health Complaints Advocacy service (IHCAS) at HWS

It was noted that the role of IHCAS is to empower people to make complaints, not to do this for them. A focus of the role was also noted to be about support people's expectations of a formal complaint.

LC advised that an increasing number of IHCAS clients are seeking help due to being unhappy with the response to a formal complaint, or the lack of response to a complaint.

HWS regularly meets with Complaints managers from local NHS providers to ensure our knowledge of the complaint process is up to date; HWS also work with providers to make the complaints process more user friendly and clear.

LC confirmed that the local authority do not have a requirement to provide advocacy for social care complaints. It was reported that if a member of the public contacts HWS for information about making social care complaints, they are referred to the IHCAS self-help pack for assistance as the first stages of the complaints process is the same as the NHS.

It was agreed to include IHCAS, and information regarding our local complaints system in discussions about the 2019/20 HWS forward plan.

Action: To include Advocacy in Forward plan discussions

5. Finance and H.R.

a) Board recruitment

VB recommended that DW be accepted as a new member of the Board following an interview and successful reference. TH seconded the proposal.

The Board accepted DW as a new Board member of HWS.

Action: SD/LC to arrange induction for DW.

b) Volunteer recruitment

SD confirmed that two newly recruited volunteers had completed their E&V training.

It was noted that several other interested candidates were being followed up and a press release to encourage volunteering had been distributed.

c) Management accounts of end December 2018

The accounts were discussed and accepted by the Board.

d) 2019/20 Forward Budget

It was noted that an extra-ordinary meeting of the Business Committee will be taking place at the end of March to address the budget going forward.

6. Governance

a) Risk management

It was advised that the matrix was reviewed on 31st January, where several risk ratings were adjusted and a new risk added.

The Board accepted the updated matrix.

7. Reporting

a) Chairs report

A report was provided for information.

b) Board members reports

A report was provided for information.

c) Chief Officers report

A report was provided for information.

8. A.O.B. (if notified in advance)

There was no other business to discuss.

9. Questions from the public

There were no questions.

10. Dates of future Board Meetings

30th May 2019, 2pm, *venue TBC*

Action: SD to arrange venue