

Cyfarfod Bwrdd/Board Meeting

Briff Cyfarfod/Meeting Brief

Ebrill 2021 / April 2021

This Board meeting took place via MS Teams

Board meeting

Minutes of the previous meeting and progress on agreed actions

The Board agreed the minutes of the previous meeting as an accurate record, and noted the progress on agreed actions.

Chair & Chief Executive's report

Board members heard that the Chair had recently given a live interview to BBC Radio Wales. The focus of the discussion was about the NHS in Wales, the impact of waiting times on people and the approach to recovery from COVID-19. The interview had been a good opportunity to let people know what the CHCs are doing.

A new citizen voice body (CVB) – members heard the proposals from SMT to introduce a framework for the CHC movement to develop its contribution to the Welsh Government's plans for the introduction of the new CVB. These proposals were set out in a draft framework document "[A new Citizen Voice Body](#)"



for health and social care in Wales: Working together as a CHC movement to inform and influence its design and development”.

Each workstream would include membership drawn from the Board and CHCs. Wherever possible, the workstreams would have members from a range of different CHCs.

There would be a range of different ways to enable Board and CHC staff and members to share their ideas, suggestions and thoughts to help to inform the development of the new CVB. The suggested channels for sharing feedback were:

- through an online feedback form, also available in hard copy
- directly with CHC chairs, chief officers, the Board’s chair, chief executive or chief officer, or with nominated workstream members.
- through CVB workshops within a CHC or team.

This feedback would be considered by the specific workstreams and would help us to develop a collective CHC movement view or position.

SMT also proposed to include the Board’s HR and ICT leads as members on the appropriate workstreams.

The first meeting would identify what each workstream will do, and the order in which it would like to do it.

The workstreams would need to be open, transparent and accessible. At the first meeting, each workstream would need to agree how often it will meet, taking into account its focus and priorities. It would also need to look at how it will meet, whether face to face, virtually or a mixture of both.



Members agreed that the first meetings of each of the workstreams should take place by the end of April, on the dates proposed.

Following each workstream meeting, a summary report would be produced highlighting its discussions and any agreed actions. It would also identify any matters that link to the remit and actions of any other workstream/s. This is so that the other workstreams are aware of and can take this into consideration in their own discussions.

Members agreed the draft framework. In doing so, it recognised the following key points:

- there would be capacity challenges for individuals in attending workstream meetings, and so there would be an invitation, rather than a requirement of attendance
- this would send a clear message to Welsh Government that as a CHC movement we are continuing to work together to share ideas and develop our views
- as the Welsh Government has not yet established and agreed its workstream arrangements, we don't yet know how we will feed into its workstream activities, or its priorities and timetable.

When further information becomes available we will need to review our own arrangements so that we are able to feed in our views and information at the right time. The Welsh Government has been very clear that CHCs will be involved in



informing and influencing its plans and activities relating to the establishment of the CVB.

Members discussed the importance of developing a clear approach to the CHC movement's engagement with stakeholders throughout the transition period, noting this will be considered by the communication workstream.

The Board agreed that a formal letter should be sent out to CHC Vice Chairs and Deputy Chief Officers inviting them to join the workstream. It will provide details of the first meeting and apologise for the short notice.

Consultation: rebalancing care and support – members heard that the Board of CHCs has submitted a consultation response on behalf of the 7 Community Health Councils in Wales. Members also noted that SMT has identified the need for a further discussion around the issues raised in the consultation.

Chief officer role at the board – members were advised that following Des Kitto's retirement at the end of May 2021, Angela Mutlow would be taking up the role at the Board office. The Board thanked Des for his contribution to the CHC movement, and welcomed Angela.

CHC member learning & development letter 2021-2022 – a letter has been sent to all CHC members asking them to complete an on-line survey about their learning and development needs in the year ahead. The letter also invites members to undertake a range of NHS Wales e-learning modules identified as relevant to CHC activities.



Board members were also invited to participate.

The Board heard that 11 responses have been received so far from CHC members across Wales. CHC chief officers will be reminding members to complete the survey at forthcoming executive and local committee meetings so that the responses can inform our learning and development programmes.

The Board asked for further information about other ways the Board and CHCs identified learning and development needs.

The Chief Executive advised that learning and development needs may be identified through individual member assessment discussions, from self-assessment and peer review activities, and when developing plans.

The Board agreed that it would be timely to review CHC member competencies as well as our member assessment arrangements at the relevant Board committee meeting in June.

Members noted the refurbishment activity underway at the Board office. As well as meeting our health and safety responsibilities, this will enable future Board meetings to take place in our new boardroom either physically or using the video conferencing facilities. It is hoped that once restrictions are eased, we can begin to use these facilities.

Members heard that CHC Chief Officers and Deputy Chief Officers have now received focused training on carrying out Equality Impact Assessments. The learning was well received, and consideration will be given to rolling this out to more staff.



BCHCW committee briefings

The Board noted the briefings from the recent Corporate Governance Committee and Standards and Performance Committee.

Planning 2021-2022

BCHCW & CHC Annual Plans – members noted a change in the title of the Board and CHC plans to Annual Plans in response to discussions at the last Board meeting. The BCHCW plan had been updated to include the Chair’s introduction. The Board agreed the plan for publication.

CHC Chief Officers presented their annual plans to the Board, providing members with a summary of their CHCs main priorities for the year ahead, and an opportunity for members to ask any questions. CHC staff are able to access the latest annual plans [here](#).

The Chief Executive noted that the plans presented today clearly demonstrate that CHCs are continuing to learn from each other across a whole range of areas.

The Standards & Performance Committee will review CHCs progress in delivering their plans at its September 2021 meeting.

BCHCW & CHC Equality Plan – Board members noted a delay in finalising the draft Equality Plan. Members agreed this would be



circulated to members electronically for feedback and agreement, and ratified at the next Board meeting.

Updated board and committee work programmes – following discussions at the last Board meeting, the board and committee work programmes had been slightly updated. The Board agreed the updated work programmes, subject to the addition of the additional items agreed earlier in the meeting.

Our governance framework

Hosting agreement update – it was noted that the hosting agreement had not yet been forwarded to the Welsh Government as it is awaiting sign off at Powys teaching Health Board (PtHB). The Chief Executive agreed that she would chase this up and update the Board at its May meeting.

Updated BCHCW committee terms of reference – at its March meetings, it was agreed that the terms of reference for the Corporate Governance and Standards & Performance committees should be amended as follows:

- Allow CHC vice chairs to attend meetings with full voting rights
- If the committee chair is unavailable, the Board Chair will nominate a member to chair in advance of the meeting.

The Board agreed the updated terms of reference.

Review of CHC policies and procedures including:



The Board noted and agreed updates to the following CHC policies and procedures:

- 🕒 Visiting principles, incorporating virtual visits
- 🕒 Staff handbook
- 🕒 Guidance for CHCs on developing a protocol with health boards for handling service changes
- 🕒 Protocol between CHCs
- 🕒 Bilingual out of office messages
- 🕒 Guidance on CHC representation on external groups
- 🕒 Special leave policy

Finance

Budget outturn 2020-2021 – the Board discussed the indicative budget outturn for 2020-2021.

Budget allocation 2021-2022 – the Board agreed the initial budget allocation for the board office, central contingency budget and each of the Community Health Councils in Wales for 2021-2022.

Budget allocation letters based on the template included in the Board paper will now be issued to Chief Officers confirming their initial budget for 2021-2022.

BCHCW risk register

Members noted that the risk register has been re-arranged to make it easier for the Board to review its contents.



The Board reviewed the risk register, noting and agreeing the addition and closure of a range of identified risks, including:

- An increase in the risk level relating to our staff and member capacity. This is due to a reduction in CHC full membership particularly Welsh Government appointments.

Although members noted new ways of working were providing an opportunity to co-opt new members, it is essential that the Welsh Government undertake a member recruitment exercise this year.

NHS Wales strategy and developments, including COVID-19 latest position

The Board noted the latest strategy update. Members were particularly grateful to Des Kitto for providing members with useful daily links to update them on the latest position with COVID-19.

How decision makers are responding to our national reports – update

The Board reviewed the responses from Welsh Government, health boards and NHS trusts to our published national reports.

The Board made a number of observations:

- There is some disagreement between the NHS and Welsh Government about the adequacy of funding for orthodontic



care in Wales. SMT will consider this further and seek further information from the Welsh Government as necessary.

- ⌄ There is clear disparity across Wales in terms of NHS responses to our national reports. Only 2 health boards are routinely providing responses, and this is a concern. The Board asked that SMT consider this further and make proposals for any action needed.
- ⌄ North Wales CHC's executive committee has formally responded to the report. The Board's Chief Executive and North Wales Chief Officer will agree an appropriate way forward.

It was also noted that Welsh Government's Chief Dental Officer has written to the Board's Chief Executive to provide further information about the recovery arrangements for dental care in Wales.

For information

The Board noted the following:

- ⌄ Hearing from people across Wales – a national focus: our reporting timetable
- ⌄ Welsh language standards annual report 2020-2021 template
- ⌄ Consultations and calls for evidence
- ⌄ Reports from CHC representation at NHS committees, workgroups etc.



Letters, correspondence etc.

- ĉ Letter to Welsh Government re GP access standards
- ĉ Letters to and from Welsh Government re NHS complaints
- ĉ Letter from the Minister for Health and Social Services

SMT Meetings – the Board noted the agenda for the April SMT meeting.

Date of next meeting

It was noted that the next meeting of the Board will take place on Wednesday, 19 May 2021.

The agenda and papers for this meeting are available to CHC staff [here](#).



