

Pwyllgor Llywodraethu Corfforaethol / Corporate Governance Committee

Briff Cyfarfod / Meeting Brief

Rhagfyr 2020 / December 2020

Minutes from the previous meeting

The committee agreed the minutes from the previous meeting as an accurate summary of the meeting discussions, and noted the progress made with the agreed actions.

Governance framework

Update on development of accountability framework etc – the committee noted that some progress has been made on the development and agreement of the tripartite hosting agreement. It is hoped to provide a full update at the Board meeting in January.

Review of policies, procedures and guidance – following a review of existing guidance by the senior management team, the committee agreed the following documents:

- Social media policy
- Taking and publishing images
- Supervision
- Guidance for CHCs equality monitoring and reporting
- CHC representation at NHS national groups and committees



Information governance training – the committee noted the update on the delivery of information governance training for the remaining CHC staff across Wales.

Corporate Services Assurance Framework – compliance plan – members noted that all CHCs are now using the self-assessment framework. SMT have developed an outline approach and timetable for the delivery of a programme of compliance checks for 2020-2021. The committee agreed this approach.

Schedule of returns – the committee noted the schedule of returns from December 2020 to March 2021. A new schedule will be developed in March that will cover the year ahead.

Equality

BCHCW progress report – the committee noted the BCHCW mid-year progress report on equality. Separate reports will be completed by individual CHCs and these will be presented to the March committee meeting.

The committee noted that targeted engagement has been undertaken or is being planned with asylum seekers about how they are accessing NHS services in Wales. Initial conversations have taken place with the Welsh Refugee Council to discuss possible approaches.

Welsh Language

Welsh language standards BCHCW self-assessment – the committee noted the BCHCW self-assessment of its compliance with the Welsh language standards. To ensure continued familiarity with the requirements of the standards, the Board office has agreed to carry out team based assessments on a quarterly basis.



CHC self-assessment approach and timetable – the committee noted and agreed the CHC self-assessment approach and timetable.

Integrated telephony system and Welsh language call handler -

The committee noted that an appointment had been made to the role of Welsh call handler and translator at the Board office. The successful candidate will take up the position in January 2021.

The procurement exercise for an integrated telephony system is underway, supported by the Procurement Team at NHS Wales Shared Services.

Good practice advice on developing our Welsh language practice

– the committee agreed the good practice guide developed for CHC staff.

Welsh language commissioner letter re virtual meetings – the committee noted the letter received from the Welsh Language Commissioner to the Board and CHCs.

The letter acknowledges the challenges faced by organisations when using Microsoft Teams software for virtual meetings. It also references the fact that Microsoft Teams does not allow two audio streams to enable simultaneous translation. In light of that, the Welsh Language Commissioner has written to Microsoft to outline the requirements in Wales, and to try to persuade them to introduce this capability as soon as possible.

Although these challenges are recognised by the Commissioner, this does not affect our duty to comply with the standards. The committee was advised a number of 'work arounds' can be put in place. Our ICT lead will provide advice to CHCs on these.



Health and Safety

Report on the provision of guidance and training for CHC staff and members – the committee noted that as a result of the Coronavirus pandemic, a range of different health and safety risks had needed to be assessed and managed. This included risks around home working and returning to offices and face to face activities.

To support everyone to identify and manage these risks, arrangements have been made to ensure all CHC senior leaders had attended or had made arrangements to attend IOSH managing safety training. The committee noted that all staff are required to undertake mandatory health and safety e-learning.

Members noted the importance of making clear the requirements of the Health and Safety Act in relation to employees, and the health and safety responsibilities relating to CHC members, particularly when attending events, etc.

Staff and member matters

Review impact of the CHC regulation amendments and coronavirus pandemic on CHC member retention and recruitment – the committee heard that CHCs had provided feedback on the impact of the legislative changes for CHC membership on their ability to recruit and retain members. They also provided feedback on the impact of the coronavirus pandemic on member activities.

The committee were interested to hear that although some CHCs were finding it challenging to attract new members at this time, others have been successful in their recruitment programme due to the new 'virtual' ways of working and the flexibility this offers.



Members across Wales were missing the face to face activities with patients and the public they found so rewarding.

Arrangements for Welsh Government support for leadership capacity and development - it was noted that due to capacity issues, Academi Wales are currently unable to roll out the agreed leadership support programme for the Senior Management Team (SMT). This will be revisited in March 2021.

Partnership working

Memorandum of Understanding between the Board, CHCs and HIW – it was noted that a full review of the MOU with HIW is due in 2021.

Members heard that although the content of the MOU is clear and adequately defines the relationship and arrangements for working in partnership, some challenges remain with ensuring consistent operation of the MOU.

Regular joint workshops had taken place throughout the year, and CHCs had agreed these now needed to be undertaken 6 monthly, with a clear focus for each workshop.

Social Media

Report of the Board and CHC use of social media – the committee noted the report which highlights how the Board and individual CHCs are using social media to engage and communicate with people and communities across Wales.

As social media has become such a powerful platform, the committee agreed that our expertise in using social media needed to be further



developed. The committee also noted the importance of using websites to share information and encourage feedback.

Updated Corporate Governance Committee work programme and meeting timetable

The committee agreed the updated work programme and meeting timetable for the Corporate Governance Committee.

Updates and information, including

SMT meeting brief – the committee noted the SMT meeting brief.

CHC National report: Orthodontic care in Wales – the committee noted the report. Although Welsh Government have responded to the report, due to the powerful messages received from young people, it was felt that a further discussion with the Chief Dental Officer may be useful.

Date of next meeting

It was noted that the next meeting of the Corporate Governance Committee will take place on 17 March 2021.

The full agenda and papers for the Corporate Governance Committee are available to all staff on the shared 'N' drive [here](#)



