

Pwyllgor Llywodraethu Corfforaethol / Corporate Governance Committee

Briff Cyfarfod / Meeting Brief

Mehefin 2021 / June 2021

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.

Corporate services assurance framework

2020-2021 assurance reports – the committee heard that CHCs have worked hard in this first year of self-assessment. As for the peer review self-assessment process, CHCs will review their progress throughout the year, at least quarterly. The Corporate Governance Committee will receive mid and end year reports along with action plans.

A number of key themes have been identified from the process so far. These include:

- Bringing a clear focus on reviewing and strengthening governance
- Open and honest self-reflection on CHC governance arrangements
- Thorough approach to assessment, with some strong evidence gathering to support RAG ratings



Committee members also noted some areas for development identified through the self-assessment process:

- CHCs that have not yet produced a full RAG will do so and present to their Executive Committees
- There is some variance in the approach to RAG rating, with some CHCs marking themselves somewhat harshly
- Some CHCs did not provide evidence within the self-assessments
- There was some confusion around the period being assessed
- Further training around equality impact assessments would be beneficial.

The committee noted that although it will be useful for the Senior Management Team (SMT) to discuss these issues further, it should be recognised that Business Managers deal with corporate services on a daily basis and have a thorough understanding of the day to day processes in their CHCs.

Business Managers will be asked to discuss the self-assessment process at the next Business Managers group meeting and agree any further action needed, including any additional guidance and support.

The Board's Chief Executive will use the information and assurance provided by CHCs to inform her overall assurance to Powys Teaching Health Board (PTHB) on arrangements within the Board and CHCs to follow all relevant HR and Finance policies and procedures.

2021-2022 assurance framework and compliance plan – the committee agreed the updated corporate services assurance template for 2021-2022, noting the introduction of a Chief Officer certification statement.



Our ways of working

Review of Board and CHC policies and procedures - members were asked to consider and agree changes to the following existing policies and guidance following review by SMT:

- **Advocacy case management policy** – this policy has been adapted to take in account the learning shared by CHCs since using the policy. Proposed changes recognise the role of Advocacy Support Officers as part of the team in the advocacy case management system. Also the term ‘consent’ has been replaced with ‘authorisation’.
- **Bilingual signage in the workplace** – updated to reflect that we are living with COVID-19.
- **Using the Welsh language internally** – updated to reflect our continued development of using the Welsh language in our day to day activities with each other and to encourage a welcoming and enabling working environment. The introduction of a Welsh call handler and translator role at the Board office has also increased our use of the Welsh language internally.
- **Using Welsh effectively in bilingual meetings** – updated to reflect the virtual environment we are operating in and will continue to use as part of a blended approach moving forward.
- **Handling complaints about us – a guide for staff** – no changes proposed at this time.
- **Learning Welsh** – updated to reflect changes in terms of the opportunities that are available to staff and members to learn Welsh.
- **Remote recruitment** – updated to allow for a blended approach moving forward.
- **Respect and resolution policy** – this policy has already been agreed by the NHS and introduced by Powys Teaching Health



Board (PTHB). Developed on an all Wales basis, it replaces the previous grievance and dignity at work policies.

- **Guidance for CHCs on equality monitoring and reporting** – updated with clearer wording in response to matters raised around the question relating to transgender people.
- **Coronavirus guidance Information Governance** – guidance reviewed in light of our experiences over the last year.

The committee agreed to adopt all policies and procedures as proposed by SMT.

Register of CHC standards, guidance, policies and procedures – the committee noted the updated register.

Prison healthcare and our complaints advocacy service – committee members were advised that SMT had agreed a need to develop all Wales guidance on providing a complaints advocacy service for people in prison.

ICT update

ICT development plan (April 2021-March 2022) – the committee were asked to consider the ICT development plan and proposed programme of work for 2021-2022. Priorities include the all Wales integrated telephony system and the installation of the video conferencing system at the Board office which will allow a blended approach to Board meetings going forward.

The committee heard that iPads have been/are being distributed to CHCs for Executive Committee members, Deputy Chief Officers and PPE Officers.



The Chief Executive talked about the significant capacity challenges we are facing at the moment. She explained that SMT will be having a more detailed discussion about how developing our use of technology can help address this by better supporting our activities and extending our reach into communities.

The Chief Executive advised the committee that in order for the plan to be deliverable, it would be kept under active review.

Staff and member matters

Staff sickness report (2020-2021) – the committee noted the staff sickness and absence rates for the period April 2020 to February 2021.

Much work has been done to ensure the well-being of staff during this challenging time. As a CHC movement, we have been more pro-active in this area than ever before to ensure that we make available and signpost our staff to a range of resources to help maintain their well-being.

Feedback from staff has indicated that this support has been helpful. The committee heard that regular meetings are taking place between managers and their staff to ensure their well-being is maintained.

Regular DSE assessments are also being undertaken so that staff have the correct equipment for a comfortable working environment.

Staff have also been reminded of the importance of regular eye tests and made aware of the arrangements in place to support this.

It was noted that staff sickness levels during this period have reduced. It is not yet clear whether this is due to the flexibility provided by home



working or other factors relating to the restrictions on contact with others.

Sickness levels will continue to be kept under review.

Staff and member learning and development planning – the committee heard that the leadership development programme provided by Academi Wales to support us through organisational change will begin in June 2021.

The programme will focus initially on SMT, and will start with carrying out some diagnostics to look at SMT leadership styles.

CHC members were recently asked to complete a learning and development survey. To date, 26 responses have been received from members setting out their identified learning and development priorities for 2021-2022.

The survey will remain open for new members to complete and for existing members who identify any new learning and development needs throughout the year.

The committee heard that SMT had considered individuals identified needs alongside needs identified through self assessment/peer review and our plans and priorities in the year ahead.

The key learning and development priorities identified through this process are:

- engaging in new ways, including social media
- an introduction to social care
- developing our ICT skills.



There will also be a continuing need to focus on equality and diversity matters.

SMT will now take this forward to design a programme of learning that incorporates local and national delivery.

Staff well-being survey – the committee heard that a third well-being survey has been issued to staff. The purpose of this survey was to understand how living with restrictions is continuing to have an effect and to understand more about people’s views on how we work in the longer term, including home and office working.

A total of 50 responses have been received. It was pleasing to note that on the whole, feedback has been mainly positive and staff well-being has continued to improve.

From the responses received, it is clear that there is still more we can do to develop our communication. In response, we are continuing with our virtual staff conferences and introducing other virtual networking meetings. We will hold our first virtual coffee morning in June and if this goes well, more will follow.

As part of the feedback, there was a suggestion that a system of Staff Awards be introduced. SMT recognises the potential to introduce a system of staff recognition, and has identified a need to do some further work to develop more detailed proposals.

The committee noted that SMT will continue to work through the various suggestions from staff and will report back on actions going forward.



Information governance

Privacy notices – the committee were reminded that as part of our learning from a data breach ‘near miss’, action is continuing to review and further develop our information governance arrangements. There was also a need to review our arrangements more broadly in light of:

- our experiences since the General Data Protection Regulations (GDPR) were first introduced
- our extended use of virtual meetings, and the potential to record these.

At our request, our legal advisers have carried out a first review of our privacy notices, document retention schedule and records management documentation and provided initial advice.

SMT will now do some further work around this to make sure revised documentation reflects our new and emerging practice.

Data protection impact assessments – an initial data protection impact assessment was carried out for the new all Wales telephony system and looked at whether telephone conversations should be recorded.

At present only one CHC routinely records all telephone calls. A further discussion is planned by SMT to identify an all Wales approach on this issue.

Legal advisors have also recommended that we review all 3rd party supplier contracts where providers may hold personal data. From the information received so far from CHCs, it would appear that in most cases the only personal data that would be retained is in relation to staff roles and staff contact details.



However, contracts relating to off site records storage, etc., provide potential for increased risk and these contracts will require a more detailed review.

Overall, SMT support the proposals from our legal advisers and the Board office will continue to co-ordinate all required action.

Accessibility standards – the committee were reminded that a new duty came into place earlier this year on accessibility requirements for public sector websites. A generic statement on accessibility has been included on all CHC and Board websites, provided by Digital Health and Care Wales (DHCW).

We will need to review and further develop Board and CHC accessibility statements that relate specifically to us.

We are planning a review of the accessibility of our websites and have received an initial proposal from a third sector organisation who is working with all health boards. This has some significant cost implications.

Other options are currently being considered, including working directly with third sector organisations representing people with particular needs, eg., learning difficulties or sensory loss. An update will be provided to the committee at its next meeting.

Reporting 2020-2021

BCHCW and CHC annual reporting update – the committee noted that the Board and CHC annual reports are in progress. CHCs are working to an end of June deadline in terms of the final text. A first



draft of the report design has been received from the designers and considered by SMT.

This will be circulated to the committee for any thoughts or feedback.

Welsh language standards annual reporting update – the committee noted that good progress is being made with most CHCs having produced their Welsh language standards annual reports. The next stage of this is to look at any movement wide good practice that has been identified and is worth sharing.

The Board's annual report is currently being drafted and will be shared with the committee once completed.

Gender pay gap report – the committee noted that although we are not legally required to produce this report, we have made a clear commitment to be as open and transparent as we can be.

The committee noted the contents in the report and agreed its publication.

Learning when things go wrong

Annual review of data protection matters (including breaches) – the committee noted that no further data breaches or near misses have been reported since the last meeting.

Annual review of complaints about us – it was noted that an additional complaint has been received at the Board office. Some learning has been identified. This has led to a tightening up on complaints handling monitoring arrangements so that timescales are met and ongoing communication is fully recorded.



Update 2021-2022 templates – the committee noted that the template has been adapted to make it clear that we want to capture and learn from positive and negative feedback.

For information

Dealing with potential conflicts of interest

The committee noted the updated declaration of interest register.

Welsh language matters

The committee noted the following:

- Letter from the Welsh Language Commissioners office
- Internal translation arrangements update.

Updated BCHCW Corporate Governance Committee work programme 2021-2022

The committee noted the updated work programme for 2021-2022.

Date of next meeting

It was noted that the next meeting of the Corporate Governance Committee will take place on Wednesday, 15 September 2021.



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

CHC members may request copies of the papers from their local CHC office.



