

# Pwyllgor Llywodraethu Corfforaethol / Corporate Governance Committee

Briff Cyfarfod / Meeting Brief

Mawrth 2021 / March 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.

## Annual review of committee activities

**A look back over the committee's activities in 2020-2021** – members reflected on the committee's activities over the last 12 months. The activities demonstrated the significant changes that were required as a result of the pandemic.

**Committee terms of reference** – members agreed that the terms of reference for the Corporate Governance committee should be amended to reflect the same changes that had been agreed for the Standards & Performance terms of reference in its meeting. It was therefore agreed to amend 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.



**Joint CHC services planning and change committee** – members discussed the format of this committee going forward. They agreed that although the committee is a useful one, it needs to be developed further so that it adds more value. It should be effectively co-ordinating discussions and actions informing and being informed by what happens locally.

It was suggested that as this is a CHC committee and not a Board committee, the senior management team would be best placed to review how it functions currently and how we can best utilise it going forward.

It was agreed that future arrangements should include a pre-meeting whereby CHCs can have open discussions about where they are with service change proposals prior to the formal committee meeting.

## **Annual review of our governance framework**

**Hosting agreement** – the committee agreed the final draft of the tripartite hosting agreement. This is subject to the final sign off by Welsh Government and Powys teaching Health Board.

**BCHCW standing orders** – members noted that there are no proposed changes to the standing orders at present. Gaps within the document relating to the hosting agreement will now be completed. This will then need to be signed off by Welsh Ministers. The committee agreed the continued use of the existing BCHCW standing orders in the meantime.

**BCHCW standing financial instructions** – members noted that as the hosting agreement is now finalised, gaps within the document relating to workforce will now be completed. The committee agreed the



continued use of the existing BCHCW standing financial instructions in the meantime.

**Model standing orders for CHCs** – the committee noted and agreed the model standing orders for CHCs.

**CHC corporate governance assurance programme: self-assessment return** – members heard that the assurance programme is a means of assuring the Chief Executive and the Board on the performance of CHCs in meeting their corporate responsibilities. CHCs are required to report through self-assessment any risks or non-compliance and identify how this will be addressed.

The committee noted and agreed that the return for 2021-2022 should incorporate a certification from the chief officer. This will be developed and submitted to the June meeting of the committee.

**Review of policies, procedures and guidance** – members were asked to consider and agree changes to the following existing standards and guidance following review by the senior management team:

- Behavioural standards for CHC meetings – no changes proposed.
- Being complained about: a guide for staff - small number of presentational changes proposed.
- Guidance for CHCs equality monitoring and reporting – updated to reflect:
  - changes made to introduce a single integrated impact assessment framework following a review of our information governance arrangements.
  - updated information that better reflects the context in which CHCs are operating.



- change of language used following feedback from the LGBTQ community re our survey.
- **Abbreviations and acronyms** - this document has been created in response to CHC members asking for further information on the abbreviations and acronyms used in meeting briefs. This will be kept under review.
- **Making a complaint about us** - this document has been updated to reflect our ongoing use of technology to support our activities, including virtual meetings. It was agreed that our blended approach to working going forward should be reflected within this document.

The committee agreed to the proposed changes.

## Annual returns

**Gifts and hospitality registers** – this was noted by the committee.

**Report of data breaches** – it was noted that ‘near misses’ are now included when reporting data breaches.

**Report of feedback and complaints about the Board and CHCs** – members heard that staff are being encouraged to record ‘positive’ feedback as well as negative feedback.

**Welsh language standards self-assessments** – members noted that this is the second year that CHCs have carried out self-assessments of the Welsh language standards.

The committee heard that the first year of the introduction of the Welsh Language Standards saw our activity focused heavily on compliance.





This second year's self-assessments showed an increased confidence about consistently getting it right.

The introduction of the Welsh call handler and translator role at the Board was enabling an increase in using the Welsh language internally. Members noted that our CHC movement is now beginning to focus more on creating a more enabling environment that actively encourages the use of the Welsh language as we move forward.

**Report of information requests** – the committee noted the information requests received by the Board and CHCs from April 2020 - February 2021, as well as the learning identified from handling requests.

Members noted that most of the requests received have been from suppliers looking for procurement opportunities.

## Staff and member matters

**Staff and member recruitment and retention** – members noted the current level of member vacancies across the CHCs. This was a stark reminder that there is now a significant number of vacancies across Wales.

The level of Welsh Government member vacancies is high. This has not been helped by the inability to carry out a recruitment exercise in the past year because of the pandemic. Discussions have taken place with the Welsh Government and it has agreed to progress a recruitment drive this year.

It is hoped that a timetable and recruitment approach will be available soon.



Members discussed the importance of encouraging new membership. Although many of our activities have been curtailed during the pandemic, we need to ensure that people are aware of the power of the CHC movement. We need to let them know that we are still operating but in a different way.

Members asked how individual CHCs are keeping existing members interested during this challenging time. The Chief Executive explained that Chief Officers are sharing their learning with other CHCs so that they can try different ways of keeping members engaged, e.g., FaceTime virtual buddying visits carried out by members via iPads with patients in hospitals.

It was agreed to update a paper prepared for SMT on member engagement and circulate to the committee. It was also agreed to circulate a video created by Aneurin Bevan CHC with their health board on the virtual visit buddying system they have introduced.

Members also discussed the challenges CHCs faced in getting local authorities and the third sector to nominate members in some areas. Members asked that the senior management team have a more detailed discussion on how to move this forward.

It was suggested that a letter from Welsh Government to local authorities and 3<sup>rd</sup> sector representatives reminding them of their responsibilities may be helpful. The committee agreed with this approach.

The committee noted that following a report by the Board's HR team on recruiting and retaining staff, no issues have been identified at the current time. This will be kept under active review.



**Learning and development update** – the committee noted that all requests for individual staff learning during the current financial year have been accommodated.

Members noted that a learning and development survey will be sent to all staff in April to identify personal learning and development needs for 2021/2022.

## Planning

**Outline BCHCW Operational Plan** – the committee noted that although the plan is not yet complete it gives a clear picture of what we plan to do and how we plan to do it. The committee were happy to agree the outline plan, subject to some tweaks and finalisation.

**Equality Plan update** – it was noted that the Equality Plan will now be drafted taking into account the progress made in delivering this years plan, as well as what we have heard about NHS services during the year.

**Outline BCHCW work programme** – the committee agreed the outline BCHCW work programme for 2021-2022, noting that it would need to be kept under active review.

**Outline Corporate Governance Committee work programme** – the committee agreed the outline Corporate Governance Committee work programme for 2021-2022, again noting that it would be kept under active review.



## For information

The committee noted the following:

- Request to the Welsh Language Commissioner
- Updated national report timetable
- CHC website accessibility standards – external review reports.

## Date of next meeting

It was noted that the next meeting of the Corporate Governance Committee will take place on Wednesday, 16 June 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.**





