

## Healthwatch Oxfordshire Board of Directors

Date of Meeting: 9 <sup>th</sup> January 2018	Paper No: 3
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Title of Presentation: GSF and Treasurers Report
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This paper is for	Discussion		Decision		Information	
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Purpose and Executive Summary (if paper longer than 3 pages): Please click the icon to access the document
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Financial Implications of Paper:
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Action Required: The Board is asked to note the: <ul style="list-style-type: none"><li>• GSF Update</li><li>• Treasurers Report</li></ul>
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Author: Martin Tarran-Jones
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**To: George Smith and members of the HWO Board**

**Copy: Carol Ball**

**From: MTJ**

**Date: December 31<sup>st</sup> 2017**


***NB: This report is Attachment 1 to my email.***

Unfortunately, I must tender apologies for the January Board meeting, but I hope that this report will serve to keep you up to date on GSF and Treasurer related matters. If you have any questions, please don't hesitate to email me.

**GSF Report:**

1. Since the last HWO Board meeting there has been no further GSF meeting. The next GSF meeting will take place at 10.00 on January 29<sup>th</sup> at The Venue in Cowley, where amongst other items, we will be reviewing the Q3 financial numbers. As previously stated, any member of the Board is welcome to attend, should they so wish.
2. It's worth noting that since the November Board meeting RP has issued a draft summary of all the meetings attended by HWO in various capacities. If you have/had comments, please ensure that you have fed them back to Ros.
3. As promised at the November Board RP issued an updated activities' report and forecast for the rest of this year. It also included her thoughts on activities' plans for Q1 2018/19.  
***Attachment 2.***
4. Also issued after the November Board by CB was an updated forecast for the financial outcome of this year. Including all the new website commitments, this shows a forecast deficit for this year of -£7,064. This suggests that our cumulative surplus, at the end of this year will IRO £97,000. This latest forecast can be viewed at ***Attachment 3.***
5. Also issued after the November Board by CB was a first draft financial budget for H1 18/19. This shows predicted overspends, against expected funding, of circa. -£17,000 per quarter. To see the figures, see ***Attachment 4,*** and the accompanying notes, ***Attachment 5.*** Assuming the cumulative surplus at March 31<sup>st</sup> '18 is £97,000, and we keep back £30,000 for 1-off wind-up costs/un-forecast "events," then these rates of "overspend" will have to be throttled back to around -£16,500 per quarter.
6. Our current funding and licence arrangements with the OCC finish on March 31<sup>st</sup> 2019, so planning priorities for Ros and Carol in January/February are:
  - a. Finish the draft budget figures for 18/19 with a full draft activities' plan to accompany them. This ideally should be agreed with the Board, prior to discussions based upon them with the OCC. **This needs to be done by the GSF meeting on January 29<sup>th</sup> 2018.**

In Q1 '18, we will also be entering into discussions with the OCC about the post March 31<sup>st</sup> 2019 situation, and for these Ros will need to have agreed with the Board a strategic plan for 2019/20 together with funding/activities' options. **This needs to be done by end February 2018, earlier if possible**



### **Treasurer's Report:**

1. **Figures:** I have previously reported on the Q2 outcomes and you have the updated forecasts in **Attachment 3**. After our GSF meeting with SPX on January 29<sup>th</sup> I will issue a report on the Q3 outcome and updated forecast for 2017/18.
2. We have pushed for and received written confirmation from the OCC that our funding will remain at the current levels for 2018/19 IE £235,000. See **Attachment 6**.
3. I have completed a review of the agreements between the OCC and HWO and will report on this at the February management meeting.
  - a. **HWO as a going concern,**  
I have advised the operational team that, until we get positive information on funding/licencing, this places limitations on making **NEW** expenditure commitments that go beyond March 31<sup>st</sup> 2019. In particular, if we have no better sight of funding post March 31<sup>st</sup> 2019, we should refrain from opening any new "credit accounts" after September 2018.
4. Third party accounts check: This is a CC requirement for our 17/18 statutory accounts. As yet, I have only received one quotation for £500 + VAT. I believe that Ros and Carol are actively trying to find cheaper alternatives. In the meantime, we should provide at this level in the forward financial forecast.
5. We are also required to prepare a "Trustee's report" to accompany our 17/18 accounts for the CC. I have the format, and I'm on the case to assist CB.
6. The HWO balance sheet for December 31<sup>st</sup> 2017 shows: net assets of: £160,718. (December 2016: £107,119).
7. **Personal matters:**
  - a. Due to family health-related issues I have been unable to attend the December and January Board meetings, and I think this will continue until the "winter pressures" season is over (and will be the same next winter).
  - b. I accept that this means that I am not able to discharge my duties as an HWO director/trustee as fully as I should, and I will respect the Board's decision if you decide that this is not acceptable to you.
  - c. In the meantime, I plan to continue what I am doing, and I am committed to the actions detailed in this report.
  - d. I have made my situation clear to both Ros and George, prior to making this report.

**Kind regards**

**Martin Tarran-Jones**

## Healthwatch Oxfordshire Report on activity in Q2 2017/18

The tables below show progress against the agreed four key performance indicators.

A KPI table for the Localities Support activity is added as KPI 5. September 2017 was the first part month - 2 weeks - for this activity and as such has been included in the KPI targets for Q3.

### Overview

Quarter 2 of 2017/18 has been a busy time with much activity by all members of staff. We have heard from 556 people during the quarter giving us a half year total of 1228. I propose to produce an impact report by the end of 2017 to address the statement and question: activity is spending money - what difference is it making?

**KPIs that have not been met by 10% or more are:**

**KPI 1 - questionnaires completed** - explained by Bicester Town event straddling Q2 and Q3

**KPI 4 - publications and newsletters** explained by no longer producing a quarterly newsletter as we move to a fortnightly electronic briefing circulated to a wider audience. The target for Q3 onwards has been revised upwards to reflect the increased activity.

**KPIs that have exceeded their targets are:**

**KPI 2 - reports to committees, commissioners.** The reporting includes verbal reports as well as written reports. The increase in the number of committees and meetings attended accounts for the level of activity. I will continue to review the number of meeting attended to ensure that they add value to our work and HWO makes a positive contribution at meetings.

**KPI 3 - Public contact by phone, mail, email, web site, face to face.** The target was exceeded by 10% due to the level of activity with groups over this period. The target for Q3 of 200 has been retained.

**KPI 4 - Web site hits** exceeded the target by 16%. Which is most likely related to our high level of media coverage during this period.

**KPI 4 - Media hits** - I have changed the way of measuring this to reflect both media enquiries and media coverage as this gives us a conversion rate. A high conversion rate shows that what we say, and how we say it is of public interest - we should always aim to achieve at least an 85% conversion rate; in Q2 our conversion rate was 94%.

### **Review of KPIs for 2018/19**

I will conduct a review of the KPIs and report to the GSF and Board at the end of 2017/18 Q3.

**KPI 1 Listening well to people, especially the most vulnerable, to understand their experiences and what matters most to them**

**Outreach, Enter & View, town events**

KPI 1	Target 2017/18	Q1	Q1 actual	Q2	Q2 actual	Q3	Q4	Comment	Date
Town events	2	1	0	1	1	0	1	Bicester Town event 29/9  Review of Witney forced greater lead in time so plan 2 town events in 2017/18	27/10/2017 Planned Oxford Town event Jan/Feb '18 22/8/2017 Bicester event straddles Q2 & Q3
People heard	1100	500	238	300	271	300	300	Fewer groups and people heard at Town event as reduced time spent in area from 4 to 2 weeks. Outreach & groups – revised target from 2000 to 1100	27/10/17  22/8/17
Surveys	4	1	1	1	1	1	1		
Questionnaires completed	1750	950	285	250	136	300	300	Bicester Town event 272 in total with 50% completed in Q2 No town event in Q1 – moved to Q2. Figures include the Travel survey activity. Revised target down to 1750 Dependent on town events	27/10/17  22/8/17  April 17
Enter & View activity	2	1	0	0	0	1	1	Two planned, one unplanned (Q4) – linked to town events. Revised down to 2.	22/8/17

**KPI 2 Influencing those who have the power to change services so that they better meet people’s needs now and into the future**

KPI 2	Target 2017/18	Q1	Q1 actual	Q2	Q2 actual	Q3	Q4	Comment	Date
Reports published	10	3	3	2	2	2	3	Stroke Report & Voluntary Sector Forum report  Reports published include those supported by the Project Fund	27/10/17
Reports to committees, commissioners	80	10	22	30	43	20	20	HWO Board, Oxfordshire County Council, Oxfordshire Health & Overview Scrutiny Committee, Oxfordshire Health & Wellbeing Board, Health Improvement Board, Oxfordshire Adult Safeguarding Board, CQC, Oxfordshire Health Transformation Board, Thames Valley NHS Committees. Includes verbal reports to NHS Thames Valley Committees that were not originally included; OCC monitoring, increased CQC contact/reporting; Locality Forum Chairs included; A&E Delivery Board, Witney/Deer Park, Health Inequalities Commission, Oxfordshire Primary Care Commissioning Committee, OUHT, OHT, 111 Mobilisation Board, JSNA Steering Group, Bicester Healthy New Town Partnership, Home Care Board, Children Trust, TV Healthwatch,	27/10/17

**KPI 3 Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same**

KPI 3	Target 2017/18	Q1	Q1 Actual	Q2	Q2 actual	Q3	Q4	Comment	Date
Voluntary sector forum	3	1	0	1	1	1	1	Voluntary Sector Forum – July – Health Inequalities. Planned Forum for 6 <sup>th</sup> December (Q3)  Q1 Forum to be run in Q2 so still on track to achieve 3 / annum.	27/10/17  22/08/17
Public contact by phone, mail, email, web site, face to face	700	250	149	150	165	200	200	Level of activity affected by holiday month August balanced by Voluntary Sector Forum in July.  Includes groups. Target needs to be revised down. Revised annual target to 700.	27/10/17  22/8/17



**KPI 4 The development of the Healthwatch brand and brand values, to reflect Healthwatch Oxfordshire’s ambition as THE health and care champion for Oxfordshire**

KPI 4	Target 2017/18	Q1	Q1 actual	Q2	Q2 actual	Q3	Q4	Comment	Date
Improved web site	1						1	Revised to Q4 as impacted by decision to purchase new system with longer implementation time than previously estimated for revamp of existing web site. Now likely to be Q3	28/11/17 30/8/17
Publications – newsletter, updates	17	2	2	2	1	5	8	Planned fortnightly electronic Briefing to commence in Q3 – target figures adjusted up from 8 – 17.	27/10/17
Web site hits	7900	1600	1588	1800	2,100	2000	2500	Q2 – exceeded target by 16% base line Q4 2016/17 = 1474	27/10/17
Media hits Base line Q4 2016/17 = 35	200	30	45	35	68	40	60	Q2 Activity measured to include media enquiries (35) and coverage (33). <b>Reviewed Q1 figures and revised Q3 &amp; Q4 figures to reflect change in measurement. Revised target up from 135 to 213.</b> No town event affected level of activity. Q2 as of 22/8 activity 44 Cyclic, dependent on external activity	27/10/17 22/8/17 April '17
Twitter impressions Base line Q4 2016/17 = 9794	35000	10000	7200	7000	6,799	10000	10000	Activity reflects Bicester town event but still not reaching levels achieved during Witney Town event. Review target and gain understanding in Q3. No town event affected level of activity. Revised target 35000. Cyclic, dependent on external activity	27/10/17 22/8/17 04/2017

## KPI 5 Locality forum Support

		2017 / 18			2018 /19				
KPI 5	Target	Q3	Q4	Q1	Q2	Q3	Q4	Comment	Date
Locality Forum Meetings support	Up to 10 per annum per locality	10	10	11	10	11	10	May vary	
Locality Forum Public Events	Up to 3 per annum per locality	2	4	4	4	4	4	As required	
Locality Forum Chairs Meetings	Up to 6 per annum  (bi monthly)	2	2	2	2	2	2		
Research; desk top on PPGs and PPG development			1						
Forum satisfaction survey			1				1		

## Healthwatch Oxfordshire Work Plan - Q3 & Q4 and 2018/19 Q1

The table below shows our revised work plan for 2017/18 Q3 & Q4 and 2018/19 Q1

Points of note:

### **Outreach - Hospitals.**

HWO staff are to have a presence at each OUHT hospital site on a rolling basis from January 2018. This will mean that each hospital will be visited 3 times a year. Initial discussions with OUHT are very positive regarding supporting staff to escalate issues on the day, reporting back to the Trust on what we have heard and the location of the Healthwatch 'widget' on OUHT web site thus giving people an opportunity to feedback to us via our new web site and Feedback Centre.

### **Outreach - town event.**

The lessons learned from the Witney even have been applied to the Bicester town event and bore fruit in that:

1. A shorter time period made it more manageable and I believe more productive against staff time invested
2. Experience of planning and working as a team bore fruit for the Bicester event
3. Having volunteers, who were very able and willing, made the whole exercise much more productive
4. Having the town Mayor open the event brought in excellent local media coverage by the newspaper
5. Publish the report as soon as possible after the event

The key lesson from Bicester is to ensure that the voluntary sector market must be located where there is high footfall - otherwise the benefit is limited to stall holders and networking opportunities. This is valued but does not ensure that people have access to the information available.

### **Projects**

The Project fund Panel terms of reference, priorities and procedures have been agreed and the fund will be promoted at the December voluntary Sector Forum. My aim is to have all main projects reported by end of 2018, and no later than end January 2019.

**Other activity planned for Q3 & Q4 includes:**

**Web site** - purchase and go live of new web site by February 2018. Including Feedback Centre which will increase our reach and improve our reporting of what we hear.

**Reports** - publish at least one report per quarter, preferably monthly. The production of 'themed' reports similar to the Stroke Report will help to achieve this. The recruitment of the Project officer will give us the staff resource to achieve this aim.

**Governance support**

Another busy period for our Business Manager supporting the Board and GSF. We also recruited in Q2 to the localities post. The Communications Group, supported by our Communications Manager, has been busy and will be even busier during Q3 and Q4 focussing on the web site development and then marketing materials and social media training.

### Healthwatch Oxfordshire Work Plan - Revised forecast for Q3 & Q4 and first 2018/19 Q1 forecast

Activity	Oct 2017	Nov 2017	Dec 2017	Q3 total	Jan 2018	Feb 2018	Mar 2018	Q4 total	April 2018	May 2018	June 2018	Q1 total	Number of events / activity	No of people heard (target)
<b>Outreach</b>														1266
Town event					Oxford City			1		Vale of White Horse		1	2	500
Public places	6	3	2	11	0	1	1	2	0	3	0	3	16	400
Hospitals	0	0	0		1	1	1	3	1	1	1	3	6	120
Groups	5	2	0	7	8	2	2	12	2	8	2	12	31	186
Community Events	2	0	0	2	0	0	0		0	0	0		2	60
Voluntary Sector Forum			1	1			1	1			1	1	3	120
Enter & View	0	0	0		1			1	1			1	2	n/a
Surveys		0	0			1	1	2		1	1	2	4	400
<b>Projects</b>														
Approved					1	1	2	4	2			2	6	n/a
Completed										1	1	2	2	n./a
Reports			Bicester	1	Voluntary Forum	Theme	Oxford Survey	4	Voluntary Forum	Theme Project Survey Project	Theme Project Survey Project	9	14	n/a

HWO MANAGEMENT ACCOUNTS REPORTING FORMAT													2017-18		
	Q2			Year to Date			Q3			Q4			Full Year		
	£ Actual	£ Budget	£ Last Year	£ Actual	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year
<b>Income:</b>															
OCC Grant	58,987	58,987	58,987	117,974	117,974	117,974	58,987	58,987	58,987	58,987	58,987	58,987	235,948	235,948	235,948
Other income	4,424	1,000	1,000	4,424	2,000	2,011	20,837	1,000	1,100	2,000	1,000	1,000	27,261	4,000	4,111
<b>Total Income</b>	<b>63,411</b>	<b>59,987</b>	<b>59,987</b>	<b>122,398</b>	<b>119,974</b>	<b>119,985</b>	<b>79,824</b>	<b>59,987</b>	<b>60,087</b>	<b>60,987</b>	<b>59,987</b>	<b>59,987</b>	<b>263,209</b>	<b>239,948</b>	<b>240,059</b>
<b>Costs:</b>															
Staff	42,004	45,035	39,004	78,930	90,071	76,270	52,033	45,035	38,955	56,264	45,035	42,556	187,227	180,141	157,780
Premises	2,473	2,645	2,080	4,912	5,290	10,239	5,520	2,645	3,213	3,220	2,645	1,315	13,652	10,580	14,768
Board	659	1,405	525	1,597	2,810	960	1,180	1,405	287	1,180	1,405	831	3,957	5,620	2,079
Prof Fees	1,050	1,675	1,425	2,100	3,350	2,965	1,815	1,675	1,388	1,710	1,675	2,150	5,625	6,700	6,503
Marketing	2,354	4,700	1,634	2,837	9,400	1,765	7,450	4,700	2,872	3,450	4,700	10,668	13,737	18,800	15,306
IT related	1,668	1,241	1,244	2,666	2,482	2,713	3,041	1,241	944	5,241	1,241	1,626	10,947	4,963	5,283
Sundry	1,044	1,674	1,758	1,993	3,348	3,211	1,748	1,674	1,356	1,250	1,674	1,228	4,991	6,695	5,795
Project	951	1,413	217	1,186	2,825	-497	7,913	1,413	2,727	21,038	1,413	2,145	30,137	5,650	4,375
<b>Total Cost</b>	<b>52,204</b>	<b>59,787</b>	<b>47,886</b>	<b>96,221</b>	<b>119,575</b>	<b>97,627</b>	<b>80,700</b>	<b>59,787</b>	<b>51,742</b>	<b>93,352</b>	<b>59,787</b>	<b>62,520</b>	<b>270,273</b>	<b>239,149</b>	<b>211,888</b>
<b>Surplus/Deficit</b>	<b>11,207</b>	<b>200</b>	<b>12,101</b>	<b>26,177</b>	<b>399</b>	<b>22,359</b>	<b>-876</b>	<b>200</b>	<b>8,345</b>	<b>-32,365</b>	<b>200</b>	<b>-2,533</b>	<b>-7,064</b>	<b>799</b>	<b>28,171</b>
Open Cash				121,277		90,553									
Close Cash				133,690		101,461									
<b>Movement:</b>															

HWO MANAGEMENT ACCOUNTS REPORTING FORMAT			2018-19									
	Q1			Year to Date								
	£ Actual	£ Budget	£ Last Year	£ Actual	£ Budget	£ Last Year						
<b>Income:</b>		67,699										
<b>Costs:</b>				<i>This box always shows the</i>								
Staff		57,973		<i>YTD, so for Q1 both boxes</i>								
Premises		2,902		<i>have the same figures.</i>								
Board		800		<i>After Q2, this box will total</i>								
Prof Fees		1,510		<i>the figures for both Quarters.</i>								
Marketing		3,500										
Sundry		1,350										
IT		2,110										
Project		15,390										
Total Costs:		85,535										
<b>Surplus/Loss:</b>		-17,836										
Open Cash				<i>Etc, etc</i>								
Close Cash												
<b>Movement:</b>												
	Q2			Q3			Q4			Full Year		
	£ F/Cast	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year	£ F/Cast	£ Budget	£ Last Year
<b>Income:</b>		67,699										
<b>Costs:</b>												
Staff		57,793										
Premises		2,902										
Board		800										
Prof Fees		1,510										
Marketing		3,500										
Sundry		1,350										
IT		2,710										
Project		14,390										
Total Costs:		84,955										
<b>Surplus/Loss:</b>		-17,256										
Open Cash												
Close Cash												
<b>Movement:</b>												

Notes to accompany Budget for quarter 1 and 2 (2018/19)

**1. Income = £67,699**

The OCC income is assumed to be the same as 2017/18 - £235,948, this equals £58,987 per quarter

The OCCG income will be £34,848, or £8,712 per quarter

**2 Staffing Costs per quarter = £57,973**

Assumes 6 members of staff, 3 full time and 3 part time with a 3.5% increase (CSI December)

Salary - £55,073 per quarter inc NI and pension

Staff travel and other costs- £2,000 (to reflect additional staff)

Recruitment expenses £300

Subsistence -£100

Training - £500

**3. Premises costs = £2902**

Rent - £1,937

Utilities - £340

Office equipment - £250

Office costs - £375

**4. Board costs = £800**

Meeting room hire - £220

Refreshments -£30

Other meeting costs -£50

Subsistence -£ 50

Training -£250

Travel - £200

**5. Professional Fees = £ 1,510**

Independent examination -£250

Audit Fees £1,260

**6. Marketing and Comms = £3,500**

**7. IT costs £2,110 - Q1/ £2,710 - Q2**

Monthly support - £342

Software - £518

Hardware - £600 (Q2)

Website - £1,250 maintenance costs if new website is procured - circa £5k per annum

**8. Sundry Running Costs = £1,350**

**9 Project costs = £15,390 (Q1) / £14,390 (Q2)**

Projects - £10,000 (anticipated project spend will fall in Q1 and Q2)

Prof and consultancy - £1,000 - tbc

Locality - £1,990 (room hire and events)

Q1 Town events and outreach - £1,750

Q2 - outreach - £750

Volunteer costs - £150

Voluntary sector events - £500





Rosalind Pearce  
Healthwatch Oxfordshire  
The Old Dairy  
High Cogges Farm  
High Cogges  
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OX29 6UN

Corporate Services  
County Hall  
New Road  
Oxford OX1 1ND

Kate Terroni  
Director for Adult Services

28 November 2017

Dear Rosalind

**Grant In-Aid Funding Agreement relating to Local Healthwatch Functions between Oxfordshire County Council ("the Council") and Healthwatch Oxfordshire Community Interest Company ("the Organisation") dated 27/8/14 as varied by a deed of variation dated 23/6/16 ("the Agreement")**

Further to our conversation last week, I am writing to confirm the funding arrangements for 2018/19. As you are aware, the Council and the Organisation agreed in March this year to extend the Agreement until 31<sup>st</sup> March 2019, pursuant to Condition 2.2 in the agreement.

At this time, the funding schedule for 2017/18 was set, but not for 2018/19. I appreciate this has created some uncertainty for you, and so I am writing to now confirm the schedule will continue on the same terms:

Funding details	
Date	Amount
01.04.2018	£58,987.00
01.07.2018	£58,987.00
01.10.2018	£58,987.00
01.01.2019	£58,987.00

All other terms and conditions of the Agreement shall remain in full force and effect.

I trust this is helpful to you in providing clarity for the remainder of the Agreement. Please let me know if you would like to discuss any aspects of this letter further.

Yours sincerely

A handwritten signature in black ink that reads "Benedict Leigh".

Benedict Leigh  
Deputy Director for Joint Commissioning

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