

Minutes of the Public Board Meeting
2 Rivergate, Bristol, BS1 6EG
19 June 2019 at 11.00am

Peter Wyman (PW)	Chair
Ian Trenholm (IT)	Chief Executive
Louis Appleby (LA)	Non-Executive Board Member
Edward Baker (EB)	Chief Inspector of Hospitals
Rosie Benneyworth (RB)	Chief Inspector of Primary Medical Services & Integrated Care
Paul Corrigan (PC)	Non-Executive Board Member
Robert Francis (RF)	Chair, Healthwatch England and Non-Executive Board Member
Malte Gerhold (MG)	Executive Director of Strategy & Intelligence
Paul Rew (PR)	Non-Executive Board Member
Mark Saxton (MSa)	Non-Executive Board Member
Kirsty Shaw (KS)	Chief Operating Officer
Kate Terroni (KT)	Chief Inspector of Adult Social Care
In attendance	
Chris Day (CD)	Director of Engagement
Rebecca Lloyd-Jones (RLJ)	Legal Adviser to the Board
Mark Sutton (MSu)	Chief Digital Officer
Chris Usher (CU)	Director of Finance, Commercial & Infrastructure
Martin Harrison (MH)	Senior Corporate Secretary (minutes)
Rina Rabadia (RR)	CQC equality networks representative
Stuart Dean (SD)	Director, Corporate Provider and Market Oversight (item 7)

ITEM 1 – APOLOGIES & DECLARATIONS OF INTEREST

1. PW welcomed Board members and other attendees. Apologies for absence had been received from Jora Gill, John Oldham and Liz Sayce. No new interests declared.

ITEM 2 – MINUTES OF THE MEETING HELD ON 15 MAY 2019 (REF: CM/06/19/02)

2. The minutes of the meeting held on 15 May 2019 were accepted without amendment.

ITEM 3 – MATTERS ARISING AND ACTION LOG (REF: CM/06/19/03)

3. The action log was noted.
4. There were no matters arising.

ITEM 4 – WHORLTON HALL (REF: CM/06/19/04)

5. IT presented an update on the latest position related to Whorlton Hall, including the announcement that Professor Glynis Murphy, a professor of clinical psychology and

disability at The Tizard Centre, University of Kent would be chairing the independent review of CQC regulation of Whorlton Hall between 2015 and 2019.

6. Board welcomed the independent reviews but emphasised the need for CQC to ensure that action put in place to address issues raised by Whorlton Hall should continue separate from the review process. LA suggested that one of the main issues raised was how CQC responded to allegations of abuse made by those who might have difficulty in clearly articulating their experience and how this evidence was then assessed and tested. With this in mind, it was also important that CQC should not look just for evidence of abuse but for evidence of where there may be the risk of abuse taking place. It was suggested that it might be appropriate to review the guidance on use of surveillance technology although fully understanding the need for consensus and to balance privacy with safety concerns.
7. LA also drew attention to the model of care provided at Whorlton Hall and how it was widely recognised as not fit for purpose. While CQC had not registered any similar facilities since Winterbourne View, it was suggested CQC could have a significant role to play in informing a wider debate around the continuing use of this model of care.
8. IT affirmed the independence of the reviews, confirming that the chairs would have the authority and discretion to explore any areas that they felt necessary. No timescales had been announced to allow the chairs as much time as they needed to complete their reviews. Board would continue to receive progress updates.

Decision: Board noted the update as set out in written report.

ITEM 5 – EXECUTIVE TEAM REPORT (REF: CM/06/19/05)

9. IT presented the Executive Team report as set out in the written report.
10. On the performance report for April 2019, KS confirmed that the vacancy factor data excluded the transformation portfolio.

Decision: The Board noted the Executive Team report.

ITEM 6 – TRANSFORMATION PORTFOLIO QUARTERLY UPDATE (REF: CM/06/19/06)

11. KS presented a progress update on delivery of the transformation portfolio as set out in the written report.
12. Board noted that Debbie Westhead had been appointed to the role of Director of Implementation, Improvement and Evaluation and, on behalf of Board, PW congratulated her on the appointment.
13. In discussion, Board welcomed the KPIs and commitments related to people. KS would review actions arising from the last People Survey and would report back to Board on progress.

Action: KS to review and report back on progress on actions arising out of the last People Survey.

14. Board also acknowledged ongoing work on the capital / revenue budget split noting that this was a government wide issue and a consequence of the impact of cloud based services.
15. It was suggested that more detailed information around enforcement could be helpful in light of the dynamic nature of enforcement and the potential for figures to tell a longer-term story. IT noted the challenge in adequately presenting such information in the current format but would reflect on how this could be presented in the future and whether a deep dive would be helpful.

ITEM 7 – MARKET OVERSIGHT UPDATE (CM/06/19/07)

16. SD presented an update report on work carried out by the Market Oversight Team.
17. On assessing potential impact at a local level, SD explained that CQC captured Market Oversight information at a group level and as such, it was difficult for this information to be effectively distilled down to a local level.
18. On behalf of the Board, PW thanked the Market Oversight team for their ongoing work.

Decision: Board noted the update as set out in the presentation.

ITEM 8 – AUDIT AND CORPORATE GOVERNANCE COMMITTEE (REF: CM/06/19/08)

- a. Annual report to Board
19. PR presented the annual report of the Audit and Corporate Governance Committee (ACGC) on the Committee's work in 2018-19. Board noted that ACGC was content that the assurances provided by management, Internal Audit and External Audit were sufficiently reliable and comprehensive in meeting the needs of the Board and the Accounting Officer.

Decision: Board noted the annual report of the Audit and Corporate Governance Committee.

- b. Summary report of meeting held on 6 June 2019
20. PR presented a summary report of the ACGC meeting held on 6 June, primarily to scrutinise the draft 2018/19 Annual Report and Accounts, although a small number of other items were considered as set out in the written report.

Decision: Board noted the report of the ACGC meeting on 6 June 2019.

ITEM 9 – REGULATORY GOVERNANCE COMMITTEE ANNUAL REPORT TO THE BOARD (REF: CM/06/19/09)

21. LA presented the annual report of the Regulatory Governance Committee (RGC) on its work in 2018-19 and also reported briefly on discussion at the Committee's last meeting on 14 May. Continuing the Committee's intent to look at those issues that cut across the directorates within CQC, the recent meeting had considered inequality and the role that CQC could potentially play in addressing this at a local level through its questioning and assessment of how a provider accounted for the demographic of its area in the local provision of services.
22. The Committee also considered speaking-up / whistle-blowing and the ongoing programme of work within CQC which included work to look at how CQC could keep people better informed about the outcome of their contact with CQC.

Decision: The Board noted the annual report of the Regulatory Governance Committee

ITEM 10 – ANY OTHER BUSINESS

23. PW, on behalf of the Board, congratulated Bren McInerney, community volunteer and regular attendee at CQC public Board sessions, who had been awarded a BEM in the Queen's Birthday Honours list.

Louis Appleby and Paul Corrigan
24. Board noted that the terms of appointment for both Louis and Paul ended at the end of June and this would therefore be their last Board meeting. On behalf of the Board, PW thanked both for their work as part of the Board, and for their wider contribution to the work of CQC.
25. There was no further business. Four questions from members of the public had been submitted to the in advance of the meeting but, as they were each related to specific cases, they could not be answered as part of the public session.
26. PW thanked all for attending and brought the public session to a close.
27. The meeting closed at 12:40pm