



RQIA Board Meeting

Date of Meeting	15 May 2014
Title of Paper	Public Session Minutes
Agenda Item	2
Reference	Min / Mar14 / public
Author	Katie Symington
Presented by	Dr Ian Carson
Purpose	To share with Board members a record of the previous meeting of the RQIA Board.
Executive Summary	The minutes contain an overview of the key discussion points and decisions from the Board meeting on 11 March 2014.
FOI Exemptions Applied	None
Equality Impact Assessment	Not applicable
Recommendation/Resolution	The Board is asked to APPROVE the minutes of the Board meeting of 11 March 2014.
Next steps	The minutes will be formally signed off by the Chairman and will be uploaded onto the RQIA website.



PUBLIC SESSION MINUTES

RQIA Board Meeting
Board Room, 9th Floor, Riverside Tower, Belfast
11 March 2014, 1.50pm

Present

Ian Carson (Chairman)
Sarah Havlin
Lindsey Smith
Daniel McLarnon
Patricia O'Callaghan
Denis Power
Mary McColgan OBE

Officers of RQIA present

Glenn Houston (Chief Executive)
Maurice Atkinson (Director of Corporate Services)
Theresa Nixon (Director of Mental Health, Learning
Disability and Social Work)
David Stewart (Director of Reviews and Medical
Director)
Kathy Fodey (Director of Regulation and Nursing)

In attendance

Malachy Finnegan (Communications Manager)
Katie Symington (Board and Executive Support
Manager)
Nicola Vogan (Internal Auditor, BSO)

Apologies

Dr John Jenkins CBE

1.0 Agenda Item 1 - Welcome and Chairman's remarks

1.1 The Chairman welcomed all Board members to the meeting. The Chairman also welcomed Nicola Vogan, Internal Auditor, to the meeting. Apologies were noted from Dr John Jenkins.

2.0 Agenda Item 2 - Minutes of the meeting of the Board held on 16 January 2014 (min/Jan14/public)

2.1 The Board **APPROVED** the minutes of the Board meeting held on 16 January 2014. Board members noted the completed actions on the action plan. Board members also noted the completion of actions 29 and 38.

2.2 Resolved Action (43) Minutes to be formally signed off by the Chairman

3.0 Agenda Item 3 - Matters arising from minutes

3.1 There were no matters arising from the January Board minutes.

4.0 Agenda Item 4 - Declaration of Interests

- 4.1 The Chairman highlighted to Board members that at all future Board meetings the Declaration of Interests register will be tabled for member's consideration.
- 4.2 The Chairman asked Board members if, following consideration of the agenda items, any interests were required to be declared in line with Standing Orders. No declarations of interests were made. The Chairman asked Board members to advise the Board & Executive Support Manager of any necessary updates to the Register of Interests.

5.0 Agenda Item 5 - Chairman's Report (A/02/14)

- 5.1 The Chairman noted his meeting with Gavin Lavery, Clinical Director, HSC Safety Forum and noted the areas of mutual interest for both organisations. The Chairman also noted his opening address at the recent Professional Standards Authority Symposium and his attendance at the NICON conference on 5/ 6 March 2014.
- 5.2 The Board **NOTED** the Chairman's Report.

6.0 Agenda Item 6 - Chief Executive's Report (B/02/14)

- 6.1 The Chief Executive informed Board members that the current i-connect project manager will leave post on 31 March 2014. The Director of Corporate Services informed Board members that the DHSSPS has approved the Business Case to enable RQIA to use the Technology Partnership Agreement, to secure project management support for i-connect for approximately six months.
- 6.2 Board members noted that RQIA will be undertaking IIP assessment in June 2014.
- 6.3 The Chief Executive informed Board members of the recent successful regulation provider road show events, which were attended by more than 1100 service providers. The Chief Executive highlighted current enforcement activity in Appendix A of the report.
- 6.4 The Chief Executive drew the Board's attention to RQIA's three additional commissioned reviews. Board members were also asked to note those planned reviews within the three year review programme, which are currently with the DHSSPS for consideration.
- 6.5 The Chief Executive informed Board members that ECT services had resumed at Tyrone County Hospital on 20 February 2014. The Chief Executive also noted the Mental Health and Learning Disability road show, which will be held on 31 March 2014, which will set out the plan for inspections for all wards in Mental Health and Learning Disability hospitals in 2014/15.

- 6.6 The Chief Executive noted the recent IT disruption within RQIA, affecting email and internet capability. Full IT service has been restored to staff.
- 6.7 The Chief Executive informed Board members that following correspondence from RQIA on 11 February, the DHSSPS has confirmed that it will meet RQIA's cost pressures, resulting from the additional commissioned review work.
- 6.8 The Chief Executive noted 13 new whistleblowing disclosures since 1 January 2014, which are being monitored through the Serious Concerns and Complaints Group. A Board member queried RQIA's capacity to deal with the increasing volume of whistleblowing disclosures. The Chief Executive suggested that a future Board workshop will focus on RQIA's duties and responsibilities in relation to whistleblowing disclosures.
- 6.9 The Chief Executive informed Board members that the Information Commissioners Office confirmed on 20 January 2014 that it will not be taking formal action following the data security incident on 4 September 2013. It was noted that the Audit Committee received an update on the data security incident on 27 February 2014.
- 6.10 In January 2014 RQIA started a Twitter account and an updated information leaflet, 'About us', has been published. Board members were asked to note that there have been 15,000 visitors to the website, since January 2014.
- 6.11 Confirmation was provided by the Director of Reviews and Medical Director that RQIA has been asked to provide assurance, in relation to ten healthcare actions, by various organisations, following the 2011 Prison Review Team Report.
The confirmation of all actions may take up to three years to complete.
- 6.12 **Resolved Action (44)**
Board & Executive Support Manager to circulate the dates of the Corporate Strategy Pre-Consultation Events to Board members
- 6.13 The Board **NOTED** the Chief Executive's report.
- 7.0 **Agenda Item 7 – Finance Report (C/02/14)**
- 7.1 The Director of Corporate Services provided an updated financial position as at 31 January 2014 to Board members. Currently a £24,000 overspend is anticipated, however, the DHSSPS has provided confirmation of funding for the additional commissioned reviews, enabling RQIA to report a forecast breakeven position at year end.
- 7.2 Board members were also informed that due to slippage in the i-connect project RQIA will hand back £79,000 in the 2013/14 year, which will be made available again, by DHSSPS, within the 2014/15 year.

- 7.3 The Director of Corporate Services noted the prompt payment compliance, which is currently 80.2%. The cumulative figure, although improving, will not allow RQIA to meet the 95% target within the 2013/14 year. Board members noted that in January 2014 the 10 day prompt payment target, was 79%.
- 7.4 Currently all outstanding debt from the 2012/13 financial year has been recovered, while £4,000 remains outstanding from the 2013/14 financial year.
- 7.5 The Board **NOTED** the Finance report.
- 8.0 Agenda Item 8 – Corporate Performance Report (D/02/14)**
- 8.1 The Director of Corporate Services presented the third quarter Corporate Performance Report. The summary position on page three shows 94% of all actions are complete or are on target for completion, 5% of actions are red and 1% of actions are amber. Board members were asked to note the exception report on page seven and also the measures of success requiring exception reports on page nine.
- 8.2 A Board member noted the exception report for the acknowledgement of incidents by staff within seven days. The Director of Regulation and Nursing advised that incidents are graded and all high risk incidents are reviewed immediately. The system for acknowledging incidents will improve with the introduction of the i-connect system.
- 8.3 Board members queried the minimum number of inspections table on page 12 of the Corporate Performance Report. Confirmation was provided that RQIA are providing the statutory minimum number of inspections; however the second inspection carried out by RQIA may be a pharmacy, estates or finance inspection. Discussions are currently ongoing with DHSSPS in relation to this matter. This issue will be highlighted to the Minister during his visit to RQIA.
- 8.4 **Resolved action (45)**
Additional supporting information to be included within the Corporate Performance Report in relation to Measures of Success where this is needed to further clarify the statistics.
- 8.5 Board members **APPROVED** the Corporate Performance Report.
- 9.0 Agenda Item 9 - Corporate Risk Assurance Framework Report (E/02/14)**
- 9.1 The Director of Corporate Services presented the Corporate Risk Assurance Framework Report to Board members. This report was approved at the Audit Committee meeting on 27 February 2014.

Following the Horizon Scanning exercise completed at a recent Board workshop, the revised Corporate Risk Assurance Framework Report will be shared with Board members at the May Board meeting.

- 9.2 There are currently four risks on the register; changes to the risks are presented on page two of the report. The Director of Corporate Services noted that the Business cases detailed in risk one are still with the DHSSPS for consideration. Confirmation was provided that the report requested by DHSSPS detailing current inspection activity will be shared with Board members.

Resolved Action (46)

The paper on inspection activity requested by the DHSSPS will be shared with Board members

- 9.3 Board members were asked to note that risk four has been removed from the register and risks six and seven have been de-escalated to directorate risk registers.
- 9.4 Board members noted that the business cases are not yet approved by DHSSPS and highlighted the increasing workload for RQIA.
- 9.5 Board members **APPROVED** the Corporate Risk Assurance Framework Report.
- 10.0 Agenda Item 10 - Draft RQIA Strategy Map 2015-18 (F/02/14)**
- 10.1 The Director of Corporate Services presented the draft RQIA Strategy Map to Board members and noted the timeline for completion of the new Corporate Strategy, with Board approval required in January 2015.
- 10.2 The Director of Corporate Services noted that all Directorates have been engaged in the development of this map and explained the key features of the new map. The most important development is the addition of a "Stakeholder Outcomes" perspective on the Map, alignment with "Quality 2020" and framing the 3 interconnected domains of quality as questions. This is intended to articulate the outcomes we will achieve for stakeholders through the delivery of our regulatory functions. These Stakeholder Outcomes will in turn be transferred on to the new Corporate Scorecard and corresponding Measures of Success (MoS) will be developed.
- 10.3 The Director of Corporate Services confirmed that RQIA's internal improvements are captured on the Map as part of the "Sustainable performance" Strategic Enabler and is taken forward via the Steps to Excellence programme (STEP) and the Improvement and Efficiency Plan, which are directly linked to EFQM.
- 10.4 Board members **APPROVED** the Draft RQIA Strategy Map 2015-18.

- 11.0 Agenda Item 11 - Proposal to Develop a Corporate Scorecard (G/02/14)**
- 11.1 The Director of Corporate Services presented the proposal to develop a Corporate Scorecard to Board members, based on the Public Sector Scorecard.
A small working group will be brought together to tailor and populate a Corporate Scorecard for RQIA. The Director of Corporate Services noted that the completion of a Corporate Scorecard will change the format of the Corporate Performance Report.
- 11.2 Agreement that Lindsey Smith will be a member of this working group. Following the appointment of new Board members, the Chairman will appoint another member to this working group.
- 11.3 Board members **APPROVED** the Proposal to Develop a Corporate Scorecard.
- 12.0 Agenda Item 12 - Audit Committee Business**
- **Approved Minutes of meeting of 24 October (H/02/14)**
 - **Verbal update on Meeting of 27 February**
- 12.1 The Chair of the Audit Committee presented the minutes from the meeting of 24 October 2013 to Board members for noting.
The Chair provided a verbal update to Board members following the Audit Committee meeting on 27 February 2014. Daniel McLarnon has stepped down from the Audit Committee from February 2014. The Committee is awaiting further appointments, which will be made following the Minister's appointments to the RQIA Board.
- 12.2 The Audit Chair noted the update provided by the Chief Executive on key risks at the Committee meeting and explained that this update will continue at each meeting.
- 12.3 The Committee noted the Chief Executive's meeting with the Business Services Organisation on 4 April 2014, in relation to the Service Level Agreement. Internal Audits are ongoing for the 2013/14 year and assurance was provided that all audits will be completed before the meeting of the Audit Committee in May. The Internal Audit on the recent recruitment exercise was also discussed at the Audit Committee meeting, with weaknesses identified for both BSO and RQIA.
- 12.4 The Audit Chair noted the NIAO Strategy, which highlights the only significant risk, namely breakeven, for RQIA final accounts. An update was also provided to the Audit Committee by the Head of Information, following the data security incident on 4 September 2013. Currently six of the seven recommendations made following this incident have been completed. An update was also provided to the Committee in relation to the information and network security of the i-connect system.

- 12.5 Board members **NOTED** the approved minutes of the Audit Committee meeting, 24 October 2013 and the verbal update of the Audit Committee meeting, 27 February 2014.
- 13.0 Agenda Item 13 – Board Governance Self-Assessment Tool (1/02/14)**
- 13.1 The Chairman presented the draft Board Governance Self-Assessment Tool to Board members. The Chairman confirmed that the Summary Results section of this document needed to be agreed by Board members at this public board meeting. The self-assessment document will subsequently be updated and returned to DHSSPS.
- 13.2 Board members agreed each RAG rating within the Summary Results section; Board members also agreed the body of the document, subject to amendments approved.
- 13.3 **Resolved Action (47)**
Board & Executive Support Manager to make changes as agreed to the self-assessment document and add RAG ratings to the Summary Results section before submission to DHSSPS
- 13.4 Board members **APPROVED** the Board Governance Self-Assessment Tool.
- 14.0 Agenda Item 14 – Any Other Business**
- 14.1 The Chief Executive informed Board members that there are no further planned Trust visits for Board meetings this year. Agreement that arrangements will be made for an external Board meeting in September or November 2014.
- 14.2 **Resolved Action (48)**
Agreement that the Chief Executive will arrange for a future external Board meeting, at a Trust facility
- 14.3 The Chairman informed Board members that he has written to the four outgoing Board members, expressing his appreciation, for their individual contributions to the work of RQIA during their tenure to RQIA.
- 14.4 The Chairman confirmed that the next Board workshop will take place on Thursday 10 April 2014.
- 14.5 As there was no further business the Chairman thanked Nicola Vogan for her attendance. The public session of the meeting was brought to a close at 4.30pm.

Date of next meeting:

Thursday 15 May 2014, Boardroom, RQIA.

Signed



Dr Ian Carson
Chairman

Date

15 May 2014

Board Action List

Action number	Board meeting	Agreed action	Responsible Person	Status
25	3 September 2013	The results of the Oval Mapping exercise will be shared with Board members	Chief Executive	Ongoing
34	14 November 2013	A paper on the implementation of RQIA recommendations following Review Reports will be provided to Board members	Chief Executive	Ongoing
43	11 March 2014	Minutes to be formally signed off by the Chairman	Chairman	Completed
44	11 March 2014	Board & Executive Support Manager to circulate the dates of the Corporate Strategy Pre-Consultation Events to Board members	Board & Executive Support Manager	Completed
45	11 March 2014	Additional supporting information to be included within the Corporate Performance Report in relation to Measures of Success where this is needed to further clarify the statistics.	Directors	Ongoing
46	11 March 2014	The paper on inspection activity requested by the DHSSPS will be shared with Board members	Director of Regulation and Nursing	Ongoing
47	11 March 2014	Board & Executive Support Manager to make changes as agreed to the self-assessment document and add RAG ratings to the Summary Results section before submission to DHSSPS	Board & Executive Support Manager	Completed
48	11 March 2014	Agreement that the Chief Executive will arrange for a future external Board meeting, at a Trust facility	Chief Executive	Ongoing