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Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust

Ref: GC 07

POLICY FOR THE LIVE STREAMING OF MEETINGS HELD IN PUBLIC AND THE RECORDING OF PRIVATE MEETINGS ACROSS VELINDRE UNIVERSITY NHS TRUST

Executive Sponsor & Function	Director of Corporate Governance
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CONTENTS	Page
Policy Statement	3
Scope of Policy	3
Definitions	3
Aims & Objectives	5
Responsibilities	5
Equality Impact Assessment	10
References	11
Getting Help	11
Related Policies	11
Information, Instruction & Training	11
Appendices	13

1. **Policy Statement**

- 1.1 This policy reflects the Trust's commitment to transparent and accessible decision making processes, with the introduction of live streaming and recording of Trust Meetings held in public.
- 1.2 The policy also covers the recording of Private Trust meetings (where appropriate). These recordings will not be shared with the Public at any time and deleted once their purpose has been fulfilled. The purpose of recording such meetings is to ensure that an accurate record is made

2. **Scope of Policy**

This Policy applies to:

2.1 **Meetings Held In Public:**

- Trust Board Meetings of Velindre University NHS Trust held in Public
- Trust Committee Meetings of Velindre University NHS Trust held in Public
- Any other meetings held in public as authorised by the Chief Executive Officer

2.2 **Public Meetings:**

- All meetings of Velindre University NHS Trust held in Public, where a request has been made to record the meeting for the following reasons:-
 - Support the creation of meeting minutes and action plans
 - Support the circulation of messages for employees of Velindre University NHS Trust
 - Must be agreed by all parties present in the meeting
 - Can only be subsequently shared with those present in the meeting and / or for purposes agreed prior to starting the recording of the meeting
 - Public engagement events
 - Question & Answer (Q&A) in a virtual event session
 - Trust Annual General Meetings
 - Hosting of Velindre University NHS Trust services and initiatives, for example a virtual workplace menopause café

2.3 **Private Meetings:**

- All meetings of Velindre University NHS Trust held in Private, where a request has been made to record the meeting for the following reasons:-
 - Support the creation of meeting minutes and action plans
 - Support the circulation of messages for employees of Velindre University NHS Trust

- Must be agreed by all parties present in the meeting
- Can only be subsequently shared with those present in the meeting and / or for purposes agreed prior to starting the recording of the meeting
- This policy does not apply to any Workforce meetings, informal or formal, including 1-2-1s, Managing Attendance at Work (sickness absence), Dignity at Work, Grievance, Disciplinary or any other meetings covered by a Workforce policy.

3. Definitions

- 3.1.1 Meetings held in Public** – These are meetings where members of the public can attend to observe a meeting, however observers are not permitted to join in the discussion.
- 3.1.2 Public Meetings** – Meetings held in public to conduct business of the organisation where any member of the public is able to attend should they choose to do so. There may also be an opportunity to participate in the meeting.
- 3.1.3 Private Meetings** – These are meetings held to conduct business that are not open to members of the public to attend where there are specific valid reasons for not doing so.

4. Applicable to all Key Persons/Roles Impacted by this Policy

- Chair, Vice Chair and Independent Members
- Executive Team Members
- All Velindre University NHS Trust employees, including hosted organisations
- Community Health Council attendees
- Audit Wales attendees
- Any persons attending meetings and events held in public or private
- Patient Liaison Groups
- Health Inspectorate Wales
- Consultancy & Special Advisors to the Trust
- Invited guests on topical issues

5 Aims and Objectives

5.1 Meetings held in Public

- 5.1.1** The policy is to enable an improvement in accessibility and community participation in relation to decision making processes. It is envisaged that live streaming and publishing of video recordings of meetings, will provide more flexible and convenient access to a wider audience, by allowing the public to watch meetings ‘in real time’ via the internet without the need to attend in person.
- 5.1.2** As a result this provides the community greater access to viewing debate and decisions, eliminates geographic and time barriers which may prevent the public from attending meetings in person; thereby resulting in greater

community awareness and confidence in the integrity and accountability of decision making processes.

5.2 Meetings held in Private

5.2.1 This policy enables executive support teams and all Trust service administrators in the recording of meeting minutes and actions.

5.2.2 This policy enables the recording of meetings and events for wider dissemination of Trust wide communications.

6. Responsibilities

6.1 Meetings held in Public / Public Meetings & Events

6.1.1 Communications Team

6.1.1.1 The Communications team will be responsible for the creation and setting up of any meetings or events held in Public.

6.1.1.2 The Communications team will be responsible for the production and “on the day” management of any meeting or events held in Public.

6.1.2 Corporate Governance Team

6.1.2.1 The Corporate Governance team will be responsible for the planning, preparation, training and readiness of all panellists (i.e. Trust Participants)

6.1.3 Digital Services Team

6.1.3.1 The Digital Services Team will be responsible for the delivery of the appropriate platform, security and availability of technical expertise and (where applicable) in-meeting support

6.1.4 Roles & Responsibilities for the Trust Board

Specifically for the Trust Board Meetings held in public, the following roles and responsibilities have been allocated:

Role	Responsibility
Chair:	Chair of the Meeting – Lead Person Person: VUNHST Chair
Reserve Chair:	Reserve Chair for the Meeting – in the event of the Chair being unavailable Person: VUNHST Vice Chair

Role	Responsibility
Attendance:	Board Members and other members of the Executive Team.
Engagement:	On occasions there might be an opportunity for Public Attendees to ask questions for a limited time period before and after the Trust Board Person: Staff / Member of the General Public
Host:	Management of Agenda / Time Keeper / Host Person: Director of Corporate Governance or designated person for the event
Production:	Management of Live Event (including preparation, live production and post production activities) Person: Assistant Director of Communications and Engagement or Senior Colleague in Communications & Engagement
Co-Production:	As above Person : Nominated by the Head of Communications and Associate Director of Communications and Engagement
Secretariat:	Formal record keeper of discussions and actions Person: Executive Support Team
Technical Support:	Technical Support on the Day Person: Digital Services Support Team

6.1.5 **Meetings held in Private**

6.1.5.1 Meeting Secretariat

The meeting secretariat will be responsible for the recording of private meetings following approval to do so from the Meeting Chair.

The meeting secretariat will be responsible for the deletion of the private meeting footage once its purpose has been fulfilled.

7. **Implementation/Policy Compliance**

7.1 Procedure for recording meetings

7.1.1 When a meeting has a defined Public and Private agenda, these recordings must be treated as separate meetings and follow the appropriate sections within this policy.

7.1.2 At no point should a meeting that has a public and private agenda be recorded as one meeting.

7.2 Meetings held in Public

7.2.1 For meetings to be Live Streamed and recorded, only Trust approved digital technologies should be used; such as Zoom and Microsoft Teams. The choice of technology will depend on the requirements of the meeting. It is advised to seek advice from Digital Services regarding the most appropriate solution for the meeting type.

7.2.2 The recording will then be uploaded to Trust's website within 48 hours.

7.2.3 Other Public Meetings authorised by the CEO/ Nominated Deputy may also be streamed live.

7.2.4 The Chair and/or CEO/ Nominated Deputy have the discretion and authority at any time to direct the termination or interruption of live streaming if they believe it is advisable to do so. Such direction will only be given in exceptional circumstances, where the content of debate is considered misleading, defamatory or potentially inappropriate to be published.

7.2.5 There may be situations where, due to technical difficulties a live stream may not be available. Whilst every effort will be made to ensure the live streaming and website are available, the Trust takes no responsibility for and cannot be held liable for, the live streaming or the Trust website being temporarily unavailable due to technical issues beyond its control. Technical issues may include, but are not limited to:

- the availability of the internet connection
- national issues with the infrastructure or Office 365 deployment
- device failure or malfunction
- unavailability of social media platforms or power outages

7.2.6 Access to Recordings of Trust Board Meetings that are streamed live on the internet will later be uploaded onto the Trust website, and available to be viewed. All recordings will be retained in line with existing Trust policies [i.e IG01 Records Management Policy].

- 7.2.7 The Trust has created an email address that will be referenced for any public questions (Corporate.Services2@wales.nhs.uk). All questions received will be answered within 24 hours of the meeting. It is not intended that public questions will be answered during the meeting.
- 7.2.8 At the commencement of each meeting, the Chair shall read a statement notifying those present that the meeting will be streamed live on the internet and that the recording will be made publicly available on Trust's website. Information signage of the meeting will be shown on screen prior to go live.
- 7.2.9 An etiquette guide has also been created to provide support and advice to all individuals during broadcasting of the meetings. The guide will outline all key areas ensuring the production runs as seamless as possible. Reference Appendix 3
- 7.10 If the public meeting has a Q&A function to the meeting, the chair or the host of the meeting will endeavour to facilitate those questions, in relation to the agenda or theme of that meeting. However, there will be occasions where responses will follow post meeting, due to the volumes of questions and/ or requiring input from other colleagues.
- 7.11 It is recommended that in meeting group chat function is disabled during all public facing meetings. In the event of the in-chat function required during private meetings, it is recommended that the terminology and tone used is solely professional at all times for all individual users. The minutes should reflect points made, as appropriate, from the chat function.

7.3 Consent

- 7.3.1 The policy requires consent to be granted from all individuals ahead of the planned meetings with written permission from featured individuals. Reference Appendix 1.
- 7.3.2 Requests for written permission from speakers and performers before you include them as part of a stream and ensure they have the rights to all of their own material.
- 7.3.3 It is essential that all individuals taking part in live broadcasting fully understand their involvement and have enough information to make a decision; not be under the influence of anyone and to make the decision on their own free will; at no point should any individual feel pressured into taking part if they do not want to.
- 7.3.4 Request written permission from speakers and performers before you include them as part of a stream and ensure they have the rights to all of their own material.
- 7.3.5 The communications department will hold responsibility for the consent forms and will store the scanned and signed consent forms for a maximum of 3 years.

7.3.6 Data Protection legislation governs the protection of personal data. Under the legislation individuals have a number of rights to include the right of access to data we may hold about them. Should individuals wish to request access or have any objections or queries relating to how their personal data is being processed by the Trust then all requests are to be managed in line with existing Trust policies [i.e. IG02 Data Protection & Confidentiality Policy]

Note: The Organiser and Chair of the meeting should be aware that a request via the Freedom of Information (FOI) process can be made for a recording of a meeting.

7.4 Social Media

7.4.1 A social media project plan will be created and illustrate the timeframe and different platforms that will be utilised to promote any event.

7.4.2 The Trust will utilise social media platforms, for example Twitter and Facebook, to engage with an array of key stakeholders.

7.4.3 Social media platforms will be monitored during a public event.

7.4.4 The use of social media will be in accordance with the Social NHS Wales All Wales Social Media Policy

7.5 Recording

7.5.1 All virtual Meetings held in Public will be recorded. The Trust will aim to record all Public meetings unless determined otherwise by the chair or with a valid reason not to do so. There may also be an instance when a recording of meeting is not possible due to technology failure.

7.5.2 The Trust will endeavour to produce a recording of all live streamed meetings unless determined otherwise by the chair

7.5.3 For Private meetings there may be occasions where a meeting is held and it is felt that it would be beneficial to one or more parties for the meeting to be recorded to ensure that an accurate record of the meeting is captured. Examples include capturing meeting minutes and action plans.

7.5.4 In these instances, whilst one or more parties may not agree to be recorded, as long as the recording is used strictly for the purpose it was intended for and a copy is made available to all parties if they so wish, then it is acceptable for the recording to go ahead.

7.5.5 For standard Private Trust meetings, the video recording will be deleted when the minutes and action plan have been created, and formally approved at the next meeting.

8. Equality Impact Assessment Statement

8.1 The Trust is committed to ensuring that, as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflect their individual needs and does not discriminate against individuals or groups.

8.2 The Trust will undertake an Equality Impact Assessment and receive feedback on this policy and the way it operates.

8.3 The Trust wanted to know of any possible or actual impact that this procedure may have on any groups in respect of gender (including maternity and pregnancy as well as

marriage or civil partnership issues) race, disability, sexual orientation, Welsh language, religion or belief, transgender, age or other protected characteristics.

9. References

None

10. Getting Help

10.1 Please contact the Director of Corporate Governance for further support with regards to the adoption of this policy as required.

11. Related Policies

- 11.1 **GC01** Policy on Policies
- 11.2 **GC09** Trust Policy for Media
- 11.3 **GC03** Standards of Behaviour
- 11.4 **IG12** Social Media Policy

12. Information, Instruction and Training

12.1 It is essential that for the implementation of new technology and systems, that a plan is in place to train and support employees as they learn and adapt to using new technology.

12.2 With the introduction to the streaming platform Zoom Webinar, it is essential that staff have both a small training group training session prior to the meeting and follow up sessions as and when required.

12.3 Similarly, training material is available for Microsoft Teams.

12.4 Training in small groups of employees will have the advantage of creating a support group by working with others as they learn the new technology.

12.5 Staff are also encouraged to explore the online support tutorials below:

- <https://support.zoom.us/hc/en-us>
- <https://support.zoom.us/hc/en-us/sections/200324965-Video-Webinar>
- <https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>

12.6 In addition to the platform training, employees are encouraged to reference Appendix 2 and 3 to consider best practice guidance



IN-HOUSE FILMING/RECORDING/PHOTOGRAPHY

CONSENT AGREEMENT WITH VELINDRE UNIVERSITY NHS TRUST

Filming/Recording/Photography:

ALL MEETINGS HELD IN PUBLIC AND MEETINGS HELD IN PRIVATE

Name of Project Lead:

Director of Corporate Governance

Purpose of Filming/Recording/Photography:

Trust Meetings held in Public, Trust meetings held in Private

I, _____ (name), agree to be filmed/recorded/ photographed for the above-named meetings

I give _____ (project lead) use of all still and/or motion pictures, sound recordings and or written records which are made of me, my voice and my image for the specific purposes of:

- Trust Meetings held in Public
- Private meetings for the capture of minutes and actions/distribution of staff communications

This permission is limited to the use of any footage/recording/photography of me being used directly and only for the purposes of these meetings, unless permission is granted by me, in writing, for its further use in any capacity.

I understand what is being asked of me and that that my participation in this programme is entirely voluntary, with my permission being given freely and without any undue influence or pressure from the Trust or representative(s) of the media organisation/agency.

I further understand that I may, at any time, discontinue my involvement and that, should I withdraw from filming activities, I will not be penalised nor disadvantaged in any way by the Trust.

I understand that my first responsibility in any filming activities is to the Service User. If, at any point, I become concerned about the impact of the filming/recording/ photography project on the Service User or other staff members/volunteers for operational/safety/well-being or privacy purposes, that I will ask for it to be stopped.

I confirm that I have notified any and all Service User(s) and/or other members of NHS staff/ volunteers likely to be impacted by this filming/recording/photography and that they have been advised of their individual rights to consent/or otherwise to taking part.

I have made all appropriate arrangements to ensure that the privacy of anyone who does not wish to consent to being part of the project will be honoured and protected at all times throughout the duration of the relevant filming/recording/photography.

I understand that once I agree to consent to filming it may not be possible to view the finished material before it is broadcast/published.

I understand that any material published via the internet and/or social media sites may be downloaded or reused by other third parties and that the Velindre University NHS Trust does not control the use or disclosure of any information about me or images of me resulting from this contact. I hereby release the Velindre University NHS Trust from any and all liability for such uses or disclosures.

Please indicate by ticking the boxes below the view that you will be providing when participating in the production:

Name: _____

Job Title: _____

Department: _____

Signature: _____

Date: _____

Appendix 2



GUIDE / ETIQUETTE FOR VIRTUAL MEETINGS

1	<p>Diary. Check your diary to ensure that the diary invite is there and is compatible to the equipment you will be using for the meeting. Please check this a couple of hours before the meeting in case you need the diary invite forwarding the another e-mail address, as support staff may not be available or pick up your request to do this immediately before the start of a meeting.</p> <p>Note: A reminder email will also be sent on the day of the event approximatly 30 minutes before for the meeting.</p>
2	<p>Questions. If you know in advance that you wish to raise a question or discussion point during the meeting, please notify the Chair and minute taker before the meeting. This will ensure that the Chair is aware that you wish to speak.</p>
2	<p>Background. Make sure the background behind you is appropriate and there are no whiteboards with any confidential or patient identifiable information that could be viewed by other participants. <u>This is especially important where the meeting may be livestreamed to the public.</u></p> <p>Note: Panellists are advised to use the corporate grey background that has been created for meetings use as a background for Public meetings.</p>
3	<p>Base for meeting. If you are planning on dialling into the meeting with a colleague in the same room, please ensure that you use your own separate devices. You should not share the same laptop, passing this across the table with your colleague during the meeting. Please ensure that there is sufficient distance between you to avoid any audible feedback.</p> <p>If joining a meeting outside of the working environment e.g at home/ conference centre or an alternative venue please ensure that you are able to participate in the meeting with minimal disruptions adhering to confidentiality guidelines.</p>

4	Lighting. Adjust the lighting to ensure that your face is well lit and not in shadow. <i>Hint- if your back is to a window then pull the blind or curtains and rely on the room lighting.</i>
5	Background Noise. Please remember to mute your microphone when not speaking. Any background noise will be distracting. Please remember to turn off/mute any mobile devices, beepers, etc. Do not shuffle papers, use a keyboard, tap on the table, or the microphone itself, or use china plates, coffee or tea cups without coasters. Please remember to also reduce other background noises, ie, open windows, fans etc.
6	Presentation. Please make sure you are professionally presented in terms of your attire, and your background. Please do not eat during the meeting, drink out of a glass or cup and stay seated and present throughout unless the Chair calls a formal break.
7	Devices. Please ensure that your devices are fully charged, or you are positioned close to a power supply. Ensure your equipment works correctly Check it out before the meeting, Click on your profile image on the top right, and select Settings, Devices, Make a Test Call, and you can test the audio and video. Keep your mobile/other devices away from your laptop to avoid interference. Your iPad can be used to view the meeting papers.
8	Introductions. The Chair may do a roll call at the beginning and/or note any apologies. Introductions by Board Members at some meetings held in public may be bilingual. Note: As part of the Introductory Slide Deck ‘Meet the Board’ slides will be presented displaying all board members.
9	Joining the meeting. Please join the meeting 15-30 minutes before the official start time of the meeting to ensure that your connection is working. Ensure your camera and microphone are working, and that they are correctly positioned.

DURING THE MEETING

10	Introductions. The Chair will welcome all participants to the meeting and may ask for introductions. The introductions will also be a way to ensure that all Members can be heard, and that the minute taker is clear who is dialling in. Note: We will test this at the start of the meeting and before we go live.
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11	<p>Chair’s Comments. The Chair will take this opportunity to remind Members to ensure that their microphones are muted until they wish to speak. This will also be an opportunity for the Chair to inform Members of how they should indicate that they wish to contribute to the meeting. This could be via the ‘raise hand’ function in Teams, or the ‘chat’ function in Teams and Skype. For Members dialling in by telephone, they will need to verbally indicate that they wish to speak.</p>
12	<p>Be present in the meeting. Avoid doing other tasks and emails. Look at your camera (either at the top of your laptop or at the camera fitted to your screen). Note that the public can screenshot your image – we will put a disclaimer in the ‘Rules of Engagement’:-</p> <p style="text-align: center;"><i>Unless the Board has given prior and specific agreement, members of the public and other observers will not be allowed to record proceedings in any way other than in writing.</i></p> <p>Avoid:</p> <ul style="list-style-type: none"> - Saying “not for minuting comments” - Name colleagues outside the Organisation without permission
13	<p>Presentations. For presentations being made, the Chair should request presenters/leads to be clear whether they wish to receive comments after or during presentations.</p> <p>Note: If you have a presentation please can ensure this is shared with the production team in advance of the meeting. All presentations are to be presented and shared from one device only.</p>
14	<p>End of the meeting. The Chair should thank everyone for their participation in the meeting.</p>

DURING THE MEETING – ALL MEMBERS

15	<p>Screen Display. During the meeting, the main screen will be focussed on the person who is speaking at the time, which is why it is important to mute your microphone when not in use. Any additional noise will result in the main screen displayed being deflected to the person creating the additional sound.</p>
16	<p>Remain Present. Please stay seated and present during the meeting. If you do have to go ‘off screen’, please turn your camera off.</p>

17

Contributions to the meeting. When making a contribution please identify yourself when starting to speak. Please speak a little slower than usual, and keep your remarks concise and to the point. Please wait for the Chair to indicate when you can speak, and try not to interrupt or speak over others. This will ensure that everyone will have an opportunity to contribute to the meeting.