

## BOARD OF TRUSTEES MEETING

**25<sup>th</sup> March 2019, 18:00– 20:00.** St Paul’s Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

<b>In attendance</b>	
<p><b>Trustees:</b>            Brian Dillon- Finance Committee and Treasurer HW CWL Board (outgoing) (BD)            Chris Doherty- Independent trustee (CD)            Christine Vigers- Chair, Healthwatch CWL Board            Helen Cooke- Healthwatch Westminster (HC)            Tania Kerno- Healthwatch K&amp;C Local Committee (TK)            Layo Yusuf- Finance Committee and Treasurer HW CWL Board (incoming) (LY)            Keith Mallinson- Healthwatch H&amp;F Local Committee (KM)            Abdul Towolawi- Healthwatch K&amp;C Local Committee (AT)</p> <p><b>HW CWL staff:</b>            Olivia Clymer- CEO, Healthwatch CWL (OC)            Carena Rogers- Programme Manager, Healthwatch CWL (CR)</p> <p><b>Observing:</b>            Ivan Moore- Co-chair of K&amp;C Local Committee (IM)            Isabel Du Westminster Local Committee</p>	
<b>Apologies for absence</b>	
Patrick McVeigh- Healthwatch H&F Local Committee (PM) Joanna Mark Richards- Healthwatch CWL Board (JMR) (Vice-Chair)	
<b>Conflict of Interest</b>	
None recorded	
<b>Minutes and Action Log</b>	
<p><b>Item 1. Minutes of meeting 21<sup>st</sup> January 2018 for approval</b>            These were passed.</p> <p><b>Item 2. Matters arising and action log</b></p> <p><i>Items 1&amp;3 – Consolidate action DPO GDPR</i>            Hillingdon now have a manager in place so progress on a peer cross check can take place in the quarter two. Item removed from the log.</p> <p><i>Item 2 - All board members to send bio and photo</i>            Completed, to remove</p> <p><i>Item 4 - Add organisational chart in the document in the terms of reference document</i>            This has been done and can be removed. An update of the staff structure has been inserted.</p>	

*Item 5 - Local Committees to appoint a person/chair who will provide a note from their meeting to the Board*

This has been completed, remove.

*Item 6 - Review specification of authorised rep role*

Actioned, remove

*Item 7 - Circulate dates of meetings with Monsur*

This has been actioned, remove

*Item 8 - Engagement budget underspend to be utilised*

This has been actioned and can be removed from the list.

*Item 9 - BACS application to be discussed in next finance committee meeting*

Removed from the log.

*Item 10 - Finance committee to discuss contingencies in the event of a reduced contract value at next finance committee meeting*

Completed remove from log.

*Item 11 - Prepare new staff handbook and staff terms and conditions in time for November board meeting*

Remove from the log.

*Item 12 - All trustees to send Treasurer role description/advert to any potentially interested personal contacts*

Remove from the log.

*Item 13 - CR to work on co-production toolbox for end of January*

*This has been dependent upon local committee interest, this will be pursued if there is enough interest from local committees.* Remove from log

*Item 14 - Circulate policy review schedule*

Completed remove from the log

*Item 15 - Update risk register to include risks around not having BACS and possible reduced bi-borough contract income* Remove from log

*Item 16 - OC to meet with Lisa/Ben at Hammersmith and Fulham*

This has been actioned. Remove from log

*Item 17 - Arrange a board away day between January and March*

This has been actioned. Remove from log

*Item 18 - Ensure engagement leads discuss engagement plans with Local Committees in time for March board meeting*

This has been actioned. Remove from log

<p><i>Item 19 - Grenfell post: Meeting with Louise Proctor took place in early May with possible interest in Healthwatch independent monitoring provision</i></p> <p><b>ACTION: Finance Committee to under take a planning exercise for possible tender outcomes</b></p> <p><b>ACTION: Helen Cook offered to revise the role description of the Authorised rep. Link the work of authorised reps. to the delivery plan and strategic objectives with a review of reps commitment and duration.</b></p>	<p>OC/LY</p> <p>OC/HC</p>
<p><b>Governance</b></p>	
<p><b>Item 3. HWCWL Vision statement</b> The revised HWCWL Vision statement was accepted</p> <p><b>Item 4. Board Forward plan and dates for the annual meeting</b> It was agreed that the Annual Meeting would take place on the 15<sup>th</sup> July and consequently the Finance Committee scheduled for the 15<sup>th</sup> July would now take place on 22<sup>nd</sup> July. The May Board meeting had been scheduled for the Bank Holiday 27<sup>th</sup> May, and was shifted to the 3<sup>rd</sup> June.</p> <p><b>Item 5. Update on Trusted Charity</b> An update was provided on progress against Trusted Charity re accreditation. 75% is complete with areas of managing people and leading and development to be revised and updated to enable completion. The process of re accreditation has proved valuable in updating policies and considering the staffing and resources needed to strengthen delivery.</p> <p><b>ACTION: Complete the Trusted Charity accreditation</b></p> <p><b>Item 6. Authorised representative role description</b> The revised role description had been circulated. Comments included that it needed to be more like a role description with core competencies balanced against it not looking like a 'job'. There was caution that being an member authorised rep presented some risks to HWCWL and individuals carrying out such duties needed to work with the staff team, attend training and feedback. The opportunities for training were discussed with further support from Dr Marc Bush suggested. Authorised rep. activity needed to link to HWCWL delivery and or activities, such as NHS Provider Quality Accounts. AT stressed the value of capturing local intelligence HC offered to revise the role description <b>ACTION: OC to provide HC with a word version of the role description.</b></p>	<p>HC/OC</p>
<p><b>Finance and Risk</b></p>	
<p><b>Item 8. Risk Register</b> The revised risk register was welcomed. Risk 4. Concern was expressed about the impact of the loss of engagement leads for Kensington &amp; Chelsea and Westminster and how working for HWCWL might be made more attractive and sustainable including revised Term &amp; Conditions.</p>	

<p>The value of the One Healthwatch sessions was raised and the benefit for HWCWL as a whole in holding the meetings twice a year to support planning and prioritisation and working together across the boroughs, Board, Local Committees and staff team.</p> <p>It was noted that a risk should be added regarding cash flow as a small independent charity needed to be able to cover salaries for example.</p> <p><b>ACTION: OC To consider what mitigation might be possible.</b></p> <p><b>ACTION: OC To schedule a further 'One Healthwatch' meeting and plan them ahead.</b></p> <p><b>ACTION: OC Add cash flow as a risk to the register</b></p>	<p>OC</p> <p>OC</p> <p>OC</p>
<p><b>Item 9. Finance Committee Report</b></p>	
<p>The update was welcomed by the Board a small surplus was anticipated. Considerable work was being put into the move of all items from Hestia and in putting in place independent working practices.</p>	
<p><b>Item 10. Proposed Budget 2019/20 staffing and narrative</b></p>	
<p>Revisions from the Finance Committee meeting were brought to the Board with the Board approving Option Five;</p>	
<ul style="list-style-type: none"> <li>• With the assumption that HWCWL would secure the Hammersmith &amp; Fulham Contract to deliver Healthwatch services.</li> <li>• With a commitment from reserves of an activities budget of 50K annually for the next three years, i.e. 2019/20 to end of financial year 2021/22. This was to support outreach and engagement activities in the boroughs that would demonstrate value to commissioners and enable a tender response which would bring in additional funds to the borough. The commitment to the activities budget also demonstrates the investment of reserves back into the boroughs. HWCWL have met repeated challenge from commissioners.</li> <li>• A salary increase of 2% for 2019/20.</li> <li>• The final budget will be £11,150 deficit, with the recommendation that this deficit is met from reserves.</li> </ul>	
<p>The committee supported the reconfiguring of the quality and governance role to support organisational need and a greater focus on communication and engagement</p>	
<p><b>ACTION: OC Circulate the JD of the new communication roles</b></p>	<p>OC</p>
<p><b>Healthwatch Delivery</b></p>	
<p><b>Item 13 Delivery Plan for 2019/20</b></p>	
<p>Suggested amendments were taken on the draft delivery plan, ahead of the meeting with Commissioners April 2019. The delivery plan will consolidate and develop</p>	

<p>further the project areas started in 2018/19 of primary care, NHS system change and young people which are all still very relevant to delivery in our boroughs.</p> <p>The Board received updates from Westminster and Kensington and Chelsea Committees. Westminster Committee had had a presentation from Central London CCG on the Long Term Plan stressing the work of the frailty index, and transition from children to adult provision. It was noted that the chair post was vacant in Westminster.</p>	
<p><b>AOB</b></p>	
<p>KM recommended that HWCWL write to HW England expressing concern at the additional financial cost pressure of GP at Hand on H&amp;F CCG.</p> <p><b>ACTION: OC to write to HW England</b></p>	<p><b>OC</b></p>