

BOARD MEETING

30th September 2019, 18:00 – 20:00.

St Paul's Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

In attendance	
<p>Trustees: Christine Vigars- Chair, Healthwatch CWL Board (CV) Layo Yusuf- Finance Committee and Treasurer HW CWL Board (LY) Tania Kerno- Healthwatch K&C Local Committee (TK) Keith Mallinson- Healthwatch K&C Local Committee (KM) Chris Doherty- Independent Board Member (CD)</p> <p>HW CWL staff: Olivia Clymer- CEO, Healthwatch CWL (OC)</p> <p>Observing: Ivan Moore- Co-chair of K&C Local Committee (IM)</p> <p>External Note Taker: Taylor Annabell (TA)</p>	
Apologies for absence	
<p>Abdul Towolawi- Healthwatch K&C Local Committee (AT) Patrick McVeigh- Healthwatch K&C Local Committee (PM) Helen Cooke- Healthwatch Westminster (HC) Joanna Mark Richards- Healthwatch CWL Board (JMR) (Vice-Chair)</p>	
Conflict of Interest	
None recorded.	
1 Minutes of meeting 29th July 2019	
Approved with minor amendment. Spelling of Chris Doherty's surname to be corrected.	
2 Matters Arising and Action Log	
<p><i>Item 1: Grenfell post: OC to send board more information on costings, views of stakeholders and a job description for approval</i> OC met with Engagement Lead for North Kensington and the role of HW in monitoring their implementation plan. OC to continue to follow up. CV identified possible funding from Youth Voices for Grenfell and youth work piece. If progress is not made by Christmas, item to be removed.</p> <p><i>Item 2: Board encouraged a focus on volunteer policies</i> Alikei has redrafted policies and made progress with induction guide. Following Finance Meeting the volunteer policies will be separated from staff.</p> <p><i>Item 3: Costing of the delivery of the Long-Term Plan vs the actual delivery cost to be circulated</i></p>	

Requires action. A&E project to be added to long term plan.

Item 4: Develop a marketing strategy for the Annual Meeting and Impact Report
Successful promotion of Annual Meeting and good attendance. Plan developed for launch of Impact Report but need to confirm dates in November and circulate to Board.

Item 5: Revise the HR statistics report and organisation chart
To be presented at November Board meeting with FTE equivalents.

Item 6: Develop the cost benefit for the NHS Complaints Advocacy contract
Waiting for the tender.

Item 7: Share the draft Long-Term Plan report
Completed and to be removed.

Item 8: Video with local voices to be made and edited for Impact Report launch and social media
Alex and Elizabeth attended free Guardian training about using video, which has been integrated into the tender. This is to be actioned.

Item 9: Quantitative targets to be inc. in objs. for comms
In progress.

Item 10: Discussion on Reserves policy to be clarified and brought back to the Board
Discussed in item 5.

Item 11: Rationale/ narrative on Youth Worker role to be brought back to Finance Committee
OC to complete narrative following the tender and circulate in 3 weeks' time.

Item 12: A&E wait times/ real time queue
TK has made progress with contact at Open Data Institute. OC to contact Patrick about accessing data from Imperial.

Item 13: Delivery Plan to be tailored for Board use not just contract monitoring
To be circulated after tender.

3 Risk Register

Reviewed red items on Risk Register.

Contract value decreased (item 2) for Hammersmith and Fulham's new tender. In process of putting together bid.

Risk of item 5 has been reduced because of improved processes and managing time well.

Risk around cash flow and Metro Bank to be added to risk register.

	ACTION: OC to check in with staff at team meeting about impact of Brexit.	OC
	ACTION: OC to ring Chris about HESTA account and to circulate copy of last statement from Metro Bank.	OC
4	Finance Committee Report including management accounts	
	LY provided Board with narrative for variances. There are no major issues. The slight overspend is due to profiling of the budget. From the next quarter there will be a forecast to the end of the year. Break down of project costs has been distributed. BACS is ongoing.	
5	Draft Annual Accounts	
	External audit is complete and there is a draft set of accounts. Tsveta and LY to review and then to be sent to internal examiner. Accounts to be signed off at next Board Meeting. LY to ensure Reserves Policy reflects unaudited accounts. ACTION: LY to present Reserves Policy at next Board Meeting.	
6	CEO Report	
	Excellent Scrutiny Committee Meeting and OC was commended on her work on palliative care. Health Help Now app will feature in Annual Meeting. OC met with NHS England Engagement Lead, Bren Gowan, on primary care networks and Toby Hyde from Imperial on primary care network. Potential to develop blueprint to be used for PPG.	
7	Confidential item	
	Discussion on Hammersmith & Fulham tender submission	