

BOARD MEETING

25th November 2019, 18:00 – 20:00.

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

	<p>In attendance</p> <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) Abdul Towolawi- Healthwatch K&C Local Committee (AT) Patrick McVeigh- Healthwatch K&C Local Committee (PM) Helen Cooke- Healthwatch Westminster (HC) Keith Mallinson- Healthwatch K&C Local Committee (KM)</p> <p>HW CWL staff: Olivia Clymer- CEO, Healthwatch CWL (OC) Carena Rogers- Programme Manager, Healthwatch CWL (CR)</p> <p>External Note Taker: Taylor Annabell (TA)</p>	
	<p>Apologies for absence</p> <p>Joanna Mark Richards- Healthwatch CWL Board (Vice-Chair) Chris Doherty- Independent Board Member</p>	
	<p>Conflict of Interest</p> <p>None recorded.</p>	
1	<p>Minutes of meeting 30th September 2019</p> <p>Approved.</p>	
2	<p>Matters Arising and Action Log</p> <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 and CR to meet with Mary Mullix, new WL CCG Director for Grenfell on 28th November. OC to circulate update to Board after meeting.</p> <p><i>Item 2: Board encouraged a focus on volunteer policies</i> Draft of volunteer policies completed. Will be circulated for comments from the Board by the end of the week.</p> <p><i>Item 3: Costing of the delivery of the Long-Term Plan vs the actual delivery cost to be circulated</i> Circulated with management accounts. Break-even result was enabled by OC securing additional local funding.</p> <p><i>Item 4: Revise the HR statistics report and organisation chart</i> Presented in item 4.</p>	

	<p><i>Item 5: Develop the cost benefit for the NHS Complaints Advocacy contract</i> On hold.</p> <p><i>Item 6: Video with local voices to be made and edited for Impact Report launch and social media</i> Included in delivery plan. Remove.</p> <p><i>Item 7: Quantitative targets to be inc. in objs. for comms</i> Included in delivery plan. Remove.</p> <p><i>Item 8: Discussion on Reserves policy to be clarified and brought back to the Board</i> In progress. LY to present at next Finance Committee Meeting.</p> <p><i>Item 9: Rationale/narrative on Youth Worker role to be brought back to Finance Committee</i> Interviews for role begin 26th November.</p> <p><i>Item 10: Delivery Plan to be tailored for Board use not just contract monitoring</i> To be circulated after tender. Discussed item 5.</p> <p><i>Item 11: OC to check in with staff at team meeting about impact of Brexit</i> Raised at team meeting and OC to continue to check in with staff.</p> <p><i>Item 12: OC to ring Christ about HESTA account and to circulate copy of last statement from Metro Bank</i> Transfer to Santander in progress.</p> <p>ACTION: OC to update Board about Grenfell post after meeting with Mary Mullix</p> <p>ACTION: OC to circulate draft volunteer policy for comments</p> <p>ACTION: LY to present reserves policy to next Finance Committee Meeting</p>	<p>OC</p> <p>OC/ Board</p> <p>LY</p>
3	Finance Committee Report including management accounts	
	<p>Discussion on the role of the Finance Committee and Board. Finance Committee offers recommendations to the Board. CV asked for the treasurer to present a summary report from Finance Committee Meeting at Board Meetings. Finance Committee Meeting will comprise of TK, AT, LY, CV, PM and John.</p> <p>LY presented an overview of management accounts. There are no issues. The higher income than budgeted is due to additional sources of funding, and salaries underspend is due to delays with filling posts. A draft of the financial accounts was distributed and discussed at Finance Committee Meeting. LY will meet with Ben (accountant) on 26th November and will update the Board on 2nd December with draft sets of accounts or a plan of action.</p> <p>ACTION: LY to update Board on 2nd December about financial accounts</p>	<p>LY</p>

4	HR staffing statistics report	
	<p>OC presented the report. The rate of turnover is pleasing but there is a gap in employees with 1-2.5 years length of service. Sick leave rate is higher than national average. HC asked for comparison to the previous year to be included.</p> <p>Induction process has been beneficial and other changes made have positively affected staff feeling overwhelmed with workload. Board expressed thanks to the staff for work on tender.</p>	
5	Board forward plan	
	<p>Next Board Meeting and AGM will be held 13th January, 2020. The Board agreed on the other meeting dates and forward plan for 2020. CV asked OC to schedule a strategy session evening to be held in late February or early March.</p>	
6	Update on Trusted Charity	
	<p>OC attended training session and further information has been uploaded. OC to schedule day in January for Trusted Charity mentors at NCVO to review evidence and provide training to staff and Board.</p> <p>ACTION: OC to follow up with NCVO mentors about Trusted Charity</p>	OC
7	Appointment for the independent examination of the Annual Accounts	
	<p>Contacted suggested companies for quotes on independent examination of annual accounts. Board expressed concern over cost of Sayer Vincent LLP, which exceeds the £3,000 budgeted for. GMAK is not accepting new clients and Gabriel Christopher & Co required access to accounts. CV asked for 1 – 2 additional quotes to be sourced. AT, KM and LY to send OC suggestions. LY to send OC links on terms of reference for independent examination from the Charity Commission. Will aim for £3,000 but CV acknowledged may need to exceed this if another quote is not sourced within the timeframe. LY to inform Board on Wednesday on the appointment of independent examiner.</p> <p>ACTION: AT, KM & LY to send OC recommendations for companies that could carry out independent examination. LY to select examiner by Wednesday and inform board.</p>	AT, KM, LY, OC
8	Update from local committees	
	<p>KM reported that Hammersmith & Fulham is waiting on tender and that there is an upcoming meeting with the CCG. Kensington & Chelsea meet next week and have been involved with the A&E project.</p>	
9	CEO report including update on authorised rep and induction	
	<p>Authorised rep training took place at end of October and November and went well. Developed a spreadsheet map and will address gaps through local committees.</p>	
10	Delivery plan – Board	
	<p>Addressed objectives rated amber. Improving communication among local committee members is ongoing. There are vacancies in the Westminster local committee and advertising will take place in the new year. HC asked to see quantitative targets in the communication report.</p>	

	<p>Young People in Digital report is almost complete and could be used to generate media coverage, launch event, future partnerships and additional funding. TK suggested PR firm could be used to extend reach and impact. To be launched after purdah.</p> <p>3 weeks ago, HWCWL alerted to potential cruelty from carers raised by whistle-blower at Garside. Report is due in the following week. OC stated there will be ongoing reflection on HWCWL's practice.</p>	
11	Confidential item - Staffing structures – potential impact of H&F decision	
12	Confidential item - Development / Investment opportunities	