

## BOARD MEETING

30<sup>th</sup> March 2020, 18:00 – 20:00.

Virtual Meeting via Zoom

	<p><b>In attendance</b></p> <p><b>Trustees:</b> Christine Vigars - Chair, Healthwatch CWL Board (CV) Layo Yusuf - Finance Committee and Treasurer HW CWL Board (LY) Tania Kerno - Healthwatch K&amp;C Local Committee (TK) Keith Mallinson - Healthwatch K&amp;C Local Committee (KM) Joanna Mark-Richards - Healthwatch CWL Board (Vice-Chair) (JMR) Helen Cooke - Healthwatch Westminster (HC) Abdul Towolawi - Healthwatch K&amp;C Local Committee Carena Rogers - Programme Manager, Healthwatch CWL (CR)</p> <p><b>HW CWL staff:</b> Olivia Clymer - CEO, Healthwatch CWL (OC)</p> <p><b>External Note Taker:</b> Taylor Annabell (TA)</p>	
	<p><b>Apologies for absence</b></p> <p>Patrick McVeigh - Healthwatch H&amp;F Local Committee Chris Doherty - Independent Board Member (CD)</p>	
	<p><b>Conflict of Interest</b></p> <p>None recorded.</p>	
<b>1</b>	<p><b>Minutes of meeting 13<sup>th</sup> January 2020</b></p> <p>Approved.</p>	
<b>2</b>	<p><b>Matters Arising and Action Log</b></p> <p><i>Item 1: Updated reserves policy</i> Ongoing. LY to update following development of corporate strategy.</p> <p><i>Item 2: North Kensington offer (Grenfell)</i> Remove.</p> <p><i>Item 3: Volunteer Policy</i> Ongoing. Policy requires redrafting and to be divided into separate policies for staff and volunteers. OC to circulate revised policies in 3 weeks.</p> <p><i>Item 4: OC to speak with NCVO mentor on 17th January and arrange meeting with her. OC to update Board by the end of February.</i> On hold.</p> <p><i>Item 5: LY asked for project income and forecast to be looked at.</i> Addressed in agenda items 3 and 6.</p>	

	<p><i>Item 6: Addressing the findings of the external examination</i> Addressed in agenda item 3a.</p> <p><i>Item 7: OC to prepare briefing paper on short-term staffing options and circulate to Board members.</i> OC to prepare briefing paper for staffing 18-month to 2-year timeframe for Strategy Meeting on 2nd March. OC to prepare third option with alternative staffing structure. Discussed with Finance Committee. Strategy development and staffing to be progressed in next three months, concluding end of June.</p> <p><i>Item 8: Board to send comments on Draft Terms of Reference for the Finance Committee to LY.</i> Addressed in agenda item 4.</p> <p><i>Item 9: OC to develop List of Authorised Representatives further with areas covered and gaps for next Board Meeting.</i> On hold.</p> <p><i>Item 10: Skills audit for Board members. Board members to complete DBS checks</i> Ongoing. Tsveta to follow up with members who have not completed skills audit or DBS check. OC to circulate skill audit following completion.</p> <p><i>Item 11: Board members to each speak with CV about development plans</i> Completed.</p> <p><b>ACTION: OC to circulate revised staff and volunteer policies in 3 weeks for Board to comment on.</b></p> <p><b>ACTION: Tsveta to follow up with Board members who have outstanding skills audit or DBS checks.</b></p>	<p>OC, Board</p> <p>Tsveta, Board</p>
<b>3</b>	<b>Finance Committee Report</b>	
	Comments raised by Finance Committee members in response to circulated Finance Committee Report addressed in Item 6.	
<b>3a</b>	<b>Action Plan for response to External Examiner</b>	
	<p>LY addressed opening creditors balance, objective 2 of the recommendations from external examination, stating it was an outstanding item. All the balances across finance need to be reconciled in the Sage accounting system. LY recommended that the independent examiner could set up Sage. TK raised concern that the current system was outdated but LY expressed confidence that it could perform required operations. CV asked for responses to recommendations to be prepared within 6 months.</p> <p><b>ACTION: LY to send OC brief for independent examiner</b></p>	
<b>4</b>	<b>Terms of Reference for Finance Committee</b>	

	<p>Independent members to be replaced with Board members and generally meet 6 times a year to be replaced with a minimum of 6 times a year. CV confirmed LY, TK, JMR, AT and herself would be the members with quorum of 3. The vice chair is to be nominated at the committee.</p> <p>There was discussion about the scheme of delegation and value of bids that need to be approved by Chair and Treasurer. OC recommended £20k, which Board approved. HC confirmed that it would be useful to develop an agreed standard and criteria for what work will be bided on to ensure the process of approval is quick. AT suggested a member of the finance committee should shadow LY.</p> <p>Board approved Terms of Reference.</p>	
<b>5</b>	<b>HWCWL Risk Register</b>	
	<p>OC outlined that the Risk Register has been revised in light of the loss of the Hammersmith and Fulham contract and Coronavirus.</p> <p><b>ACTION: Comments on the Risk Register to be sent to OC by the end of the week.</b></p>	
<b>6</b>	<b>Proposed budget 2020/2021</b>	
	<p>LY outlined that the proposed budget includes a £56k deficit because monies carried from 2019/20 into the new financial year has not yet been included. This will then allow for a balanced budget. OC noted that project activity budget has increased from £20k to £40k following the Finance Committee meeting.</p> <p>HC enquired about OC's conversations with Hammersmith and Fulham regarding the contract in light of Coronavirus. OC responded she had emailed Director of Adult Social Care, suggesting a pause on new contract and extension of HWCWL's contract given they have relationships in place. OC has secured £114k in project funding and confirmed the work would go ahead, with the exceptions of end review with Hammersmith and Fulham and pilot work with Rapid Response which are both paused. West London has asked OC to put forward a proposal for COVID support.</p> <p>TK suggested the budget should be looked at on a mostly basis to make adjustments and ensure it is fit for purpose. LY recommended a three-year draft budget should be developed and CV asked for this to be presented for July Board meeting. OC noted the discussions on strategy and staffing will be reflected in it. LY asked for additional KPIs to be included.</p> <p>Board approved draft budget.</p> <p><b>ACTION: 3 year budget to be drafted for July Board meeting.</b></p>	
<b>7</b>	<b>Timetable for strategy &amp; staffing update</b>	
	<p>CV proposed that a working group could focus on strategy over the coming 2 months and then prepare a briefing for the Board to comment on. This will comprise of AT, HC, TK and CV and meetings will take place over Zoom.</p> <p><b>ACTION: AT, HC, TK and CV to develop strategy over coming 2 months and present plan to Board.</b></p>	AT, HC, TK, CV
<b>8</b>	<b>CEO Report including our activity on COVID-19</b>	

	<p>OC highlighted the focus of the report is on responding to the COVID situation and offered assurance to the Board about mitigation, impact it is having on the staff and business, and support offered to staff. She confirmed staff have worked from home for the past 2 weeks and infrastructure was in place to support this. HWCWL is providing information and connecting with networks being established by local authorities. They have received 94 responses to a survey that began the previous week and have increased visitors to website. They have received 9 applications for the micro grant and received confirmation that Dignity Champions have been refunded.</p>	
<b>8a</b>	<p><b>Communications report</b></p> <p>Not discussed.</p>	
<b>9</b>	<p><b>Contract Monitoring Report</b></p> <p>Not discussed.</p>	
<b>10</b>	<p><b>Draft Three month forward plan – delivery</b></p> <p>CR outlined that the forward plan is organised based on guidance from Healthwatch England. The first area concerns prioritising safety and the wellbeing of staff, wider public and volunteers. CR summarised how staff wellbeing is being monitored and supported as well as for the range of volunteers. She outlined tasks they have asked the different types of volunteers to carry out and how this information will be utilised. CR highlighted that they are monitoring The Coronavirus Act and considering how they can be involved due to concerns that it will take away rights to social care.</p> <p>CR also emphasised that another area of focus is on providing clear, accurate information to members and the wider public, which has been received positively. They are exploring other ways to capture experiences from care homes in particular. In addition, they have secured an extra £300 for each micro grant applicant to carry out engagement work on quality and understanding of information on COVID.</p> <p>OC and the Board thanked CR and the team for all their hard work. TK suggested that timescale could be included in the draft. HC proposed emailing councillors with information from the website. HC enquired about accessing government scheme for support during COVID-19 and OC will prepare a briefing for the Board.</p> <p><b>ACTION: OC to email information to councillors and send updates.</b></p> <p><b>ACTION: OC to send Board briefing on access to government funding for Covid-19.</b></p>	<p><b>OC</b></p> <p><b>OC</b></p>
<b>11</b>	<p><b>Confidential item – development and investment opportunity</b></p> <p>Not discussed</p>	