

BOARD MEETING

1st June 2020, 17:00 – 19:00.

Virtual Meeting via Zoom

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| | <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) Joanna Mark-Richards - Healthwatch CWL Board (Vice-Chair) (JMR) Helen Cooke - Healthwatch Westminster (HC) Abdul Towolawi - Healthwatch K&C Local Committee (AT) Patrick McVeigh - Healthwatch H&F Local Committee (PM) Chris Doherty - Independent Board Member (CD)</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>Keith Mallinson - Healthwatch K&C Local Committee</p> | |
| | <p>Conflict of Interest</p> <p>None recorded.</p> | |
| 1 | <p>Minutes of meeting 20th March 2020</p> <p>Approved.</p> | |
| 2 | <p>Matters Arising and Action Log</p> <p><i>Item 1: Updated reserves policy</i> To be removed. Addressed in item 3.</p> <p><i>Item 2: Volunteer Policy</i> Ongoing. JMR to draft volunteer policy and OC to draft staff policy within 2 weeks.</p> <p><i>Item 3: OC to speak with NCVO mentor on 17th January and arrange meeting with her. OC to update Board by the end of February</i> Ongoing. OC to contact NCVO mentor and develop programme by end of the month.</p> <p><i>Item 4: Addressing the findings of the external examination</i> Addressed in item 3.</p> <p><i>Item 5: OC to prepare briefing paper on short-term staffing options and circulate to Board members. OC to prepare briefing paper for staffing 18-month to 2-year</i></p> | |

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| | <p><i>timeframe for Strategy Meeting on 2nd March. OC to prepare third option with alternative staffing structure</i> On hold.</p> <p><i>Item 6: Develop List of Authorised Representatives further with areas covered and gaps for next Board Meeting</i> On hold. CR has carried out mapping and gained feedback. To be presented to Board at next meeting.</p> <p><i>Item 7: Risk register</i> Finance committee looked at risk register. CR to circulate to Board members to review.</p> <p><i>Item 8: 3-year budget to be drafted for July Board meeting</i> Dependent on progress on strategy, discussed in item 7.</p> <p><i>Item 9: Develop strategy over coming 2 months and present plan at the next board meeting</i> Addressed in item 6.</p> <p><i>Item 10: OC to email information to councillors and send updates</i> Completed.</p> <p><i>Item 11: OC to send Board briefing on access to government funding for COVID-19</i> Ongoing. CR and OC to send brief to Board within the week.</p> <p>ACTION: JMR and OC to draft volunteer and staff policies within 2 weeks</p> <p>ACTION: List of Authorised Representatives to be presented at next Board meeting</p> <p>ACTION: CR to send Board members risk register to review</p> <p>ACTION: OC and CR to send Board brief on accessing government furlough scheme within the week</p> | <p>JMR, OC</p> <p>CR</p> <p>CR, Board</p> <p>OC, CR</p> |
| <p>3</p> | <p>Finance Committee Report</p> <p>LY reported reserves policy was redrafted based on recommendations from finance committee and updated the figures to reflect 2020/21 situation. Board approved reserve policy.</p> <p>LY presented independent examiner work plan. TK asked for mandate to be extended to include reviewing Sage version and making recommendations for how it could be further used in the organisation. CV enquired about the cost and LY clarified £4,000 for 15 days was within £6,000 budget. Board approved plan. CV asked for draft set of accounts to be prepared for September.</p> <p>ACTION: LY to adjust work plan and then engage independent examiner</p> <p>ACTION: Draft set of accounts to be prepared for September</p> | <p>LY</p> <p>LY, OC, TT</p> |

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| 4 | End of Year Account | |
| | <p>Recommendations of Finance Committee to be reflected in end of year account. LY to liaise with OC and TT within the week. TT to circulate finance committee meeting minutes to Board.</p> <p>ACTION: LY to meet with OC and TT within a week to adjust end of year accounts based on Finance Committee recommendations</p> <p>ACTION: TT to circulate Finance Committee meeting minutes to Board</p> | <p>LY, OC, TT</p> <p>TT</p> |
| 5 | Contract Monitoring Report | |
| | <p>PM asked whether there were specific metrics for communications, and TK suggested that key indicators could be presented beyond the quarter to show progression.</p> <p>CV commented that the Young People and Digital Report in Hammersmith and Fulham had impact. CR noted that Alex will continue to use this data and it will be valuable for NHS Virtual First. TK raised that it could also be tied to the delivery plan, and the issue of digital exclusion in relation to mental health.</p> <p>CV asked OC to discuss report presentation and tone with Alex so that impact of activity is emphasised. JMR asked for the author of the report to be included at the end of each.</p> <p>CV thanked the staff for their commitment and hard work evident in the overall contract monitoring report.</p> <p>ACTION: Key indicators to be added to communication report</p> <p>ACTION: OC to speak to Alex about report presentation and tone.</p> | <p>OC, CR</p> <p>OC</p> |
| 6 | Review of three month forward plan – delivery to date and delivery plan for the next phase | |
| | <p>CR presented Q1 plan and elaborated on gathering of feedback. The first survey had over 250 responses and the subsequent more in-depth survey has received almost 200. The evidence is sought after by local council officials, NHS and other volunteer organisations. TK asked about non-digital dissemination and completion of the survey to ensure that people who do not have access to digital technologies are being captured. CR responded they are providing paper copies to organisations and have designed postcards that will be left in places. TK suggested the cost of advertising in Metro every day for a week could be investigated as a way to expand membership and gain broader recognition. CR added they are looking to include information in council bulletins and work with housing associations.</p> <p>With regard to delivery plan for July to September, HC asked what success would look like with progress. OC suggested success from March to May could be integrated further. CV also recommended that stakeholders could be engaged with.</p> <p>ACTION: Cost of advertising in Metro to be presented to Board.</p> | <p>OC</p> |

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| 7 | Strategic Aims | |
| | <p>HC outlined the statement of purpose and offer developed with CR, OC, CV and JMR. She highlighted the purpose, the way that services demonstrate clearly what they do, who they work with indicates breadth and range of work, the intention to not include geographic parameter and the ethos, skills and expertise in the organisation. PM asked how learnings from the outcome of the Hammersmith and Fulham tender were drawn on, and CV affirmed lessons learned were discussed on evening away, which the work builds on.</p> <p>JMR presented the strategic aims developed with CR and CV based on statement of purpose and offer. The proposed new vision of “Local people actively shape community services” and aims were well received but agreed the aims were principles based on HC’s suggestion. The working group of CV, JMR, HC, AT, OC and CR will develop aims for the next Board meeting. LY suggested these aims were operational rather than strategic.</p> <p>ACTIONS: CV, JMR, HC, AT, OC and CR to develop aims for the next Board meeting</p> | <p>CV, JMR, HC, AT, OC, CR</p> |
| 8 | Web statement and next steps | |
| | <p>TK and AT recommended a condensed version of the purpose and offer could be used in the annual report and website. CV proposed next steps would be for her and OC to seek legal advice from Russell-Cooke. They will produce a briefing paper for next Board.</p> <p>ACTION: CV and OC to gain legal advice from Russell-Cooke and produce a briefing paper for next Board meeting</p> | <p>CV, OC</p> |