

**Healthwatch Central West London  
BOARD OF TRUSTEES MEETING**

**21<sup>st</sup> May 2018, 18:00 – 20:00.** St Paul’s Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

<b>In attendance</b>	
<p><b>Trustees:</b> Christine Vigars – Chair, Healthwatch CWL Board Brian Dillon- Finance Committee and Treasurer HW CWL Board (BD) Joanna Mark Richards- Healthwatch CWL Board (Vice Chair) Helen Cooke- Healthwatch Westminster (HC) Chris Doherty- independent trustee (CD)</p> <p><b>HW CWL staff:</b> Olivia Clymer- CEO, Healthwatch CWL (OC)</p> <p><b>Note Taker:</b> Tsveta Todorova (TT)</p>	
<b>Apologies for absence</b>	
<p>Keith Mallinson- Healthwatch H&amp;F Local Committee (KM) Tania Kerno- Healthwatch K&amp;C Local Committee (TK) Patrick McVeigh- Healthwatch H&amp;F Local Committee (PM) Abdul Towolawi- Healthwatch K&amp;C Local Committee (AT)</p>	
<b>Conflict of Interest</b>	
<p>Helen Cook informed the Board that her husband has been elected to Westminster Council (Labour) covering a Maida Vale ward .</p>	
<b>Minutes and Action Log</b>	
<p><b>Item 1. Minutes of the meeting 26<sup>th</sup> March 2018</b></p> <p>The minutes from last meeting were lost and the version presented at the meeting is a reconstruction of the original file.</p> <p>Minutes approved with changes to page 1 and 2. Minutes to be recirculated.</p> <p><b>Item 2. Matters arising and action log</b></p> <p><b>ACTION LOG:</b></p> <p>Item 2. The board would like to see the paper on terms of reference before the One Healthwatch Meeting on 4<sup>th</sup> June.</p> <p>Item 3. OC is updating the forward calendar. The Board would like to have the paper circulated in the next 2 weeks.</p>	

<p>Item 7. OC went to the bank on 21<sup>st</sup> May. Two trustees need to be present to open it. Olivia is registered as the company secretary so she cannot sign the documents for opening it.</p> <p>Item 9. The Chair opened the discussion on the Annual Meeting and marking of independence. The options discussed at the meeting were: holding one annual meeting, or holding annual meetings in each borough. The final decision was to check with commissioners what their expectations are.</p> <p>The Chair would like to hold a dinner with Hestia to thank them for their support.</p> <p><b>ACTION:</b> Write a reserves policy to present to the board at the next meeting  <b>ACTION:</b> Circulate a paper on terms of reference before the One Healthwatch Meeting on 4<sup>th</sup> June.  <b>ACTION:</b> Circulate the forward calendar to the Board members in 2 weeks  <b>ACTION:</b> Christine to go to Metro Bank.  <b>ACTION:</b> Discuss dates with Patrick Ryan for the ‘Thank You’ dinner.  <b>ACTION:</b> Check with Councils if they can offer free space for meetings/events  <b>ACTION:</b> Check with commissioners about the Annual Meeting- one or three separate</p>	<p><b>BD</b> <b>OC</b> <b>OC</b> <b>CV</b> <b>OC</b> <b>OC</b> <b>OC</b></p>
<p><b>Governance</b></p>	
<p><b>Item 3. Update on HW CWL start up</b>  OC did an update on the novation process:</p> <ul style="list-style-type: none"> <li>- The contract was delivered to the Local Authorities and we now have received our signed copy.</li> <li>- First payroll was successfully done through Hestia.</li> <li>- We had the first H&amp;S Assessment meeting with Peninsula.</li> <li>- Healthwatch Hillingdon shared their policies with Healthwatch CWL.</li> </ul> <p><b>Item 4. GDPR Policies</b>  The team has been working on the GDPR since October 2017, considering the implications for HWCWL and how to respond appropriately. The policies circulated to the board are those necessary for compliance. The policies were drafted drawing upon advice and guidance from Healthwatch England, Kensington and Chelsea Social Council and NCVO. No legal advice was taken in preparation of those policies. Forms to collect patient stories have been revised and the privacy policy will be posted on the website.</p> <p><b>HC</b> Asked how staff were trained/ engaged in understanding the implications for HWCWL for GDPR.  <b>OC</b> FD &amp; TT attended training provided by Russel Cooke, OC attended a session run by CQC on GDPR at the Healthwatch England annual conference. The staff team have worked through several workshops around GDPR and blocked time to clear contacts and old documents.</p> <p>Healthwatch CWL updated the membership base in September 2016 so we are currently compliant under GDPR, the next review is coming up in September 2018.</p>	

<p><b>CV.</b> The Chair would like some information on the website and an email going out to members to advise why we didn't need to send out the GDPR notices that many have been circulating. This could potential be combined with a membership survey. The privacy statement will need to be updated on the website as well. It was agreed that should any issues/changes arise with GDPR, OC will bring them up at the Board meetings.</p> <p>The Chair would like all Board members to have a bio and a photo on the website.</p> <p><b>ACTION:</b> Provide and update on GDPR for November Board  <b>ACTION:</b> All Board minutes to be put on the website.  <b>ACTION:</b> All board members to send bio and photo</p>	<p><b>OC</b> <b>TT</b> <b>ALL</b></p>
<p><b>Finance and Risk</b></p>	
<p><b>Item 5. Finance Committee Report</b></p> <p>BD did a verbal update on the highlights from the finance committee meeting earlier this month.</p> <p>Chris Clarke did an analysis on the fourth quarter of accounts which the committee considered. There is a surplus of around £43 000 in comparison with the predicted deficit. The surplus is going to reserves. The surplus is due to underspend on salaries and activities.</p> <p>There was a discussion on the re investment of the surplus from this year to balance the challenge of delivery over 2017/1 with reduced staff resource. Proposals were requested for appropriate investment of the surplus / reserves to support HW impact.</p> <p>The 1% pay rise has been applied to staff salaries from the start of the new financial year.</p> <p>JMR queried the level of the London living wage rise given to staff earning below £27060.</p> <p>Healthwatch CWL is now independent and it needs it is own finance policies and procedures.</p> <p>All board members would like to see the management accounts.</p> <p><b>Item 6. Risk Register</b></p> <p>The Board welcomed the work on and breadth of the risk register. The risk register will be a 'working' document with it being a standing item for Board.</p> <p>The board would like to see an additional column for the risk score post the mitigating actions.</p> <p>On risks 7,8 and 9 – to review and decrease the scores.</p> <p>Risk 11 to be reviewed.</p> <p>Risk 14 and 26 to be removed from the document.</p> <p><b>ACTION:</b> Circulate the management accounts to all board members.  <b>ACTION:</b> Circulate engagement plans to the Board on how to spend the local budgets  <b>ACTION:</b> Draft proposals for investment in HW activities for 2018/19  <b>ACTION:</b> Add one more column- final score after mitigation</p>	<p><b>TT</b> <b>OC</b> <b>OC</b></p>

		OC
<b>Healthwatch Strategy</b>		
<b>Item 7. Business Plan (Delivery Plan) for 2018/2019 – revised draft</b>		
<p>The Board welcomed the restructured document,  The Chair would like to see one document template which can be used both for delivery plan and the contract monitoring although she appreciated that this would be a considerable challenge.  A new column with the figures from the communications report to be added to the delivery plan.  The Board members want quantifiable figures for impact, where possible.</p>		
<b>ACTION:</b> Put the figures from communications in the delivery plan.		OC
<b>ACTION:</b> Put quantifiable figures in the impact column.		OC
<b>ACTION-</b> Add social isolation and mental health in the delivery plan.		OC
<b>ACTION-</b> Present the draft delivery plan at the next July board-to be circulated in advance of the meeting.		OC
<b>ACTION-</b> Contact Marc Bush to see if he can provide support with writing the delivery plan		OC
<b>Healthwatch Delivery</b>		
<b>Item 9. CEO report</b>		
<p>On the proposal for staffing there is a budget for 2018-2019 designated for an intern which will now be committed as an administration support role. There is a need for an additional support for PQCASSO, governance, tenders and contracts. The PQCASSO is coming up in the next few months so a person will need to be recruited as soon as possible.  The Board would like to see a costing for this additional post.  The job description for the office manager role is outstanding.</p>		
<b>ACTION:</b> Write and circulate a business proposal for the post helping with PQCASSO.		OC
<b>ACTION:</b> Circulate the office manager job description		TT/OC
<b>Board Development</b>		
<b>Item 11. Trustee/ Board Development</b>		
<p>The Board would need to start thinking about succession planning for the Chair and the Treasurer post.</p> <p>The Board away day to be scheduled in for the summer.</p>		
<b>ACTION:</b> Circulate potential dates for the board away day		TT/OC
<b>ACTION:</b> Contact the Institute of Accountancy about volunteers interested in taking up the role of Treasurer / Trustee.		BD
<b>AOB</b>		

<p>OC has approached Healthwatch England and for guidance on the appropriate protocol on raising issues with Government Ministers when local solutions are limited. Healthwatch England advised that they did not have a relationship in place with Nick Hurd, Minister for Grenfell Families and that it would be appropriate for HWCWL to write directly with the CEO of Healthwatch England and Minister for Healthwatch copied in</p> <p>The CEO wanted to know the position of the Board on contacting the minister responsible for dealing with Healthwatch. The Board was happy for the CEO to write to the minister.</p> <p>Where possible funds should be sought to support HWCWLs work on Grenfell</p>	
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