

BOARD OF TRUSTEES MEETING

23rd July 2018, 18:00 – 20:00. St Paul’s Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

In attendance	
	<p>Trustees: Abdul Towolawi- Healthwatch K&C Local Committee (AT) Brian Dillon- Finance Committee and Treasurer HW CWL Board (BD) Chris Doherty- independent trustee (CD) Christine Vigars – Chair, Healthwatch CWL Board Helen Cooke- Healthwatch Westminster (HC) Joanna Mark Richards- Healthwatch CWL Board (JMR) (Interim Chair) Tania Kerno- Healthwatch K&C Local Committee (TK)</p> <p>HW CWL staff: Olivia Clymer- CEO, Healthwatch CWL (OC)</p> <p>Note Taker: Tsveta Todorova (TT)</p>
Apologies for absence	
	Keith Mallinson- Healthwatch H&F Local Committee (KM) Patrick McVeigh- Healthwatch H&F Local Committee (PM)
Conflict of Interest	
	None disclosed at the meeting.
Minutes and Action Log	
	<p>Item 1. Minutes of the meeting 26th March</p> <ul style="list-style-type: none"> - Page 1- Helen <i>Cooke</i> was not present at the meeting - Page 2 The London living wage is £19 266. - Page 4 CEO report <p>Minutes of the meeting 21st May 2018</p> <p>Minutes approved with no changes.</p> <p>Item 2. Matters arising and action log</p> <p>ACTION LOG:</p> <p>Annual meeting 17thSeptember: A saxophone player is booked for to play whilst guests arrive and during the buffet following the meeting. OC said there will be a presentation covering all activities and achievements for the past year.</p> <p>CV suggested finding a speaker who will open the evening e.g. the Mayor of Westminster</p>

<p>ACTION: Look into getting a speaker for the annual meeting</p> <p>ACTION: Discuss with Godwyns how to involve young people in the annual meeting- maybe do a presentation or a five-minute speech</p> <p>ACTION: Check out Abbey Centre and Royal Horticultural Society for possible venues for the Annual Meeting</p>	<p>OC</p> <p>OC</p> <p>TT</p>
Governance	
<p>Item 3. Update on HWCWL start up, with update on GDPR</p> <p>The bank account has been opened. The Board would like to know whether Hestia has issued invoices to the LA for the first two quarters. We have now received the HR files from Hestia.</p> <p>An agreement with Healthwatch Hillingdon has secured the role of DPO for both Healthwatch's in a reciprocal arrangement. HWCWL have shared their GDPR documents with Hillingdon.</p> <p>Regarding GDPR compliance on holding people's data it was agreed to send the email for opt in after the annual meeting and to circulate to the current membership We would hope to maximise commitment and encourage staying in touch with HWCWL activities, and thus limit the number who might opt out.</p> <p>ACTION: Speak to Chris about the invoices for the first two quarters</p> <p>ACTION: Ask Board members to send their Bio and Photos</p> <p>ACTION: To brief the Board in October following the meeting with Graham Hawkes from Healthwatch Hillingdon regarding GDPR and DPO.</p> <p>ACTION: Postpone the opt in email and update of the membership database until September</p> <p>Item 4. Board forward plan</p> <p>The September Board meeting has been moved to 1st October. Zivile to do a presentation on volunteering at 17:30.</p> <p>The Board considered the forward plan circulated. It was agreed that any comments on the paper would be send to Olivia</p> <p>ACTION: Send comments to Olivia on the Board Forward Plan</p> <p>Item 5. Local Committee terms of reference</p> <p>Olivia and Christine worked together on simplifying the terms of reference document, so that it is clear and understandable for everyone.</p> <p>Tania suggested adding an organisational chart in the document, so people can have a better understanding of the structure.</p> <p>The Board agreed going forward that all Local Committees should prepare a report to the Board Meeting. The report to include activity issues and other information they find relevant for the meeting. A nominated person from each Local Committee to speak to it.</p>	<p>OC/TT</p> <p>TT</p> <p>OC</p> <p>OC/FD</p> <p>Board Members</p>

<p>The Board reviewed the paper. The following changes were made:</p> <ul style="list-style-type: none"> - Point 2 to be moved under point 2.1 - Point 3.2.1 to say 'Royal Borough of Kensington and Chelsea' - Point 7.3 The Local committee may remove a member who misses three consecutive meetings in a row without a good reason - Point 11 to be removed if it has been mentioned somewhere else in the document <p>Elections (Expressions of Interest) for the Local Committee are coming up. Olivia will make the amendments and circulate the paper to all Board members</p> <p>ACTION: Add in monitoring the local activities budget in the responsibilities of the local committees</p> <p>ACTION: Add organisational chart in the document</p> <p>ACTION: Inform the Local Committees about the report and nominate a person who will speak to the report at the Board</p> <p>ACTION: Send an email to everyone to nominate people to stand for election for Local Committees</p> <p>ACTION: Circulate amended Term of Reference to all Board members</p>	<p>OC</p> <p>OC/TT</p> <p>OC/ LC</p> <p>OC</p>
<p>Finance and Risk</p>	
<p>Item 6. Finance Committee report</p> <p>Olivia arranged to meet Chris about reserves policy. The management accounts do not represent the full expenditure for the period as there are some missing accruals. Next quarter we are expecting everything to be on Sage and should have an accurate picture of the expenditure. It was agreed that the management accounts would be circulated to all Board members going forward. There is an underspend on staff. The finance committee agreed the Volunteer Accreditation which will cost £3000 and additional expenditure for the LC members to attend the Healthwatch England Conference. Tsveta is doing a course in bookkeeping and Chris Clarke has agreed to help in the capacity of a volunteer. The Board would like to see quotes from auditors at the next meeting. Tania pointed out the accounting company does not need to be London based.</p> <p>Item 7. The risk register</p> <p>Olivia has added an extra column for risk after mitigation. Risk number 5 have gone from amber to green. The main risk to HWCWL is the decision commissioners make re. the Healthwatch tender.</p> <p>Item 8. Proposals for investment from reserves</p> <p>The Governance and Quality Officer role has a drafted JD and is ready for recruitment. The role has limited impact on 2018/19 budget as an administration role had been costed for the year and it is a short-term contract (9 months) given the uncertainty of contract position at March 2019. The new person will work on</p>	

<p>getting the Level 1 PQASSO quality mark and progressing us to Level 2. The post will also free up some of Olivia's time for strategic focus, networking and possible tendering should the contract be re tendered for March 2019.</p> <p>HW CWL can make an impact by using reserves on the Grenfell Project; the proposed costing has been aligned with the costing for the PPG Project budget of 55k per annum. The Board had a discussion around the purpose of this post and the objectives which HW CWL is trying to achieve with it. Whilst supportive of the investment Board asked for objectives and outcomes to be identified.</p> <p>The Board would like to see the JD for the Grenfell post written last year and the objectives of this post.</p> <p>ACTION: Prepare a note with quotes from auditors for the next Board meeting ACTION: Circulate the Grenfell position JD and objectives</p>	<p>OC OC</p>
<p>Healthwatch Delivery</p>	
<p>Item 9. CEO report</p> <p>Olivia gave a verbal update to the Board with the activities and updates from the three boroughs.</p> <p>Item 10. Delivery plan</p> <p>The CEO and Chair were able to share the positive feedback from the meeting with commissioners earlier in the month. Aaron Hardy, commissioner in Westminster wants HW CWL to be more ambitious with the targets but the CEO is conscious that if the targets are too high, HW CWL might end up appearing not to deliver the desired outcomes. This is a concern given the rapid turnover of commissioners experienced in the last 18 months and the potential re interpretation of desired outcomes on delivered. The new commissioner for Hammersmith & Fulham attended the meeting.</p> <p>Olivia pointed out that the team needs to get better at documenting the activities, the outcomes we deliver.</p> <p>Abdul Towolawi suggested applying for funding from the CCGs as they provide grants and HW CWL should consider it as an option.</p> <p>Item 11. Healthwatch research and methodology approach</p> <p>The Board would like to see a short document with information on research and methodology.</p> <p>ACTION: Create a short document for the next Board meeting on research and methodology</p>	<p>OC</p>
<p>Board Development</p>	
<p>Item 12. Board Development</p>	

	<p>Mark Bush will be the facilitator for the meeting. Olivia will circulate the dates Mark is available to the Board, so everyone can state their availability. Tania and Helen think HW CWL should get better at marketing themselves and informing the public of the work we do. Joanna said she can recommend a person who can help with marketing.</p> <p>ACTION: Circulate dates to all ACTION: Provide details to Olivia of the marketing person</p>	<p>OC JMR</p>
AOB		