

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 9th August 2023

Attendees in person	Carol Older – Chairperson, Mike Cass – Treasurer, Steve Lazell, Dorothy Pearce, Vaasavi Singh, Jeff Maslen
Attendees on Teams virtual software	Paul Day – Deputy Chair, Michaela Tait
Other Attendees	Maxine Taffetani – Chief Executive Officer (CEO)/Board Secretary
Apologies	Jane Whild, Mirza Lalani

Agenda Item No.	Agenda Item	Action/Agreements
1	Opening Remarks and apologies The Chair opened the meeting at 9.40am. Mirza Lalani and Jane Whild submitted their apologies in advance of the meeting.	
2	Declarations of Interest There were not declarations of interest made.	
3	Adoption of Agenda The agenda was adopted without amendment.	
4	Minutes of the meeting held on Wednesday 10th May 2023 The Board approved the minutes of the meeting held on Wednesday 10 th May without amendment. The Chair signed a hard copy of the minutes for publication.	The Secretary to publish the minutes of the meeting to the Healthwatch Milton Keynes Website

5	<p>Matters Arising – Action Log</p> <p>The CEO gave an update on actions completed, in progress and outstanding on the matters arising action log. It was noted by the CEO that reviews of Safeguarding Policy had been made and were to be presented to the Board for approval at the meeting.</p>	
6	<p>Annual General Meeting – Briefing and Agenda</p> <p>The CEO presented the draft agenda for the Healthwatch Milton Keynes 2023 Annual General meeting. The CEO noted that some further consideration had been undertaken between the compilation of the meeting papers and the meeting, which she had discussed in advance of the meeting with the Chair of the Board.</p> <p>The CEO proposed that in consideration of both the need to reduce costs, and to focus matters on the proposed changes to the model constitution, that the AGM be relocated to a smaller site and invitations restricted to the voting membership. It was proposed that within the AGM members be provided with an overview of Healthwatch Milton Keynes' 10 years of impact and a case for organisational change to the model constitution with evidence of costs/benefits with sufficient time allocated to allow discussion of the risks and opportunities of our proposals, in order to take a vote on the formal resolution put to members at the meeting. Trustees approved the approach and the agenda, commenting that the proposal ensured an effective use of time and resources.</p>	
7	<p>Constitutional Change Proposal: Cost – Benefits Analysis</p> <p>The CEO presented to the Board a draft cost-benefits analysis against the strategic objective to</p>	

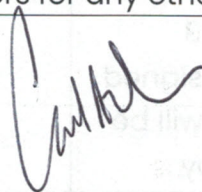
	<p>reduce the costs/resourcing of maintaining a large membership, improve effectiveness of organisational decision making and increasing the number of residents that sign-up to receive regular HWMK information.</p> <p>Trustees were generally supportive of the analysis. The Treasurer noted that some corrections and clarification were required on the costs and agreed to work with the CEO on the final version.</p> <p>Jeff Maslen advised that the cost of not having the AGM required inclusion, with a particular focus on the implications on the awareness of HWMK activity within the public and professional cohorts without a large annual meeting.</p> <p>Trustees also felt that the impact Covid-19 has had within the decision-making process required emphasis.</p> <p>The CEO thanked trustees for their valuable input and confirmed that the next steps would include finalising costs with the treasurer, reflecting today's discussions within the analysis and developing the case for change that will be presented to the membership at the AGM which the Board will need to approve.</p>	<p>CEO to revise cost/benefits analysis and include trustee recommendations</p> <p>Treasurer and CEO to review and confirm final costs/benefits.</p> <p>CEO to draft case for change presentation for AGM and submit to Board for approval.</p>
8	<p>Chief Executive Report</p> <p>The CEO presented her report, providing the Board with an update with regards to income, activities and impact.</p> <p>The CEO informed the Board that following the Board's approval the draft Memorandum of Understanding (MOU) between the BLMK Healthwatch Collaborative and BLMK Integrated Care Board (ICB), the ICB formally approved the MOU at their meeting on 30th July 2023.</p>	

	<p>The CEO informed trustees that there was further action was needed on the implementation of the MOU across the Integrated Care System and with pressures on the ICB to make a 30% to its core costs over the next two years funding to resource Healthwatch representation on the ICB was increasing challenging to progress. Trustees discussed the changing and developing environment around the ICS and what risks there were for HWMK. The CEO stressed that the ICB's commitment to working with people and communities was legislated and resources continue to be allocated and available for engagement activities, which HWMK will be able to access/bid for.</p> <p>It was agreed that the CEO would consider the strategic risks in relation to the ICB and make some recommendations for the strategic risk register.</p> <p>The CEO highlighted reputational risk following an incident with MK Council's Quality Team. The CEO had been made aware that MKCC's quality team had been sharing questions and prompts that Enter and view authorised representatives discuss with residents at visits in advance with Care Home staff and that Care Home staff had been going through these questions with residents prior to some visits. In response, the CEO is raising the matter with the quality team and grant manager and will be seeking to develop a standard operating procedure with the quality team to ensure that the independence of Healthwatch activities is not put at risk.</p> <p>The Board also discussed the development of a standard operating procedure for the undertaking of Enter and view within home care settings. Jeff Maslen requested that there was full review of legislation made to ensure that an appropriate</p>	<p>The CEO to review ICB strategic risk and make recommendations for the risk register.</p> <p>Review of E&V legislation to be made and any alternative approach to Enter</p>
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	activity title be applied to domiciliary care 'Enter and view' style activity.	and view set to Board via email
9	<p>Standing Items Section One – Governance:</p> <p>The CEO provided the Board with the Strategic Risk Register noting that a full risk review was rescheduled for the November Board meeting so as to fully reflect financial reforecasting that will take place in September. Trustees raised no comments with regards to strategic risk.</p> <p>The Board was asked to approve the Safeguarding Adults at risk policy and procedure, and the Menopause policy. Trustees approved both policies.</p> <p>Further updates were given against Information governance, IT and Human resources noting the requirement to appoint a new Senior Information Risk Owner at the November Board meeting, and highlighting the recommendations from the recent staff and volunteer survey.</p> <p>Trustees were provided with highlight reporting on performance against grants and service level agreements for all projects, and communications performance.</p> <p>Section 2: Finance</p> <p>The Treasurer presented the financial report to the trustees and briefed the Board on the details within the report.</p> <p>The treasurer confirmed the that the 2022-23 annual accounts had been completed and signed by the independent reviewer. The accounts will be presented at the AGM and once approved by</p>	<p>Appointment of a SIRO to be scheduled for November Board meeting.</p>

	<p>members, uploaded to the Chairty Commission website.</p> <p>The treasurer provided trustees with an overview of the current performance on the year-to-date position to 30th June 2023, an overview of income from projects not included in the budget to March 2024 and a future projection of free reserves. This included narrative on the treasurer’s position in relation to the impact of pay increases that was scheduled to be discussed in a private session of the Board following the meeting in public.</p> <p>Trustees discussed the utilisation of the deposit account with Metrobank and requested that the CEO explore it accessibility and other deposit account options.</p> <p>Trustees also discussed the level of inflation risk taken on by Healthwatch MK and the importance of ensuring that additional income is recorded in detail. Trustees agreed that additional income being brought it by the organisation remains distinct from the activities funded by the main grant and that it isn’t used to support insufficient funding for the Healthwatch core funding. The CEO highlighted the challenges of picking this apart on an operational level but agreed with the need for the approach. The Chair stressed that the service provided under the main grant must remain proportionate to the level of funding provided by MKCC and fully reflect the lack of provision of inflationary increase within the grant.</p>	
<p>12</p>	<p>AOB</p> <p>No matters for any other business were raised.</p>	

Signed:



Name: C. A. OWEN

Position: CHAIR