

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 11th August 2021

Via Zoom video conferencing facility 9.30am - 11.30am

Attendees: Alan Hancock (AH) Interim Chair, Ama Bimpong (AB) - Deputy Chair, Paul Egerton (PE)-Treasurer, Mirza Lalani (ML), Jeff Maslen (JM), Carol Older (CO), Dorothy Pearce (DP), Jane Whild (JW), Maxine Taffetani (MaT), CEO

Apologies: Michaela Tait (MiT)

| Agenda Item No. | Agenda Item | Action/Agreements |
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| 1 | <p>Opening Remarks and apologies</p> <p>The meeting was opened by the CEO, who informed members that she had received an apology for non-attendance from Michaela Tait. She went on to brief the Board on arrangements for electing an Interim Chairperson, following which a motion to nominate Alan Hancock to the position was proposed by Paul Egerton and seconded by Dorothy Pearce.</p> <p>Alan Hancock then took over as Chairperson.</p> <p>The Board discussed the forward arrangements for revising the Chair Role description and agreed that following the circulation of the role description new Trustees would have the opportunity in induction meetings with the Interim Chair and the CEO to explore their views on the role, with a view to identifying, nominating, and approving a new Chairperson at the Board of Trustees meeting in November 2021.</p> | <p>MaT to revise and circulate Chair Role Description.</p> |
| 2 | <p>Introductions</p> <p>At the Chair's request, members of the Board introduced themselves and gave a brief account of their interests and experience and of their motivation for becoming a Trustee of Healthwatch Milton Keynes.</p> | |
| 3 | <p>Declarations of Interest</p> <p>Alan Hancock explained HWMK's policy on declarations of interest. No new declarations of interest were recorded.</p> | |

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| 4 | <p>Adoption of Agenda The agenda was adopted without amendment.</p> | |
| 5 | <p>Minutes and Actions Arising The minutes of the Board meeting held on 12th May 2021 were approved and signed by the Interim Chair as a correct record.</p> | |
| 6 | <p>Minutes of the AGM The draft minutes of the HWMK Annual General Meeting, held on 21st July 2021, were provisionally approved by the Board, to be held for formal approval at the 2022 AGM.</p> | |
| 7 | <p>Matters Arising Action Log The Board noted the progress made against actions agreed at the Board meeting of 12th May 2021.</p> | <p>MaT to liaise with CO re Zoom purchasing</p> |
| 8 | <p>Chief Executives Report The CEO, Maxine Taffetani, introduced her report on HWMK's activities, which had been circulated in advance, and responded to queries. The report covered:</p> <p>1. HWMK AGM</p> <p>The AGM was held successfully on 21st July 2021. In her briefing to the Board, the CEO hoped that Healthwatch Milton Keynes could return to a face-to-face event in future years, but in the event that a virtual AGM is held next year, the following learning points will be transferred to next year's AGM plan:</p> <ol style="list-style-type: none"> 1) Consider the use of Teams as an alternative to Zoom. 2) Hold the AGM later, if practicable. This allows more time for the Trustee recruitment phase to be completed and more breathing space between the publication of the annual report, the finalisation of the annual accounts and the AGM itself. 3) Ensure adequate time for planning is prioritised around other capacity pressures. 4) Ensure a full run through including all presenters is not skipped as part of the planning process. <p>The Board was asked to note the contents of the briefing and the summary actions for future learning.</p> <p>The Board agreed to review the date of holding the 2022 AGM at the November Board meeting.</p> <p>2. CQC BLMK project The CEO informed the Board that HWMK has secured funding for a joint piece of work with Healthwatch in</p> | <p>MaT to include AGM on November Board agenda.</p> |

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| <p><i>to include</i></p> <p><i>CS</i></p> | <p>Luton, Bedford Borough and Central Bedfordshire (BLMK Healthwatch), to undertake engagement with homeless and deaf communities.</p> <p>Work is expected to take place in the latter part of Autumn as face-to-face opportunities are resumed. In response to a question from Jeff Maslen (JM) the CEO agreed to provide additional contextual information to Board members.</p> <p>3. Enter and View</p> <p>HWMK are working alongside Milton Keynes Council's Quality Monitoring Team as they begin to re-enter Care Homes following the pandemic. HWMK has agreed a programme of 14 care homes to visit. 11 are now complete.</p> <p>Volunteers are still not actively involved in undertaking visits, as Care Home restrictions on visits have remained quite stringent. Healthwatch MK staff have only been allowed access due to their vaccination status and because visits are coordinated to take place at the same time as Milton Keynes Council team members.</p> <p>The Enter and View Coordinator resigned and left on 3rd August. The issue of re-recruiting to the post was agreed with the Grant Manager and the post advertised.</p> <p>The CEO advised the Board that resuming Enter and view activities has been a positive step, but the agenda agreed is resource heavy and likely to impact on staff performance and meeting deadlines.</p> <p>4. Integrated Care System</p> <p>The CEO meets regularly with the leads of Bedfordshire and Luton Healthwatch (HW) to establish appropriate workstreams where HW leads are able to represent BLMK Healthwatch at a system, strategic and leadership level. Chairs of HW Boards are also being brought into this conversation.</p> <p>A ^{draft} MOU between BLMK Healthwatch is in draft, and the Chairs of the four Healthwatch have written to the Accountable Officer of the ICS to request that all four Healthwatch are separately represented at a BLMK Partnership level.</p> <p>5. CEO and Board relations</p> <p>Healthwatch England (HWE) now offers Boards ^{a development} a session on managing and managing relationships with the CEO. The Board invited the CEO to pursue this matter.</p> | <p>MaT to circulate detail on CQC project.</p> <p>MaT to circulate Enter and View briefing to grant manager to Trustees.</p> <p>MaT to arrange session with HWE regional lead.</p> |
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| | <p>6. Communication statistics report</p> <p>The CEO presented the Board with a series of communication statistics on HWMK engagement, which led to a discussion on data sharing, including sharing across the local Healthwatch and the ICS. The CEO suggested that the Board invite the HWMK Communications Officer to attend its next meeting in November 2021. This was approved by the Board.</p> | <p>MaT to arrange attendance of Comms Officer to November Board meeting.</p> |
| 9 | <p>Standing Items Agenda Report</p> <p>The CEO explained to the Board that over time a number of standing items had been placed on the agenda, to ensure continuity of discussion on recurring topics. She referred to the importance of the Governance and Finance Committees to HWMK, and the Chair emphasised that these underpin the work of the Board. Trustees were asked to consider joining one or both of these committees, and several members expressed their willingness to do so. The CEO will follow up this issue shortly, to ensure that both committees can report effectively to the next Board meeting in November.</p> <p>a) Business continuity</p> <p>The CEO advised the Board that the current Business Continuity Plan had been developed specifically in response to the Covid-19 pandemic. The next stage of the exercise is to build a more generic Business Continuity plan that addresses people, premises and equipment, as well as other areas identified as specifically important to HWMK e.g., membership levels, funding etc.</p> <p>The CEO recommended that the Governance Committee allocate some meeting space to this issue, with a view to transitioning from the Covid-19 BCP by the end of the year. The Board approved this recommendation.</p> <p>b) IT</p> <p>The CEO informed the Board of recent equipment upgrading, and then addressed the issue of remote meetings. The AGM, as well as some recent committee meetings, had highlighted some difficulties with the Zoom platform, and a discussion followed on a possible return to MS Teams, which is more frequently used within the health and social care network. There was no common position within the Board, and members agreed to research the situation further.</p> | <p>MaT to make arrangements for Trustees to join the Finance and Governance Committees.</p> <p>MaT to add BCP to Governance Committee agenda in October.</p> |

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| <p>c) Human Resources</p> <p>The CEO advised the Board that the organisation has had a higher than usual staff turnover in the last few months. The last year has been incredibly testing for staff and she has received three recent exit interviews that would be useful to review with members of the Board. She therefore requested the support of the Board to undertake a reflective exercise to review and analyse exit interviews and operations over the last 6-12 months, with a view to producing a debrief, and some learning for the future that can be reported back to the Board for their consideration. The Board noted this request.</p> | <p>MaT to arrange and agree members of a Task and Finish Group.</p> <p>The TAF will report at the November Board meeting.</p> |
| <p>d) Information Governance</p> <p>For the benefit of new Trustees, the CEO reminded the Board that HWMK is considered a public body and therefore responsible, under the General Data Protection Guidelines (GDPR), for having a named Data Protection Officer for the service. Prior to the AGM a Trustee had been approved by the Board to act as DPO but following his resignation in July, the decision was taken to appoint an external DPO. HWMK has now signed an agreement with Taproot for the provision of DPO. Taproot support several other Healthwatch in the East region and the CEO is due to meet with them for an introductory session in early August.</p> <p>Work that will take place as a result of moving to a new supplier will likely involve an audit of current standards and performance against GDPR and information governance which will be a substantive piece of work. The Governance Committee will receive updates.</p> | <p>DPO report to October Governance Committee.</p> |
| <p>e) Finance</p> <p>The CEO informed the Board that the Finance Committee had not met formally this quarter, as the Chair and Treasurer were unable to make the meeting. Those attending (Alan Hancock (AH), Jane Whild (JW) and Maxine Taffetani (MT)), covered a limited number of items on the agenda, including a review of the following policies: <i>Finance and Reserves Policy; Expenses Policy, and Conflicts of Interest Policy.</i></p> <p>The Committee considered the proposed changes to these policies and suggested some amendments, which should be reviewed by the Governance Committee and a revised version returned to the November Board for approval. Attendees also reviewed the Finance Risks on the risk register (see below).</p> <p>The CEO and the Treasurer (PE) briefed the board on the</p> | <p>Conflicts of Interest policy to be reviewed by the Governance Committee.</p> <p>MaT to reflect comments made in Expenses policy.</p> <p>MaT to arrange and</p> |

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| <p>current financial situation, for which detailed papers had been provided, and replied to comments and questions from Trustees, including additional sources of income beyond the basic grant from MKC and provision for the training of the CEO, Chairperson and Trustees.</p> <p>f) Performance</p> <p>The annual Business Plan was approved in May and a summary shared with members and key stakeholders. This highlighted several risks for monitoring, including the impact of the delay to the successful recruitment of the outreach worker and the departure of the Enter and View Coordinator.</p> <p>HWMK is linking up with place-based and ICS communications to ensure local relevant information and topics are covered, with signposting to appropriate local support. The first piece of collaborative work is a piece supporting BLMK CCG to identify root causes for vaccine hesitancy in young people and what barriers to accessing vaccines can be removed to increase uptake. A draft survey is with the CCG for approval and timelines for a survey that will run across social media is being agreed.</p> <p>g) Governance</p> <p>The Governance meeting scheduled for the 29th July was not held, as the members of the Committee fell to 2 after the AGM. The CEO and Interim Chair met and agreed where any matter arising could be managed via the Board, prior to the meeting on 11th August 2021.</p> <p>h) HASC</p> <p>As a statutory body in receipt of a local authority grant Healthwatch Milton Keynes present the Annual Report of our activities to the HASC each year, in September. This year, the meeting will be held on 29th September and the Treasurer has agreed to attend the HASC with the CEO to present.</p> <p>i) Quality Framework</p> <p>Healthwatch England has developed and launched a Quality Framework which it has begun to roll out across the Healthwatch network.</p> <p>The outgoing Board had agreed with the HWE regional lead, Chris Gorman, to submit the assessment by the 30th</p> | <p>agree members for a task and finish group to review end of year surplus reduction plans.</p> |
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| <p>September. A Task and Finish group of the Board and the CEO has completed a draft assessment across three workshops.</p> <p>At the Board meeting held in May, Trustees agreed that it was important to undertake the quality framework assessment prior to developing the organisation's next strategy. Therefore, the current strategy will be extended for a further 12 months, until the end of 2022/beginning of 2023.</p> <p>The TaF will shortly reconvene to review the document prior to submission. After the submission to the Regional Lead may wish to attend a Board meeting to discuss the findings and evidence.</p> <p>John Turner, from HWE, has been offering briefings to Boards on the change model noted in the decision-making guidance circulated by HWE as part of the Quality Framework toolkit. The Board noted that Jon would like to attend a Board session in early-mid September.</p> <p>j) Health and Safety</p> <p>Healthwatch England's current advice is that local Healthwatch take a cautious approach to both the resumption of face-to-face engagement activities and returning staff to office environments.</p> <p>The current budget plans for a resumption of face-to-face activities from October. And the Board of Trustees must begin its own conversations about resuming face-to-face Board meetings, within the context of maximising accessibility to public observers, whichever format meetings take place and in consideration of the health risks to Board members.</p> <p>Phased return to work planning and risk assessments are in place. The next steps are to discuss scenarios with staff at team meetings in September, 1-1 meetings with staff to review their positions and consider any reasonable adjustments for vulnerable workers and agree a rota system of office-based working on a 3-month phase, noting this may be subject to change, in line with further government updates.</p> <p>k) Risk</p> <p>This quarter, due to changes on the Board of Trustees, the Finance Committee covered only matters relating to risk and policy review and the Governance Committee was postponed. The CEO has reviewed the Risk register in advance of the Board meeting and the strategic risks have been amended/proposed as follows:</p> | <p>MaT to arrange Quality Framework TAF.</p> <p>MaT to arrange session with Jon Turner.</p> |
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| | <p>Risk 1: Update to narrative - risk rating not reviewed Risk 2: Update to narrative - risk rating not reviewed Risk 3: Update to narrative - risk rating not reviewed Risk 4: Remains at C2 Risk 5: Remains at C2 Risk 6: Escalated to A2 Risk 7: Update to narrative - risk rating not reviewed Risk 8: Update to narrative - risk rating not reviewed Risk 9: Recommend Removal - Activity no longer funded Risk 10: Update to narrative - risk rating not reviewed Risk 11: Update to narrative - risk rating not reviewed Risk 12: Update to narrative - risk rating not reviewed</p> <p>The Board was asked to note the updates, approve updated risks/actions and note that the remainder of the review will take place at the next Governance Committee meeting. This proposal was approved by the Board.</p> | |
| 10 | <p>AOB</p> <p>None raised by participants</p> | |

Signed:



Name:

Ama Bumpong

Position:

Deputy Chair