

## Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 15<sup>th</sup> May 2019.

Milton Keynes Business Centre, Milton Keynes, MK14 6GD

Attendees: Jeff Maslen (JM) Chair, Mike Newton (MN) Alan Hancock (AH) Maxine Taffetani (MT)

Apologies: Caroline Higgins, Hilda Kirkwood, Marion Wale, Anita Devi, George Assibey.

Note Taker: Lynn Kent

Agenda Item No.	Agenda Item	Action/Agreements
1	<p><b>Opening Remarks and apologies</b> Apologies as recorded above were noted</p> <p><b>Opening Remarks</b> Jeff Maslen (JM) was in the Chair and noted that with Three Trustees present the meeting was quorate.</p>	
2	<p><b>Declaration of Interests</b></p> <p>2.1: None were disclosed.</p>	
3	<p><b>Adoption of Agenda</b></p> <p>3.1: The agenda was approved.</p>	
4	<p><b>Adoption of Minutes of Board of Trustees Meeting of Wednesday 13<sup>th</sup> March 2019.</b> <b>Annex 2</b></p> <p>a) Points of accuracy raised by MN on Standard Item 12 .6 Finance to read 'HK and MN has met with the new Chartered Accountants Mercer &amp; Hole'.</p> <p>b) 3.2 re discussion on format of papers it was noted that PDF documents were still being used.</p>	

	<p><b>Annex 3</b>  <b>Matters Arising Action Log</b>  MT updated the Board on the Action Log Against Chairperson Succession Planning. As no applicant was forthcoming, an emergency meeting was held, and a decision taken to focus on Trustee applications.</p> <p>The proposed event to welcome the new Chair in October: Planning has not been initiated yet, as the AGM will take priority. MT also noted the Board need to find a Chair before the welcoming event is arranged.</p>	
<p><b>5</b></p>	<p><b>Chief Executive Report</b>  <b>Annex 4</b></p> <ul style="list-style-type: none"> <li>a) <b>Trustee event</b> held. Seven people have expressed interest in the role of trustee. However, two of these had a possible conflict of interest excluding, or potentially excluding them from the position. Two people have submitted application forms to date.  Closing date 30<sup>th</sup> May. Interview date proposed 13<sup>th</sup> June.</li> <li>b) <b>NHS Long Term Plan:</b> Project engagement work now concluded, and we are awaiting final confirmation of results. The final report will be published toward the end of June.</li> <li>c) <b>Annual General Meeting.</b> Ongoing planning continues. Agenda adopted for the 18<sup>th</sup> July 2019. It was agreed that the Q&amp;A session would take place in the members only section. It was also noted that care needed to be taken to ensure that the correct technology was in place and that a hearing loop will be required.</li> </ul> <p><b>Annex 5</b></p> <ul style="list-style-type: none"> <li>d) <b>Q4 Grant monitoring report</b>  As a result of increasing workload in Partnership Boards, Long Term Plan engagement and delays to agreements with Care Home Enter and View, aggravated by the turnover of staff in 2018-19, there were several areas of slippage against project timeframes within the year. All reports have been written and are with the relevant stakeholders for response. The carryover of some project aspects is having an impact on developing plans for the year ahead. Moving the AGM forward to July, and the added workload of Trustee recruitment means that the April-July period will remain a challenging one for the staff team, particularly in terms of improving the quality and</li> </ul>	

	<p>effectiveness of how we operate. On the whole, considering the extra demands on our activity for 2018-19 that were not incorporated into the workplans at the beginning of the year, including Partnership Board management, 16 Care Homes, additional Enter and View, the Long Term Plan project and quite a heavy demand for our involvement in Primary Care developments, our achievement against our 2018-19 plans has been excellent.</p> <p>e) <b>Work Plans.</b> The Business plan now fully finished, with budget embedded and an external business plan summary also published</p> <p>f) MT discussed the contents of the sustainability briefing in the CEO report</p> <p>g) <b>Finance.</b> The Trustees noted the risk to the organisation regarding the difficulties with Metro Bank and have agreed to explore moving accounts to Lloyds Bank. All trustees to be contacted regarding this decision.</p>	<p>MT to email absent Trustees for endorsement of Board's decision</p>
6	<p><b>Annual Professional Stakeholder Survey Report</b></p> <p><b>Annex 6</b></p> <p>The report was noted that 37 stakeholders and system leaders across Milton Keynes had been asked to complete a survey to gather their views about the effectiveness of this organisation.</p> <p>9 responses, a 24% return rate. Responses came from leaders and professionals in Milton Keynes Council, Milton Keynes CCG, Urgent Care Services, GP Federation, Community Action, Care Homes and Milton Keynes University Hospital.</p> <p>The Board supported the recommended actions.</p>	
7	<p><b>Annual Staff and Volunteers Survey</b></p> <p><b>Annex 7</b></p> <p>The report was noted and felt to be very useful feedback. AH requested that the results table show actual numbers responding to provide more context to the percentages. The Board supported the recommended actions.</p>	

	<p><b>Recommendations</b></p> <ol style="list-style-type: none"> <li>1) Encourage greater take-up of the survey in 2019-20</li> <li>2) Reconsider use of the term ‘strategic objectives’ in the survey next year, focusing on the organisation’s mission, which is relevant to all roles in the organisation.</li> <li>3) Ensure that all volunteers receive information about the organisation’s mission, values and strategy during induction, with periodic retraining where required.</li> <li>4) Restructure when core Board and volunteer meetings take place to improve communication flows.</li> <li>5) Refresh training session with volunteers who represent Healthwatch at meetings</li> <li>6) Ensure that all volunteers, outside of Enter and View and Mystery Shopping have access to reflective supervision sessions.</li> <li>7) Develop opportunities to ensure staff and volunteers outside of Enter and View activity, are able to develop relationships around our work and build stronger relationships.</li> <li>8) Explore the setting up of all volunteers on Facebook workplace and encourage use of the platform</li> <li>9) Consider the development of a weekly staff and volunteer bulletin.</li> </ol>	
<p><b>8</b></p>	<p><b>Volunteers Policy</b></p> <p><b>Annex 8</b></p> <p>The Board acknowledged the current volunteers policy and reviewed the incident/exception report regarding volunteering <b>Annex 9</b></p> <p>It was agreed that a volunteer was a no paid position The Board Approved the 5 Recommended Actions</p> <ol style="list-style-type: none"> <li>1) The volunteer policy is amended to ensure the approach the organisation will take in future with regard to volunteers who are able to offer services in a self-employed capacity for exceptional roles, over and above the core function of a volunteer.</li> <li>2) The governance committee reviews the Schedule of Delegation to ensure it is fit for purpose and supports the CEO and Board in appropriate decision making</li> <li>3) The CEO will undertake a reflective session with the DCEO regarding the incident and agree areas of critical development within the Deputising role.</li> <li>4) The CEO to record a conversation with the DCEO to evidence the DCEO is aware of the Schedule of</li> </ol>	

	<p>Delegation (once reviewed), clarifying that without relevant approvals by the Board they do not have the authority to act.</p> <p>5) The Board to reconsider its role and relationship with the DCEO to enable more appropriate direct contact with the Board for approvals.</p>	
9	<p><b>Healthwatch Advisory Panel Review</b></p> <p><b>Annex 10</b> The Board noted the Healthwatch Advisory Panel Meeting minutes 10<sup>th</sup> April 2019 (<b>Annex 10</b>)</p> <p><b>Annex 11 and Annex 12</b></p> <p>The Trustees approved in principle the report on the governance arrangements of the Healthwatch Advisory Panel and the proposals for future structure in Annex 11 and 12.</p> <p>It was noted that as no comments had been received to date from the Trustees, MT should write to all Trustees regarding the proposed changes.</p> <p><b>Annual Schedule Framework</b> <b>Annex 13</b></p> <p>The paper reviewing the workflow of the organisation includes operation, service activity, governance, financial and assurance supported by seamless communications is critical to Healthwatch Milton Keynes. Disjointed communication is affecting decision making, assurance and our effectiveness as an organisation, The CEO has reviewed how the framework for staff, Board, subcommittees and grant reporting flows. MT discussed the background behind the paper and the proposed new meeting schedule, The Trustees approved the changes subject to MT contacting all trustees regarding the changes and a majority of Trustees endorsing them.</p>	<p>MT to email absent Trustees for endorsement of Board's decision</p> <p>MT to email absent Trustees for endorsement of Board's decision</p>
	<b>Comfort Break</b>	
10	<p><b>Standing Agenda Items Report</b> <b>Annex 14</b></p> <p><b>IT:</b> The new HWMK website has launched and we are now fully in control of our own domain. The Microsoft licence has been renewed.</p> <p><b>Annex 15</b> <b>HR:</b> Terms and conditions proposals approved by the Board subject to an amendment that 1 week sick pay during probation periods be at management discretion,</p>	<p>MT to liaise with HRInitiatives regarding</p>

	<p>reflecting comments provided by Marion Wale.</p> <p><b>Governance:</b> Trustees noted the agenda for the subcommittee 5<sup>th</sup> June 2019 and noted the meeting minutes and the two proposals for external Governance support.</p> <p>At this stage the Board decided not to pursue the proposal to seek external governance support, in view of imminent changes to the make-up of the Board and uncertainty with regard to the Chair person position.</p> <p><b>Risk Register:</b> Trustees noted the changes to Risk Register.</p>	forward consultation on changes.
11	There being no other business the meeting closed at 1.00pm.	
12	Dates and Times of Future meetings Wednesday 10 <sup>th</sup> July 2019	