

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 13th November 2019

Great Linford Parish Council Meeting Room, 1 Great Linford House1
St Ledger Court, Milton Keynes MK14 5HA

Attendees: Hilda Kirkwood (HK) - Chair Mike Newton (MN) - Deputy Chair, Alan Hancock (AH) - Deputy Chair, George Assibey, Jane Whild (JW), Mary Legge (ML), Paul Egerton (PE), Lesley Bell (LB), Simon Sharkey Woods (SSW), Ama Bimpong (AB), Maxine Taffetani (MT) - CEO

Not present: Merrilee Briggs (MB)

Minute Taker: Lynn Kent

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>There were no apologies for the meeting. It was noted that Merrilee Briggs was not present at the meeting and has not made contact with the organisation since a few days prior to the Annual General Meeting in July.</p> <p>Opening Remarks</p> <p>Hilda Kirkwood (HK) Chair welcomed all to the meeting. HK informed the meeting of the notice of resignation of Anita Devi. Trustees now number 10. HK informed the meeting of the circulated Purdah Guidance.</p>	
2	<p>Declaration of Interest</p> <p>None declared.</p>	
3	<p>Adoption of Agenda</p> <p>Trustees approved the agenda items tabled for discussion at the meeting.</p>	Agenda Approved

<p>4</p>	<p>Minutes and Actions Arising</p> <p>The minutes of the Board of Trustees meeting held on September 11th 2019 were approved. Proposed by George Assibey and seconded by Paul Egerton.</p> <p>Action Log tabled and updated by Maxine Taffetani. HK reminded everyone to note the dates of the Board meetings for 2020.</p>	<p>HK Signed the minutes</p> <p>Action Log Tabled</p>
<p>5</p>	<p>Chairperson Succession</p> <p>Maxine Taffetani (MT) took the chair for this item.</p> <p>Mary Legge (ML) had expressed an interest in being nominated as Chairperson of the Board of Trustees. All Trustees have been notified by email. Nomination supported by Hilda Kirkwood, George Assibey, Alan Hancock, Mike Newton, and Lesley Bell. The approval of Mary Legge to be Chair of the Board of Trustees was unanimous. ML agreed to stand for a period of one year up to the Annual General Meeting 2020 and review.</p> <p>The Deputy Chairs Alan Hancock and Mike Newton to continue in post until the February meeting where it was felt that all posts including Treasurer and Chairs of Committees are reviewed. Ama Bimpong (AB) asked about succession planning.</p> <p>Hilda will continue to work with Mary and agree hand over. Alan Hancock on behalf of all the Board thanked Hilda for all her dedication and commitment to Healthwatch. Hilda and Mary will send a joint memo to all members informing them of the appointment of the New Chair.</p>	<p>Mary Legge approved unanimously as Chair of the Board of Trustees</p> <p>Review post by the AGM</p> <p>All posts to be reviewed at February Trustee meeting</p> <p>Joint Memo to be sent to all members</p>
<p>6</p>	<p>Standing Items Report</p> <p>Item 6 supported Paper.</p> <p>IT Maxine Taffetani requested that the board support a risk assessment of current Office IT equipment with a view to updating - request finance committee support additional expenditure.</p> <p>HR Mid-year staff appraisals are scheduled.</p> <p>Information Governance GDPR forms continue to be chased up from all volunteers, noted that some members had expressed issues with the form.</p>	<p>Black File present at Board Meeting</p> <p>Trustees to read and sign GDPR forms and submit to the CEO</p>

	<p>Governance It was agreed to circulate all minutes of committee meetings.</p> <p>Mary Legge has joined the Governance committee. MT will begin an exercise of drafting terms of reference for all committees.</p> <p>Finance (Appendix 1) Note Budget Variance October 2019 notes, Ad Valorem have not taken their direct debit this month (reforecasting covered in item 7).</p> <p>Health and Safety Fire Risks Assessments will take place on 19th November 2019.</p>	<p>ML joined Governance committee</p> <p>Fire Risk Assessment November 19th</p>
	<p>Risk (Appendix 2) MT has updated the risk register. This is seen as a live document. Simon Sharkey Woods suggested that information governance look at Data Ethics.</p>	<p>All Trustees to email CEO of any concerns re: Risk</p>
<p>7</p>	<p>Budget Reforecast</p> <p>Appendix 3</p> <p>2019-20 Budget Reforecast paper Maxine Taffetani presented the reforecast paper and the breakdown of surplus accrual risks by year end. Debate at board re: best use of underspend currently and acknowledge current carry over from 2018.</p> <p>At its meeting on 17th October the Finance Committee considered financial areas of the current schedule of delegation and agreed to raise the CEO day to day and exception spend limit to £300 from £250.</p> <p>George Assibey suggested that funding could be used for new trustee training and personal development. Alan Hancock discussed the possibility of accessing online training and accessing Kings Fund training. Maxine Taffetani noted that there is a generous training budget in place for this expenditure.</p> <p>Mike Newton explained the current budget position and resource.</p> <p>General concern was expressed regarding future funding and the council grant.</p> <p>Lesley Bell stated that she felt any excess funding should be put towards additional projects that support the community. Maxine Taffetani noted that activities are planned and set out in the Business Plan each year</p>	

	<p>against the resource available so launching additional projects could be challenging.</p> <p>Paul Egerton suggested funding improved working conditions. Maxine Taffetani noted that investment in office conditions perhaps should come from reserves.</p> <p>Simon Sharkey Wood suggested looking at ways of communication with people reaching out through different mediums.</p> <p>Maxine noted that the organisation has a complex picture of finances to work through. Following a full discussion, the Trustees agreed that a special Informal meeting of the Board will be held in December to discuss the end of year position.</p>	
	<p>Comfort Break Jane Whild made her apologies and left the meeting.</p>	
8	<p>Standing Procedures.</p> <p>Report of the Task and Finish (TAF) group to Review Healthwatch Milton Keynes Standing Procedures-7th October 2019. Members of the TAF: George Assibey, Alan Hancock, Mary Legge, Mike Newton.</p> <p>Reference Item 8 papers. The Standing Procedures report was led by Alan Hancock, 1. Code of Conduct - TAF agreed that Nolan principles sufficiently underpin conduct expectations of Trustees. 2. Second question re role of Secretary: CEO to retain. 3. The third issue raised by the CEO was felt to be outside the remit of the TAF and should be referred to the Board itself. The issue concerned an improved annual mechanism to address CEO performance and salary, and arrangements for Board members to participate in the review process.</p> <p>Length of trustee membership. A revised Draft paper was presented at the meeting. The Board approved the paper and supported the membership of a trustee to be a maximum of 12 years. Trustees may stand for re-appointment and may serve up to three consecutive terms, after which there must be a break of one year before they are eligible to stand again. Trustees may serve for a maximum cumulative total of twelve years.</p>	<p>The Board Approved the 12-year period.</p>
9	<p>Old Business Report</p> <p>1 Health Watch Advisory Panel (HAP)</p>	

	<p>The HAP has now wound up its role as a sub-committee of the Board of Trustees and dissolved. See minutes of the Health Watch Advisory Panel Tuesday 8th October 2019. Members of the HAP approved the new statement of Purpose for the Panel and agreed to launch the new HAP in March 2020.</p> <p>Lesley Bell and Geraldine Boyle will have a role in supporting the Deputy CEO to deliver the HAP with facilitation roles.</p> <p>2 Supported Living Project : We are waiting for the Council to provide us with a formal response regarding the outcomes of this project.</p> <p>3 Reports Library We are in the process of uploading 350 reports onto the data base. To be completed by end January 2020.</p> <p>4 Joint Targeted Area Inspection The Chairperson, CEO and Deputy CEO were involved at multiple points/meetings during the inspection. We supported Milton Keynes Commissioners to bring voluntary sector organisations together to have their say on support to young people locally.</p> <p>5 Blakelands Enter and View Report on hold until the end of Purdah. It was noted that Blakelands had been advised on how to better utilise the Patient Participation Group.</p> <p>6 Gluten Free Report Milton Keynes Clinical Commissioning Group has now improved access to information about restrictions to Gluten Free Prescribing on their website and have added content about raising concerns to posters which are being re-distributed to GP Practices. This project has now closed.</p>	
<p>10</p>	<p>New Business/Business in Progress. See Item 10 Board Papers.</p> <p>1. MK Together Sponsor The Community Safety Survey will be launched after purdah on 13th December.</p> <p>2. Partnership Boards Meeting held with Cath Broadhead MKC who led the review, proposal to go to Partnership Board by the end of December.</p> <p>3. Long Term Plan Video. Negotiations are continuing: Alan Hancock suggested that the production of this video should be monitored at all stages especially in its penultimate version.</p>	

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Chief Executive Report

Performance Quarter 3 Briefing.

The CEO gave a brief overview against Business Plan Objectives:

Business Plan Area One Projects:

It was noted that to date 421 Young People had been engaged with, primarily through running workshops at MK College, Ousedale School and Hazeley Academy. A final session is in the process of being planned at MK College. It was noted that 25% of the total of young people that we have engaged with have been from BAME backgrounds.

Further work is planned targeted engagement with Under-represented groups. Through Transitions UK we have planned a workshop with young people who are Leaving the Care system in November. Two workshops are planned for Young People with Special Educational Needs and Disabilities (SEND), through SEND IAS.

One Hundred people attended a Time to Talk a Young Peoples mental health event in October where Tracy Keech was the Guest Speaker.

Business Plan Area 2: Enter and View

The Enter and View coordinator is currently undertaking a follow up of Care homes visited in 2018-19. The Follow up procedures is in place and plans underway to conduct unannounced visits to selected Care Homes over the next few months.

Enter and View at Milton Keynes Maternity unit are taking place throughout October and November.

Enter and View at the Campbell Centre are due to be completed by 20th November.

Enter and View at Blakelands (Private Clinic with 90% patients NHS funded): visits completed and report pending.

It was noted that meetings with Social Care Commissioner have been cancelled by them at short notice. We have not been able to meet to formalise an approach to Enter and View in Social Care.

We have worked with the Director of Adult Social Care, Contract manager, Autism Lead and Sheltered Housing

	<p>Lead at the council and have approval to Enter and View several Learning Disability Homes and supportive living settings. Contact has been made with the Providers of domiciliary care to develop this work. We have been actively involved with the Mental Health improvement Board within the Council.</p> <p>Lesley Bell asked for clarification re Enter and View in Domiciliary Care regarding access to patient's homes etc. George Assibey asked if there were any plans to have Enter and View in Dentistry.</p> <p>Business Plan Area 3: Long Term Plan. It was noted that HWMK have sent comments on the draft Bedfordshire, Luton and Milton Keynes (BLMK) Long Term Plan response plan, and have met with other Local Healthwatch, and the Integrated Care Partnerships (ICS) Director of Service redesign to add additional comments in person.</p> <p>Business Plan Area 4: Partnership Boards. It was noted that The Chair, Deputy Chairs, Deputy CEO and Comms and Engagement lead have met to discuss the Partnership Board Review undertaken by Milton Keynes Council. The CEO will be meeting the review lead to discuss some emerging ideas with a view to issue a business case to the council. This aim is to expand our work and income around the Partnership Boards, considerably supporting the resource being given to our role as Sponsor for MK Together Voice Board.</p> <p>Business Plan Area 5: Advice and Information It was noted that people seeking advice through the Advice and information section on the website was 502 for Q2 which is over double in Q1. The most visited Advice and Information Page on our website is about Young Peoples local support groups. It was noted that our Facebook posts reach over 5,000 people with each post.</p> <p>Business Plan Area 6: Membership. Membership increased by 11 in Q2. A significant increase in membership in October with 17 new members meaning that we have reached 40% of our overall target. A well-being event is planned for January at the Hindu Association. A review is planned of organisational membership in November to identify any gaps.</p> <p>Business Plan Area 7: Investing in our people and the organisation. Two new volunteers have joined Healthwatch MK. A training event was held for new volunteers by the Comms and Engagement Lead, and the Enter and View Coordinator.</p>		
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	<p>Business Plan Area 8: Sustainability</p> <p>There has been verbal confirmation from the council re: next year's grant but nothing in writing. Mary Legge suggested that the Chair sends an email confirming the conversation and thus establishing a formal acknowledgment of our understanding and expectation of next year's grant allocation.</p> <p>Maxine raised the opportunity of applying for Lottery funding. Ama Bimpong said that she had experience in applying for lottery funds.</p>	
12	<p>AOB</p> <p>Mike Newton raised the question of the quality framework. Maxine noted that we are not seeking to be a part of the pilot for the Quality Framework Healthwatch England is launching, but we will be asked around March when we expect to come on Board.</p> <p>Ama Bimpong asked how the newsletter was sent out. Maxine informed her that the newsletter was sent by post and email fortnightly plus information on the web site.</p> <p>George Assiby raised the question of a Christmas social event to welcome new members and to provide an opportunity to say thank you to Hilda. It was agreed to postpone the Xmas event until January.</p>	
	The meeting closed at 1.00pm.	
13	<p>Dates and times of Future meetings</p> <p>Wednesday 12th February 2020</p> <p>Wednesday 13th May 2020</p> <p>Wednesday 12th August 2020</p> <p>Wednesday 11th November 2020</p>	

Signed by: *Ama Bimpong*

Position: *Deputy Chair NWMT*

Date: *19-02-2020*