

Healthwatch Milton Keynes

Board of Trustee Meeting Minutes, Thursday 12th July 2018. Milton Keynes Business Centre, Milton Keynes, MK14 6GD

Attendees: Hilda Kirkwood (HK) (Chair), Marion Wale (MW), George Assibey (GA), Maxine Taffetani (MT), Anita Devi (AD) and Mike Newton (MN)

Apologies: Jeff Maslen (JM)

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>Apologies: Jeff Maslen.</p> <p>HK welcomed the Board members. Hilda noted she had been away much of the last month and was grateful for the remaining staff in managing activities on reduced staffing and being so swift in their action to replace the admin function.</p>	
2	<p>Declaration of Interests</p> <p>None</p>	
3	<p>Adoption of Agenda</p> <p>The agenda was approved.</p> <p>MN commented on the amount of agenda items. There was a brief discussion on apps that could potentially support the Board to make effective decisions outside of the meetings (MT suggested Loomio, Ad suggested Trello). MN stated that it was struggle to refer to a number of different sources of information e.g. email and yammer, on top of apps.</p>	
4	<p>Adoption of Minutes of Board of Trustees Meeting of 8th May 2018.</p> <p>It was noted that Jeff Maslen was present at the last meeting - correction was noted by MT.</p>	
5	<p>Matters Arising from Meeting 8th May 2018.</p> <p>Banking: MT has submitted bank forms to Metro Bank for</p>	

upgrading to online banking but Paul Davis has not been in touch. Meanwhile Ross Charles (previous Administrator) researched other banks and MT recommends Co-op Bank to the Board. MW stated concerns about the ease of setting up and changing signatories on the bank account. MW suggested another local bank that could be explored.

MW confirmed that the Board is committed to the CEO making decisions and moving the changeover process forward, as long as the majority of questions raised via email have been resolved.

MT confirmed that the Board meeting in November had been rescheduled to Wednesday 7th November.

Partnership Boards: Provide the Board with the breakdown costs of the additional funding from Milton Keynes Council for the additional hours to Communications and Engagement post. The £9,120.00 funding includes £7,468.50 basic salary for additional 12.5 hours plus 21% which covers 3% pensions and 18% employer NI contributions. MT stated the rationale for no other overhead costs were because it is an existing post, therefore there will be no additional overhead for training etc...

MT noted that Partnership Board introductions have launched this week. The board discussed the setting up of a Task and Finish group to help plan the delivery of the boards from October.

AD recommended the opportunity to do a press launch on the PBs. MT discussed issues with reduced representation, with the loss of some HSCC members. The delays to the funding and communication of HWMK taking over the partnership boards from Milton Keynes Council have meant we have not been able to have any meaningful conversations to date about who will chair the partnership boards but MT is confident HWMK staff can cover chair posts temporarily, if required.

Data Protection Officer role - GDPR: MT, MN and Tracy Keech have met to assess the GDPR compliance process. MN, as DPO, stated that he assured all requirements of GDPR have been put in place. The only question he had was that as many Healthwatch didn't seek consent, are we within our rights to contact those who didn't consent to ask them whether they will. MT stated she felt the organisation had committed to only maintaining membership of those individuals who explicitly consented, and therefore have no right to use such information. MT informed the Board that prior to GDPR, HWMK had 430 members. As of 25th May HWMK have 266 members, a reduction of 164. However, MT noted that the % of people

MT to arrange TAF with AD, MW and TK 24th July 2018 10am

	<p>interacting with e-alerts has increased, demonstrating that the remaining membership is very active.</p> <p>GA asked whether we have clarified the position on whether it is best practice to have a trustee as a DPO. MT confirmed that HWE confirmed it is okay, as long as the trustee is supported to dispatch their duties independently. MN noted it was agreed to be temporary. MT agreed, and noted that the ops team are continuing to look at long-term solutions. The board discussed and agreed their disappointment at the lack of coordinated support to local Healthwatch, from Healthwatch England. AD stated that she had raised this at the regional Healthwatch conference on 4th July, stating that Healthwatch England had wasted the time of Healthwatch teams in not supporting teams to put in place a DPO. The board agreed to review the DPO role on an ongoing basis.</p> <p>There was a board discussion about what HWMK needs from membership and agreed that links to VCSE groups and distribution to their members was important for our reach. AD suggested an annual questionnaire to our organisational members about how many members their organisations have.</p> <p>Finance: MT confirmed that Xero will only report ‘profit’ and this would have to be manually changed in reports to state ‘surplus’.</p> <p>Safeguarding representation: MT noted that she had completed the 18-month review of MK Safeguarding Board and recommended meeting with the Board lead to review HWMK’s role on the Safeguarding Board and Performance and Quality Improvement Group.</p>	
6	<p>Activity Workplans 2018-19</p> <p>MT presented the workplans for 2018-19 and briefed the board regarding the format the plans. A GAANT chart will be supplied to the Board in order to monitor progress.</p> <p>MN noted concern that there was a lot of work, considering the reduced staffing and there was general agreement from the Board. MT noted the ambitions, but also the flexibility of some of the planned projects, stating that she would rather over plan and readjust commitments, than have too many projects not come to fruition, as can happen. This year, more focus has been placed on projects created by us now we have the first independent year behind us and the new team embedded, rather than being responsive to what commissioners and providers ask of us.</p>	

<p>7</p>	<p>CEO report</p> <p>MT presented highlights for the last period: We presented our strategy and business plan to MKCCG Commissioning delivery group. MT briefed the board on some of the issues with MKC regarding young carers report and care homes enter and view, all resolved. MT met with Pauline Mitchelmore at MPs Office. The board agreed it was a useful relationship to utilise for shared intelligence on health and care issues. MT met with Graeme Caul to discuss their plans for this year and noted that CNWL are utilising Healthwatch MK as a key partner in patient engagement, with an independent voice.</p> <p>MT also highlight that the Annual Report has been published, all Enter and View volunteers received updated safeguarding training through Milton Keynes Council, we reviewed Quality Accounts as HWMK and on the Health and Adult Social Care Committee.</p> <p>IT: MT gave a briefing on proposals to change IT provider. Planning is challenging, as it coincides with HWE relaunch of website. Mt will manage but suggested MN have a talk with the new provider. AD had a question about Google Analytics and MT requested this question in an email to put to potential provider. The Board recommended that should there be delays, to request current provider to put us on a one month rolling contract, instead of a 12 month one.</p> <p>HR: MT confirmed that the funding agreement for the Partnership Boards had been sent and recruitment for the Communications and Engagement Lead can commence. After a discussion about staff roles, it was agreed that the post will go out full time, with options for reviewing interests in part-time roles, as the organisation could be open to job share.</p> <p>Administration post recruitment to shadow. It was discussed due to the time of the year, and MTs leave, that interviews may have to take place with the Deputy CEO. Ad noted she was away from 10th-28th August. MW available.</p>	
<p>8</p>	<p>Annual Report</p> <p>MT presented the Annual report to the board and asked for comments/reflections.</p> <p>MN and MW stated their thanks to the team for producing the report. MT noted it had been a challenge, in terms of time in the absence of a Communications Officer but that there had been a wealth of material to use for the report.</p> <p>The report will be presented to the Health and Wellbeing Board in September and Health and Adult Social Care Committee later in the year.</p>	<p>MT to send trustees PDF version.</p>

	MT noted that next year the organisation wanted to be stronger on the number of personal case studies available for #itstartswithyou section	
9	<p>Finance</p> <p>MT presented the management accounts for June and year to date figures. There is a greater than budgeted surplus, which is a result of current understaffing.</p> <p>The board discussed the meeting held between MN and MT regarding reserves policy. MT will be proposing via email reserves principles, with the aim to have a draft policy to propose to the Board at the September meeting.</p>	
10	Comfort Break	
11	<p>Risk register</p> <p>MT apologised for missing the risk register from the papers forwarded to the Board in advance of the meeting. She noted the only change to the risk register was reducing the risk rating for Governance, as a result of the ongoing self-assessment now being actioned.</p>	
12	<p>Governance</p> <p>MT gave an introduction and background into the Committed to Good Governance program HWMK is undertaking with Community Action:MK's funded program.</p> <p>MT completed a self-assessment with relatively short notice for the introduction meeting held at in June. MT recommends that the Board meet to reassess the results and score it themselves.</p>	<p>Lisa Gibbons to arrange meeting with Board</p> <p>MT to format the questions into a score card with score and 2018/19/20 dates.</p> <p>MT to reformat previous self-assessment score and provide brief rationale for her decisions and send to Board.</p>
13	<p>AGM</p> <p>MT presented agenda for AGM. Briefed the board on the task and finish meeting held with MT, MW and AD to flesh out the agenda.</p> <p>HK is happy not to restrict numbers, as we are holding a good surplus.</p> <p>The Board agreed the members section of the agenda.</p> <p>HK thanked MT, AD and MW for putting the agenda together.</p>	<p>MT to update members section of agenda and ensure the theme 'Engagement' is visible</p>

<p>14</p>	<p>Elections to Board of Trustees/HSCC</p> <p>There have been three applications to the Board of Trustees. MN has applied to stand again and two new trustee applications. The number of applications did not result in the need for an election process.</p> <p>The Board agreed to hold informal interviews before the start of the next Board meeting on 12th September.</p> <p>There have been four applications to the Health and Social Care Committee (HSCC). Two co-opted members chose not to reapply and two other members stepped down. Therefore, the number of applications did not result in the need for an election process.</p> <p>HK thanked MN for reapplying to the Board and thanked MW for offering to be co-opted on to the Board in the future for Human Resources, the Board feels it is needed.</p> <p>The Board had a discussion about the HSCC. MT, JM and HK had a recent conversation about the review of the HSCC, spurred by questions from one of the applicants. The HSCC has required review, but decisions have yet to be made. This was going to be postponed until the new members are ratified, but it was felt by the Board members that the Board of Trustees needed to make some key decisions now to support that process. MT previously recommended that the function of the HSCC should not change significantly, but that the CEO should delegate responsibility for working with the HSCC to the Deputy CEO, who is responsible for project design and delivery. MT feels that less duplication of attendance on the Board and HSCC from the trustees and CEO will support the two organs to provide their separate functions.</p> <p>There was a discussion about the potential number of trustees that sat on the committee and whether this should be reviewed, whether the Chair of the Board needed to be on the committee and how too much duplication could impact both functions. GA stated that the sub-committee should be able to express themselves independently of the Board.</p> <p>The Board felt that the name of the HSCC was confusing and didn't reflect the structure of its function in the organisation. It was felt by the Board that the committee should be able to begin in October with a fresh branding, so members could focus on agreeing how to discharge its delegated duties to the Board of Trustees, rather than its name change.</p> <p>A number of new names for the committee was discussed</p>	<p>MT to arrange letter from the Chair to applicant notifying them of the informal meetings.</p> <p>MT to circulate meeting questions to the Board.</p>
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	<p>and the Board agreed the HSCC to be renamed the <i>Members Reference Group</i>. The Board feel this title better reflects the involvement of elected members in the organisation's governance structure, and reflects the nature of its delegated duties.</p> <p>AD formally proposed the name change. MW seconded the proposal</p> <p>The Board suggested that Jeff Maslen and Tracy Keech undertake informal interviews for the two new applicants to the HSCC/MRG.</p>	<p>MT to delegate to JM and Tracy Keech.</p>
15	<p>AOB</p> <p>None recorded. The CEO was asked to leave the meeting, as the Board members wished to have a private discussion.</p>	
16	<p>Dates and Times of Future Meetings Wednesday 7th November. Wednesday 9th January</p> <p>It was agreed that future meetings to be held the second Wednesday of every other month.</p>	<p>MT to ask Lisa Gibbons to book meetings for 2019.</p>