

## Healthwatch Milton Keynes (HWMK)

**Board of Trustee Meeting Minutes, Wednesday 7<sup>th</sup> November 2018.  
Milton Keynes Business Centre, Milton Keynes, MK14 6GD**

**Attendees:** Hilda Kirkwood (HK) (Chair), Marion Wale (MW), and Mike Newton (MN),  
Caroline Higgins (CH), Alan Hancock (AH), Jeff Maslen (JM), George Assibey (GA)  
Maxine Taffetani (MT)

**Apologies:** Anita Devi (AD)

Agenda Item No.	Agenda Item	Action/Agreements
1	<p><b>Opening Remarks and apologies</b></p> <p><b>Apologies:</b> Anita Devi offered her apologies in advance to the Chair of the Board.</p> <p>1.1: HK noted that it was only a month since the Board had met, due to the special session in October but that there had been significant developments, including the Grant Review meeting with Milton Keynes Council.</p> <p>GA wanted to make it known that the reason he did not attend the October meeting without prior notice was due to an issue with moving to the Healthwatch email and that this had now been resolved.</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 11<sup>th</sup> October 2018.</b></p> <p>4.1: The minutes were approved for accuracy.</p> <p>4.2: MT sought clarification regarding an email from AD where she had requested that her views should be recorded in the minutes of the meeting of 11<sup>th</sup> October,</p>	

	<p>although she could not be present. MT had checked prior to distributing the minutes and had been instructed not to add them. MT asked the Board whether the appropriate process had been followed. GA and AH confirmed that it is only appropriate to record comments that are made within meetings by Trustees present.</p> <p>4.3: It was noted that item 'Matters arising' had been missed from the agenda.</p>	
<b>Additional Item</b>	<p><b>Matters Arising of the meeting 11<sup>th</sup> October 2018.</b></p> <p>6.8: The Board discussed the letter to Ad Valorem. MT explained composition of the letter was delayed and that she would action this as a matter of priority. MT noted that arrangements for the Risk and Finance sub-Committee had also been delayed. The Board agreed that MT, MN and JM as Healthwatch Advisory Panel Chair would sit on the committee. The committee was instructed by the Board to specifically look at financial risks for 12 months up to the end of the current Grant period.</p> <p>6.9: The reserves policy was altered following decisions made at the meeting of 11.10.2018 and made available for this meeting.</p> <p>10.2: The Memorandum of Understanding between Healthwatch MK and Milton Keynes Council was circulated to the Board prior to the meeting. MT and HK had met prior to this meeting to address comments raised by trustees, with AD providing more detailed input. JM will attend the relationship meeting with Mick Hancock and Victoria Collins, as HK is on leave.</p> <p>10.3: Agreed MT to continue to request questions in advance of Board meetings when papers are circulated.</p> <p>12.1: The Board discussed the requirement for a Deputy or Vice-Chair and prior discussions about nominations. AH stated that the Board should decide on the process for formally requesting nominations. It was agreed that Vice-chair discussions be postponed to the Governance agenda item. MW noted that there have been some discussions regarding workload. HK explained that she needed a short period of respite from HWMK responsibilities, and the Board agreed that MT could adequately delegate to other Board members whilst HK was on leave.</p>	<p>MT to draft letter and approval from HK and MN.</p> <p>Risk and Finance Committee to be held by end November.</p> <p>MT to edit MOU comments and send to Mick Hancock prior to relationship meeting.</p>
<b>5</b>	<p><b>AGM 2018 Report</b></p> <p>5.1: The minutes of the members section of the AGM were approved by the Board for accuracy. JM approved, MW seconded. HK confirmed that the minutes will be approved by the membership at the 2019 AGM.</p>	

	<p>5.2: MT had summarised the feedback received from the AGM and presented a briefing report with recommendations for improvements for the 2019 event.</p> <p>5.3: The Board noted that there was very poor attendance from Social Care, with only one social care professional present. It was agreed this should be raised with Mick Hancock and Victoria Collings. Public Health also did not attend.</p> <p>5.4: The Board noted that the AGM was positioned this year around many other AGMs, which would likely have affected attendance by professionals.</p> <p>5.5: AH raised the issue of many members not staying on for the members section of the agenda and recommended that something be planned to engage their interest in remaining for this section. All trustees were in agreement.</p> <p>5.6: There was general further discussion on the feedback report and the flow of the event. It was agreed that Q&amp;A processes should be reviewed, and more planning around engagement exercises, with earlier advertising of the event, should be added to the recommendations list MT had compiled.</p> <p>5.7: The Board discussed the AGM planning for next year and agreed to move it forward to the 2<sup>nd</sup>/3<sup>rd</sup> week of July 2019. Planning will be scheduled to begin in February.</p> <p>5.8: JM raised a query regarding the timetable for Milton Keynes Council(MKC) making decisions on our Grant. HK outlined the verbal discussion held with the Grant Manager at MKC. MKC recognise the planning and development issues Healthwatch MK faces next year, with only 9 months of guaranteed grant funding up to January 2020. The Grant Manager noted at the meeting that the additional funds allocated to Healthwatch MK were above the Department of Health's allocation for Healthwatch and Advocacy services and advised HWMK to look for other sustainable income options. The Board agreed there are current risks that need to be fully considered by the Risk and Finance Committee.</p> <p>5.9: HK asked for her thanks to MT to be noted, and to AD and MW, for supporting the work of the task and finish group that delivered a successful AGM.</p>	
<p><b>6</b></p>	<p><b>CEO report</b></p> <p>6.1: There was a general discussion on areas of pressure including Enter and View activity. CH recommended involving PPGs more in our Enter and View processes.</p>	

	<p>6.2: MT briefed the Board on progress regarding Partnership Board activity. It was agreed that MT will set-up a performance monitoring framework with the Deputy CEO.</p> <p>6.3: MT briefed the Board regarding Healthwatch Champions' roles, and hearing assistance equipment for supporting volunteers in Enter and View activities.</p> <p>6.4: JM raised concerns that the monitoring grid, contract report and CEO report include a great deal of information, and that it is difficult to keep abreast. He also raised concerns that the organisation is trying to do too much with the resources that it has. MN queried whether the Board is asking for too much detail. MT explained that the Business Plan will be fully revisited for 2019-20 and a task and finish group has been proposed by the Healthwatch Advisory Panel(HAP) (proposed title). GA expressed his interest in governance, his concerns about his poor knowledge of the operations of the HAP and stated that he would like more involvement/oversight. It was agreed that the Business Plan TAF include HAP members, CEO and a Trustee.</p>	<p>MT to set up performance framework with DCEO.</p> <p>GA to join Business Planning TAF</p>
<p><b>7</b></p>	<p><b>Healthwatch Advisory Panel (proposed title) Update</b></p> <p>7.1: JM briefed the Board on the meeting of 16<sup>th</sup> October 2018. A discussion took place on the Terms of Reference and Standing Procedures, which had been edited by to ensure that they are aligned. JM noted that the group must focus on the assurance it is required to provide to the Board.</p> <p>7.2: JM introduced a discussion at the meeting on the title of 'Members Reference Group', which the Board of Trustees had proposed and agreed at the Board meeting of 12<sup>th</sup> July 2018. In this discussion, doubts were expressed about the title, and members decided to recommend to the Board that the name 'Members Reference Group' should be reformulated as 'Healthwatch Advisory Panel'.</p> <p>7.3: The Board discussed these concerns at length, some Trustees raising concerns about the group apparently querying a Board decision. There was general agreement that trustees were not so much concerned by the proposed name, as by the process by which the group had renamed itself. There was a strong feeling from some Board members that the group should have come to the Board for prior endorsement, and that the HAP had acted outside process.</p> <p>7.4: AH suggested that while the group is a sub-committee of the Board, in the past (as the HSCC) it has operated with a considerable degree of autonomy, and wondered</p>	

	<p>whether the Board should have decided upon a title for the sub-committee in the absence of its (then) Chair or Deputy Chair? He also believed that the recommendation for a name change was in no way an attempt to subvert the authority of the Board, but was made in the interests of greater clarity.</p> <p>7.5: The Board agreed that, while there had been a resolution to change the title of the sub-committee at the July Board meeting, there was also an understanding that the group might wish to review the situation when it resumed its work. HK noted the proposal for the Board to accept the change of name from 'Members Reference Group' to the name 'Healthwatch Advisory Panel' and expressed her approval. The Board approved the name change.</p>	
<b>8</b>	<b>Comfort Break</b>	
<b>9</b>	<p><b>IT</b></p> <p>9.1: A contract notice to Your Cloud Works for IT operations has been issued and the current contract will end on 30<sup>th</sup> November. Entrust-IT is working on handover. A second contract for hosting the website will remain with Your Cloud Works until Healthwatch England's new website is available, which will be within the next few months.</p>	
<b>10</b>	<p><b>Human Resources</b></p> <p>Lisa Gibbons will be remaining on a short-term contract to support the new Administrator with more detailed areas of finance while she is being trained. The new administrator has agreed to reduce her hours in line with this arrangement, which will be reviewed in December 2018. MT will liaise with MW on this matter.</p> <p>The Board approved the procedure for the closure of the office over the Christmas period. Staff will need to take leave, but they will be able to work if they request it. If any staff do want to work, a lone working risk assessment and procedure must be developed.</p>	
<b>11</b>	<p><b>Information Governance</b></p> <p>11.1: MT updated the Board on Data Protection Officer requirements and explained that she was looking to procure a service, but cost and expertise was a barrier. MW suggested speaking to HR Initiatives, as they might have access to a company, or individuals who provide the service.</p>	
<b>12</b>	<b>Risk Register</b>	



	figure at £20,000 and allocating currently accrued and forecast unspent funds into increasing staff capacity. The Board instructed MT to provide further detail on the staff role and cost proposal.	MT to add 2019-20 budget to Risk and Finance Committee agenda.
<b>14</b>	<b>Governance</b>  14.1: It was noted that agenda items had overrun, leaving insufficient time to discuss Governance. It was agreed that a special meeting of the Board should take place on Wednesday 5 <sup>th</sup> December 2018 to discuss Governance.	MT to seek a minutes secretary for the Board of Trustees.
<b>15</b>	<b>AOB</b>  15.1: JM briefed the Board on the Performance Management TAF and the approach agreed with MT. MT is briefing herself on the Performance Management documents with a view to have a revised performance management process in place by April 2019.  15.2: MW noted that she and MT will meet to review terms and conditions of staff contractual arrangements.  15.3: It was agreed that an agenda setting meeting for the Healthwatch Advisory Panel and a meeting of the Business Planning Task and Finish group should be arranged before 25 <sup>th</sup> November.  HK suggested a Christmas celebration for the Board of Trustees following the Governance meeting on the 5 <sup>th</sup> December.	MT to arrange
<b>15</b>	<b>Dates and Times of Future Meetings</b> Wednesday 5 <sup>th</sup> December 2018 - Special meeting for Governance discussions Wednesday 16 <sup>th</sup> January 2019 Wednesday 13 <sup>th</sup> March 2019 Wednesday 15 <sup>th</sup> May 2019 Wednesday 10 <sup>th</sup> July 2019 Wednesday 11 <sup>th</sup> September 2019 Wednesday 13 <sup>th</sup> November 2019	

**Transcribed by:**

**Name:**

**Post:**

**Date:**

**Approved by:**

**Post:**

**Date:**