

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 10th November 2021

9.30am – 12.00pm

Attendees in person	Ama Bimpong – Deputy Chair (Presiding as Chair of the meeting), Michaela Tait, Paul Egerton (PE)-Treasurer, Paul Day, Mirza Lalani, Dorothy Pearce, Jane Whild
Attendees on Teams virtual software	Alan Hancock (AH) – Interim Chairperson, Carol Older (CO)
Other Attendees	Maxine Taffetani – Chief Executive Officer/Board Secretary
Apologies	Jeff Maslen

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>The meeting was opened by Ama Bimpong who Chaired the meeting on behalf of the Interim Chair, Alan Hancock. The Chair noted that the Board meeting was to be conducted between Trustees attending in person and attending virtually on Microsoft Teams.</p> <p>The secretary confirmed that the meeting would be recorded, with a view to publishing the meeting on the Healthwatch Milton Keynes website, should the video recording be of sufficient quality.</p> <p>Apologies were given by Jeff Maslen, in advance of the meeting.</p> <p>The Treasurer informed the Board that he would not be seeking re-election at the next Annual General Meeting and wished to give advanced notice to the Board to allow time for progression planning to be considered and undertaken.</p>	
2	Declarations of Interest	

	<p>The Chief Executive noted a conflict of interest with regards to the agenda item covering the Task and Finish Group reviewing exit interviews, in relation to staff salaries in which she is included as a staff member.</p>	
3	<p>Adoption of Agenda The agenda was adopted without amendment.</p>	
4	<p>Minutes and Actions Arising Two corrections of a grammatical and terminology nature were noted, and the minutes of the Board meeting held on 11th August 2021 were approved and signed by the meeting Chair as a correct record, pending agreed changes. Minutes approved by: Paul Egerton Minutes approval seconded by: Dorothy Pearce</p> <p>Trustees noted the progress on actions arising from the Board meeting of the 11th August 2021. The CEO gave a verbal update on the meeting with the Healthwatch Regional Lead to review the submission of the organisation's Quality Framework Assessment.</p>	
5	<p>Chairperson Election The Secretary briefed the Board on the process undertaken to seek expressions of interest from Trustees to the appointment of Chairperson of the Board. It was confirmed that Carol Older expressed interest in the position and her nomination was supported by 7 of 10 Trustees, with 3 Trustees not submitting a response. With the majority support of Trustees established, Paul Day declared the motion to approve Carol Older as Healthwatch Milton Keynes Chair of the Board of Trustees. Paul Egerton seconded the motion to approve. For the purposes of continuity, the Board agreed that Ama Bimpong chair the remainder of the meeting.</p>	
6	<p>Matters Arising Action Log The Board noted the progress made against actions agreed at the Board meeting of 12th May 2021.</p>	

7	<p>Presentation from Healthwatch Mk Communications Officer</p> <p>Clare March, Communications Officer for Healthwatch Milton Keynes gave the Board an introduction to the Board on her professional background prior to joining Healthwatch Milton Keynes and a briefing on the focus of her work in her first 6 months at Healthwatch Milton Keynes. This included a summary of her work on the review and redevelopment of the Communications strategy. Trustees were given a copy of the draft strategy and a copy of the Communications workplan.</p> <p>Attention was drawn to the requirement to undertake a refreshed strengths, weaknesses, opportunities and threat (SWOT) analysis and stakeholder mapping to support the strategy development, specifically in the context of the Covid-19 pandemic. Trustees will be invited to take part in the SWOT exercise.</p> <p>The Board discussed methods for enabling those Trustees active on social media to improve access to the information being posted by Healthwatch Milton Keynes, so sharing of relevant content could be improved.</p> <p>Trustees also explored the frequency of the member newsletters, the use of QR codes in marketing materials and how the Microsoft Office Teams platform could be used to improve access for Trustees to communications updates and accessibility of data regarding organisational activities.</p> <p>Discussions highlighted the importance of Healthwatch Milton Keynes aligning communications on the development with the Integrated Care System (ICS) with the ICS Communications Team as well as exploring opportunities to align general communications with other community organisations.</p> <p>Trustees scrutinised the operational teams approach and evidence base in regards to reaching marginalised and minority groups and how the issues around inequalities in maternal mortality will be drawn out from engagement sessions planned on Womens health.</p>	<p>Communications Officer will share a Linktree with the Board.</p> <p>CEO to link up Trustee Michaela Tait with staff working on women's health sessions.</p>
---	---	--

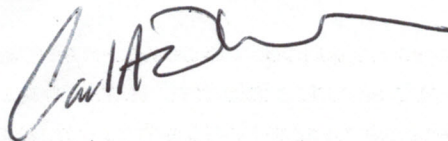
8	<p>Trustee Induction Process</p> <p>New Board members had the opportunity to reflect and provide feedback on their induction programme.</p> <p>Trustees discussed the high-level of papers within the induction pack and noted the high volume, and output of documents for Trustees to read. Unfamiliar terminology was noted as a challenge. One-to-one sessions with the CEO were highlighted as being particularly valuable.</p>	<p>CEO to recirculate link to HWE Board induction video.</p>
9	<p>Annual General Meeting 2022</p> <p>After a review of the timings of the 2021 AGM the Board approved the 2022 AGM date to be Thursday 22nd September 2022.</p>	
10	<p>Chief Executive Officers Report</p> <p>The Chief Executive gave the Board a summary highlight report of the presentation of the Healthwatch Milton Keynes Annual Report to the Adult Health and Social Care Scrutiny Committee (HASC) on 29th September 2021, progress against the ongoing Enter and view visit programme working alongside the Quality Team at Milton Keynes Council and face-to-face engagement activities.</p> <p>Trustees' attention was drawn to the ongoing structural and governance development of the Bedfordshire, Luton and Milton Keynes Integrated Care System. A verbal update to the Board was provided on the successful outcome of Healthwatch within Bedfordshire, Luton and Milton Keynes' case for a system wide Healthwatch seat on the Integrated Care Board. It was noted that there will be a nominations and recruitment process for the Healthwatch representative post in the coming weeks.</p> <p>The CEO highlighted to Trustees that resourcing additional work of Healthwatch at an Integrated Care System level has yet to be addressed with the Integrated Care System</p>	

	<p>leads but is essential. It was noted that Healthwatch England have set out their recommendations on the Health and Care Bill, which includes the recommendation that ICSs work with Healthwatch commissioners within Local Authorities to appropriately fund local Healthwatch for the additional work required at system-level, and the outcome of Healthwatch England's recommendations will provide a steer regarding Healthwatch Milton Keynes' approach toward establishing resource requirements and addressing these with the Healthwatch Milton Keynes grant manager.</p>	
11	<p>Standing Items</p> <p>Trustees received in advance of the meeting a report on standing items covered within the agendas of the Governance Committee meeting on 28th October 2021 and the Finance Committee on 14th October 2021.</p> <p>Trustees reviewed and approved the summary update of the strategic risk register including reviewed levels of risk, changes since the last review and progress against the risk management action plan.</p> <p>Trustees received an update from the CEO on the activity of the new Data Protection Officer (DPO) service and audit work in progress. The CEO informed the Board that the Governance Committee had reviewed the DPO's recommendation that the Board should appoint a Senior Information Risk Owner (SIRO) and the Board approved Dorothy Pearce as SIRO for Healthwatch Milton Keynes, noting that the SIRO will require some training and support to fulfil the role effectively.</p> <p>Trustees received a briefing report from the Task and Finish group of the Board set up to review staff exit interviews and identify common themes that may affect staff recruitment and retention. The Board noted the recommendations of the Task and Finish (TAF) group and the actions being taken forward by the Finance Committee. Trustees discussed current and future challenges expected within the labour market and the importance of both succession planning and identifying ways in which the organisation is able to encourage staff retention through this work.</p> <p>Trustees received an update on the CEO's work returning</p>	<p>CEO to circulate information on membership of Committees and Task and Finish Groups of the Board.</p> <p>CEO to connect SIRO with DPO and establish/action training needs.</p> <p>CEO embed actions from TAF into Board action plan.</p>

<p>staff safely to the office, as part of a phased plan.</p> <p>Trustees received an update on the status of organisational policy review. This included confirmation that a review of all HR policies and the staff handbook had been concluded.</p> <p>Trustees received in advance of the meeting the Grant Report for the Quarter two period covering 1st July – 30th September.</p>	
<p>The Board received a briefing on progress against the development of the organisation's Business Continuity plan. It was noted that the Governance Committee reviewed the working draft of the plan at its meeting on the 28th of October 2021 and resolved that the structure was satisfactory and proportionate to the organisation. The CEO informed the Board that the completed plan will be provided to the Board meeting in February 2022.</p>	<p>Completed Business Continuity Plan to be received by the Board February 2022.</p>
<p>The Board was informed that the Finance Committee meeting held on the 14th of October 2021 was not quorate. All decisions requiring approval by the Committee at the meeting were completed following the meeting by an email resolution, and all were approved.</p>	
<p>Trustees received information on the management accounts position at the end of 30th September 2021. The year-to-date variance was highlighted alongside actions in progress and planned to maintain a minimum surplus financial position on 31st March 2021.</p>	
<p>The Board received the final 6 month reforecast financial position for 2021-22, which included a summary report of the Task and Finish group of Board members which met on the 23rd of September 2021 to review operational plans to address the risk areas of potential surplus to the end of year financial position and actions that the TAF agreed.</p>	
<p>Attention was drawn to dependencies that continued to carry a risk of variance including the Trustee development budget and potential disruptions to events expenditure largely out of the organisations control, which include other organisations' cooperation with Health and Wellbeing events, staff turnover and the risk of further Covid-19</p>	

	<p>restrictions.</p> <p>The Treasurer noted his involvement with the reforecasting exercise and satisfaction with the plans in place to address the reduction of an end of year surplus position.</p> <p>Trustees received an update on performance against the latest internal financial controls audit. The Board noted that the status of the audit was rated green, and the audit would be scheduled for a review in January 2022.</p>	
10	<p>AOB</p> <p>Trustees explored the scope of communications opportunities in partnership with organisations such as Milton Keynes Council, public health and engagement around events such as Black History Month.</p>	

Signed:



Name:

CAROL A. OWEN

Position:

CHAIR