

Item 5



# Healthwatch Milton Keynes (HWMK)

## Board of Trustee Meeting Minutes, Wednesday 13<sup>th</sup> November 2024

Held at Saturn Room: Milton Keynes Business Centre

Attendees	Carol Older – Chair (CO), Paul Day (PD) – Deputy Chair, Mike Cass (MC) – Treasurer, Steve Lazell (SL), Jeff Maslen (JM), Micheala Tait (MTAI), Essie Rewane-Adejare (ER-A), Colin Levett (CL), and Steven Irons (SI)
Other Attendees	Maxine Taffetani (MT) – Chief Executive Officer (CEO)/Board Secretary, Tracy Keech (TK) – Deputy CEO
Apologies	None

Agenda Item No.	Agenda Item	Action/Agreements
1	<p><b>Opening Remarks and apologies</b></p> <p>The Chair, Carol Older, opened the meeting at 11.00am. Carol welcomed trustees, and expressed a welcome to Essie Rewane-Adejare, Steven Irons and Colin Levett.</p> <p>There were no apologies submitted; all Trustees were present.</p> <p>Carol notified Board members that she was standing down as Chairperson but intended to remain a trustee on the Board. Carol thanked Maxine Taffetani, CEO, Paul Day, Deputy Chair and all other Trustees for their support in her time as Chair.</p>	

2	<p><b>Appointment of Chairperson and Deputy Chairperson of Healthwatch Milton Keynes CIO.</b></p> <p>Maxine Taffetani, in capacity as the Board Secretary informed trustees that at the first meeting of the Trustees following the Annual General Meeting, the first order of business was for trustees to approve annual appointments for the role of Chairperson, Deputy Chairperson and Treasurer.</p> <p>Nominations included Jeff Maslen for Chairperson. The secretary asked for a proposer for the motion to appoint Jeff Maslen as Chairperson. Steve Lazell approved the motion, and Mike Cass seconded the motion.</p> <p>Nominations included Paul Day for Deputy Chairperson. The secretary asked for a proposer for the motion to appoint Paul Day as Deputy Chairperson. Jeff Maslen approved the motion, and Steve Lazell seconded the motion.</p> <p>Jeff Maslen thanked trustees and resumed the meeting, as new Chairperson.</p>	<p>MT to update charity commission records accordingly.</p>
3	<p><b>Appointment of Treasurer of Healthwatch Milton Keynes CIO.</b></p> <p>The secretary asked trustees to approve Mike Cass in the role of Treasurer. Paul Day approved the motion, and Michaela Tait seconded the motion to appoint Mike Cass as Treasurer of Healthwatch Milton Keynes.</p>	
4	<p><b>Declarations of Interest</b> No conflicts of interest were declared.</p>	
5	<p><b>Adoption of Agenda</b> The agenda was adopted without amendment.</p>	
6	<p><b>Minutes of the meeting held on Wednesday 7<sup>th</sup> August 2024</b> The Board approved the minutes of the meeting held on Wednesday 7<sup>th</sup> August 2024.</p>	<p>Maxine Taffetani to upload signed copies to HWMK website.</p>

7	<p><b>Matters Arising – Action Log</b></p> <p>Maxine Taffetani noted all items for closure on the action log and confirmed that all open actions were covered within the meeting agenda.</p>	
8	<p><b>New Chair Briefing</b></p> <p>Jeff Maslen gave trustees a briefing of his personal circumstances/family life. Jeff informed trustees that he would be abroad at the February Board meeting, and that whilst he could attend, he requested that Paul Day chair the meeting. Paul Day confirmed that he would chair the February board meeting.</p> <p>Jeff discussed his long association with local Healthwatch, including Healthwatch Milton Keynes, and previous role at Healthwatch Hillingdon as well as his professional career in local government across housing and social care.</p> <p>Jeff shared his views and reflections on what he felt were the critical areas to ensure success of the organisation, and the good functioning of the Board. This included the importance of the relationship between the Chair and the Chief Executive Officer and noted that he and Maxine had discussed and agreed a mutually business focused approach. He informed trustees that he and Maxine will be working over the coming weeks and months to agree protocols for information exchanges, and communications.</p> <p>Jeff stressed that the role of trustee is a non-executive role, and this was an important principle. Jeff recognised that it was very healthy for this division between trustees and the exec and that it was important the different roles complement each other. He emphasised, however, that whilst they are principles,</p>	

	<p>they are not rules and considering the small size of Healthwatch Milton Keynes, flexibility is important.</p> <p>Jeff stated that his approach as Chair will be underpinned by several principles. These included:</p> <ol style="list-style-type: none"> <li>1) we are a consumer organisation, unconditionally there for residents and the way we go about things is both different and unique. We try to understand and experience what the service users sees, through their eyes.</li> <li>2) We can challenge on a legislative basis. We don't bang on a table, we're a constructive critical friend to health and care leaders and providers. We establish and nurture good relationships and use that relationship to influence change.</li> </ol> <p>Finally, Jeff informed trustees that there will be work undertaken to develop the role of Trustees, to address the current separation between the trustees and the organisation. This is being explored with the CEO and will evolve around developing link roles for trustees against certain areas of governance.</p>	
9	<p><b>Chief Executive Officer's Report</b></p> <p>Maxine Taffetani informed trustees that she would take the paper as read and invited Trustees to raise any questions against the paper. Updates included Ceo activity highlights, partnership and strategic relationship activities, business development updates and progress against the 2022-25 strategy.</p> <p>Maxine did draw Trustees attention to the Penny Dash's report of patients safety organisations and the inclusion/input of Healthwatch England within the discussion.</p>	
10	<p><b>Standing Items</b></p> <p><b>Part One – Governance</b></p>	

	<p>The CEO presented the Strategic Risk Register and noted that she had both fully reviewed risks, risk levels and had added an additional column to detail active and acute risks that risk treatments need to address. Maxine highlighted emerging risk to grant arrangements from April 2026 as the commissioner indicated a lack of appetite from MKCC's legal team regarding the issuing of grants.</p> <p>Trustees discussed the risks regarding various reviews and its potential impact on the organisation. Paul Day asked what an approach to influencing might be and suggested contacting MPs, formally writing to Donna Fuller – MK Cabinet Member. Jeff noted that it might be too early to make representation, and Carol Older advised that timelines for competitive tender could be tight and there may be a good case for rolling over taking into consideration numerous reviews.</p> <p>Jeff noted that the risk register is not always an easy read and that is an issue to manage. Maxine highlighted that there may be opportunity to match link roles for Trustees to areas of governance and risk.</p>	
11	<p><b>Standing Items</b> <b>Part Two – Finance</b></p> <p>The Treasurer, Mike Cass provided the Board with the revised budget report, noting that expenditure was running favourable for the first 6 months of the year with the causal factors being cost savings against additional projects.</p> <p>Mike noted that reflecting savings to date, the revised Budget is proposed to be a surplus of £22.2k compared to original budget of £(7.1)k loss.</p> <p>Mike noted that the Chief Executive Officer has requested Trustees release £5k of reserves/surplus funds to fund an extension to the Project Officer post, currently funded by ICB funds for the Denny project until 31<sup>st</sup> March 2024.</p>	

	<p>Mike asked trustees to approve the investment into staffing and approve the revised budget. Trustee approved both motions.</p> <p>Trustees discussed the favourable position on reserves and the trajectory by 2027, assuming continued losses against the core grant.</p>	
12	<p>AOB</p> <p>Paul Day enquired as to where the Healthwatch Milton Keynes is distributed to, and its reach to Parish Councils. Maxine agreed to provide further information outside of the meeting.</p>	

Signed:



Name:

JEFF MASLEN

Position:

CHAIR.