

## Healthwatch Milton Keynes

### Board of Trustee Meeting Minutes, 6<sup>th</sup> March 2018. Milton Keynes Business Centre, Milton Keynes, MK14 6GD

Attendees: Hilda Kirkwood (HK) (Chair), Marion Wale (MW), George Assibey (GA), Maxine Taffetani (MT)

Apologies: Anita Devi(AD), Mike Newton (MN)

Agenda Item No.	Agenda Item	Action/Agreements
1	<p><b>Opening Remarks and apologies</b></p> <p>Apologies: Mike Newton, Anita Devi.</p> <p>Hilda welcomed the board and noted that there were many large documents to work through.</p>	
2	<p><b>Declaration of Interests</b></p> <p>None</p>	
3	<p><b>Adoption of Agenda</b></p> <p>The agenda was approved.</p>	
4	<p><b>Adoption of Minutes of Board of Trustees Meeting of 9<sup>th</sup> January 2018.</b></p> <p>The board adopted the public meeting minutes. They were signed by Hilda Kirkwood.</p>	
5	<p><b>Matters Arising from Meeting 9<sup>th</sup> January 2018.</b></p> <p>Deputy Chairperson post: There has currently been no interest from the Board. No one has nominated themselves as interested in the Deputy Chairperson role, particularly for covering meeting attendances. It was agreed that the board must have a deputy. Propose that Maxine re-send the email and discussed on the 8<sup>th</sup> May.</p> <p>MT discussed some issues with meeting representatives for higher level meetings, while JM and Alan Hancock are not able to fulfil some commitments. Alan will be absent for a while, leaving the HASC without Healthwatch</p>	

	<p>representation. It was agreed that this would be covered by HK or MT in the interim.</p> <p>JM noted he was happy to be added to the list of deputy roles. JM noted that Healthwatch has some good people involved and we should be encouraging them to step forward for trustees/HSCC. MT that is would be disappointing not to have interest in more diversity for the HSCC.</p>	
6	<p><b>Approval of Healthwatch Milton Keynes' Strategy 2018-21</b></p> <p>JM wished to minute that MT and others have done a splendid job on the strategy and that it is a really accurate reflection of the discussions and thoughts the Board explored throughout the process.</p> <p>MW noted that he hopes the commissioners at Milton Keynes Council see the difference in the way Healthwatch Milton Keynes is operating and directing itself as an organisation.</p> <p>MT highlighted noted a couple of changes that need to be made before printing and publishing. These were agreed by the board.</p> <p>HK formally proposed that the Healthwatch strategy 2018-21 is adopted from April 2018 (with the changes agreed today at the meeting). HK proposed. MW seconded the proposal to adopt the Strategy.</p>	<p><b>HWMK 2018-21 Strategy Approved</b></p>
7	<p><b>CEO's operational Report</b></p> <p>MT highlighted meetings with the Youth Faculty and Ravenscroft Healthcentre.</p> <p>MT raised some issues about process for publishing service reports, as a recent report was published without giving commissioners/providers time to comment. This is standard for Enter and View reports but not for other reports. MT asked the board to agree that all reports should follow the same procedure of 20 day 'out for comment' procedure. The board agreed that Enter and View publishing framework should be used for all reports.</p> <p>MT gave some background to thoughts about the PPG and the developing role of HWMK. Advised the board that the facilitation relationship of the PPG needs to change and outlined the proposal to the Board. Need to establish a more independent position for the PPG, and reduce resource on administration and management costs.</p>	

	<p>There was a continued discussion about internal communications and moving representatives over to HWMK emails, as well as training and encouraging use of Yammer. MT is posting updates and meeting documents on the site. The move is dictated by best practice under General Data Protection Regulations (GDPR). MW said he was concerned about how Yammer would be used and the organisation would need to develop information sharing policies, and content management processes.</p> <p>MT agreed that Yammer is not the answer to the comms issues between representatives and the organisation, but it is potentially better than the system currently used. The Board needs to sign a notice to HSCC indicating the instruction to move to HW email and utilise Yammer.</p> <p>There was a general discussion about recruiting a Data Protection Officer (DPO), as HWMK has been identified as a public body. JM noted that Healthwatch are different to other public bodies and is not convinced that a DPO role is proportional or realistic. JM recommended that a trustee take on the DPO role, and that this would demonstrated proportional compliance. Mike Newton had emailed the Board prior to the meeting on 3<sup>rd</sup> March, suggesting that a Trustee could be a DPO.</p> <p>MT noted that Healthwatch England’s position is clear that they expect local Healthwatch to appoint their own DPOs. Many local HW have expressed concerns and have lobbied HWE to support but this is not being taken forward by HWE.</p> <p>MT had submitted, in advance of the meeting the insurance quote for adding additional cover to the policy for redundancy. The board felt that the excess was disproportional to any potential cost of redundancy and risk of redundancy minimal. The board decided to revisit at next cover period.</p>	<p><b>Protocols must be developed and training planned in - MT</b></p>
<p><b>8</b></p>	<p><b>Report from Chair of HSCC</b></p> <p>There was no update at this meeting of the Board, as JM did not chair the last HSCC.</p>	
<p><b>9</b></p>	<p><b>Finance</b></p> <p>MT presented in advance of the meeting the Budget 2018/19 for approval at this meeting of the board.</p> <p>JM noted that the budget was straight forward and challenged the board for the rationale in using all surplus to build to a 3-month operating reserve. JM questioned under what circumstances the organisation might need three months operating costs and the board discussed this.</p>	

	<p>JM stated the organisation, in most cases would have sufficient notice to close down the business and wrap up within income provided and that the organisation shouldn't have any additional costs that would require a large reserve.</p> <p>MW stated that the Charity Commission will advise it.</p> <p>MT recommended that some research be undertaken in to reserves and that the conversation should be picked up at a later meeting when the accounts are more finalised, and some research undertaken.</p> <p>MT asked the board to approve the 2018-19 Budget.  HK: Put the budget 2018-19 to the board for approval  GA: Seconded the proposal</p> <p>Mt presented the meeting minutes of the Finance sub-committee meeting and the following resolution to be approved to enable Healthwatch Milton Keynes to move to Online Banking through the Commercial Online Banking Account:</p> <p><b>Proposal:</b>  The Healthwatch Milton Keynes Board of Trustees approve delegation to the Chief Executive Officer to set up Commercial Online Banking for the organisation.</p> <p>The board approve that the number of signatories will remain at four: Hilda Kirkwood, Maxine Taffetani, Mike Newton and Jeff Maslen.</p> <p>The Healthwatch Milton Keynes Board of Trustees approve that Tracy Fenton (Administration Officer) be given permission by the Board for inputting payments into the online banking system. Maxine Taffetani (CEO) will also be set up to administrate this function.</p> <p>The Healthwatch Board of Trustees approve delegation of the CEO, Chair of the Board of Trustees and Company Treasurer to set up Company Limit Requests when clarified by the Metro Bank Account Manager.</p> <p>The Board approve Hilda Kirkwood, as the Chair of the Board of Trustees to certify the following resolution:</p> <p><b>Resolution:</b>  It was resolved that two signatories are authorised to:</p> <ul style="list-style-type: none"> <li>• Complete and sign the Metro Bank PLC Mandate for the provision of online banking services</li> <li>• Accept the online banking terms and condition on behalf of the Organisation</li> </ul>	<p><b>Budget 2018-19  Approved</b></p> <p><b>Move to Online Banking  and appropriate  actions, as stated,  approved by the Board</b></p>
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	<ul style="list-style-type: none"> <li>Appoint the administrators to manage the setup of the system and delegate authority to users and create additional administrators</li> </ul> <p>The resolution will be signed by two authorised signatories, on behalf of Healthwatch Milton Keynes CIO</p> <p>The Board of Trustees approved the proposals. Marion Wale proposed that the Board adopt the proposal. George Assibey seconded the proposal.</p>	
10	<p><b>Risk register</b></p> <p>JM noted that the section on technology needs to better reflect the position of the organisation.</p> <p>It was also discussed that the section on HR needs to extend beyond staff.</p> <p>Mt agreed that the risk register will need to be reviewed fully in line with the new strategy.</p>	<p><b>MT to update risk register items on technology and HR</b></p>
11	<p><b>Comfort Break</b></p>	
12	<p>Governance</p> <p>HK noted that she has a meeting scheduled on 20<sup>th</sup> March with the person Anita recommended.</p> <p>MT had attached with the papers the Good Governance Board Assurance Tool provided by Healthwatch England for discussion.</p> <p>JM noted that he had read through the document and that it was interesting, self-assurance process. It has a lot of merit and a good tool to measure where we are but advised that it shouldn't be undertaken lightly and would need to be completed in conjunction with the commissioners.</p> <p>Overall, the board felt that it was heavy for the size of the organisation and that we would require assistance to work through it, and that what we do should feel/be proportional.</p> <p>MW noted that it is a good tool to support impact and what we have to do to ensure good impact. MT suggested it may be undertaken as a team day. Agreed to keep on agenda and revisit when business planning process has ended.</p>	
13	<p><b>Elections</b></p> <p>MT reminded the board of the election procedures and in line with those procedures two members of the Board were</p>	

	<p>to present themselves at this meeting, to step-down. Both would be eligible to re-apply.</p> <p>Mike Newton and Marion Wale presented themselves to step-down.</p> <p>Appointing the Chair of the Board of Trustees will take place in November 2018.</p>	
<b>14</b>	<p><b>Treasurer Recruitment</b></p> <p>There was a discussion regarding the Treasurer role. Now that there is clarity that a treasurer position for HWMK doesn't only requires that of oversight, not operational duties MN has expressed that he is happy to continue in the role of treasurer.</p> <p>HK formally proposed Mike Newton for post of Treasurer JM: Seconded</p>	<p>Approval of Mike Newton to remain Treasurer for HWMK</p>
<b>15</b>	<p><b>AOB</b></p> <p>The Board formally agreed the Annual General Meeting Date as Thursday 20<sup>th</sup> September 2018</p>	
<b>16</b>	<p><b>Dates and Times of Future meetings</b></p> <p>Agreed to alter November meeting date so MN is able to attend.</p>	<p>MT to notify Tracy Fenton to change Nov date</p>

