

## Board of Trustees Meeting

14.09.2015	18:00 - 20:00	St. Paul's Centre Queen Caroline Street Hammersmith London W6 9PJ
Minute No.	BOT 019	
Chair	Christine Vigars	
Note taker	'Sumbo Ajala	
Attendees	<b>Board of Trustees:</b> Christine Vigars (CV) - Healthwatch K&C LC - Chair   Brian Dillon (BD) - Treasurer Mark Platt (MP) - Healthwatch Westminster LC   Joanna Mark-Richards (JMR) - Hestia  <b>Observer:</b> Geanor Holland-Williams (GHW)- Healthwatch K&C LC  <b>Staff:</b> Paula Murphy (PM) - Director   'Sumbo Ajala (SA) - Business Manager Shadia Jinadu (SJ) - Quality Manager	
Apologies	Patrick Ryan (PR) - Hestia CEO - Observer Keith Mallinson - Healthwatch H&F LC Abdul Towolawi - K&C	

### 1. Welcome, apologies and declarations of interest

The meeting started at 6:00pm. The Director welcomed everyone present and apologies were noted as detailed above.

No conflicts of interests were declared.

### 2. Re-election of Chair

The Director informed the Board that as the current chair had been post for two years since 2013, there was a need to reelect a Chair.

She asked for expression of interest in the Chair role. Board members were pleased to have Christine Vigars continue as the Chair of the Board. Brian Dillon proposed the re-election of Christine Vigars as Chair and Joanna Mark-Richards and Mark Platt seconded the proposal.

*Christine agreed to continue in the role for one year until after the next AGM* She noted the need for the commencement of a succession plan for the role of Chair. She also asked for election to the role of Vice-Chair as an Agenda item for the next Board meeting.

Actions / Agreements	Person Responsible
Christine Vigers re-elected as Chair of Healthwatch Central West London Board of Trustees.	

### 3. Minutes and matters arising

#### 3.1. Minutes:

The July 2015 Board meeting minutes were reviewed and agreed subject to the following amendment: Keith Mallinson is the Healthwatch H&F appointed nominee for the Board.

#### 3.2. Matters arising and action log

The matters arising and [Action log](#) were reviewed and completed and outstanding actions were noted.

#### 3.3. A. Quality Accreditation update and Risk Register Review

Shadia Jinadu, Quality Manager (QM) presented an update on the PQASSO quality accreditation as detailed in [her paper here](#) and summarised below:

- PQASSO Assessor expected to visit the office to interview staff, volunteers and Board members in the coming month.
- The Assessor will need to meet with the Chair and a couple of other Board members.
- Board members will need to be comfortable with the information provided.
- QM will explore various options for the Board's convenience (Skype or telephone interviews)
- QM has sourced and secured a mock assessor to support the staff team in preparation for the PQASSO's Assessor.
- QM still updating the workbook and collating the evidence required.

All Board members present at the meeting are happy to be involved in the process subject to suitable dates for the visit.

GHW observed that considering the PQASSO in progress, the Board could consider negotiating with the outgoing Westminster Borough Manager to extend her employment contract to support the process.

Board thanked GHW for her observation.

#### B. Risk Register

Shadia Jinadu, Quality Manager (QM) presented the [Risk Register](#). Board requested clarification on the need for the Board responsibility column. The Director reminded the Board that the Board had requested that specific Action are assigned to relevant Board members and the team had used the Board lead Trustee areas to assigned the responsibility.

Board agreed the following:

- *The Board of Trustee responsibility column should be taken off the document.*
- *Board to review recommendation from staff team (Director and Managers) on Top ten risk areas.*
- *Board to receive a quarterly report on changes to the risk register.*
- *The Board agreed that the QM is the repository for the Risk register.*

The QM expressed concerns that she may not be receiving up to date information to enable her review the document.

The Chair explained that the reviewing the Risk register with the Managers should ensure that the QM has the information she needs. She explained that some information can only be released on a need to know basis.

Board thanked the QM and the team for the ongoing work on the Quality Accreditation and the Risk Register.

### 3.4. Co-option / Appointment or Election to the Board

The Board noted that co-option is still on-going to fill the vacant roles for H&F and Westminster locality representation on the Board.

The Board also requires a legal lead on the Board. Attempts made to contact the Bar association and the BME forum for prospective trustees has not yielded any prospect.

The Director feedback that considering the length of time left on existing contract, Hestia requested that the Board defines the role of and need for the 2<sup>nd</sup> Hestia appointed Board member. The Board agreed that the Director to request that Hestia appoints the 2<sup>nd</sup> required Board member for a 6-12 month term. The Director is to discuss with Patrick Ryan, Hestia's Chief Executive.

The Board discussed appointment / election to the Board and agreed to seek clarification from the legal advisers (Russell Cooke) as the information available in the Articles of Association in relation to this was unclear. Clarification is to be sought to inform Board decision at the November 2015 Board meeting.

Actions	Person Responsible
July 2015 minutes agreed as detailed above.	'Sumbo Ajala
Risk register to be agenda item in January Board meeting - 'Sumbo Ajala	Shadia Jinadu
The Board of Trustee responsibility column should be taken off the document.	Directors, Manager, Board.
Board to review recommendation from staff team (Director and Managers) on Top ten risk areas.	Shadia Jinadu
Board to receive a quarterly report on changes to the risk register.	Shadia Jinadu
The Board agreed that the QM is the repository for the Risk register.	
Board members to be contacted for their availability for the PQASSO Assessor office visit.	Shadia Jinadu, 'Sumbo Ajala
Risk register to go to Board on a quarterly basis	Shadia Jinadu, 'Sumbo Ajala
HW CWL to contact BME forum in Westminster and the Bar Association for potential co-optees	'Sumbo to further contact BME Forum and Bar Association for potential co-optees
Hestia to appoint a 2 <sup>nd</sup> Hestia representative for Healthwatch CWL Board.	Paula Murphy discuss with Patrick Ryan

## 4. Finance

### 4.1. Q1 Management Accounts

The Treasurer gave a verbal report on the Q1 Management Accounts and Finance Committee meeting as follows:

- The Finance committee were pleased to recommend the Q1 accounts for Board agreement.
- Finance Committee requested that the names of certain budget headings were amended for clarity.
- Finance committee would want to explore the possibility of Accrual Accounting system for the Quarterly Management Accounts as opposed to cash accounting system.

- This will enable the FC and Board compare Budget to actual performance.

Board agreed Q1 Management Accounts. Board suggested that all expenses above £500 should be accrued to the management Accounts. BM agreed to use Q2 Management Account to test out the suggestion.

#### 4.2. Reserves Policy Calculations Review

Board reviewed and agreed the Reserves calculation for 2015.

#### 4.3. Draft Audited Annual Accounts

Board reviewed the draft 2014/2015 Annual Accounts. Board agreed that the Treasurer will work with the Business Manager and the Hestia Finance Director to finalise document.

Board agreed the draft document subject to it being finalised as detailed above.

Action:	Person Responsible
Board agreed Q1 Management Accounts. Board suggested that all expenses above £500 should be accrued to the management Accounts.  BM agreed to use Q2 Management Account to test out the suggestion.  Board agreed the Reserves calculation for 2015.  Board agreed the draft 2014/2015 Annual Accounts document subject to it being finalised as detailed above.	'Sumbo Ajala     Brian Dillon, 'Sumbo Ajala and Christopher Clark

## 5. Director's Report

The Chair stated that the September 2015 Board meeting was likely to be the last Board meeting that the Director, Paula Murphy will attend in her role as Director of Healthwatch CWL as she has since taken up another appointment with Hestia.

The Chair and the Board thanked Paula Murphy for all the work that she had done over the years.

The Director presented her report as detailed in her paper [here](#).

Highlights include:

- Jason Tong, H&F Borough Manager and Anne Green, Interim Director, both started in post. Two staff currently on temp contracts are due to finish end of September 2015. New staff to start in role of K&C Dignity Champion and Engagement Officer. Current HW Westminster Borough Manager resigns effective 02/10/2015
- Q2 contract monitoring on target. Q2 Contract monitoring meeting scheduled for 3<sup>rd</sup> November 2015.
- Funding for H&F PPG from H&F GP Federation secured. Potential work with Imperial on Patient experience in the pipeline, Hestia/Healthwatch CWL CQC Expert by Experience proposal not successful.

The report included an update on recent and current work, update from the Local Committees which included the following:

- Borough Managers need to update their work programme so that there is clarity on the roles of the Local Committees.
- HW K&C Local Committee (LC) proposed opening their LC meetings to the Public. There were concerns noted on Individual members' relevance within the Healthwatch.
- There were also concerns about LC losing membership

GHW as an observer commented that the LC members were well known in the community.

## 6. AOB

[Trustee's Lead Area document](#): Board members were reminded to send 'Sumbo their preferences.

Action:	Person responsible
Board members to send 'Sumbo preferences for Lead Trustee Document.	Board members

## 7. Details of next board meeting and dates for your dairy

### Next meeting:

**Date:** 2<sup>nd</sup> November 2015

**Time:** 6:00 - 8:00pm

**Venue:** St Paul's Centre, Queen Caroline Street, Hammersmith, London, W6 9PJ.

### Details of future Board of Trustee meetings:

#### Dates:

25<sup>th</sup> January 2016

7<sup>th</sup> March 2016

9<sup>th</sup> May 2016

**Time:** 6:00 - 8:00pm

**Venue:** St. Paul's Centre, Queen Caroline Street, Hammersmith London W6 9PJ