

Board meeting minutes, 15th February 2021
10.30am - 12.30pm
Meeting via zoom call

Present:

Chris Brackley (CB)	Chair
Judith Bromfield (JB)	Vice Chair
Agnes Crutchard (AC)	Board member
John Cunningham (JC)	Board member (joined late)
Robert Peacock (RP)	Board member
Beverley Proctor (BP)	Board member (left early)
Pat Southgate (PS)	Board member
Ashley Green (AG)	CEO

Agenda Item	Item Details
1.	<p>Proposal to re-appointment Chris Brackley in accordance with Clause 10 and Clause 12 (2) of HWNY Constitution as a Trustee</p> <p>JB opened the meeting and proposed the re-election of CB.</p> <p>CB was unanimously re-elected as a Trustee and Chairman for a further one-year term from February 2021. It was agreed by those present that AG would review the terms of office of this post and that of trustees as part of an overall policy and governance review.</p>
2.	<p>Welcome, apologies & remarks</p> <p>CB joined the meeting and welcomed everyone present.</p> <p>CB commented on a brand workshop delivered by HWE that he had attended. He said that HWE had appointed an independent agency (IE) to undertake a review of the Healthwatch brand and that they had been critical of many aspects of the brand, including tone of voice, poor brand visibility, and representation of the patient voice. CB said that IE would produce their final report in April.</p>
3.	<p>Minutes & Actions Points</p> <p>Actions from 1st September Board meeting</p> <p><u>Bank Mandate to be signed by AG</u> ACTION: JB by mid-October JB reported that she had posted the mandate forms to Robert, who would then need to send to the next person who was required as a signatory.</p> <p>Action from 26th October Board meeting</p> <p><u>All Board members & AG to have completed DBS checks if not already completed</u> ACTION: AG & Board by end of Dec</p>

	<p>AG said that the Charity Commission recommended that DBS checks are taken for trustees of charities that work with vulnerable adults and children.</p> <p>It was agreed by the Board that it would be good practice if we were all DBS checked and would ensure that we avoided any future risk to the organisation. AG agreed to contact Community First Yorkshire to see if they could help with the DBS application process and he would speak with the trustees individually about this.</p> <p>Action from 30th November Board meeting</p> <p><u>Produce project brief & undertake a task review of current roles to understand activities & provide any recommendations to the Board</u></p> <p>ACTION: AG/BP by Feb Board report Completed (see section 5)</p> <p>Action from 11th January Board meeting</p> <p><u>Put AG in touch with SRO for the COVID vaccine rollout</u></p> <p>ACTION: BP BP said that she had emailed the SRO to contact AG but hadn't received a response. AG agreed that it wasn't worth chasing the SRO now, as it was the intent to discuss the vaccine briefing with her, which had now been completed. Completed</p> <p><u>Investigate benefits of opening a GOLD account with CAFBank to invest our surplus funds</u></p> <p>ACTION: JB by Feb Board meeting JB reported that she had looked online to see what it entailed to open an account, and that it required us to complete all new forms. She therefore felt that we should wait until we all meet after lockdown when she can bring the paperwork for us all to complete/sign.</p> <p><u>Seek confirmation from WYCAS on support and costs for providing a financial service to us</u></p> <p>ACTION: JB by Feb Board meeting JB said that her and AG had met with Simon Bostrom from WYCAS to go over the accounts system and discussed costs, and she confirmed that we would proceed with using WYCAS from April onwards, and a direct debit had been set up for this. Completed</p>
4	<p>January Board report</p> <p>AG summarised the 'highlights, successes & challenges' from the Board report which included the impact that the LGBTQ+ report had made with the Tees, Esk & Wear Valleys NHS Trust - who because of the report had designed a HR toolkit for staff to ensure LGBTQ+ issues were covered, and staff were aware of this community.</p> <p>AG spoke about the issue relating to the COVID vaccine briefing that was produced in January and the less than positive response it had received by some members of NYCC & NYCCG, who did not agree with our comments/assessment. AG said that he would meet with the two parties involved later in March/April to discuss and begin to build relations with them.</p>

	<p>AG said that he was really pleased with the website traffic for January as it exceeded over 16,000 unique visits, which was the highest number of visitors ever recorded by us. He said that much of this was down to providing the right information to the public and becoming a 'go to' organisation for information.</p> <p>AG said that there was a temporary pause with the care home project - as unfortunately we hadn't been able to hold the working group meeting this month as planned as our NYCC colleagues hadn't been able to support or promote this for us, as agreed. AG acknowledged that the care home sector is extremely busy dealing with COVID, as is NYCC. AG said that he was meeting with representatives from NYCC tomorrow to discuss next steps.</p> <p>BP suggested that AG could speak with Angela Thompson from Skills for Care who might be able to help us. JB felt that it was important to undertake this piece of work in care homes while the issues were current, and that we wouldn't be viewed favourably if we didn't do this work on care homes (with or without NYCC involvement).</p>
5	<p>Workforce review - task review paper</p> <p>AG presented the paper to the Board and said that he had enjoyed the analysis and that he had involved the team in the process and discussions. He thanked CB, JB and BP for their support and guidance in the review.</p> <p>AG said that the review had highlighted some clear over-lapping and duplication of work and roles, and a lack of clear responsibility. Alongside this, the role specifications were not up to date and did not fully reflect the activities being undertaken. He said that across the organisation there was a high level of administration which was impacting on productivity and resource.</p> <p>AG said that the review proposed three recommendations - new staff structure (new Business Support Officer post), salary review and workforce development plan. RP asked if we could consider options around recruitment for the new post via an apprenticeship? JB said that this could be an option to explore and that her first thought were around an open recruitment process.</p> <p>The Board unanimously agreed with the recommendations of the review and it was suggested that AG and JB meet to discuss salary costs and begin working on the new JDs for completion by the first week of March.</p>
6	<p>Update & discussion</p> <p>Data management & analysis software paper</p> <p>AG said that Ashley Overton Bullard (AOB) had undertaken a review of the data management & analysis software for him and highlighted a number of areas that required further action around data collection, our database (CRM) and data management, and our data analysis software (Atlas). AG said that AOB was working on these for completion by the end of March/beginning of April.</p> <p>JB said that we shouldn't just purchase a new data analysis system because AOB was familiar with a different version, as we could find ourselves in the same situation when we got a new Research & Intelligence Officer in post in the future. The Board and AG agreed with this. CB said that it might be beneficial to upgrade the current software now that the current system was not being maintained. AG said that he</p>

	<p>would report back after AOB had undertaken an options appraisal of the software packages.</p> <p>Planning for 2021/22 AG said that he had started to think about planning for the next operational year and that when the Board and staff meet next month he wanted to go over ideas for what projects we would like to focus on. He said that this would include a scoping exercise around local data/intelligence, and a review of national, regional and local priorities. Plus, a look over internal priorities, which were identified in the SWOT analysis that was produced in November.</p> <p>AG said that he had booked a date for 4th March.</p> <p>CB said that he thought a lot of next year's work would be focused on health and social care in a post COVID environment and JC agreed with this and said that people/organisations were already talking about 'living with COVID'.</p> <p>GP health check report The Board said that the report was very good and that they liked the content, recommendations, and design. AG said that the report hadn't been launched yet and that he would share it with NYCC and Amanda Bloor prior to release. The Board suggested that the report should be sent to the GP practice managers as AG had said that it was to be sent to PCNs, PPGs and distributed to GP practices via a GP e-mailing.</p>
7	<p>Finances</p> <p>January financial accounts JB gave an overview of the January accounts and highlighted that current income was £167,625 which included the NYCC grant. Expenditure was at £138,551 which included actual to 31.01.21 and forecast to 31.3.21.</p> <p>JB said that this would give us a surplus for the year of £29,074 which was significantly higher than had previously estimated at the end of September, where it was expected that we would have a surplus of £6,056.</p>
8	<p>AOB CB mentioned that he had spoken with a colleague who had expressed an interest in supporting us with our AGM in the summer as he had brand/marketing experience. Additionally, the person had expressed an interest in becoming a trustee.</p> <p>CB asked if we should explore this offer further and the Board agreed. CB said he would arrange a meeting with himself and AG/JC to meet the colleague.</p>
9	<p>Date of next meeting Monday 8th March 2021 - 10.30am to 12.30pm</p>

	Date	Outstanding actions	Who	When	Comments
1	01/09/20	Bank Mandate to be signed by AG	JB	Mid Oct 2020	JB reported that the form had been sent to Robert. (15/02 Board meeting)
2	26/10/20	All Board members & AG to have completed DBS checks if not already completed	AG, Board	By end of Dec 2020	It was agreed that we should all be DBS checked & AG would contact Community First Yorkshire. (15/02 Board meeting)
3	11/01/21	Investigate benefits of opening a GOLD account with CAFBank to invest our surplus funds	JB	By Feb Board meeting	JB suggested that she brings application forms to complete when we all next meet, post lockdown. (15/02 Board meeting)
4	15/02/21	Review terms of reference/service of trustees as part of policy/governance review	AG	By end of May	
5	15/02/21	Put AG in touch with Angela Thompson, Skills for Care	BP	By end of Feb	
6	15/02/21	Undertake costs analysis of new Business Support Officer post and increased salaries + revised JDs	AG/JB	By 1 st week of March	
7	15/01/21	Undertake an options appraisal on our data analysis software & report findings to the Board	AG	By April Board meeting	
8	15/01/21	Send GP website health check report to GP practice managers	AG	Immediately	
9	15/02/21	Arrange meeting with potential new trustee - include CB, AG & JC	CB	By March Board meeting	