

Board meeting minutes, 30th November 2020
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
Robert Peacock (RP)	Board member
Beverley Proctor (BP)	Board member
Pat Southgate (PS)	Board member
Ashley Green (AG)	CEO
Delana Lawson (DL)	HW Regional Manager, NE, Yorkshire & Humber

Agenda Item	Item Details
1.	<p>Welcome, apologies & remarks CB welcomed everyone present and Delana from HWE.</p> <p>CB reflected that it had been a busy month and that he was pleased with the launch of the new COVID-19 report that was much improved from the first one in July. He continued by saying that he was pleased with role/work that AG had undertaken in his first three months in post and that he had help to transform the direction and progress of the charity. But that there was still much more to do, but that we were now moving in the right direction.</p> <p>CB said that with the current state of the political climate (COVID, Brexit, county devolution, and the changing health and social care landscape) it was an exciting and important time for HWNY.</p>
2.	<p>Minutes & Actions Points</p> <p>Actions from 1st September Board meeting</p> <p><u>Existing contract review meeting report (written by Alex and the team) to be updated and expanded for submission to Daniel Harry, NYCC</u> ACTION: AG by mid-October Completed</p> <p><u>2019/2020 HWNY accounts to be submitted by end November 2020</u> ACTION: JB JB reported that this was in progress and that the accounts needed signing by herself and CB, after which she would forward to our accountant for submission to the Charity Commission by the end of the week (Fri 4th Dec).</p> <p><u>Investigate CRM system and value</u> ACTION: AG On-going by end 2020 This is an ongoing action. CB said that AG would talk about this later.</p> <p><u>Bank Mandate to be signed by AG</u></p>

ACTION: JB by mid-October

JB reported she hadn't progressed this yet and that she wanted to clarify with the Board who all the signatories would be. It was agreed that they would be CB, AG, JB & RP. JB noted that PS was also an online signatory for us. JB said that she would now send around the mandate form for the appropriate people to sign.

Mobile Phones - review staff usage and investigate 'Message Bird'

ACTION: AG by mid-October

AG confirmed that he was reviewing the phone system and that this was part of the potential office move that he would comment on as part of his report [section 5].

Salary review to be put on hold until JD's are revisited and pay rates are compared/analysed

ACTION: AG On-going by end January 2021

CB reported that AG would cover this in his report [section 5].

Intern/employment opportunities/outsourcing to be considered in support or instead of employment

ACTION: AG On-going.

CB reported that AG would cover this in his report [section 5].

Board/Committee activities/processes to be reviewed

ACTION: Board On-going.

AG said that the option of seeking help from external organisations, for example on GDPR, had been discussed at last month's meeting. DL said that HWE had a number of policy/procedure tools and documents that could help us, rather than us having to pay an external organisation to do this for us. Additionally, DL said that she could offer us help as part of the Quality Framework that she would be talking about [section 3] around governance and procedures.

RP suggested that staff should undertake an audit of how they used and kept data, and that it didn't have to be a big piece of work. JB agreed that our review of policies and procedures could be covered with the work of the Quality Framework.

Action from 28th September Board meeting

Invite Delana Lawson, Quality Assurance & Regional Manager North East, Yorkshire & Humberside, HWE, to Board Meeting. Possibly 26th October

ACTION: CB by next Board meeting Completed

Arrange an Away Day - Trustee/Staff

ACTION: CB/Board/AG - Target Spring 2021

CB said that this was an ongoing piece of work.

Arrange meeting with Bev Proctor (Ops. Dir & Acting CEO) ICG

ACTION: AG by next Board Meeting Completed

Arrange Marketing Group Meeting

ACTION: JC/AG by end October Completed

CB said that JC would talk about this later in the meeting.

Review Reporting/Board Meeting Minutes/Documentation

ACTION: All By next Board Meeting Completed

Budget needs to be considered/proposed/created for Marketing

ACTION: JC & Group (at inaugural meeting)

CB reported that this hadn't been discussed at the Marketing Group (Committee) meeting, but rather it should be considered as part of the budgetary discussions for the 2021/22 workplan.

Budget for Training

ACTION: AG/CB By next Board Meeting

CB noted that he had initially suggested a figure of £8,000 for training and development for staff for next year, but that now he was recommending £10,000.

CB note that he had identified media training for AG to support him with any further radio work that he undertook, and that he had approached Daniel Harry to see if he could possibly fund this or provide NYCC training either free/or reduced cost.

Processes & Procedures - PDM's/Annual Appraisals/Quarterly Plans etc. to be kept under review

ACTION: CB/AG Target January 2021

AG reported that he had begun to put these into place and was having regular monthly 121s with his teams and catch ups, but that this was an ongoing process.

Outreach Activity Analysis to be sent to R&IO Ashley

ACTION: AG By w/e 2nd October **Completed**

Action from 26th October Board meeting

Share SWOT analysis with Board for comments

ACTION: AG by mid Nov **Completed**

Send formal letter to Nigel Ayre to clarify all invoice, paperwork & laptop password is returned

ACTION: CB by mid Nov **Completed**

CB reported that as a response of the letter sent to Nigel Ayre and the subsequent involvement of our solicitors, we had received a reply from Nigel, confirming that all invoices, paperwork related to us had been returned to us. Additionally, Nigel had given us the password to the laptop - so AG had now managed to access the laptop and files.

All Board members & AG to have completed DBS checks if not already completed

ACTION: AG & Board by end of Dec

AG has contacted Board members to see who requires a check and he will liaise with Lada to process this.

Arrange a wider Marketing group meeting

ACTION: JC/AG by end of Nov **Completed**

Contact Daniel Harry, NYCC to explore opportunities for us to input into their county council devolution plans

ACTION: AG by end of Nov **Completed**

Attend HW week seminars/workshops in Nov and feedback any useful information at next Board meeting

ACTION: ALL by end of Nov

	<p>CB noted that he hadn't had the time to attend any of the seminars but said that these could be accessed online and encouraged the Board to view these.</p> <p><u>Update Board about future options/decision about using the office in York</u> ACTION: AG by end of Dec CB reported that AG would cover this in his report [section 5].</p> <p><u>Hold AGM for our 2019/20 work</u> ACTION: CB, AG, Board by end of Dec CB asked the Board if they were still happy to proceed with holding an AGM. AG said that we should hold an AGM as it was good practice and would help to promote HWNY as a professional organisation. DL agreed and said that it offered us a good opportunity to promote ourselves especially as there was a real energy about HWNY now.</p> <p>JB acknowledged that we didn't have to hold an AGM as it wasn't part of our constitution, but that she too felt that it was a good idea to hold an AGM. PS agreed and said that following the marketing meeting that it provided an ideal opportunity to market ourselves positively.</p> <p>CB proposed that the marketing committee should be responsible for organising the AGM, which was agreed by PS and JC.</p>
3	<p>Delana Lawson - Healthwatch England Quality Framework</p> <p>DL delivered her presentation 'Introduction to the Quality Framework' and said that it was important to use the framework as a tool to support us with our work, for example by helping us with our policy / procedures review. She said that it was up to each individual HW to self-assess themselves against the domains and criteria.</p> <p>DL explained the 6 different domains:</p> <ul style="list-style-type: none"> • Leadership & Decision Making • People • Sustainability & Resilience • Collaboration • Engagement • Influence & Impact <p>DL continued by showing an example of how we could work through one of the domains (collaboration) via answering a number of questions and then ranking these against how we had progressed.</p> <p>She said that she would support AG and the Board to work through the Quality Framework.</p>
4	<p>Health & Social Care overview</p> <p>BP gave an overview of the health and social care system and said that her summary was based on how the system was funded. BP said that it was divided into four areas: NHS, which the public mainly recognised as hospitals and GP practices (which BP said were private businesses), mental health services, community care and finally social care.</p>

	<p>BP said that one of the major issues was that the health and social care system wasn't joined up. She spoke about the new consultation paper that had been published by NHS England on 'integrated care' and that the reforms proposed focused on ICS's becoming legislative bodies, which would mean the end for CCGs.</p>
<p>5</p>	<p>CEO monthly report</p> <p>CB said that he, AG and JB had held a successful 3rd Q contract meeting with Daniel and Shanna from NYCC and that he was pleased with how the relationship had now progressed over the last 3-6 months. CB said that Daniel had communicated to him personally to say that he was pleased with the progress made by us and that he had held a good meeting with AG.</p> <p>AG summarised the SWOT analysis that he had shared with the Board and spoke about some of the opportunities and threats for HWNY going forward. He said that it was a time of transformation for the organisation and it was an exciting time to be involved, with opportunities around next year's workplan, team development and a new way of working.</p> <p>AG said that he was pleased with the COVID report which had been launched last week and which had received positive feedback from Daniel and Shanna from NYCC. He acknowledged that there were still improvements to be made but that this version, he felt, was far superior to the last COVID report. He had also received positive feedback from other HW's that he had shared the report with. PS said that she like the look and tone of the report but felt that the report would have benefited from a more geographically even spread of case studies/quotes.</p> <p>CB said that AG was working to improve the CRM/database and that this was a priority going forward to improve the collection and management of the data, which AG agreed with. AG said that we produced the best report with the data that was available to us.</p> <p>AG summarised the Board report and spoke over some of the highlights, successes and challenges.</p> <p>AG noted that it had been a difficult month with reduced staff, with one role vacant and Alex being away for two weeks. He said that he has been unsuccessful in recruiting for the COEO post earlier in the month. AG said that he had spoken with CB and BP and felt that it would be a good idea to review all the roles, rather than just tweaking the JD and/or the salary of the COEO post, but rather understand what roles were required to deliver our work, then undertake recruitment once this had been completed. JB said that she had realised whilst working on the workplan with the team that many of their roles overlapped and suggested that we may benefit from a broader skills base and wider role descriptions.</p> <p>AG said that he had been interviewed on BCC Radio York where he had promoted the COVID report and spoken about the impact of COVID on hospitals, including Scarborough, having to cancel non-urgent operations. AG said that he was keen to improve his media skills and get a regular slot on the radio, monthly, if possible.</p> <p>AG said that the team had just started a piece of work to investigate GP website health information to see what COVID guidance and information they are providing to the public, alongside other patient information such as, booking appointments, complaints, PPGs etc. All GP practices across NY would be included.</p>

	<p>AG reported that he had spoken with Daniel from NYCC about the possibility of using office space either at the NYCC main building or local libraries across the county to house our materials, outreach equipment (gazebo etc.) and IT equipment. AG felt that they didn't need to use the office in York and could quite easily continue to work from home, but he would be discussing this with his team.</p> <p>AG said that he had negotiated half rent until the end of December for the York office and would need to update York libraries on what their plans were for January and beyond. He agreed to keep the Board updated in any progress and/or decisions made.</p>
6	<p>Finance update</p> <p>JB said that she had shared with the Board the independently examined accounts for 2019/2020 which she asked the Board to approve. The Board formally approved these. JB said that these will now need to be signed by herself and CB.</p> <p>JB said that she would send the accounts to our accountant by the end of the week who will also need to sign them and then they can be sent to the Charity Commission.</p>
7	<p>Marketing & Coms meeting</p> <p>JC said that he had held an inaugural marketing meeting with CB, AG, PS & AC. He said that a key part of what he wanted to develop was for HWNY to become the 'go to' organisation for health news. He wanted the public and our stakeholders to understand; what we are, what we do and what we have done.</p> <p>JC said it was important to have consistent messages - that all staff, trustees, volunteers etc. are communicating to have the biggest impact with our work. He said the data we collected was important which should reflect the local perspective and it was important that we managed our data well. AG agreed with this and said he was working with the Research & Intelligence post to develop protocols for the data capture and recording.</p> <p>JC said that he would like to see reports produced 'more often and punchy' rather than fewer and at a larger scale. This he said would allow us to cover more topics and add to our coverage and visibility. JC concluded by saying that our aim was to have the biggest impact with our work and be sent to be doing the right thing by the public and stakeholders.</p>
6	<p>AOB</p> <p>JB said that she felt that we would benefit from 'task & finish' groups as part of our current committees, such as the HR committee. CB said that this would be a good idea as the Board matures over time allowing them to take on work and support AG in his role.</p> <p>CB asked if trustees were classed as volunteers? AG said that it was routine for the work and hours that trustees contribute to be counted, for example as part of annual reports. He said that he would ask the Volunteer Coordinator if there was a specific form to complete to record hours.</p>
7	<p>Date of next meeting Monday 11th January 2021 - 10.30am to 12.30pm</p>

	Date	Outstanding actions	Who	When	Comments
1	01/09/20	2019/2020 HWNY accounts to be submitted by end November 2020	JB	End of Nov 2020	JB confirmed that this would be completed with accounts submitted to the Charity Commission by 4 th December. (30/11 Board meeting)
2	01/09/20	Investigate CRM system and value	AG	Ongoing by end of 2020	AG confirmed that this is a long term piece of work which his Research & Intelligence Officer would be undertaking. (30/11 Board meeting)
3	01/09/20	Bank Mandate to be signed by AG	JB	Mid Oct 2020	JB confirmed that she would send to all signatories to be signed. (30/11 Board meeting)
4	01/09/20	Salary review to be put on hold until JD's are revisited and pay rates are compared/analysed	AG	End of Jan 2021	AG confirmed that this would be part of the role review that he would undertake between Dec-Feb (30/11 Board meeting)
5	01/09/20	Intern/employment opportunities/outsourcing to be considered in support or instead of employment	AG	Ongoing	AG confirmed that this would be part of the role review that he would undertake between Dec-Feb (30/11 Board meeting)
6	01/09/20	Board/Committee activities/processes to be reviewed	Board	Ongoing	
7	28/09/20	Arrange an Away Day - Trustee/Staff	CB, AG, Board	Spring 2021	Plus, AG would like to arrange an awayday for the team/Board to agree workplan for 2021/22

8	28/09/20	Processes & Procedures - PDM's/Annual Appraisals/Quarterly Plans etc. to be kept under review	AG, CB	Jan 2021	
9	26/10/20	All Board members & AG to have completed DBS checks if not already completed	AG, Board	By end of Dec 2020	
10	26/10/20	Update Board about future options/decision about using the office in York	AG	By end of Dec 2020	
11	26/10/20	Hold an AGM for our 2019/20 work	CB, AG, Board	By end of Dec 2020	Note: Board agreed that this shouldn't happen until our 2019/20 have been submitted to the Charity Commission.
12	30/11/20	Marketing committee be responsible for organising the AGM	JC	Early 2021	
13	30/11/20	Confirm if specific forms were needed for trustees to record their hours contributed	AG	By end of Dec	