

**Board of Directors Meeting**  
 Monday 8<sup>th</sup> November 2021, 2pm - 4pm  
 Small Hall, Granfers Community Centre, 73-79 Oakhill Road, Sutton,  
 SM1 3AA

**MINUTES**

| Members of the Board present:         | Staff team present:  | Apologies:          |
|---------------------------------------|----------------------|---------------------|
| Interim Chair - Barbara McIntosh (BM) | Pete Flavell (PF)    | Adrian Attard (AA)  |
| Adrian Bonner (AB)                    | Andrew McDonald (AM) | Gemma Thatcher (GT) |
| David Elliman (DE)                    |                      | Simon Breeze (SB)   |
| Shri Mehrotra (SM)                    |                      |                     |
| Noor Sumun (NS)                       |                      |                     |
| Launa Watson (LW)                     |                      |                     |
| Janet Wingrove (JW)                   |                      |                     |

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| 1.   | <b>Welcome, apologies and notification of Any Other Business</b>  |
| 1.1. | BM opened the meeting and apologies were noted.   |
| 1.2. | There was a discussion around how the Board can help support staff in the organisation.   |
| 2.   | <b>Minutes of previous meeting held on 13<sup>th</sup> September 2021 <i>for agreement</i></b>  |
| 2.1. | The minutes from the previous Board meeting held on 13 <sup>th</sup> September 2021 were <i>agreed</i> .  |
| 3.   | <b>Matters arising (<i>not covered elsewhere on the Agenda</i>)</b>   |
| 3.1. | <b>ACTION: PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.</b><br>This action has been carried forward. PF has been asked to write a proposal to monitor the quality of the Community Transformation Pilot. The transformation does involve Uplift so there may be some overlap between the projects. The Board agreed that more clarification was needed before PF, BM and JW met with the Uplift Service Manager. |
| 3.2. | <b>ACTION: PF to share the draft care homes report with Fiona Bateman.</b><br>This action has been carried forward.   |
| 3.3. | <b>ACTION: PF to liaise with Lucy McCulloch to discuss potential support for evaluation of the E-Redbag scheme.</b>   |
| 3.4. | <b>ACTION: GT to include the ‘Have your say’ form as an item on the Agenda for January’s Board meeting.</b><br>This item has been carried forward.  |

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| <p>4.</p> <p>4.1.</p> <p>4.2.</p> <p>4.3.</p>             | <p><b>Complete/update risk register</b></p> <p>The Board agreed that the Probability and Impact scores on the register need to be revised.<br/><b>ACTION: PF to assess probability and impact scores on the risk register.</b></p> <p>BM suggested that we include staff welfare on the register.<br/><b>ACTION: PF to include staff welfare on the risk register.</b></p> <p><b>ACTION: PF to send revised draft of risk register to Board members for approval.</b></p>   |
| <p>5.</p> <p>5.1.</p> <p>5.2.</p> <p>5.3.</p> <p>5.4.</p> | <p><b>Project updates</b></p> <p><u>Long Covid</u><br/>We have promoted the Long Covid survey on all of our channels but we have only received 10 responses.</p> <p>PF has worked closely with Tom Williamson at the Long Covid clinic to develop and promote the survey. However, we have received feedback that staff at the clinic have not been promoting the survey to their patients. PF has suggested to Tom that we change the methodology and post the survey to patients who have recently accessed the service.</p> <p><u>Care Homes</u><br/>PF has presented our Care Homes Report to Care Home Managers of Older People and Learning Disabilities. The next step is to develop an Action Plan using the findings and recommendations from the report.</p> <p>PF has also got a meeting with the commissioners for care homes at Sutton Council in 2 weeks. They are considering contracting us on an annual basis as part of their Quality Assurance process, to look into the quality of care in all care homes in the Borough.</p> <p><u>South London Listens</u><br/>SLAM and SWLSTG are currently carrying out a programme called South London Listens to address the impact of COVID on the community’s mental health.</p> <p>They asked us to conduct high level mapping research about what activities the voluntary and community sector organisations in the Borough are providing in the following areas:</p> <ul style="list-style-type: none"> <li>• Children, young people and parental mental health</li> <li>• Social isolation, loneliness and digital exclusion</li> <li>• Work and wages</li> <li>• Access to services for migrant communities</li> </ul> <p>Lorraine has now carried out this piece of work and it has been submitted to the Trusts.</p> <p><u>Primary School Children’s Mental Health</u><br/>This project is still on hold due to staff capacity and work pressures. PF advised the Board that he will look at the project again in the New Year.</p> |

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| <p>5.5.</p> | <p><u>Community Mental Health Transformation User Evaluation System</u><br/>         In 2020/1, SWL ICS were successful in securing funding to transform community services. At SWLSTG Mental Health NHS Trust, a new transformed model of community services will be piloted in Sutton from January 2022.</p> <p>PF has put together a proposal for Healthwatch Sutton to develop and implement a user experience evaluation system that will collect, analyse and report user experience data for the service provider(s) and other stakeholders.</p> <p>PF invited the Directors to feedback on the proposal.<br/> <b>ACTION: Directors to send PF feedback on the Community Mental Health Transformation User Evaluation System proposal.</b></p> <p>There was a discussion around what demographic information should be collected e.g. postcodes.</p>   |
| <p>5.6.</p> | <p><u>Dentistry</u><br/>         This project is currently on hold.</p>   |
| <p>6.</p>   | <p><b>Population Health/PPG/PRG</b></p> <p>6.1. AM helped to organise a Population Health Summit in September. The Summit brought together key stakeholders from the different PCNs in the Borough. The aim of the Summit was to decide the health priorities for their population of patients.</p> <p>6.2. AM is continuing to support the Carshalton PCN to deliver their new model of diabetes care. This includes a website to provide information and advice for people with diabetes to manage their condition. He is currently seeking feedback from patients on what should be included on the website.</p> <p>6.3. AM continues to support PPGs and the PRG. He is providing various levels of support to PPGs, mostly around recruitment. The PRG is holding an election on Thursday 11<sup>th</sup> November to recruit new volunteer leaders.</p> |
| <p>7.</p>   | <p><b>Our LBS Contract/Making Informed Choices</b></p> <p>7.1. <u>Confidentiality Agreement</u><br/>         PF explained that the Sutton Together Consortium have signed a Confidentiality Agreement.</p> <p>7.2. <u>HWS element of MIC</u><br/>         PF advised that HWS money is ring-fenced.</p> <p>7.3. <u>Timeline</u><br/>         PF explained that he is planning to start writing our tender next week. The document needs to be submitted at midday on Wednesday 15<sup>th</sup> December. The successful bidder will be announced in January 2022.</p>   |
| <p>8.</p>   | <p><b>Finance</b></p> <p>8.1. The Board agreed that all future costs of living salary increases can mirror the rates awarded by Community Action Sutton.</p>  |

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|            | However, the Board would like to be informed of the amount of inflationary rise on an annual basis, to ensure that it is a fair reflection.  |
| <b>9.</b>  | <b>Audited Annual Accounts - Completed by Myrus Smith</b>  |
| 9.1.       | PF explained that we have received our draft audited accounts from Myrus Smith. He gave a brief summary of the figures, and on the whole, our finances are healthy.  |
| <b>10.</b> | <b>Quality Framework</b>   |
| 10.1.      | The Board completed the Quality Framework at their Away Day in October. PF is in the process of putting together an Action Plan and will submit to Healthwatch England.  |
| <b>11.</b> | <b>AGM - 6<sup>th</sup> December</b>   |
| 11.1.      | We are holding our AGM on Monday 6 <sup>th</sup> December from 2pm - 3:30pm in the Large Hall at Granfers Community Centre. All Directors are invited to attend.   |
| 11.2.      | Shri will be stepping down as a Director at the AGM as he has served three terms. He will continue as a HWS volunteer.   |
| <b>12.</b> | <b>Board changes/recruitment</b>   |
| 12.1.      | BM explained that she is happy to remain as Chair but she will be away in 2022. AB has offered to support her by co-Chairing. The Board agreed that they are willing to proceed with this collaborative approach.  |
| 12.2.      | There was a discussion around how the Board may recruit more Directors, especially those specialising in marketing.<br><b>ACTION: AB to approach RBI.</b><br><b>ACTION: GT to include 'Board recruitment' as an Agenda item on January's Board Meeting Agenda.</b> |
| <b>13.</b> | <b>Information and Advice report</b>   |
| 13.1.      | PF advised that Citizens Advice Sutton will provide a report four times a year for the Board.<br><b>ACTION: GT to invite Ifat from Citizens Advice Sutton to the Board's next Information &amp; Support meeting to discuss the report in more detail.</b>          |
| <b>14.</b> | <b>Any Other Business</b>  |
| 14.1.      | This is Shri's last Board meeting. The Board thanked him for his contribution and commitment over the years and wished him luck in his future endeavours.  |
|            | <b>Date of next meeting: Monday 10<sup>th</sup> January 2022, 2pm - 4pm. Location TBC.</b>   |

### Action Log

| Ref   | Action  | Who       | Deadline   |
|-------|---|-----------|------------|
| 3.1.  | PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.                                   | PF/BM/JW  | Ongoing    |
| 3.2.  | PF to share the draft care homes report with Fiona Bateman.   | PF        | 15.11.2021 |
| 3.3.  | PF to liaise with Lucy McCulloch to discuss potential support for evaluation of the E-Redbag Scheme.                                  | PF        | 10.01.2022 |
| 3.4.  | GT to include the 'Have your say' form as an item on the Agenda for January's Board meeting.  | GT        | 10.01.2022 |
| 4.1.  | PF to assess probability and impact scores on the risk register.  | PF        | 10.01.2022 |
| 4.2.  | PF to include staff welfare on the risk register.   | PF        | 10.01.2022 |
| 4.3.  | PF to send revised draft of risk register to Board members for approval.  | PF        | 10.01.2022 |
| 5.5.  | Directors to send PF feedback on the Community Mental Health Transformation User Evaluation System proposal.                          | Directors | 15.11.2021 |
| 12.2. | AB to approach RBI.   | AB        | 10.01.2022 |
| 12.2. | GT to include 'Board recruitment' as an Agenda item on January's Board Meeting Agenda.  | GT        | 10.01.2022 |
| 13.1. | GT to invite Ifat from Citizens Advice Sutton to the Board's next Information & Support meeting to discuss the report in more detail. | GT        | 07.02.2022 |