

Board of Directors Meeting
Monday 10th January 2022, 2pm - 4pm
Online via Zoom

MINUTES

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

1.	Welcome, apologies and notification of Any Other Business
1.1.	BM opened the meeting and apologies were noted.
1.2.	There were no notifications of Any Other Business.
2.	Minutes of previous meeting held on 8th November 2021 <i>for agreement</i>
2.1.	The minutes from the previous Board meeting held on 8 th November 2021 were <i>agreed</i> .
3.	Staffing update
3.1.	Due to personal circumstances, PF will need to take a significant time off as sick until late Spring/Summer 2022.
3.2.	It has been agreed that whilst PF is on sick leave, the HWS team will focus on organisational development by completing the actions from the Quality Framework. We hope this will put us in a good position for when the new contract begins in July 2022, if we are successful in the Making Informed Choices tender. ACTION: PF to update our Commissioners in regards to our work plan for the next 6 months. ACTION: BM to update Cllr. Ruth Dombey in regards to our work plan for the next 6 months. ACTION: BM to speak with GA and AM about their roles.
3.3.	BM said that she is willing to continue as Chair. AB has offered to support BM in her role but the Board needs to recruit a Vice-chair. ACTION: Board members to let BM or PF know if they are interested in the Vice-chair role.

3.4.	PF advised the Board that they are exploring a variety of different options to ensure we maintain delivery of our work that could include changes to the working hours of different roles, and/or volunteer/trustee support.
4.	Matters arising (not covered elsewhere on the Agenda)
4.1.	There was a discussion around PF, BM and JW's potential project about the Sutton Uplift triage service. It was agreed that this project will be paused. ACTION: BM to update Sutton Mental Health Foundation.
4.2.	COMPLETED ACTION: PF to share the draft care homes report with Fiona Bateman. There was a discussion around the Sutton Safeguarding Adults Board. Fiona is the Chair of the Board. JW is the HWS representative and would appreciate advice from BM. ACTION: JW and BM to liaise about the SSAB.
4.3.	CLOSED ACTION: PF to liaise with Lucy McCulloch to discuss potential support for evaluation of the e-Redbag Scheme. It was agreed that this action should be closed due to the circumstances. Lucy has PF's contact details and can approach him if she would like support to evaluate the e-Redbag Scheme.
4.4.	ACTION: PF to assess the probability and impact scores on the risk register. This action has been carried forward.
4.5.	ACTION: PF to include staff welfare on the risk register. This action has been carried forward.
4.6.	ACTION: PF to send a revised draft of the risk register to Board members for their approval. This action has been carried forward.
4.7.	ACTION: AB to approach RBI (Reed International) in regards to Board recruitment. AB has not yet found a connection at RBI to approach. He will continue to look for leads. AM suggested that he will also approach Gibsons. ACTION: AB to approach Gibsons in regards to Board recruitment.
4.8.	ACTION: GA to invite Ifat from Citizens Advice Sutton to the Board's next Information & Support meeting to discuss their I&A reports in more detail. This action has been carried forward.
5.	Project updates
5.1.	<u>Long Covid</u> GA has spoken to a member of the community who has set-up the Carshalton & Wallington Long Covid Support Group on Facebook. They have promoted our

	<p>survey on their group. This has boosted response numbers and we now have 44 responses.</p> <p>PF advised the Board that we ideally need 50+ responses. He is planning on contacting Tom Williamson at the Long Covid Rehab Service in Sutton to find out how we can boost response numbers. JW has offered to help PF to liaise with Tom.</p> <p>ACTION: PF and JW to liaise about the Long Covid project.</p> <p>5.2. <u>Care Homes</u> The project around the experiences of staff, care home residents and their friends and family during COVID-19 is now complete.</p> <p>We did intend to resume our Enter & View visits to care homes and help the Council with their Quality Assurance process. However, the Council have decided to carry out their own visits using the 15 steps programme. HWS volunteers have been involved in the Council’s pilot visits to a learning disability care home, mental health care home and older people’s care home.</p> <p>5.3. <u>Primary School Children’s Mental Health</u> PF advised the Board that in light of HWS current circumstances, this project has been put on hold. However, the Board felt that the project was worth pursuing to take advantage of our baseline data and find out the impact of COVID-19 on primary school children’s mental health. AB has offered to support PF to pursue this project.</p> <p>ACTION: PF and AB to liaise about the Primary School Children’s Mental Health project.</p> <p>5.4. <u>Community Mental Health Transformation User Evaluation System</u> At SWLStG Mental Health NHS Trust, a new transformed model of community services is being piloted in Sutton. PF explained that HWS have been commissioned 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 on a bi-yearly basis.</p> <p>We have developed a survey for service users and their carers to gather baseline data, before the pilot begins. Before Christmas, AM dropped off 200 survey packs to the Trust. We have not currently receive any responses to these surveys.</p> <p>ACTION: PF to chase Amy Richardson at SWLStG.</p> <p>5.5. <u>Dentistry</u> We are currently finalising our survey questions. We have sent the draft questions to our contacts at the Local Dental Committee for their feedback. After we have receive their feedback, we plan to launch our survey on our channels.</p>
--	--

<p>6.</p> <p>6.1.</p> <p>6.2.</p>	<p>Have your say</p> <p>GA shared the data from our ‘Have your say’ form with the Board. This form allows people to tell us their views and experiences of health and social care services. There was a discussion around what we should do with the data e.g. feedback positives to service providers.</p> <p>Most of the comments we received were about GP services. This led to a discussion about how HWS might engage with General Practice.</p>
<p>7.</p> <p>7.1.</p>	<p>Our LBS Contract / Making Informed Choices</p> <p>Our tender was submitted before Christmas. It is hoped that the successful bidder will be announced next week (w/c. 17.01.2022).</p>
<p>8.</p> <p>8.1.</p> <p>8.2.</p>	<p>Representation at SWL ICP</p> <p>PF advised the Board that the 6 local Healthwatch in South West London have been working with an independent consultant to find a solution to how Healthwatch can be represented on the SWL ICP.</p> <p>It was agreed that they will employ a representative for their collective voice. The consultant has agreed to write the business case to submit to SWLCCG to agree the money to deliver this role. Once they’ve agreed to the finance and model, the Healthwatch organisations will work on a job description, agree on the host and employ an individual. The ICS comes into existence on 1st April 2022.</p> <p>PF has told the local Healthwatch organisations involved that HWS could consider hosting the representative.</p>
<p>9.</p> <p>9.1.</p>	<p>Finance</p> <p>AA sent his apologies for this meeting, but he sent a report to the Board with a summary of our Income & Expenditure from July - September 2021. PF advised that on the whole, our finances are healthy.</p>
<p>10.</p> <p>10.1.</p>	<p>Mechanism to share key information from meetings with Board representation</p> <p>There was a discussion around how Board member could share key information from meetings they have attended on behalf of HWS. It was agreed that Directors would write a short paragraph or 3 key points about the meeting they have attended and discuss points at the information and support meetings.</p> <p>ACTION: GA to set-up a system for Directors and staff to share key information from meetings they attend.</p>
<p>11.</p> <p>11.1.</p>	<p>Information & Support Meeting - Monday 7th February 2022</p> <p>GA will invite Ifat from Citizens Advice Sutton to attend the next meeting. NS has agreed to share his learning about hybrid meetings (see 13.1). The Board also agreed to share their key updates from the meetings they have attended.</p>

	ACTION: GA to create an Agenda for the Information & Support meeting on 7th February.
12.	AGM 2021 minutes
12.1.	<p>The minutes from the AGM in 2021 will be formally agreed by the members at the AGM in 2022. However, GA has shared the minutes with the Board for their information.</p> <p>ACTION: Board members to contact PF or GA if they have any queries or issues with the AGM 2021 minutes.</p>
13.	Any Other Business
13.1.	<p><u>Future board meetings</u></p> <p>The Board agreed that they would like to investigate the possibility of having hybrid meetings in the future. Our aim is to accommodate people who may be away or unable to attend but also to have people sitting in the boardroom.</p> <p>ACTION: NS to research the equipment as well as the costs and any other materials needed to host hybrid meetings.</p>
	<p style="text-align: center;">Date of next meeting: Monday 7th March 2022, 2pm - 4pm, Small Hall, Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA</p>

ACTION LOG

Ref	Action	Who	Deadline
3.2.	PF to update our Commissioners in regards to our work plan for the next 6 months.	PF	w/c 17.01.2022
3.2.	BM to update Cllr. Ruth Dombey in regards to our work plan for the next 6 months.	BM	w/c 17.01.2022
3.2.	BM to speak with GA and AM about their roles.	BM	
3.3.	Board members to let BM or PF know if they are interested in the Vice-chair role.	Directors	17.01.2022
4.1.	BM to update Sutton Mental Health Foundation	BM	w/c 17.01.2022
4.3.	JW and BM to liaise about the SSAB.	BM & JW	
4.4.	PF to assess the probability and impact scores on the risk register.	PF	21.01.2022
4.5.	PF to include staff welfare on the risk register.	PF	21.01.2022
4.6.	PF to send a revised draft of the risk register to Board members for approval.	PF	21.01.2022
4.7.	AB to approach RBI (Reed International) in regards to Board recruitment.	AB	07.03.2022
4.7.	AB to approach Gibsons in regards to Board recruitment.	AB	07.03.2022
4.8.	GA to invite Ifat from Citizens Advice Sutton to the Board's next Information & Support meeting to discuss their I&A reports in more detail.	GA	07.02.2022
5.1.	PF and JW to liaise about the Long Covid project.	PF & JW	31.01.2022
5.3.	PF and AB to liaise about the Primary School Children's Mental Health project.	PF & AB	31.01.2022
5.4.	PF to chase Amy Richardson at SWLStG.	PF	11.01.2022
10.1.	GA to set-up a system for Directors and staff to share key information from meetings they attend.	GA	07.02.2022
11.1.	GA to create an Agenda for the Information & Support meeting on 7 th February.	GA	07.02.2022
12.2.	Board members to contact PF or GA if they have any queries or issues with the AGM 2021 minutes.	Directors	17.01.2022
13.1.	NS to research the equipment as well as the costs and any other materials needed to host hybrid meetings.	NS	07.02.2022