



July 2020

Board awayday – agenda

1. Introductions
2. What's worked well/areas to improve
3. Workplan review – capabilities and priorities
4. Skills review (covered key skill areas that arose under item 3).
5. Action planning



2. What's worked well/Areas to improve

Worked well	Not so well
<ul style="list-style-type: none">Huge volume of work completedNew links with stakeholdersVery supportive Board!New staff team/reorganisationGood engagement w key stakeholdersIncrease in outputsMore connected boardGrowth in volunteeringNew CEOZoom meetingsCommunity engagement programPro-active instigation of plans to cope with lockdown	<ul style="list-style-type: none">With more time and resources, we could have been more strategic.Complex HRProjects/activity on hold due to C19

3. Workplan Review 2020/21 – Board capabilities and priorities

Activity	Key skills needed	Board role	Current level
Insight Events	Research (other available data – need to do more) Analytics – big data (Permissions re public data) Project planning Broad expertise to support the staff NHS Trust background info Methodologies, justifiable approaches, qual vs quant data	(board role is more process than detail)	M L H
Community Engagement	Understanding communities and best way to engage Prioritisation (board:)	which networks are we in touch with that we've not already contacted?	Resource-limited
Promotion (raising visibility, targeting cohorts)	Marketing Digital engagement, social media	Critical friend	M?
Strategic Influencing	Stakeholder relationships Extending to more organisations?	Stakeholder relationships Extending to more organisations?	
Volunteers	Shift from face to face to other media? Recruiting more volunteers Training as an incentive/reward Support and development	identifying communities	
Additional funded projects	Sales? Networking Opportunity development	Networking	

Activity	Key skills needed	Board role	Current level
PR1. Digital and telephone health and care access	2020/21 workplan		
PR3. Patient Participation Group – network development			
PR3. Enter & View visits – GP practices			
PR4. MH Carers – support provision			
PR2. Health inequalities and BAME communities			
PR4. Barriers to healthcare for deaf people			
PR4. Cancer care and communication			

4/5. Board skills gap and action plan

1. Finance

(current finance roles: annual accounts, payroll, pension (all outsourced) + book-keeper)

Key areas:

- Budget setting and guidance – critical friend – “Treasurer”
- Checking assumptions
- Technology aspects (DC plays this role but would help to have more detailed experience of financial systems)

2. Marketing/communications

Key areas:

- Go beyond the technical aspects – we’re OK with those
- e.g. Challenging channel approach

3. Human resources/ Legal

HR provision is outsourced – could save money if more in-depth expertise?

Key areas:

- Ability to scrutinise suppliers and ensure service value

4. IT

- similar role to HR/Legal?



Other areas discussed

- What do other HW groups do?
- Could we pool resources with other SE HW?
- ELBA – to assist with Board recruitment?