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| **Healthwatch Greenwich Ltd****Board Meeting Minutes – PART 1 – FOR PUBLICATION** |
| **30/03/22** | **6:30 – 8:30pm** | **Teams Meeting** |
| **Chair** | Lynne Gilchrist (LG)  |
| **Present** | **Directors:** Lynne Gilchrist (LG) Lola Kehinde (LK) – Board MemberDmytro Chupryna (DC) Board MemberAnu Massey (AM) Board MemberTobi Aigbogun (TA) Board MemberBev Tanner (Pro-bono financial consultancy) |
| **In attendance** | Joy Beishon (JB) – Chief Executive  |
| **Apologies** | Rob Lee (RL) Board MemberDavid Thompson (DT) Board Member |
| **Update** |
| **Minutes of previous meeting:** * Nov 21 minutes agreed as correct.

**Matters arising:** * Communications deep-dive was postponed.
* Bev Tanner was welcomed to the Board for this month, pending further discussions on the recruitment of a treasurer.
* Chair noted difficulties with attendance as the last meeting in Feb was cancelled. Board confirmed preference for Sat morning, in-person meetings.

**CEO report**JB highlighted key items from the report, explaining the volume and complexity of signposting requests is taking considerable staff time and there is a gap in the support currently offered to service users that require extensive support. Update report also covered the increase in project activity, need to increase staffing resources, and opportunities for external contracts. Board praised the work done to date, future plans, and commended the entire HWG staff team.**Annual/Business Plan**Board noted the report and volume of work planned for 22/23. Board suggested consideration of further prioritisation. **Finance report*** BT provided a new report to provide financial information to the Board.
* Board discussed financial risk of holding more than 85k in a single account.
* Board aware of need to find a new bookkeeper before the end of the year.

**Building a more consistent HW Network**Chair noted that HWG meet (and excel in some areas) current HWE requirements.**Board Charter**Discussed and agreed by the Board (with minor amendments).**Risk Register**Several new risks were reviewed by the Board. **Safeguarding report** * One safeguarding issue reported to the Board.

**AOB** No issues raised.  |
| **Actions:**  | **Person responsible:** |
| * Minutes, once agreed by the chair, to be circulated to all Board members as soon as available.
* LG & AM to co-chair the Board.
* Communications deep-dive to be discussed at May 22 Board meeting.
* Highlight to commissioner our signposting concerns, both in resources required and gaps in service provision.
* Board agreed to a new finance report.
* Board agreed to multiple bank accounts to be opened to transfer money (in excess of 85k) from Metro.
* Review and add to ‘glide-path’ on website.
* Board agreed to further discussion on opportunities for external contracts (for May 22 meeting).
* Board agreed to increase staff resources.
* Board agreed to review annual/business plan and respond with comments direct to JB by cob 15/4/22.
* Due diligence for all Board members (requirement for photographic ID), and in particular for Treasurer role to be reviewed.
* Due diligence for new bookkeeper to be reviewed.
* Contact to be made with potential new bookkeeper.
* Draft of Quality Framework to be shared with the Board on or before 22nd April.
* Slight amendment to the wording of the Board Charter to be made.
* Further amendments to be made to the Risk Register, including a new risk on impact on staff of dealing with increasingly difficult, emotional, and complex issues from our signposting activity.
 | * LG & JB
* LG & AM
* RL & PG
* JB
* BT
* JB
* PG
* ALL
* JB
* ALL
* JB
* JB
* BT
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* LG
* JB
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| **Next meeting** |
| **Board meeting:** **Date:** Sat, 14th May 2022**Time:** 10am – 1pm**Venue:** Woolwich centre |
| **Agreed as correct by Board:** **Signed: Lynne Gilchrist** |