

Healthwatch Nottingham and Nottinghamshire Board Meeting

Date: 19th December 2024
 Time: 16:30-18:30pm
 Venue: The John Godber Centre, Ogle Street, Hucknall, Nottingham, NG15 7FQ

Attendees: Sarah Collis (Chair), Deborah Wilson (via MS Teams), Dave Brennan, Karla Capstick, Sabrina Taylor (via MS Teams), Fiona Dawson, Kinsi Clarke, Kerry Pickaver (minutes).

Apologies: Obai Kurd Ali

Agenda item	Discussion/decisions	Action
1. Introductions and welcome		
2. Apologies and minutes of last meeting)	Apologies received from Obai Kurd Ali. The September minutes were agreed as a true record. Outstanding actions: Board report on current volunteering model - Deferred as the Volunteer Strategy will be revised in line with forthcoming review of Business Strategy. Board recruitment - see at 5. on these minutes.	
3. Board Report and Community Roadshow evaluation	<ul style="list-style-type: none"> • ST noted highlights from the Board report: <ul style="list-style-type: none"> - Proud and pleased that we won the tender for the HW function for County and City for the next 3 years. Next step is to sign the contract in January. We will ask for their feedback on our bid. - ICB - there is still more to be done to strengthen our partnership with the ICB. For eg, no engagement with the ‘ICB Health Inequalities improvement framework’ piece despite our expression of interest. Nottm & Nottinghamshire is a pilot area. Our membership of the VSCE alliance helps us to remain connected. KaC reported that there may be forthcoming changes due to devolution of funding from central government. We will attend the next ICB meeting in January and have a slot on their agenda. 	

- NHCT - they are in special measures and are keen to get HWNN involved in their improvement journey. ST has been working with their involvement team to explore how we can be involved. We may begin with their patient reference group then perhaps move on to following up on our SMI report. It could be a great example to other Trusts showing what HWNN can bring to the table. Already involved in their evidence and assurance group and they are planning to fund our continued involvement. ST attended one of their public events recently and reported that patient involvement was a key priority for them. We want to ensure that the voices that are heard are diverse. SC added that our SMI report has given us leverage and impact in wider circles. It has been cited in the JSNA for mental health. ST and SC also showcased the report at a recent meeting with SFHT and feel this could potentially lead to further pieces of commissioned work. SC added that our report had led to tangible impacts on quality. DB added that our developing relationship with NHCT is a top priority for us. It can illustrate our added value and the important role we have.
- HWE Conference - was a great opportunity to hear what is happening at a national level across the network.
- Staff: We have recruited 2 new members of staff to the Enter & View role and the Engagement Officer role. One of our current members of staff will be going on maternity leave soon. FD reported that several interviewees told us they had heard that at HWNN, we live into our values, and that it is a diverse and great place to work.
- Website - our new website is now live, and is more aligned to the HW Network website. Any feedback is welcome.
- Comms - 2 newsletters have been published so far. It is professional and slick, and goes out to over 2,000 people/stakeholders on our mailing list.
- Community Roadshow Evaluation:
 - KiC reported that HWNN had delivered 4 roadshows in the past 4 quarters. We had over 107 organisations requesting to have stalls. 96% of the feedback we received on these events was positive. We asked our attendees for feedback on what community engagement meant to them, and we looked at how this feedback aligned to the objectives in our community engagement strategy. One of the key outcomes from the events was raising our profile, which complements our comms strategy (newsletters, social media etc). KiC reported that 3 of the CRS events

	<p>were done in conjunction with CVS's and PBP program leads in each locality. South Notts PBP reported that they gained 2 pieces of work and a new partnership as a result of our roadshow. Our event was an enabler for new partnerships and connections. On average, each roadshow cost around £750 to host. They were very time/resource intensive. There will be an external examination of the CRS's with a survey being launched 13/14th January. The data received will be analysed. SC added that the events had raised our profile and had brought organisations together which was valuable. We need to question what it is that we, and others, are getting out of it. KaC added that we could potentially apply a small charge for attendees to recover some income. We could ask this question as part of the evaluation exercise. DW noted that we could facilitate questions from partners at forthcoming events to make them more strategic. We could also look at getting sponsors for the CRS, but they must align to our strategic plan. Attendees might want to participate in our Advisory Group, this could be an offer we make. DW agreed to be the Board link person for the CRS's.</p> <p>KaC added that it was a phenomenal start.</p>	<p>KC to send draft CRS evaluation to DW</p>
<p>4. Finance update</p>	<p>ST noted that the budget analysis paper outlined our financial position as at $\frac{3}{4}$ of the way through the year. We have underspent on salaries due to carrying vacancies. The forecast for the end of the year is an underspend on events and activities, the fund for microgrants is in development with 1 application so far. We will underspend on Business Development; we are now beginning to spend on marketing and PR with an underspend by year end. There are no overspends. We had previously agreed that we would overspend by £88K from our reserves. The forecast on this for the end of year is now an overspend of only £33K. During the next financial year we will use our allocated funds effectively (e.g microgrants) and there will be financial considerations around salaries.</p> <p>SC noted that it is helpful having a lesser deficit but this was largely due to staff vacancies. This has in turn impacted our ability to earn income. We need to stretch our targets for next year for earned income. Now that we have a full staff team, we can work towards this.</p>	

5. Board Recruitment Task and Finish Group	<p>This item to be deferred. SC will send a paper to Board in the new year.</p> <p>There will be a discussion offline re: the tenure of the HWNN Chair role and potentially an Extraordinary General Meeting (EGM).</p>	<p>SC to issue paper early 2025</p> <p>SC to call EGM re: Chair role</p>
6. Board Development Session	<p>ST said a Board Development Session would be held which will focus on the Theory of Change.</p>	
7. Interim CEO post and recommendations	<p>CONFIDENTIAL SECTION - KP, FD, KiC and ST left the meeting.</p> <p>SC confirmed the outcome of the confidential discussion was that ST had been permanently confirmed in post as Chief Executive Officer.</p>	
8. HWNN Business Development Support Proposal	<p>DB was asked to step out whilst the Board discussed his proposal. Sarah explained that the proposal would support the Board and the SLT team to develop a business strategy and examine the development of our products and services to create income generation. This would be alongside support from an external fundraising consultant. FD asked if this meant that we were ‘doubling-up’. SC confirmed that they were 2 different aspects. DW asked if a package of work had been put together. SC confirmed that the proposal outlined what DB thinks is needed and that 24 days’ work is the maximum outlay. ST added that we could prioritize the things we think will bring maximum income generation. DW thought we could use the expertise offered to work out the ‘how’; and that we should evaluate progress as we go. KaC agreed that a test & learn approach should be used. DB and ST can work together to identify what is needed over the next 12 months. KaC asked that for a review to be built in. SC said that this work would be preparation for ‘off the shelf’ products for commissioning opportunities. SC added that this model would feel very different for the team, and that we may need to build in some workforce change management. SC proposed to agree in principle and all present were in agreement.</p>	
9. AOB	<p>ST & SC thanked Kerry Pickaver for her valued support given to the Board over the past year.</p>	

Date of next Board meeting: 13th March 2025 at The John Godber Centre, Ogle Street, Hucknall, Nottingham, NG15 7FQ