

Healthwatch Nottingham and Nottinghamshire Board Meeting

Date: 13th March 2025
 Time: 16:30-19:30pm
 Venue: The John Godber Centre, Ogle Street, Hucknall, Nottingham, NG15 7FQ

Attendees: Sarah Collis (Chair), Obai Kurd Ali, Dave Brennan, Sabrina Taylor (via MS Teams), Fiona Dawson, Kinsi Clarke, Kerry Pickaver (minutes).

Apologies: Deborah Wilson, Karla Capstick

Agenda item	Discussion/decisions	Action
1. Introductions and welcome		
2. Apologies and minutes of last meeting)	Apologies from Deborah Wilson and Karla Capstick. The December '24 minutes were agreed as a true record.	
3. Board Report	<ul style="list-style-type: none"> - SC noted that the EDI rating is red as there has been little progress on this aspect. - ST added that the Board report contains new intelligence data from our new HIVE system (Healthwatch Intelligence and Volunteer Engine). It identifies top themes from the last quarter. Strategic meeting intelligence reports should be submitted to HIVE by Trustees. FD has led on bringing in the new CRM and we can now see new high-level information. Noted that it would be useful if the Trustees could see what impacts are coming from strategic meetings. FD said that there are other high-level dashboards in the pipeline and the CRM gives the ability to link issues with other issues. Issues meetings are held twice monthly where key themes are identified. Key issues are raised with service leads. ST said there is a framework that we use to help to decide which issues to take forward. - Media highlights - ST reported that our press releases had resulted in stories being picked up by local media, and our articles have been quoted. There has been a 'buzz' around the publication of our pharmacy report. We have an 	FD to send this data to Trustees.

	<p>excellent Comms plan now in place. Our current Comms Officer is due to start maternity leave soon, and we are recruiting to implement cover for this role, with a new candidate to start in April.</p> <ul style="list-style-type: none"> - Income generation: new income has been secured from Notts Healthcare Trust. We submitted a proposal for a 3 phased approach to support their IIP (Integrated Implementation Plan). Phase One is costed at £32,395 and the objectives for HWNN are to act as a critical friend on the Evidence and Assurance Group and to support the development of the IIP Patient and Carer Group. Phases 2 and 3 of this work are to follow. Additionally, Notts Safeguarding Adult Board have agreed to pay HWNN £1,900 for our consultation on their proposed methodology for engaging with a cohort of people with lived experience of Section 48's. 	
<p>4. Finance update</p> <ul style="list-style-type: none"> - 25/26 Draft Budget - To follow - Additional Income generated before year-end 24-25 (See board report) 	<ul style="list-style-type: none"> - ST provided the following verbal update: - Budget has been set for the next financial year. The finance sub-group have scrutinised the structure of the organisation. A financial picture for the year-end will be available soon. Savings have been made, but we are still in deficit. DB noted that a review of the 24/25 finance will be done in April after completion of the financial year. A report will come to Board with a forecast position for 25/26. DB reported that there were no major concerns around overspend; and that we needed to explore ways in which we can generate more income. SC added that DB had delivered a session for staff on the potential to develop HWNN as a social enterprise. Additional services will be promoted to service providers. There is more to do internally to understand how we categorise, promote and generate income for our services during 25/26. There will be more sessions delivered to staff to understand direction and promotion of available services externally. It needs to be a whole-organisation approach. This work will be fed into our strategy refresh and business plan. SC added that HW's must be self-sustaining social enterprises. Our local authority funding will never increase, so this is a decrease in real terms. We need a social enterprise model which is linked with our core aims and mission. 	
<p>5. HWNN Strategy Refresh presentation</p>	<p>ST delivered a presentation on our strategy refresh which demonstrated the journey that the team has taken so far, and to identify next steps. We need to strengthen our impact, ensuring that our strategy is reflective of this. ST wants everyone to have involvement and connection with it - the staff team, our volunteers and our Board. The staff team have considered our statutory</p>	

	<p>functions and our charitable aims, a SWOT overview along with impact vs effort. They explored our financial sustainability and both our volunteer and our engagement offer. The document details our vision, our aims, our goals and outputs, our outcomes and our impacts.</p> <p>ST noted that we aim to co-produce the strategy, to ensure that it is the right fit. It is a living framework to guide our direction over the next 3 years. ST would like input from the Board so that they are assured and confident that our vision, aims, goals and impacts are aligned to their vision. The timeline to finalise the strategy is 4 months - 1-2 months for Board feedback, followed by 1-2 months for development of an operational plan with KPI's. Regular progress reviews will be built in. ST asked for initial thoughts. DB said that the document was positive but that the strategy needed to include the what, the why and the how. Finance and sustainability are part of the how. DB felt that our values and ethics could be included in the document.</p> <p>The Board participated in an exercise to provide feedback on our goals, outputs, outcomes and impacts. There was a suggestion that internal elements should be taken out of the strategy (i.e income generation). There needs to be a balance in our strategy between providing enough information but not going into finite detail. We want it to be something we can share publicly. We could have a corporate plan which contains all the enablers. OKA added that the strategy needs to be easily digestible, and that there could be two versions - one high level, another with the underlying detail. ST noted all of the feedback given during the exercise and thanked all for their participation. Next steps will be to seek input from KaC and DW. The strategy will then be refined to incorporate all the Board feedback and will have a refresh every 6-12 months. It will be fed into staff annual appraisals and objectives.</p>	<p>ST to seek input on draft strategy from DW and KaC. Final draft to be approved by Board by email.</p>
<p>6.Board Recruitment update</p>	<p>SC reported that the Comms Officer and Volunteer Co-ordinator have the documentation ready for the Board recruitment drive. We are looking to recruit more members to Board for stability. The recruitment drive will also go out to the stakeholders which we would like to participate in our Advisory panel. We are looking to increase diversity on our Board. We also need to increase the number of strategic volunteers to help us to be represented at strategic meetings. The ambition is to have this ready by July, with an online information session to be held. Current Board members to attend. This will be followed by an interview process.</p>	

	<p>Chair Tenure - SC reported that the Chair role is contracted for 6 days per month. There is a need to revisit the Chair role and its functions. There may be possibility for the CEO to step in to attend Health Scrutiny meetings, and for the Chair to retain attendance at Health and Wellbeing Board. Individual Chairs can have a 9-year tenure. SC announced that she is planning to step down as HWNN Chair in March 2026 but that she may still contribute via membership of our Advisory Panel. DB noted that stakeholders should be involved in recruiting to the Chair role, i.e representatives form Health Scrutiny or the Health and Wellbeing Boards. SC asked Board Members to look out for candidates who may be able to support on our Advisory Panel or as prospective Members of our Board.</p>	
7. AOB	<p>Future Board Meeting dates proposed are: Thursday 26th June Thursday 25th September Thursday 18th December</p>	<p>KP to book venues and send out calendar invitations.</p>

Date of next Board meeting: Thursday 26th June 2025 at The John Godber Centre, Ogle Street, Hucknall, Nottingham, NG15 7FQ