

HEALTHWATCH KINGSTON upon THAMES	19.09.18
PART A Item 4: Action log of PART A Minutes held 25.07.18	For noting or updating

ITEM No.	ACTION	BY WHO	BY WHEN	PROGRESS
3	<p>Approval of PART A Minutes held 23.05.18</p> <p>3.1 Minutes of the previous Board Meeting were checked for accuracy and approved pending the following amendment(s):</p> <p>It was agreed that in item 9.3 should be deleted.</p>	ABY	Mid-Sep 18	?
4	<p>Action Log of PART A Minutes held 23.05.18</p> <p>4.1 The HWK Board requested an update report from GS (as the HWK Adult Safeguarding Lead) at the next HWK Board meeting, on the role and activity of HWK as part of the Kingston Adult Safeguarding Board and the proposed HWK 2018-19 priority to develop an Adult Safeguarding Community Reference Group for Kingston.</p>	GS	By 12.09.18	Completed and provided as part of papers for PART A of the HWK Board Meeting on 19.09.18.

	<p>4.2 HWK Board DBS checks was discussed. DBS checks for NA, WO and JW are outstanding due to access issues to the online DBS checking system which have now been resolved.</p> <p>NA, WO and JW to liaise with SB to book in 1:1 to process/finalise. And SB to check copies of DBS paperwork for GS are in the personnel file.</p>	<p>NA, JW, WO, GS, SB</p>	<p>By next HWK Board Meeting on 19.08.18</p>	<p>Dates for 1:1s are being arranged to process/finalise outstanding DBS checks.</p> <p>JW scheduled for 05.10.18</p> <p>NA - scheduled for?</p> <p>WO - scheduled for?</p>
	<p>4.4 The HWK Board noted that there had been a conversation between SB and Kingston Hospital to improve HWK's involvement in and response to the hospital's Quality Account 2018-19. LM asked how the Quality Account document is used. SB to take this question to the next Kingston Hospital Healthwatch Forum meeting (20.09.18). SB asked if any members of the board would like to join him at this next meeting.</p>	<p>SB</p>	<p>By next Kingston Hospital Healthwatch Forum meeting (20.09.18)</p>	<p>SB cannot attend this meeting but LM will.</p>
	<p>4.5 LM has requested a short report on the impact of the Grassroots engagement events at the end of the delivery period. She agreed that impact cannot be assessed in any depth and that the most important thing was to have a summary record.</p> <p>SB stated that the last Kingston event is the Fastminds Neurodiversity Arts Festival on Saturday 15th September. He anticipated that a Grassroots report will be completed by end of 2018.</p>	<p>SB</p>	<p>End 2018</p>	<p>To be done.</p>

	4.6 SB to review the HWK Privacy Policy after the planned meeting between HWK and RBK contract holder Peter Taylor on Thursday 16th August.	SB	End 2018	To be actioned when Peter Taylor responds to HWK GDPR DPO information sent for his review.
6	<p>Chair's report</p> <p>6.2 NA suggested that we need to thank GS for his time as HWK Chair and to welcome LM as the new Chair and it was agreed HWK hold a public 'meet the board type session' where thanks and welcome can be made. LM suggested that SB look at a date in early to mid-September to arrange this.</p>	SB	By next HWK Board Meeting on 19.08.18	Done. Date now set for the HWK Xmas Community Celebration (combined with the HWK Joint Task Groups meeting) on 17.12.18.
	6.3 Send out an invite to HWK Stakeholders.	LA	By 19.08.18	Done.
7	7.4 The Board approved the Report of the HWK Trustees and Unaudited Financial Statements for the year ending 31.03.18. GS is required to sign the paper document of this report upon his return, so this can be sent to the HWK Independent Examiner for submission. NS has left a copy with SB.	SB/GS	ASAP	Done.
8	8.2 SB to discuss the role of the Data Protection Officer (DPO) with the HWK contract manager at RBK.	SB	On 16.08.18	Done. Awaiting feedback from RBK.

	8.2 LM requested that all board members refresh their knowledge of the HWK contract.	ALL	By 16.08.18	Done.
	8.5 HWK and partners intend to submit another bid to become a Time to Change (TTC) 'funded hub'. We appear to be in a stronger position this time around because Kingston is already a TTC 'virtual hub'. TTC have been enthusiastic for us to apply. The deadline for the application is 16.11.18.	SB	By 16.11.18	TTC bid writing partners meeting scheduled for 12.09.18. Ongoing.
	8.8 LA has arranged to meet members of YOL! to discuss/plan communications e.g. social media/webpages etc.	LA	By Early Sep 18	Done.
	8.11 The Board agreed a short Business Continuity Plan needs to be written and a process needs to be put in place. JW suggested that this could be put together prior to the next Board meeting in September.	SB	By 19.09.18	To be actioned. Suggest this is goes to the November Board meeting.
	8.12 The Board discussed HWK reputation management and external media communication. WO felt that although only a medium risk, all points of interaction with the public need to be looked at. HWK should have a readily available holding statement in the event of the HWK reputation being challenged. WO offered to draft.	WO	By end Sep (?)	?

	It was agreed that if such a situation were to arise, it would be the Chair's responsibility to speak to the press.			
	8.13 JW agreed to be the Board Member responsible for the HWK Risk log. NS suggested that he sends it out to staff and Trustees 3 weeks in advance of the November Board meeting for their input/update using the agreed HWK template. It was agreed that the log should then be reviewed every other meeting (every four months) with the bulk of discussion should be by email prior to the relevant meeting.	JW	01.11.18	Ongoing.
	8.14 The allocation of the £3k mentioned in minute '7.3' above was agreed by the Board as follows: <ul style="list-style-type: none"> • Staff training and attendance at conferences / workshops be increased by £1000. • IT facilities and Helpdesk - increase of £1500 agreed, e.g. for potential new website. • Hospitality for Meetings - increase of £500 to support volunteer recruitment events agreed. The HWK Budget and Accounts 2018-19 now need revising to reflect changes.	SB	By 12.09.18	Done.
	8.15 The Board agreed that the meal subsidy for staff and volunteers would be £20 max. for an evening meal and £10 max. for any other meals			

	required within that day. SB to update the relevant HWK policies.	SB	Before next review.	Ongoing.
	8.17 NS agreed to attend the Healthwatch England Committee on 21.07.18, as LM is unable to go and SB is on holiday. At present the topics for discussion are not known.	NS	21.07.18	Done. NS has circulated feedback which includes some follow-up actions for staff and Board.
9	<p>Project and Outreach Officer reports</p> <p>9.2 The Enter & View Report for Kingston Adult Community Mental Health Services at Tolworth, has been sent to Richard Dalton, Clinical Manager for Kingston & Richmond Community Services at Tolworth Hospital and they now have 20 working days to respond to the report recommendations. This should be by the first week in August.</p> <p>ABY to check on the process and timescale for the report to be sent to HWE and be published on the HWK website.</p>	ABY	End Aug 18	Done but ongoing. Final report with service response is provided as part of ABY's report to the Board for this meeting.
	9.3 LA has been doing some work on the website and feels that it may be worth looking at the template provided by HWE. It was agreed that we would discuss this further at the next meeting.	LA	By 19.09.18	?

10	<p>Volunteering</p> <p>10.2 It was agreed that both ‘volunteer’ and ‘active affiliate’ terms would be used. A sentence needs adding that volunteers are not employees and NA will look at the age section of the policy to ensure HWK has the proper procedures in place for working with young people under 18 years.</p> <p>10.3 NA suggested that there be a volunteer expenses policy (there is one for staff) NS suggested that a guidance document that states what volunteers can claim should be drawn up.</p> <p>10.4 There was discussion about the list of names of our affiliates both on our website and in the annual report. With the GDPR regulations it was agreed that consent is recorded.</p> <p>10.5 SB suggested that we need to include ‘gender and gender identity’ and ‘intersex’ in our Equality and Diversity and Inclusion section of the draft Volunteer Policy.</p> <p>10.6 NA and LA are drafting a volunteer role profiles and also putting together a volunteer induction pack for the next meeting.</p>	NA	By 12.09.18	Done.
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11	<p>HWK Strategy</p> <p>11.4 JW and WO to work on the organisational development strategy aligning this with SB's operational strategy for November's meeting and to provide a progress report in September.</p>	JW, WO, SB	By 12.09.18	
12	<p>Hospital Services Task Group</p> <p>12.5 GG attended the Dementia Strategy meeting at Kingston Hospital and will discuss the report with SB and members of the Hospital Services Task Group.</p>	GG, SB	By 20.08.19	Done.
	<p>12.6 GG has been away for the last month but in his absence, LA liaised with Kingston Hospital on moving forward with the discharge project. An email has been sent to Elizabeth Tsangaraki- Wilding (ET) and Nichola Kane has been copied in. ET is currently away, LA to follow up.</p>	LA	By 12.09.18	Done.