

MINUTES

of a meeting of the Management Board
23 September 2014 (11am-12:20pm)

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Hemant Patel

Carole Howard, Administrative Assistant
Bev Markham, Community Support Assistant

Lead Members Irene Buggle and Adrienne Saunderson were also present

An apology was received for the absence of Joan Smith, Manager

Note: except as noted, all resolutions were passed unanimously

141 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 29 July 2014 were confirmed as a correct record and were signed by the Chairman.

142 WELCOME

Mrs Buggle and Mrs Saunderson were welcomed to the meeting.

As only two volunteer members of the SGA Board would be attending, it was agreed to combine the Management Board and SGA Board meetings.

143 OUTSTANDING ACTIONS

Action 20 – The Chairman had contacted Joy Hollister at the Council, and had raised a question at the Mental Health Partnership, about advocacy services (following contact from an individual seeking assistance, for whom an advocate could not be found). It appeared that no proper provision for advocacy had been made and there was no evidence that it was being prepared.

The Action was re-set to red and it was agreed that the view of Carepoint should be sought.

Action 23 – It was noted that the next edition of the newsletter was due in October/November.

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144 FINANCE REPORT

The Company Secretary submitted the Finance Report for August.

Total expenditure had amounted to £10,512.52 against income brought forward of £39,840.98.

The latest, revised forecast of expenditure expected to March 2015 was also submitted. It was noted that, on current levels of spending, there was forecast to be an underspending of about £1,300 at the year end.

It was noted that the second instalment of the grant from Havering Council for 2014/15 had been credited to the Company's account on the day of the meeting.

145 LONE WORKING BY STAFF

The recent incident in the office when the Manager was taken ill and required hospital treatment had highlighted a problem about staff working in the office alone. At the time, several staff were present and prompt action was possible; but in other circumstances, the Manager might have stayed unattended in the office for some time. Even people working in offices nearby appear to have been unaware of her predicament, despite the presence in the office at one time of three paramedics.

Subsequently, the Company Secretary had corresponded with the management of Morland House, as a result of which a "round robin" was sent to all tenants in the building urging them to watch out for each other. The management are considering other measures to reduce risk.

In addition, two personal safety alarms had been placed in the office and suitable advisory notices had been put up.

146 VOLUNTEER RECRUITMENT

Since the original recruitment exercise in the summer of 2013, there had been a number of recruits as volunteers but, equally, some of the original volunteers had either scaled back their involvement or resigned altogether.

The need and workload for volunteers was, however, growing. More was being (quite rightly) expected of Healthwatch as time went by yet present numbers were likely to be insufficient to meet the demand.

Accordingly, the Board agreed that there was now need to embark upon a second round of recruitment. It was noted that Healthwatch England had just issued a draft "Volunteer toolkit", which might assist the exercise.

Mr Patel agreed to lead on the exercise.

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147 MEMBERSHIP OF THE COMPANY, AND AUTHORISATION TO ENTER AND VIEW

The Company Secretary reported that the individuals mentioned below had now fulfilled the agreed conditions for being admitted as a member of the Company and was now eligible, subject to satisfactory completion of the appropriate training, to undertake enter and view exercises.

RESOLVED:

That the following be admitted members of the Company and, subject to satisfactory completion of the appropriate training, be authorised to enter and view:

Sujit Sen
Kathleen Meddeman
Lu Luilong (known as Cherry)

148 FINANCIAL ASSISTANCE FOR TRAINING

It was noted that Health Education North, Central and East London (HNCEL) had announced the availability of a fund to assist local Healthwatches with training costs. It was agreed that Mr Patel and the Company Secretary would pursue the possibility of obtaining assistance from this fund.

Chairman
21 October 2014

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- to send you our newsletter where you have requested it;
- to respond to any queries you may have; or
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