

MINUTES
of a meeting of the Governance Board
8 November 2022
(13:45-14:40)
At Queen's Court

Present:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Paul Rose, Non-Executive Director

Bev Markham, Community Support Officer
Carole Howard, Office Administrator

Jenny Gregory, Dawn Ladbroke, Di Old and Val Perry, Members

1 Welcome and apologies

All members were welcomed to the meeting.

Apologies were received from Carol Dennis and Ron Wright.

2 Declarations of interest

There were no declarations.

3 Minutes of meeting held 11 October 2022

The minutes of the last meeting were agreed as a correct record and the Chairman was authorised to sign them.

Arising from Minute 3 (Harold Wood Polyclinic), it was noted that there had still not yet been a response from NHSNEL.

Arising from Minute 10, it was noted that a safeguarding course had been booked for a new recruit in February 2023.

4 Finance Report

Monthly income and expenditure

The report for October was presented.

Spending in the month had amounted to £11,265, above average for the year to date. Additional expenditure in the month related to additional business expenses, the October Awayday and annual Freepost charges.

£8,000 funding had now been received from the Havering Place-based Partnership for the LD & Autism and Services for the Deaf projects, and £2,345.20 had been received from NHSNEL (via HW Redbridge) for the Care Home DES survey and expenses for the Maternity Survey (the substantive payment is yet to come). The LAS would also be making £5k available for some survey work on their behalf.

The current surplus was now £7,188.94 but there were significant project costs to be met from the recent and anticipated income referred to earlier in the report and it was not yet possible to forecast with any confidence exactly how much surplus (or deficit) there would be at the end of the year.

The position would continue to be monitored and reported monthly as the year progressed.

Printing and photocopying

It was reported that the price per copy had risen from 0.38p per copy B&W to 0.44p and 3.80p per copy colour to 4.40p. The overall effect in most months would however be negligible.

Payroll processing

The monthly cost of payroll processing had risen from £134.40 to £150. It was considered that this continued to represent value for money.

The cost of preparing the end of year income tax returns for HMRC would also rise, to £610, which was also acceptable.

Bank mandate

It was noted that no response had yet been received from Barclays to recent enquiries but the Company Secretary reported that he was devising a way around the position that would enable the Non-Executive Directors to carry out the financial duties expected of them.

5 Safeguarding survey

The annual survey on behalf of the Safeguarding Adults Board had now closed, with 78 responses in all having been received, fewer than last year but a reasonable number. The report had been published to coincide with this year's Safeguarding Week, 7-11 November.

It was proposed that next year's survey might usefully focus on abuse of disabled people by their carers, which appeared to be a growing problem nationally.

6 Havering Place-based Partnership (HPbP)

The Chairman reported that, with the Executive Director, she had now visited all four PCNs to explain the LD/Autism and Deaf Services projects, and that all four were not only supportive of them but had seen how the outcomes might help improve primary care services.

The PCNs were assuming responsibilities on behalf of their constituent practices that individual practices on their own might not be able to deal with. It might be that, in due course, the PCNs would handle registration of people who had special needs to avoid the need for practices to do so.

7 NHS North East London/North East London Health and Care Partnership

Discussions were due to be held with the other Healthwatch in North East London about the proposed MoU for cooperation between Healthwatch and NHSENL.

This was proving more complex and protracted than expected but should soon be resolved.

8 Safeguarding and Quality - update

Ms Old reported that problems continued to be identified at various homes, some of which were causing considerable concern though there were also grounds for optimism. In response to a question, she confirmed that, generally, staffing levels in Havering homes were not a matter of concern.

Arising from another query, it was agreed that enquiries should be made as to which homes in the borough were being used for discharge from Queen's Hospital.

9 Engagement projects - update

- **Domiciliary Care**
 - The next group of surveys was still awaited.
- **Post Covid Syndrome (Long Covid)**

- The report had not yet been published; as soon as it became available it would be published on the website.

- **Care Homes – Direct Enhanced Service (for GP cover at homes)**
 - The report had not yet been published; as soon as it became available it would be published on the website.

As noted earlier, the fee had now been received from HW Redbridge.
- **Supporting Equity and Equality in Maternity and Neonatal across NE London**
 - The report would be published soon and would be available on the website.

HW Redbridge would be paying the fee at the end of November.

NHSNEL have asked for assistance with some follow up work, of which details were awaited.
- **Services for the deaf**
 - Preparation work for the project on services for the deaf iwa continuing. The four PCNs have been alerted to it.

The HPbP had paid £3k to support this project.
- **Autism and Learning Disabilities**
 - The HPbP had paid £5k to support this project.

Preliminary discussions will be taking place with NELFT, NHSNEL, the Council and voluntary sector partners.
- **London Ambulance Service (LAS): Strategy Development**
 - The LAS had now offered every Healthwatch in London £5k to assist with consultation on developing a new Strategy. An expression of interest in participating on behalf of Havering has been submitted to them. It was understood that all Healthwatch in North East London had expressed interest in the project and some data sharing as part of the project had been agreed in principle. About 15 Healthwatch form elsewhere in London had also agreed to participate.

It was understood that the expression had been accepted and that the LAS would pay the fee up front.

10 NELFT Physiotherapy Service

A member referred to the Physiotherapy support offered to a friend, which appeared inadequate. It was agreed that further details would be supplied so that enquiries could be made of NELFT.

11 Next meeting

The next meeting was due on Tuesday, 17 January 2023 at the office. There was to be an Awayday and Christmas event at the Hornchurch Bowls Club on Thursday 8 December.

_____ Chairman