

## **MINUTES**

of a meeting of the Management Board  
12 February 2019 (2pm-3pm)

**Present:**

**Directors:**

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

**Carole Howard, Office Administrator**  
**Bev Markham, Community Support Officer**

**Members June Alexander, Helena Cowin, Carol Denis, Maria Dugdale, Jenny Gregory, Dildar Khan, Dawn Ladbrook, Di Old and Ron Wright.**

**Apologies were received for the absence of: Val Perry, Vivien Saxby and Jennifer Smith; and prospective members Vivienne Miles and Nina Reardon**

All resolutions were passed unanimously

**370 MINUTES OF LAST MEETING**

The minutes of meeting of the Board held on 22 January 2019 were confirmed as a correct record and the Chairman was authorised to sign them.

**371 DECLARATIONS OF INTEREST**

There were no declarations of interest in business before the meeting.

**372 OUTSTANDING ACTIONS**

Action item 53 – 29/5/18 Following the decision at the last meeting, the Governance Review had been reinstated and would now look at policies requiring review.

Action item 54 – 22/1/19 The special meeting would be held immediately following the Board meeting but, for reasons not yet clear, despite the letter of intent, the Council had suspended completion of the contract following receipt of “a query” from another bidder.

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### **373 CHAIRMAN'S REPORT**

The Chairman reported that:

- 1 Work with the Provider Alliance continued. The PA was keen to involve Healthwatch to provide a patients'/residents' view of services. The Chairman would shortly be meeting the PA co-ordinator to discuss how this could be done.
- 2 An event had been arranged for 27 March to ascertain patients' views of recent changes in the provision by BHRUT of services for cancer patients at Queen's Hospital and King George Hospital.
- 3 In the coming year (subject to the contract), a priority would be young people's mental health services. Ways would be looked at of ascertaining their views.
- 4 The financial deficit of BHRUT had proved to be greater than expected. This would require many changes in service but the Chairman was confident that BHRUT's leadership would be able to take the necessary action.

### **374 FINANCE REPORT**

The Company Secretary submitted the Finance Report for January 2019. £9,696 had been spent on Healthwatch activity.

### **375 BID FOR NEW CONTRACT - update**

Subsequently to the last meeting, the Council had notified the Company that:

**“Due to queries from a bidder, the standstill period for the Healthwatch contract has been extended until further notice.**

**“We will keep you informed of developments in due course.”**

As of Monday, 11 February, no further clarification had been received. It was therefore not yet clear whether the contract had been awarded to the Company.

The Directors had met on Tuesday 5 February to discuss this development. The message received did not give any indication as to the nature of the query or its likely effect, and enquiry about it had met with the response that the query was a matter of commercial confidentiality between the other bidder and the Council. The statutory procedure for challenging the award of a contract had not so far been invoked.

The Directors had concluded that, in all the circumstances, given that the new contract is due to start on 1 April (with less than 7 weeks to go), that considerable preparatory work would be needed and that re-registration as a

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community interest company was an essential pre-requisite for the contract, the Extraordinary General Meeting to determine whether to re-register should go ahead as planned.

The cost of the re-registration was only £35 so there was no significant cost involved. The re-registration process was likely to take only a few days. However, the process leading to a decision to re-register by the Company's membership required at least three weeks; postponement of the meeting would therefore mean that it would be early March before a decision to re-register could be taken.

The risk of not proceeding with re-registration was therefore that the ability to enter into the contract might be delayed.

**The Board endorsed the Directors' decision to proceed with the Extraordinary General Meeting seeking authority to proceed with re-registration.**

It was noted that, in anticipation that the contract would be awarded to the Company, work had begun on renewing members' Disclosure and Barring Services checks, where they had expired. The new contract required members' DSBs to be up to date.

In addition, the requisite review of policies had also been put in hand.

#### **376 GOVERNANCE**

The Chairman referred to the working group of members currently carrying out the review of governance.

She suggested that it would be useful to formalise the group as a Committee of the Board, with the intention that the three members engaged in it (Jenny Gregory, Dianne Old and Ron Wright) would meet monthly with the three Directors to discuss matters of governance.

With that in place, the Board could meet less frequently, at quarterly intervals.

Following discussion, the proposal was **APPROVED** and it was **RESOLVED:**

- 1 That a Governance Committee, comprising the Directors and Jenny Gregory, Dianne Old and Ron Wright, be established.**
- 2 That the Governance Committee meet monthly.**
- 3 That the Management Board meet in future on a quarterly basis.**

**377 BHRUT: ELECTIVE SURGERY ARRANGEMENTS**

It was noted that all pre-assessments for elective surgery would in future be carried out at King George Hospital, even where surgery was to take place at Queen's Hospital. Alternative ways of carrying out pre-assessments, for example at GP surgeries or pharmacies could be considered. It was agreed that, in due course, Healthwatch should look into these arrangements.

**378 COMMUNITY INSIGHTS**

It was noted that the Chairman and the Company Secretary would shortly be meeting the Chief Officer of Healthwatch Tower Hamlets and a representative of Community Insights, a system for obtaining and publishing views of the community about health and social care matters.

A further report would be presented in due course.

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**Chairman**  
**... 2019**