healthwatch Redbridge

Annual General Meeting

Date: 19th November 2024 **Venue: Ilford Town Hall** **Time: 1.15pm to 2.30pm**	
Present:	
Directors: Lorraine Silver **(Chair)** Gita Malhotra **(Chair-elect)** David Lyon Athena Daniels Afreen Jahan Lisa Mina Cathy Turland **(Company Secretary) (Minutes)** **Apologies:** Mo Dedat Gloria Onwubiko Jerusan Jehanathan Shahid Majid	**Staff:** Miranda Peers Dawn Hobson Donna Young Ellis Pearce Rafat Kiani **Attendees**: Voting members and stakeholders from various organisations were in attendance

Item:	Discussion:	Action:
1.	**Welcome and Declarations of Interest:** The Chair, Lorraine Silver welcomed members and introduced the board and BSL interpreters.	
2.	**Apologies:** Apologies were received from HWR Directors Mo Dedat, Gloria Onwubiko, Jerusan Jehanathan and Shahid Majid who had planned to vote by proxy for the meeting.	
3.	**Chairs opening remarks:** 3.1 The Chair welcomed attendees, board members, and staff. 3.2 She explained that this AGM would be her last with Healthwatch Redbridge as she has come to the end of her term of office. 3.3 She acknowledged staff commitment to raising the organisational profile during her tenure, highlighting the increase in staff numbers and the expansion to larger office space. 3.4 Recognising staff contributions, she thanked staff personally for ensuring the organisation had gone from strength to strength.	
4.	**Minutes of the last AGM – 16th November 2023** 4.1. The minutes of the last meeting were agreed and signed as a correct record of proceedings.	

	Approval of the minutes was carried unanimously. **Matters arising:** 4.2. There were no matters arising from the minutes.	
5.	**Community Cash Fund: celebrating engagement** 5.1. The CEO explained the background to the Community Cash Fund (CCF) and how HWR wanted to ensure local community organisations had access to small grants to identify issues that were important to their users. 5.2. She introduced two organisations that had worked with HWR over the previous year to explain how the CCF had supported their organisations. 5.3. **Black Women's Kindness Initiative:** the speakers, Cheryl Hutchinson and Raquel Martin, explained how the CCF grant had enabled them to launch the "Better Me, Better Life" poster campaign across GP practices and community venues around Redbridge, with the intention to empower marginalised voices, identify service gaps and develop equitable community services. 5.4. The project surveyed 30 women about their experience of using services, ultimately leading to the establishment of a Well Being Hub; an inclusive, holistic health space, reaching over 250 women from marginalised groups. 5.5. BWKI were delighted to have been successful in bidding for additional Health Inequalities funding to continue their work, citing their initial contact with HWR through the CCF grant as the reason for their ongoing success. 5.6. **Redbridge Rainbow:** Simon Shaw, the CEO, highlighted how the Community Cash Fund (CCF) grant enabled Redbridge Rainbow to deliver a community support project focused on researching the health and care service experiences of the LGBTQ+ community. 5.7. The project identified several key findings: 5.7.1. **Positive Experiences:** Many participants reported positive interactions with inclusive practices within health and care services. 5.7.2. **Challenges:** Some participants faced challenges due to service assumptions and a lack of understanding of LGBTQ+ specific needs.	

	5.7.3. **Recommendations:** The project provided recommendations for service improvements to better cater to the LGBTQ+ community. 5.8. Looking ahead, Redbridge Rainbow plans to conduct action planning workshops, offer professional training, and host community health sessions to continue supporting the LGBTQ+ community.	
6.	**Chief Executives Report – highlights of the year** 6.1 The Chief Executive delivered her report citing the following organisational achievements from the year including: • 1,500+ people sharing their health/care experiences • Publishing several reports • 100+ information/signposting requests • Increasing the HWR Community Network to 43 organisations • 16 volunteers actively supporting the work and donating a total of 431 hours of their time 6.2 She highlighted several key outcomes from the Annual Report including: 6.2.1 **Maternity and Neonatal Independent Senior Advocate:** The CEO spoke about the importance of supporting families across north east London who have experienced adverse outcomes during their pregnancies or immediately after the birth. 6.2.2 **National Healthwatch Network training:** developing training for other Healthwatch organisations across the country. 6.2.3 **Mental Health First Aid training:** HWR has trained 72 Mental Health First Aiders within community and statutory sector organisations which has supported not only the users of those services, but also their staff. 6.2.4 **Women's Health Project:** HWR began a local project based on the previous year's national project. The project will concentrate on three aspects of women's health: cervical screening, breast screening, and menopause support. Once completed, the findings will be published next year. 6.2.5 **Accessible Information Standards:** HWR continued to **champion** the need for information to be provided in a format that can be understood by the individuals, such as different languages, British Sign Language, large print or easy read. She explained that HWR will continue to support individuals with communication support needs.	

7.	**Resolution 1: Presentation of the Annual Accounts and Financial Report** 7.1. The CEO presented the audited accounts on behalf of the treasurer, Mo Dedat, who had to send his apologies. 7.2. She read out the statement provided by the Treasurer stating the auditors had provided an unqualified audit opinion that the audit showed the accounts were a true and fair representation of the years' activities. 7.3. The organisation had unrestricted reserves of over £130,000 and was being managed conservatively to ensure the Charity could meet its financial obligations. 7.4. There were no particular items of an exceptional or unusual nature to bring to members attention. 7.5. She highlighted additionally funded projects which had put the organisation on a firm financial footing. 7.6. Members were asked to approve the accounts. **Proposed by Lorraine Silver** **Seconded by Gita Malhotra** ***The resolution was carried unanimously.***	
8.	**Resolution 2: Appointment of Auditors** 8.1. The Chair asked members to re-appoint Reddi, Siddiqui and Kabani, as Auditors for the coming year. 8.2. The CEO stated the directors had reviewed the continued use of the auditors as part of our financial strategy review last year and agreed to continue to use their services. **Proposed by Gita Malhotra** **Seconded by David Lyon** ***The resolution was carried unanimously.*** **Resolution 2a: Auditors Remuneration** 8.3. Members agreed that the directors would approve the remuneration of the auditors. **Proposed by Lorraine Silver** **Seconded by Gita Malhotra** ***The resolution was carried unanimously.***	

9.	**Resolution 3: Appointment of Directors/Trustees** 9.1. Voting members were asked to appoint as directors, any member in respect of whom a valid nomination had been received. 9.2. The CEO introduced the individuals who had applied to become new Trustees. She explained that each prospective appointee had completed a formal recruitment process which included an interview, and invitation to join the board as a co-opted member. The applicants were: 9.2..1. **Lisa Mina** 9.2..2. **Jey Jahanthan** 9.2..3. **Afreen Jahan** 9.2..4. **Shaheed Majid** 9.3. Members were invited to approve their appointments. **Proposed by Lorraine Silver** **Seconded by Gita Malhotra** ***The resolution was carried unanimously***	
10.	**Retirement of long-serving Directors:** 10.1. The Chair explained that the Charity's rules allow Directors to serve for a maximum of ten consecutive years. Three Directors were now standing down after reaching this milestone: the Chair, Lorraine Silver, Athena Daniels, and Mo Dedat. 10.2. Athena Daniels addressed the meeting, reflecting on her long service and the significant changes during her tenure, including the transition from the Redbridge Local Involvement Network to Healthwatch Redbridge (HWR), and the challenges of the Covid period. She expressed gratitude to the board and emphasised the importance of the organisation's continuation. 10.3. Mo Dedat, unable to attend, had the Chair read a statement on his behalf. He thanked the board for their support in ensuring the organisation's stability and acknowledged the contributions of the CEO and staff. He also recognised the support from the London Borough of Redbridge. 10.4. Lorraine concluded by thanking all board members, past and present, for their support during her tenure as HWR Chair, acknowledging that it had not always been easy.	

11.	**Formal handover to new Chair of HWR** 11.1. Lorraine concluded her role as Chair of the meeting and introduced the new Chair, Gita Malhotra, who then assumed the role of chairing the meeting. 11.2. Gita Malhotra expressed her gratitude to Lorraine for her introduction and dedicated service to health culture in the region. 11.3. Gita shared her extensive background in health and care, highlighting her passion for health equity, inclusion, and personalised care. 11.4. She emphasised her deep connection to Redbridge and her experience as a primary carer for her mother, which motivated her to join Healthwatch Redbridge. 11.5. Gita expressed her excitement at being able to contribute to the organisation's mission and collaborate with the team to support residents and address health inequalities. 11.6. She emphasised the necessity of having true user voice acknowledged across all health and social care system providers. 11.7. She spoke about the need to build on the work of the past and increase the user voice. 11.8. She looked forward to supporting the project to hear from women from global majority and seldom heard communities to ensure they were involved and engaged in the development of systems which would enable them to engage with services. 11.9. She spoke about how the organisation would begin to expand its reach across communities and explore different ways to involve and engage in making a difference for local people.	
12.	**Any Other Business:** **Questions from attendees** 12.1. **How do you apply for the Community Cash Fund?** - The CEO explained the process for accessing the CCF. 12.2. **Can I go on the Mental Health First Aider course?** - The CEO explained how attendees could access the next MHFA training courses through the HWR website.	

	12.3. **How can we work together to help make services better for our communities when we hear MPs saying the NHS is broken?** - The CEO emphasised that raising issues through organisations like Healthwatch Redbridge (HWR) can significantly benefit individuals. They highlighted that individuals can and do make a difference. HWR supports individuals and collaborates closely with other community and voluntary organisations across the borough to ensure that the voices of service users are heard by the statutory sector.	
13.	**Chair's closing remarks:** 13.1. The Chair thanked everyone for attending the AGM. She thanked staff, volunteers, and board members for their hard work. 13.2. She emphasised the importance of keeping the dialogue going and the significance of advocacy and amplifying voices. 13.3. She encouraged attendees to continue the conversations and to provide feedback to Healthwatch. 13.4. She also expressed gratitude to the NHS partners in the room and highlighted the importance of collaborative work.	
14.	**Date of Next AGM:** 14.1. The Board agreed to set a date at a future board meeting for the next AGM for later in the year. 14.2. The Chair invited attendees to view the Healthwatch Redbridge Community Network Marketplace stalls and to speak to a range of organisations represented.	

Signed (Chair) ……………………………………………………...

Date ……………………………………………………………………