

Annual General Meeting

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| Date: 12 th December 2019 Venue: Salvation Army Hall, 15 Clements Road, Ilford IG1 1BH Time: 1.30pm - 2.45pm | | |
| Present: | | |
| Directors: Vanda Thomas (Chair) Athena Daniels Lorraine Silver Glynis Donovan Cathy Turland (Company Secretary) (Minutes) | Voting Members: Isabel Harvey Bushra Tahir Hyacinth Osborne | Staff: Miranda Peers Nat Cato Naina Thaker |
| Apologies: Mo Dedat, Michael New & Margery Peddie | | |
| HWR Members non-voting members in attendance - | | |
| Marie Price Cllr Helen Coombs Rosemary Jackson Annie Robertson Khalil Ali Shezad Saleem P Ghedia Sally Curtis Andrea St Croix Chandrika Patel Chitra Da Silva Edith Galliers | Cllr Shamshia Ali Isaac Harvey Nigel Turner Shaun Fox Jenny Ellis Swati Vyas Cllr Hussain Harbans Chahal David Pomfret Laurence Zeto Neil Harmer | |
| Item: | Discussion: | Action: |
| 1. | Welcome and Declarations of Interest 1.1. The Chair welcomed members and asked the board to introduce themselves. 1.2. The Chair also welcomed his Worshipful the Mayor of Redbridge, Cllr Zulfiqar Hussain and Cllr Shamshia Ali as guest speakers. 1.3. There were no declarations of interest | |
| 2. | Apologies 2.1. Apologies were received from HWR Directors Mo Dedat, Michael New & Margery Peddie | |

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| <p>3.</p> | <p>Chairs opening remarks</p> <p>3.1 The Chair spoke about the on-going challenges to try to find ways of providing the same quality service with less funding.</p> <p>3.2 A slight reduction in staffing and the initiation of the original community cash fund last year had enable HWR to continue to support local health and social care communities.</p> <p>3.3 She highlighted the support HWR had given local organisations such as the Refugee and Migrant Forum of Essex and London (RAMFEL) in responding to the barriers faced by vulnerable refugees and migrants.</p> <p>3.4 She also thanked the staff and volunteer team, saying that without them, Healthwatch would not function as successfully as it does.</p> | |
| <p>4.</p> | <p>Redbridge Compact 2019-22 - Launch presentation</p> <p>4.1. Cllr Shamshia Ali, Chair of the Public and Voluntary Sector Partnership (PaVSP) Board spoke about the how our local communities benefitted from the Redbridge Compact and praised the creation of the accessible versions supported by HW Redbridge.</p> <p>4.2. A new BSL video explaining the Redbridge Compact was shown.</p> <p>4.3. His Worshipful the Mayor of Redbridge, Cllr Zulfiqar Hussain explained his role as a Compact Ambassador and proceeded to formally launch the Redbridge Compact for 2019-21.</p> | |
| <p>5.</p> | <p>Minute of the previous AGM - 7 March 2019</p> <p>4.1. The minutes of the last meeting were agreed and signed as a correct record of proceedings.</p> <p><i>Approval of the minutes was carried unanimously</i></p> | |
| <p>5.</p> | <p>Matters Arising from the previous minutes:</p> <p>4.1. The Chief Executive Officer stated there were no outstanding actions.</p> | |

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| <p>6.</p> | <p>CEO's Report</p> <p>6.1. The Chief Executive Officer highlighted a number of key outcomes from the Annual Report. Most notably:</p> <ul style="list-style-type: none"> • 112,000 people were reached on social media - a remarkable increase of over 50,000 • 27 regular volunteers completed 586 hours • 2,737 people came to engagement events • 52 Enter & View visits were carried out across a number of health and social care services but most notably to all GP Practices within the borough • 107 requests for information and signposting support were received and dealt with - an increase of over a third <p>6.3. Healthy Living Project: this project gathered the views of young people (14-18) through a confidential survey co-designed by young people. The survey finished in February and collected 520 responses. Some of the findings raised concerns in regards to healthy eating and exercise, and the use of alcohol and tobacco, which was higher than the national average.</p> <p>Due to the concerns raised by the report, HWR has been invited to join the Obesity Strategy Working Group led by Public Health Redbridge.</p> <p>Healthwatch England has also showcased the report at the National Children's and Adult Services Conference this year.</p> <p>6.4. Outreach: The CEO spoke about the work of our volunteers to engage with underrepresented groups within the communities through outreach work.</p> <p>Concerns have been raised by the Deaf community who were still finding it difficult to access health and social care services.</p> <p>6.5. Mental Health: Concerns had also been identified in the access to Talking Therapy</p> | |
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| | <p>services across the borough. HWR was currently working with local communities to understand the issues and to provide an opportunity to improve the current services.</p> <p>6.6. Phlebotomy Services: HWR is supporting a review of current services with a view to responding to a future CCG review of phlebotomy services across Barking and Dagenham, Havering and Redbridge.</p> <p>A number of Enter & View visits are being carried out to provide a comprehensive response to the review.</p> <p>6.7. Cancer and Chemotherapy: The HWR report on the current chemotherapy service provided by BHRUT had identified a number of recommendations. These are in the process of being responded to by BHRUT.</p> <p>6.8. HWR continue to work with neighbouring Healthwatch in order to ensure the voice of local people is heard.</p> <p>6.9. Future work for 2019-20: The CEO identified a range of work scheduled for completion this year</p> <ul style="list-style-type: none"> • Working with Queen’s hospital reviewing accessibility for people with communication support needs • The current redevelopment plans for Whipps Cross Hospital • Review of Intermediate Care Services at Meadow Court • Working with Redbridge Safeguarding Adults Board - ‘Making Safeguarding Personal’ • Identify engagement opportunities for young people | |
| <p>5.</p> | <p>Presentation of the Annual Accounts and Financial Report</p> <p>5.1. The CEO presented the financial statements audited as required under the Charities</p> | |

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| | <p>Statement of Recommended Practice (SORP) 2005. She highlighted the following:</p> <ul style="list-style-type: none"> • It had been a challenging year with grant income lower than last year • Notwithstanding the reduction in costs, she stated there was a deficit for the year of approximately £13k; this compares to a deficit in the 2018 financial year of £24k • Unrestricted funds at the year-end amount to approx. £39k, with total funds of £53k • The need to manage Healthwatch Redbridge's finances continues - we do need to, and are actively seeking, other revenue generating activities in line with our objectives so that we can cover more of our costs from current income rather than dipping into the reserves | |
| 5. | <p>Resolution 1: Approval of Annual Accounts</p> <p>5.1. The Chair asked voting members to adopt the audited Annual Accounts.</p> <p>5.2. Members adopted the Financial Statements for the year ended 31 March 2019, together with the Trustees' Report and Auditors' Report.</p> <p><i>The resolution was carried unanimously.</i></p> | |
| 6. | <p>Resolution 2: Re-Appointment of Auditors</p> <p>6.1. The Chair asked members to re-appoint Reddi, Siddiqui and Kabani as Auditors for the coming year.</p> <p><i>The resolution was carried unanimously.</i></p> | |
| 7. | <p>Resolution 3: Auditors Remuneration</p> <p>7.1. Members agreed that the directors would approve the remuneration of the auditors</p> <p><i>The resolution was carried unanimously.</i></p> | |

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| <p>8.</p> | <p>Resolution 3: Appointment of Directors/Trustees</p> <p>8.1. The Chief Executive Officer informed members that two directors were retiring from the board by rotation but were both eligible to stand again this year.</p> <p>8.2. Members were asked to re-elect Lorraine Silver and Athena Daniels as directors.</p> <p><i>The resolution was carried unanimously.</i></p> <p>No additional applications for new Directors had been received.</p> | |
| <p>9.</p> | <p>Any Other Business</p> <p>9.1. No other business was discussed.</p> <p>9.2. The meeting concluded at 2.45pm</p> | |
| <p>10.</p> | <p>Date of Next AGM</p> <p>The Board agreed to set a date at a future board meeting for the next AGM for later in the year.</p> | |

Signed (Chair)

Date