



Board Meeting in Public

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| Date: | Thursday 7th November 2024 | Location: | Astolat & on Teams | Time: | 3pm – 3:45pm |
| Present Board: Jason Davies (JD Co-Chair and as Chair of this meeting), Deborah Mehanek (DM Co-Chair), John Bateson (JB), Sarah Billiald (SB), Peter Gordon (PG), Tacye Connolly (TC), Richard Davy (RD) | | | | | |
| Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Vicky Rushworth (VR), Abby Rodd (AR), Michelle Bagshaw (MB) | | | | | |
| Apologies: Moses Williams (MW), Maria Millwood (MM). | | | | | |

| Agenda Item | Discussed/Action | Who | By When |
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| 1) Welcome and apologies | JD welcomed everyone attending the meeting both in person and remotely. Apologies were received from MM, and MW. | | |
| 2) Declarations of interest | There were no changes to the declarations of interest to note. | | |
| 3) Questions from the Public (previously tabled) | No questions had been received from the public. | | |
| 4) Approval of the previous minutes | The minutes from the Board Meeting of 24 th July 2024 were approved. | | |
| 5) Review of Quarter 2 <ul style="list-style-type: none"> ○ Healthwatch Surrey Contract Manager’s Report ○ Quarterly Impact report | <p>SBo updated the Board on the work undertaken during Q2 by Healthwatch Surrey, as detailed in her report and the Quarterly Impact Report (both of which had been provided to the Directors prior to the meeting)</p> <p>Work had taken place to redesign the Information & Advice pages on the website, which has resulted in an upsurge of traffic to the pages. HWSy will continue to build on the information and advice we include based on the type of queries and information requests we receive through the Helpdesk.</p> <p>We have engaged a significant number of new volunteers this quarter – including some young volunteers from university freshers’ fairs. There is potential to train these young volunteers in engagement skills to support them to develop questionnaires to peer groups to share their own experiences including on mental health issues. During this quarter the focus of our Volunteer Officer was on</p> | | |

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| | <p>recruitment which did mean that existing volunteers may not have had as many opportunities as usual.</p> <p>SBo updated on the progress on 3 priority areas and 3 publications sent to all Surrey MPs. No follow up or response has been forthcoming from any Surrey MPs that HWSy reached out to after the election. HWE advises that there is a huge variance between how involved local MPs are.</p> <p>There was a discussion about being more proactive in reaching out and requesting a meeting with an MP, if we have a specific issue to raise which was particularly relevant to their constituents. SB suggested talking to MPs about local issues before discussing Healthwatch Surrey as they may be more likely to talk to and listen to a constituent. Some NEDs may be able to help with this in their local areas.</p> <p>Healthwatch Surrey contract KPIs are all on track so nothing of concern. Volunteer numbers are down but increasing (as noted earlier). There has been an increase in the reports that we are publishing. Advocacy targets have been met this quarter.</p> <p>The Quarterly Impact Report has been kept brief and concise showing the breadth and depth of work that we are involved in. Under our social care priority, Adult Social Care are in discussion with us about phase 2 of the self-funders project.</p> <p>PG asked if there was any feedback from those receiving the Quarterly Impact Reports. SBo confirmed that positive feedback had been received from Karen McDowell.</p> | | |
| 6) Action Log – correct at 31.10.24 | Green actions approved for removal. Amber action to be changed to green. | | |
| 7) Public questions not already dealt with | N/A | | |
| 8) AOB | There were no items for AOB. | | |
| 9) Date of next meeting in public: | Thursday 30th January 2025 – 2.30-3.30pm | | |

These minutes will be approved by the Board of Directors of Luminus Insight CIC at the subsequent Board Meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board Meeting in Public in respect of these minutes will be welcomed and considered.

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| Minutes approved by: (please print) | |
| Signature: | |
| Date: | |