

Minutes of the Annual General Meeting

Date / Time: 28th Sept 22 18:00–18:30

Venue: Online meeting via Zoom

Present: Acting Chair: Philippa Brice, Non-Executive Directors: Jonathan Wells, Saqib Rehman, Ellie Addison, Chelsia Lake, Chris Palmer, and Laura Beer CEO: Sandie Smith

Minute taker: Carole Rose

Staff in attendance: Caroline Tyrell-Jones, Graham Lewis, Heather Lord, Janine Newby-Robson, Rebwar Hussain, Emma Amez, Angie Ridley, Sharon Gunn, Kari Payne, Jo McHattie, Sue Allan,

Introduction and Apologies

1. The Acting Chair welcomed everyone to the Annual General Meeting and explained our format on zoom.
2. Apologies were noted from Chair Stewart Francis and Non-Executive Directors Nadia Emmony and Johnny Hebron.

Minutes of the AGM on 21st July 2021

3. The Board approved the Minutes as an accurate record .

Healthwatch Annual Report

4. PB introduced the annual report and invited SS to update the Board. SS explained that this year we have separated the AGM from a main summit event which we had held in July, this meeting is just the business of the AGM. SS highlighted areas of the annual report which dealt with a time of uncertainty following the pandemic.

5. The numbers of people engaging with us has increased through our face to face and online meetings. We have published 6 reports which detail our work including; Autistic voices, urgent and emergency care, experiences of leaving hospital, and experiences in care homes.
6. SS commented on the larger number of volunteers who work with us over several different groups and she thanked them for their continuing support.
7. The report details the projects that we have been involved in over each quarter, or season, of the year. The good practice we started in this period is still ongoing and is making a difference in making sure that people are receiving information in formats that they are able to understand.
8. SS updated that the information service have been busy and people contact us to let us know that the advice they received has really helped in times of stress or confusion.
9. The Partnership Boards has assisted in ensuring that letters are reformatted by the local authorities showing that they have listened to the information passed to them by people with lived experiences and this is ongoing work.
10. JMCH and JW commented on the work involving autism in adults as this was a key piece of work early in the year. There is now a strategy and an improvement in the waiting times for assessments with extra resources in this area.
11. LB gave an example of the improvements made that she knows of from her own experiences. LB also said how proud she is of the work Healthwatch has done with BSL users to ensure that their voices are heard.
12. The Board congratulated the team and noted the achievements of Healthwatch Cambridgeshire and Peterborough during 2021/22.

Register of Interests

13. PB explained that this register is maintained to ensure transparency and provide information where there may be a conflict of interest. She explained that

the Board must remain aware of this and declare all conflicts of interest as the year progresses.

14. This register is on our website for public knowledge.

Approval of Accounts and Appointment of Auditor

15. PB introduced the accounts and explained that it is the duty of the Board to approve these and the recommendation from the General Purposes Group that we appoint a new auditor. It is a requirement that we should have our accounts audited and this provides an external oversight and it is good practice to change auditors every few years.

16. These Financial Statements have been reported to the Board for the period of 1 April 2021 to 31 March 2022 and were prepared by Prentis & Co LLP.

17. SS commented that our accounts reflect the changes to our practice which were necessary during the pandemic with an underspend during the year 2020-21 as we did not have need to pay for travel, room bookings or refreshments in this time. Our costs in the year 2021-22 are more our usual expenses which is why there shows a difference in the accounts. She explained that in the coming year we will be reporting on the external income streams for projects as this has become important to the ongoing concern of Healthwatch.

18. SS explained the process of the auditor review and by logging the tendered responses the General Purposes Group were able to see clearly see the differences and make a decision on the auditors to work with in coming years. Our income and expenditure is increasing year on year and we have ring-fenced accounts to report so this change is timely for us.

19. SR thanked our previous auditing company and accountants who we have worked with for several years as they have once again produced these accounts for us and have been very supportive and helpful to us over the years. PB confirmed that they have been very good auditors for us and it is no reflection on them that we are now changing, it is just a matter of good practice.

20. The Board approved the accounts and the appointment of the recommended new auditors, and authorised the Chair to sign the accounts as a true record

Action: SS to write a letter of thanks to Prentis & Co LLP

Close of AGM

21. PB thanked everyone for attending our virtual meeting and closed the Annual General Meeting at 1830 hours.

DRAFT