

## Healthwatch Wakefield Trustee Board Meeting Minutes

Minutes of the Board Meeting held on 25 November 2025, 2:00 pm to 3.30 pm

West Wakefield Methodist Church, Thornes Rd, Wakefield WF2 8QR

### Present

Trustees	Roger Grasby (RG) (Chair) Rachel Hanna (RH <sub>a</sub> ) Richard Harwood (RH) Melvyn Ingleson (MI) Andrew Kent (AK) Iain Wilkinson (IW) Mary Roche (MR)
In Attendance	Lewis Smith-Connell (LSC) (Chief Officer)
Apologies	Berni O'Brien (BOB) Suzy Jubb (SJ)

### 92/25 Welcome, Introduction and Declarations of Interest

RG welcomed everyone to the meeting. He mentioned about the Annual General Meeting later on the same day, also at West Wakefield Methodist Church. Apologies were sent for BOB and LSC advised that SJ would be returning from 8 December 2025.

RG invited RH<sub>a</sub> to share with the group her news, and she informed the Board that she will be stepping down as a trustee from 1 January 2025. The board members thanked RH<sub>a</sub> for her time as a trustee and wished her well.

The Chair asked for any declarations of interest, and none were declared.

### 93/25 Governance

#### (i) Minutes of the Trustee Board Meeting held on 30 September 2025 / Matters Arising

The minutes of 30 September 2025 were approved as a correct record.

#### (ii) Action Log

LSC went through the Action Log.

**12/25:** LSC outlined that he and BOB still hadn't had opportunity to create an FAQ but the offer remained for trustees to identify gaps in knowledge and to approach LSC for consideration of training opportunities.

**28/25:** Closed

**29/25:** With regard to the news from RHa and the context of the organisation RG and LSC will be giving further consideration to the skills needed for the year ahead and consider if additional trustee/s needed. A brief discussion about the numbers needed for quoracy and the remaining board size was had, it was felt that the current number is sufficient but is at risk through sickness, absence and further resignations.

**31/25:** LSC presented a paper on the proposed questions for the staff and volunteer satisfaction survey. Broadly the board agreed that the questions were suitable and sufficient. However, RHa who has expertise in social research suggested some amends. It was agreed that she will send these to LSC before the end of December 2025 to be included.

**32/25:** Closed

**33/25:** Outstanding action for Volunteer Officer to liaise with RHa following the staff showcase in September. LSC tried to reach out to Volunteer Officer but they were on leave so no response prior to the meeting. RHa advised that they hadn't been in touch and hopefully will pick up prior to the New Year.

**34/25:** Closed

**35/25:** Closed

**36/25:** Ongoing action to assure the Board during mobilisation and implementation of the new contract. LSC went through the Implementation plan and all activities are on schedule as set out in the plan shared as part of the original tender response.

LSC also mentioned that two reports had been completed and were available for trustees to review in the AGM. There was a discussion about an outstanding report following up on Ferrybridge Enter and View. The Board suggested that the best way forward would be to enhance the executive summary and keep the longer report as an appendix switching the order so that the latest report was read before the older report. LSC agreed to take this under advisement.

### **(iii) Board Workplan**

RG reminded attendees that he had proposed Board dates for next year, with meetings held every other month. Each meeting would be on the last Tuesday of the month, apart from the November meeting. He was however open to changes, and asked members to communicate these requests to LSC within one week of this meeting.

**ACTION: RG asked Board members to inform LSC within 1 week of any requested changes to the calendar (members did not have to do anything if they were happy with the timetable).**

## **84/25 Executive Reports**

### **(iv) Chief Officer Quarterly Contract and Impact Report Overview**

LSC explained to Board that while the Contract report had been ready for some time and was attached with papers ahead of the meeting, the impact report was only completed one day prior to the meeting and so he would talk through it and send it on following the meeting. Paper copies were also available in the AGM.

LSC gave a high level overview of the Quarterly Contract report and briefly mentioned changes which would be in effect now that the new contract period had started, following review by LSC and the commissioners.

LSC highlighted some of the achievements in the period from the Quarterly Impact report and the differences between the focus of each report was discussed briefly.

#### **(v) Risk Management and annual review of the risk approach**

LSC advised that at the last meeting the board had been presented with a paper outlining changes to the risk scoring approach and he proposed that this be taken as the annual review rather than needing to do this again this month. This was agreed by the Board.

**DECISION: Trustees agreed to record that the session at the November Board satisfied the annual review of risk.**

Trustees briefly discussed risk 2 (unplanned loss of key staff) and agreed that this was a critical risk to the business sustainability.

**DECISION: Trustees agreed that risk 15 (Retender of Core Contract) can now be closed.**

#### **(vi) Implementation Plan and Making the Most of 12 Months Plan**

LSC took the trustees through the Implementation plan and assured the board that all actions are on schedule for completion as outlined in the plan.

#### **(vii) Annual review of Safeguarding, Incident and Data Protection Breaches Logs**

LSC took the board through each log in turn discussing the entries and clarifying where questions were asked.

One question raised about whether there was an increased number of incidents on the Data Protection Breaches log than last year. LSC advised that the logs were only implemented this year and but that there were more incidents than would be expected for an organisation this size. Board agreed that this needs further consideration and watching into 2026.

### **96/25 Finance**

#### **(viii) Finance belated Quarter Update**

IW updated the Board on the financial position, noting that there was a healthy reserve in the bank. There were no unusual transactions. The management account for the quarter was reviewed and the Finance Sub-Group members were invited to add further reflections.

#### **(ix) Notes from the Finance Sub Group 28 October and 19 November 2025**

The notes were noted by board, no questions raised.

### **97/25 Any Other Business**

None

End of Public Section of the Board Meeting

Next Meeting: 27 January 2026