

MINUTES

Meeting:	HWCB Board Meeting in Public
Date:	Tuesday 6 th September 2022
Time:	18.00 to 19.30
Venue:	The Moorfield Room, The Rufus Centre, Flitwick, MK45 1AH

ATTENDEES:

First Name	Surname	Initials	Role
Carol	Carter		Director
Linda	Grant	LG	Director
Gill	Hiscox	GH	Director
Dennis	Lee	DL	Director
Karen	Proctor	KP	Director
Diana	Blackmun	DB	CEO
Alison	Newnham	AN	Administrator - Minute Taker

APOLOGIES:

Dave	Simpson	DS	Director, Chair
Simon	Bailey	SB	Youth Coordinator, Bedfordshire Council

Also present:

- Guest Speaker – Lydia Wright, (LW), Village Agent at BRCC

POINT		ACTION
1.	<p>Welcome and apologies</p> <ul style="list-style-type: none"> ▪ The Vice Chair, (GH), welcomed all to the meeting, especially to HWCBs newly appointed Director to the Board, Dennis Lee, who was attending his first Board meeting. 	

	<ul style="list-style-type: none"> ▪ Apologies were noted from Dave Simpson and Simon Bailey. ▪ Unfortunately, the original guest speaker, Kate Ellis had sent her apologies earlier today, due to a serious family issue arising. ▪ Lydia Wright, also from BRCC, had agreed to be the guest speaker in her place, at very short notice and was welcomed. 	
<p>2.</p>	<p>Matters Arising/ Director Update</p> <ul style="list-style-type: none"> ▪ GH advised that she had just been appointed to her new role, at an Extraordinary Board meeting held just prior to the Board meeting in public. 	
<p>3.</p>	<p>Guest Speaker, Lydia Wright, Village Agent, Bedfordshire Rural Communities Charity (BRCC)</p> <ul style="list-style-type: none"> ▪ GH introduced the guest speaker, Lydia Wright and outlined her role with BRCC and her current work. ▪ Food and Fuel Poverty project involved visiting people to find what else they might need assistance with. ▪ LW does not work through any statutory body but is a buffer between them, helping to complete financial assessments and an assortment of other form completions and applications. <p>Questions from attendees included:</p> <ul style="list-style-type: none"> ▪ <i>What is the difference between a Social Prescriber and a Village Agent?</i> Answer - Social Prescribers only have someone referred to them by GPs, many are Mental Health patients, those with social difficulties and/or many trying to access help potentially more than normal. The Social Prescriber is assigned to someone for 12 months and arrange mental wellbeing workshops. CV-19 had a direct impact as they could not go into people's homes. The Social Prescribers have completed many online 	

courses and bring people together through activities online.

LW added

- If engagement does not occur, between the clients and the Social Prescriber, then they must distance themselves and eventually cease working with the client, following a star system of levels of engagement and are passed back to the Village Agent
- LW outlined a case study she had been involved with, of a gentleman who had complex issues from family separation, health issues etc. LW referred him to the Social Prescriber and many agencies who could help him. He was not in a place mentally to accept this help at that time and the Social Prescriber handed him back to the Village Agent, who continued trying to work with him and more recently, together with the Village Agent, he has avoided eviction, gained medical evidence to keep him housed, debt advice and foodbank support.
- Much of the Village Agents work is with those who are elderly and digitally excluded, helping to complete online forms. Social Prescriber work tends to be with younger, middle-aged people. There are 12 Social Prescribers who cover most of North and Central Beds; wellbeing advisors, who have a similar role to a Social Prescriber but set up groups e.g. a rambling club.
- BRCC worked on the Fuel and Poverty Project and LW visited Good Neighbour Groups. She also did some complimentary visits within her areas and discussed the work she had done and outlined the new project she was focused on currently, on economical food cooking and was seeking funding currently.

Additional Questions included:

- *Can we refer direct to Village Agents?*
Answer: Yes but they are only currently at three locations in Central Bedfordshire, accessed via the BRCC website.


	<ul style="list-style-type: none"> ➤ <i>Do you know the qualifications that are required to be a Social Prescriber?</i> Answer: The main role of a Social Prescriber, who is NHS funded, is to signpost people. Qualifications for a Social Prescriber depends on their background and have additional specific training, including on GDPR, Safeguarding etc. If Social Prescriber cannot do what they are required to, then a Village Agent may be able to help. ➤ <i>Project funding sources</i> – LW was advised to contact local Rotary clubs for potential funding for the food cooking project and LG advised that local Asda groups may be in a position to supply the food, through their charitable work. ➤ <i>How long from being referred before you are seen and referred to a VA, before they are seen?</i> Answer: There may be a two week wait period, sometimes sooner. <ul style="list-style-type: none"> ▪ GH thanked Lydia for her presentation and for the work that she does within Central Bedfordshire and was presented with some flowers. 	
4.	<p>CEO Update inc, activities</p> <ul style="list-style-type: none"> ▪ The Directors had been sent the reports in advance and DB highlighted a few key items, including the E&V at Bedford hospital to four departments. Report is currently in progress. The last Just Ask event for this year will be held in Shefford. The programme has been very successful once again and a report will be written shortly. The Festival for Older People is to be held on 7/10/22 and planning is in progress. All present were reminded of the date and invited to come along. ▪ Current new projects: One is regarding Community Nursing with other HW across the region and has been commissioned by NHS 	

	<p>England. Another is the Denny Review, working with HW Bedford Borough, Disability Resource Centre and the Community Dental Service, commissioned by BLMK ICS. We will also be developing a Patient Charter with CBC, and a further project commissioned by CBC, will involve engagement with Home Care users identified by CBC. Training and a new set of questions, specific to that service, will be used by staff and volunteers. LG asked for information to be added to the training relating to info about HWCB and Respite at Home etc. type of information too, for volunteers to share when making phone calls rather than individual visits.</p> <ul style="list-style-type: none"> ▪ The retirement of the free HWE Civi CRM system has meant HWCB have to review and source a new CRM system. Many different systems with different cost implications, are currently available, several of which have been investigated. DB confirmed that staff would make the decision as they use the system the most. A new system will incur an additional cost to HWCB from March 2023 and will need to be included in future budget setting. 	
<p>5.</p>	<p>Young HW Update inc. activities</p> <ul style="list-style-type: none"> ▪ Kooth Review – have now met with Commissioners and reviewed a user survey. ▪ Supported the E&V visits to Bedford Hospital. ▪ L&D 15 Steps review has taken place. ▪ 15 Steps review at Keech Hospice visit, went really well and YHW are currently writing a report. ▪ Working on a Mental Health project and also on developing a podcast on eating disorders. ▪ The Board asked that YHW are formally acknowledged and thanked for the outstanding work that they do. ACTION DB 	<p>DB</p>

<p>6.</p>	<p>Financial Update</p> <ul style="list-style-type: none"> ▪ HWCB is in a healthy position financially; no issues or concerns were raised. ▪ LG asked about allowance in the budget for the new Civi CRM. DB advised this will occur in the next financial budgeting. ▪ KP asked when discussions about staff uplifts would occur. DB advised this would take place in December, when discussions would take place for the 2023/24 budget. 	
<p>7.</p>	<p>Any Other Business</p> <ul style="list-style-type: none"> ▪ LG raised concerns about lack of interaction with CAMHS. 	
<p>8.</p>	<p>Close</p> <ul style="list-style-type: none"> ▪ All were thanked for joining the meeting and closed at 7.17 pm 	

NB

There were no minutes of the previous Board Meeting in Public since 2019, due to Covid-19.

		
<p>HWCB Board Meeting in Public 060922</p>		
<p>POINT</p>		<p>ACTION</p>
<p>5.</p>	<p>Young HW Update inc. activities</p>	<p>DB</p>

	<ul style="list-style-type: none">▪ The Board asked that YHW are formally acknowledged and thanked for the outstanding work that they do. ACTION DB	
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