

## **NHS RETIREMENT FELLOWSHIP**

**Minutes of the Board of Trustees meeting held on  
Wednesday 22 January 2020 at 12.00hrs in the Civil Service Club, London**

### **PRESENT**

Margaret Moffat, Chairman  
George Kempton, Vice Chairman  
Audrey Harris  
Chris Kitchin  
Cynthia Matthews  
Clare Panniker

Wendy Lindley  
Danny Mortimer  
David Paterson

### **IN ATTENDANCE**

John Rostill OBE, Chief Executive  
Debbie Arnold, Fellowship Administrator

The Chairman opened the meeting by referring to the passing of Mik Webb. His longstanding commitment, insight and attention to detail all contributed to his valued input as a Trustee and his personable demeanour will be much missed.

Cynthia Matthews was welcomed to the Board.

### **0154 1. APOLOGIES FOR ABSENCE**

Paul Farenden, Honorary Treasurer

### **0155 2. DECLARATION OF CONFLICTS OF INTEREST**

There were no declared conflicts of interest

### **0156 3. MINUTES OF THE MEETING HELD ON WEDNESDAY 18<sup>th</sup> SEPTEMBER 2019**

George Kempton, Vice Chairman, proposed that the minutes of the meeting held on Wednesday 18<sup>th</sup> September be adopted, agreed and signed by the Chairman. This was seconded by Clare Panniker

### **0157 4. MATTERS ARISING**

There were no matters arising.

### **0158 5. CHIEF EXECUTIVE'S REPORT**

Referring to his written report, the Chief Executive reported that the NHS Retirement Fellowship was well received at the NHS Provider's Conference.

The Fellowship AGM and Conference was successful and will be summarised in a separate agenda item.

Membership is static at 8400 with a steady stream of new members but this is counteracted by the closure of a number of branches. Such closures highlight the need for the Fellowship to be aware of branches which are experiencing difficulty both in recruiting members and in filling branch officer posts. A list of branches deemed to be at risk should be compiled and action plans to try and prevent closure developed. Contact with branches was identified as key – the East Suffolk branch took the decision to close in October but there was no awareness of this outside the branch until it closed in December. The Development Officer (DO) has subsequently contacted all members of the branch and approximately 30 have expressed interest in forming another group. A meeting to discuss this will be held in March and the Chairman and DO will attend.

Chair/DO

Discussion relating to the role of the Regional Representatives (RR) and DO's in being aware of branches in difficulty followed – the size of some of the areas covered by a DO could be a contributory factor, especially for some 'less visible' branches which have limited contact with RR's / DO's

The Chief Executive outlined the current 3-pronged approach to recruitment:

1. The letter from the Chief Executive which will accompany the Newsletter to be released imminently will promote the idea that each member should recruit a new member.
2. A promotional DVD is being produced which will be used in pre-retirement courses and trust intranets to attract newly or soon to be retired individuals. Some of the footage focuses on the St George's branch where the membership is very active and involved. The Chief Executive and Communications Manager Lucia Hiden will be finalising content on 12th February.
3. P60 campaign – this will be addressed under a later agenda item.

CO

The Annual report will, in future, be produced soon after the end of the financial year.

The International Year of the Nurse and Midwife presents opportunities to promote the NHS Retirement Fellowship and members will be invited to participate in a number of events. The Chief Executive is meeting with Aysha Awan - Nightingale Fund and Ellie Orton – Association of Health Service Charities following the Board meeting. All members will be made aware of the opportunity to take part via the letter accompanying the Newsletter and it is anticipated that sharing their stories will be a major part of this.

Central Office has successfully moved to Weymouth. The office is occupied at no cost and a Licence to Occupy is being drawn up. Work to install phones and other office equipment will be recharged to the Fellowship. Some problems relating to the database have been experienced since the move. The Vice Chairman queried a discrepancy between branch members kept on records by the branch and those shown on the database. This will be investigated by CO

CO

In response to a question, the draft leaflet which will be distributed to 900,000 NHS pensioners in England in April was circulated and discussed.

Sponsorship has been considered and a bid has been made to the CSIS fund but tight publication timescales mean that the leaflet is unlikely to advertise any sponsorship. Estimating response levels is hard but experience indicates it will be low and therefore this make it a less attractive proposition to potential sponsors.

The leaflet focusses on recruiting new members via Direct Debit or one off payment on the Website. Contacting Central Office by phone is a second option. Numbers of new members recruited this way are hard to estimate but a figure of 1% (9,000 new members) would be considered as a success. A figure substantially below this may lead to consideration of the relevance of the Fellowship. A decision regarding a repeat campaign will be made at a later date. The budget of £20,000 has been agreed by a majority of Trustees.

The leaflet is designed to appeal to all ages but specifically to those retirees who have left the NHS some time ago and who subsequently feel they have lost touch.

Comments included:

- Photos focus on couples – single retirees form a major proportion of the membership.
- Social benefits (from branch membership) are highlighted therefore promotion of National membership is limited
- Travel insurance – a figure illustrating possible savings compared to other schemes could be included.
- Limited mention of availability of membership to those retired from social care – the P60 will only be received by NHS pensioners.
- Membership *from* £20 was queried – Branch membership can cost more - £20 represents the capitation fee.
- The membership benefits for the fee of £20 should be emphasised.

Queries were raised relating to the infrastructure / processes to ensure all enquiries to branches and CO are dealt with quickly. The Chief Executive advised that processes are being developed. Communication with RR's and DO's and then to branches is critical and a special meeting to communicate the plans to RR's and DO is planned in February.

## **0159 6. AGM Minutes**

The Minutes were accepted.

## **0160 7. Conference Report**

The feedback and evaluation indicated that the AGM and Conference were generally a success. The quality / amount of food and the service were raised by some as an issue

## **0161 8. 2020 Conference**

The 2020 Conference will be held on 23<sup>rd</sup> October 2020 at the Piccadilly Hotel in Manchester. This will be communicated shortly.

The AGM will concentrate on the achievements of the past year and the plans for the next year.

The Any Questions session was discussed and was considered to be somewhat

tired. Various possible replacements were pursued including more speakers, themed sessions (similar to a previous dementia themed conference) and breakout sessions, but the opportunity for delegates to ask questions would still be included in a time limited format. It was recognised that it is vital that the attendees should be engaged in the proceedings.

## **9. Sub-committees**

### **0162 9.1 Audit Risk and Investment Committee**

#### **Minutes of meeting 18<sup>th</sup> September 2019 and 15<sup>th</sup> January 202**

Chris Kitchin referred to point 042 in the September minutes - the requirement to accept the appointment of Frost and Co. as accountants to the NHS Retirement Fellowship. This was agreed. Point 052 in the January minutes indicates that Frost and Co have agreed to keep their price at the same level for 3 years. As due diligence was followed in the first tender there is no requirement to retender. Chris Kitchin therefore proposed that Frost and Co should be appointed for 3 years, the Vice Chairman seconded the proposal. This was agreed.

Point 043 in the September minutes requires agreement to the appointment of Quilter Cheviot as investment advisors to the Fellowship. This was proposed by Chris Kitchin and seconded by Danny Mortimer and was agreed. An investment policy will now be developed for presentation at a future meeting.

An updated Risk Register had been circulated and was accepted.

Trustees were asked to confirm 4 policies:

- Complaints
- Confidentiality
- Health and Safety
- Scheme of Delegation.

The Vice Chairman questioned the lack of reference to disposal of information in the Confidentiality policy. It was agreed that a separate policy for Retention and Destruction of Information should be prepared.

The 4 policies were confirmed and signed.

CK

### **0163 9.2 Report from Future Planning Group**

A report had been circulated.

Chris Kitchin referred to Section 3 – Structures. As current structures and RR/DO coverage are based on past NHS regions which are no longer used, it is proposed that a review of geographical areas should take place and that a structure based on counties should be considered. This was agreed in principle.

Section 4 – Membership. The principle of joining the Fellowship as a generic organisation and of branch membership being a benefit of belonging, was introduced as a possible future development. A centrally managed subscription system could be part of this and might ease the administrative burden for branch treasurers. Payments by Direct Debit would be encouraged, but other forms of payment (eg deduction from initial lump sum pension payment) and

membership types will be considered.

The P60 campaign in April 2020 will, however, focus on increasing branch membership. The Chairman stressed that branches are a key element in tackling isolation and loneliness which is one of the Fellowship's stated charitable purposes. The campaign will not discourage retirees who would like to join as a National member as it was recognised that some individuals may want to join for the benefits (such as the travel insurance) without the commitment to attend branch meetings.

Agreement to the consideration of options for the future development of the membership was given. The importance of the branches to the Fellowship must be reflected in any developments.

It is recognised that communication with the membership is crucial and to this end an engagement event to which RR's, DO's and CO will be invited, along with a number of Trustees, is planned in February. The P60 process will be explained together with the practical processes which will support it. NHS Scotland pensioners will not be included in this exercise as the Scottish pensions authority will not be including the leaflet with their P60's, however some NHS England retirees who live in Scotland will receive a leaflet and therefore branches will be made aware of the campaign. The 3 pronged approach to recruitment, as outlined in the Chief Executive's paper will be discussed. This was supported by the meeting.

Changes to the website which enables the search for branches from a drop down list of counties, is planned, as the current search by past NHS regions, has proved cumbersome and confusing. Consideration will also be given to possible changes of branch names so that they reflect the location of the branch meetings eg East Hertfordshire could become Welwyn Garden City. Any such suggestions for changes would need to be treated with sensitivity and would only be made in consultation with the branch.

CO

Future Group

The term 'end of life triggers' in the report was raised and it was agreed that 'viability' should replace such references

CO

## **0164 10. BENEVOLENT FUND**

A number of grants have been made in recent months and Audrey Harris was pleased with the funds raised by the collection at the Conference. Her branch, Basildon and Thurrock has agreed to donate funds raised from branch activities such as raffles will be donated to the Benevolent Fund for this year.

## **0165 11. HONORARY TREASURER'S REPORT**

### **11.1 To receive a report from the Honorary Treasurer**

The Chief Executive covered this item in the absence of the Honorary Treasurer.

2. Grant Funding – the NHS England grant of £50,000 has not yet been received. Reviews are taking place following a reorganisation of NHS England and NHS Improvement and if confirmation is not received shortly, Ken Jarrold

will contact Simon Stevens to discuss.

3. Central Office Budget Statements – Scotland will not be taking part in the P60 campaign this year and therefore the £5000 budget will not immediately be required until arrangements are made with the Scottish Pensions Authority.

**11.2 To receive the Financial Statements for month 7 ending 31<sup>st</sup> Oct. 2019**

Received and noted

**11.3 To approve revised Central Office Budget for 2019/20**

Any comments relating to the accounts can be e-mailed to the Honorary Treasurer.

**0166 12. UPDATE ON NHS CULTURE, HERITAGE AND MEMORIES (NHSRF) PROJECT '71-41'**

Bob Middleton has updated his report to cover decisions and plans made in January. A number of events are now planned for the North West and East Anglia and plans for the South West and North East are moving forward. A project team meeting will be held on 11<sup>th</sup> February to co-ordinate timings. The Chief Executive reported that the project has received good levels of support. Danny Mortimer agreed that this was an important means of marketing the NHR Retirement Fellowship. Areas included in this project were not involved in the 70/40 work. In response to queries he added that London and Wales may be included in future projects if funding is available.

Bob Middleton was commended for his excellent work in promoting and co-ordinating these projects.

**0167 COMMUNICATIONS – P60 CAMPAIGN UPDATE**

Covered by previous agenda items

**0168 YEAR OF THE NURSE AND MIDWIFE 2020**

Activities planned for the Year of the Nurse and Midwife represent an outstanding platform for promoting the Fellowship through its members. Danny Mortimer confirmed that NHS England are firmly behind this celebration and the Fellowship should treat it as an opportunity to build on the relationship which developed when supporting the 70/40 celebrations. As mentioned in his report, the Chief Executive is meeting with representatives after the Board meeting.

Providing speakers for schools was discussed and the Speakers for Schools organisation was recommended as a possible way of enabling members to engage in this way.

**0169 AgeUK**

The Vice Chairman updated his written report by confirming that AgeUK has been awarded the contract to create and manage an NHS England Policy Sounding Board which was at the tender stage when the report was written. He also informed the meeting that he will be a member of this board.

The Chief Executive reminded Trustees that the Fellowship works with and supports many of the AgeUK campaigns including the TV licence fee and he attends regular meetings with the organisation.

## 0170 ANY OTHER BUSINESS

**The Chairman's collar** has not been updated with the new branding. It was agreed that this collar, together with the President's collar which is no longer used, would be stored and possibly offered to an NHS museum (the Florence Nightingale Foundation in the first instance).

A lapel badge could be considered as a replacement .

**NHS Retirement Fellowship Constitution** – the Chief Executive reminded the meeting that any changes to the Constitution would need to be debated at the next Board meeting in May 2020 and would then go to the AGM in October where a two thirds majority would be required to adopt the change.

**Future  
Group**

The topic of non- NHS members both in general and as branch officers was discussed. The Constitution allows non NHS members as long as the branch executive committee agree. It was suggested that the Future Group could look at this as part of the examination of membership types.

## DATE OF NEXT MEETING

The next meeting of the Board of Trustees will be on

**Wednesday 13<sup>th</sup> May 2020 at 12 noon.**

Venue: Civil Service Club, 13/15 Scotland Yard, London SW1A 2HJ

The meeting closed at 14:02

Debbie Arnold  
24.01.20