

The West of England Friends Housing Society
Minutes of the Board Meeting held at Avenue House on Tuesday 28th May 2019 at 6:45pm

Present: *Board Members:* Tim Wye (Chairperson)
Jo Gray, Melanie Mackintosh, Michael Tuckwell,
Christopher Denman (Tenants Representative), Chris Szpojnarowicz
Avenue House: Caroline Cooper, Natalie Agir (minutes)
Bishop Fleming: Claire Argrave
Architects: Graham Rivers

1. Moment of Silence

In accordance with our Quaker values, a moment of silence was taken prior to the start of the meeting.

2. Apologies and welcome

Apologies were received from Janet Lynch.

3. Board Membership

- Christopher Denman is officially appointed and welcomed to the Board as the new Tenants Representative.
- Tim has approached Colin Milson about being a potential architectural advisor but unfortunately Colin has declined at this time.
- Michael Tuckwell has approached 2 Quaker Member about joining the board. At present one has declined and the other is considering the position.

Action: Michael

- All present agree that Michael Tuckwell will step in as temporary chair of the Board of trustees whilst Tim is away.

4. Agreement of minutes of the meeting held on 19th February 2019

The minutes of the meeting held on 19th February 2019 were agreed as being a true account of the meeting, and were signed off by Tim.

5. Financial Report by Bishop Fleming

The accounts for April 2019 were discussed.

- There was a deficit in April 2019 and this is down to a timing issue as well as spending on Lansdowne house. More costs were accrued than initially planned.
- There are currently 3 Vacant rooms in Avenue House
- Kirwin House and Lansdowne House are full.
- The General Household Expenses are slightly over budget due to the fire risk assessment.

6. Verbal update from Manager

Avenue House

- Avenue house had one expected death on 29th May 2019
- We currently have 2 Vacancies excluding room 11 which is now the temporary stay room whilst the bathrooms are being refurbished.
- Room 26 and Room 21 are now reserved.

- We currently have 8 residents who are funded by the Local Authority. Apart from 1 Resident we are currently receiving the full room rate but this could change in the future. Caroline explains that a lot of our residents have been here a very long time and so the Local Authority are having to step in and help with the fees. **The board feels that this is something that needs to be monitored.**
- There are only 9 Bathrooms left to complete and we expect this to be completed over the next 3 months.
- Environmental Health visited on Monday 20th May and we achieved a 5* Rating.
- A Fire Risk Assessment was carried out on 25th March. An action plan for minor findings was drawn up and is near completion.
- Decoration of Avenue House is commencing today. Works are expected to last around 8 weeks at a cost of £15,000.
- Intergenerational work with Tim Drum Nursery is starting next month. The Children will visit Avenue House every Tuesday morning.

Staffing

- We are currently experiencing difficulties in recruiting alternate weekend care assistant and a Night Carer despite advertising on Indeed and Job Centre Plus. We are currently using more agency staff than usual to cover these shifts.

Tim suggests that Caroline and Jo have a meeting to discuss improving staff packages i.e.; extra days holidays or dental plans for staff who have worked for the society for a certain length of time.

Actions: Caroline and Jo

Kirwin House

- Works relating to the Conditions Survey are Commencing Today.

Lansdowne House

- The works relating to the conditions survey have now all been completed.

Christopher Denman would like to mention that the wall between Lansdowne House and Cotham Park Mansions needs Re-Pointing as the stonework is crumbling.

Actions: Caroline to speak to Hancock stone and get a risk assessment drawn up.

7. Gold Standards Framework

Caroline explains that the Gold Standards Framework has now been completed and submitted for marking. We hope to receive a decision on 10th June and if the portfolio is approved Avenue House will be assessed between July and August 2019.

The board would like to thank all of the staff for their hard work in completing the Gold Standards Framework.

Caroline feels very lucky to have such a great team of careers as without them we would not have been able to complete the Gold Standards Framework. If anyone would like to see a copy of the Portfolio then please see Caroline.

8. Actions Arising from the AGM

Tim would like to consider the possibility of getting quotes from different Auditors next year. Tim suggests that we look at Auditors during the budget meeting at the end of the year.

Actions: Tim

9. Use of Reserves / Accessible Housing

Actions arising from previous meeting:

- **To employ an architect to look at making alterations to Avenue House (Tim with support) – presenting initial drawings for alterations to Avenue House**

Tim Introduces Graham Rivers to the meeting. Graham has recently drawn up some plans to extend Avenue house and also make alterations to the Library and Lounge.

Graham explains that plans were drawn up for the dining room extensions but felt that it was a very expensive job for such little gain.

Graham would like to make the following points about the plans to extend out from the main entrance.

- At present it is impossible to see where the entrance of Avenue House is from the street so by extending out and putting columns at the entrance and a sign it will make it clearer to visitors.
- The reception area at present is very popular with all of the residents and by extending the area out onto the porch will give the residents more room to and more light.
- Bedroom 1 would be changed into an office for either Caroline or the Administrators and Caroline's office would be changed into a bedroom.

There were a few comments mentioned at the AGM

- Would we lose the Art room?
The art room could still be used as an art room if that is what is required.
- Would the extension be too hot in the summer?
Because the extension will be mainly glass, blinds can be installed to keep it cooler in the summer.
- How much space will be gained by extending?
Graham Rivers will look into the exact amount of space that will be gained and inform the board.

Tim suggests that we take the plans to the residents at the next residents meeting and ask for their views and opinions on the extension and see if it is something they felt they would like.

The board agree that once they have spoken to the residents then costings should be drawn up and plans submitted.

Actions: Caroline and Tim to Speak to the residents

Dividing Doors between the Lounge and Library

Tim has requested that a structural engineer take a look at the dividing wall and decide if removing the wall is possible.

- The main concern from the AGM would be soundproofing of the rooms.

Graham explains that there are different types of doors that you can get to ensure that it is soundproofed.

- Michael would like to know if the residents in the rooms about would be able to stay in their rooms whilst the works are carried out.

Graham explains that the residents would be safe to stay in their rooms

10. Board Governance / Update on Board Member Visits.

Month	Board Member	Sections to be assessed
June 2019	Tim	W1, R1
July 2019	Jerry	S6, W4
August 2019	Melanie	R3, E2
September 2019	Neil	E6, W5
October 2019	Michael	E7, C3

Feedback from Board Member audits since last Board Meeting:

- Melanie Visited Avenue House on Sunday to carry out her visits on Safe S4 and Effective E5. Melanie was extremely impressed by all of the documentation that is held in Avenue House. Melanie did pick up 3 minor points which were to do with 1) Creams, 2) Homely Remedies and 3) Co-Vert medication. Melanie suggests that a conversation is had between Caroline, Jerry and herself to ensure that all of our policies are correct and that we are CQC compliant. Melanie explains that all of the documents that Avenue House hold are correct but that another home has been told that they have to do it another way so Melanie just wants to ensure that we are doing things correctly. Melanie feels that the ability to be involved in individual care as well as relative's involvement is excellent.
- Chris has recently visited to carry out his visit on People who live at Avenue House S3 and Responsive R2. Chris looked at all of the training, staff Rota's, complaints books as well as speaking to staff members, residents and a family member. Chris feels that the home is managed very well with staff training regularly updated and a 4 week Rota so that shifts were always covered. Chris felt like the staff and residents seemed very happy to be here at Avenue House.

11. Business Risk Register.

A Business risk register has now been drawn up. Tim suggests that the board members look at the register and then discuss at the next meeting. Tim feels we need to look at

- Is it Useful?
- Is it in the correct format?
- Any feedback board members might have.
- If you think of any more risks please let Caroline know.

Chris feels like this Business Risk Register is excellent as it will prompt more discussions.

Actions: To be carried forward to the next meeting.

12. A.O.B

Caroline would like to let the board members know that in January 2020 Avenue House will be celebrating 70 years since it started caring for the elderly. If anyone has any ideas on how we can celebrate this achievement please let her know.

Dates for next meetings

Tuesday 23 rd July 2019	6:45pm
Tuesday 24 th September 2019	6:45pm
Tuesday 19 th November 2019	6:45pm
Tuesday 18 th February 2020	6:45pm
AGM – <i>Wednesday 20th May 2020</i>	2pm
Tuesday 26 th May 2020	6:45pm

Meeting Closed 8:25pm