

The West of England Friends Housing Society
Minutes of the Board Meeting held at Avenue House on Tuesday 24th September 2019 at 6:45pm

Present: *Board Members:* Tim Wye (Chairperson)
Neil Allan, Christopher Denman, Janet Lynch,
Melanie Mackintosh, Jerry Oliver, Chris Szpojnarowicz, Michael Tuckwell
Avenue House: Karen Parkin (minutes)
Bishop Fleming: Roger Pimblett

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 received from Jo Gray.

3. Board Membership

Following Gerlayn Meehan's observation of the last Board Meeting and subsequent circulation of her application form, it was agreed that she formally be invited onto the Board, pending references and DBS.

Action: Tim to email Gerayln

Action: Karen Parkin to sort references & DBS.

4. Agreement of minutes of the meeting held on 23rd July 2019

The minutes of the meeting held on 23rd July 2019 were agreed as being a true account of the meeting, and were signed off by Tim.

5. Financial Report by Bishop Fleming

Roger Pimblett from Bishop Fleming was in attendance to discuss the accounts for August 2019.

- This month has shown a surplus of £16k.
- Each house is now showing a surplus against budget, which changes the year to date deficit of £16k discussed at the last meeting into a year to date surplus of £4k.
- The variances showing on Lansdowne and Kirwin Houses are due to the extra building repairs.
- Agency staff costs at Avenue House are up, however the staff spend is still within budget.
- A change of auditors for next year was discussed. It was agreed that it would be good practice to put this out to tender, as our auditors have not changed for several years.

Action: Roger to suggest auditors to the Board

Action: A shortlist of 3 auditors to be brought to the next meeting (Tim)

Action: Budget date to be finalised (Bishop Fleming / Caroline / Michael / Tim / Jo)

6. Written update from Manager

- Janet raised a concern about the appropriateness of the Manager missing a Board Meeting. It was noted that Caroline's annual leave had previously been agreed.

Avenue House

- Avenue House remains fully occupied.
- The bathroom renovations are now complete, apart from room 1 which is on hold until it is decided if the works to the front of Avenue House are to go ahead.
- Natalie Agir has now gone on Maternity Leave:
 - her Kitchen Assistant position has been filled (pending DBS clearance)
 - her admin role will be filled by Kayleigh Cooper, who has worked at Avenue House previously. She is due to start mid October.
- Carol McCarthy (Assistant Manager) has now left after 10 years at Avenue House. She has moved to Torquay and has a new job managing a care home there. She will not be replaced – instead Rebecca Tailby (Assistant Manager) will increase her current hours.

Action: Tim to write to Carol thanking her personally for her service.

- We are finding the recruitment of care staff increasingly difficult. We are still in need of one more full time Care Assistant, plus Caroline would like the provision for a further full time Care Assistant to be considered at the budget meeting, to accommodate the increasing needs of residents.

Action: To accelerate the introduction of staff packages:

- **Board Members to email Karen Parkin with suggestions of improving staff benefits. Karen to collate for next meeting.**
- **Tim to speak to GERALYN for further advice and to meet with Jo and Caroline to put forward suggestions.**
- **Board to make it known to staff that staff benefits are being looked at.**
- **Jo to discuss with Caroline to look at staff model to see how it has changed against resident dependency over the years. Tim also to offer Caroline possibility of external help to look at this (to be discussed with Caroline)**
- A referral from 111 to the Safeguarding Team was made against us – this was fully investigated and found by the Safeguarding Team as not requiring any further action.
- We have been approved and accredited by the Gold Standards Framework. Tim and our activities coordinator Karen Hopper will be attending the awards ceremony on Friday 27th September. This is a wonderful achievement and thanks were given to everyone involved.
- Our intergenerational work with the Tin Drum Nursery continues to be a huge success.

Kirwin House

- The stonework is due to be finished in the next week.
- Rebecca Tailby (Assistant Manager) will take over the monthly tenant meetings.

Lansdowne House

- A new boiler has been installed in flat 6 as the previous one was over 10 years old and becoming unreliable and costly. It was agreed that should further replacements be required, more green solutions be considered.

Action: Fire Procedures for Kirwin & Lansdowne Houses to be discussed at length with Sean Hogan (maintenance).

7. Use of Reserves / Accessible Housing

- A 3D model of the proposed changes to Avenue House was quoted by Graham Rivers (architect) at £500. An in-house demo was then offered by him for £150 + VAT. He has sent some 3D drawings over but these are very difficult to visualize.
- We have yet to hear anything about the planning permission application to remove the dividing wall between the lounge and library. An agreement of whether this work will actually go ahead if permission is granted has not yet been made.
- It was noted that a resident consultation about changes to Avenue House is not a VETO – agreed to go ahead with the clearer 3D model.

Action: Tim to discuss with Graham Rivers to produce appropriate materials for consultation.

- Chris Denman raised the question of whether we need a sign saying Avenue House is the registered office of WEFHS. It was clarified by Roger and Jerry that this is no longer required.
- It was suggested that clearer signage for Lansdowne and Kirwin Houses be purchased, along with an Avenue House sign by the gate.

Action: Caroline to obtain quotes for these signs

- At the last Tenant Meeting, a request for a blind to be put into a communal Kirwin House bathroom was made, but reportedly refused.

Action: Tim to check with Caroline, blind to be purchased if appropriate.

Action: Chris Denman to compile a list of simple things that could be used to improve tenant life.

Action: Tim & Michael to meet to discuss outreach work, and prepare a report for the next meeting.

8. Board Governance / Update on Board Member Visits.

- The following visits are outstanding:

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

- Once these visits are completed, all sections will have been assessed over the past 12 months.
- All members agreed that they found these visits useful.

Action: Improve loop back to members following visits (Manager's comments could go in the manager report at each Board Meeting).

Action: Karen to devise rota for the next round of visits. Neil requested the same sections to assess, otherwise it was agreed that they be mixed up from last year.

Action: Covert Medication Policy to be devised by Melanie – Jerry to look over once written.

- Preparation for a no deal Brexit was discussed. This has been looked at in depth – a plan has been put in place and sent to Bristol City Council. Advice from the NHS is not to stockpile food or medication. Unfortunately there is not a vast amount we can do to prepare – our biggest risk is staff, which is why it is important we accelerate the introduction of staff benefits.

Action: Caroline to circulate Brexit plan to all Board Members.

Action: Karen to add Business Risk Register as a standing item on all future agendas.

- Chris Szpojnarowicz asked if the renewal of our insurance comes to the Board. We need to make sure cover is fully sufficient.

Action: Current insurance policy and renewal documentation to be sent to Chris for review.

9. A.O.B.

Action: Tim to write to Colin White on behalf of the Board, thanking him for his work on the bathroom renovations.

Dates for next meetings

Tuesday 19 th November 2019	6:45pm
Tuesday 18 th February 2020	6:45pm
AGM – Wednesday 20 th May 2020	2pm
Tuesday 26 th May 2020	6:45pm

Meeting Closed 8:40pm

Summary of action points:

Action	By whom	By when
Formally invite Gerlayn Meehan to join the Board	Tim Wye	Next week
Obtain references and DBS for Gerlayn Meehan	Karen Parkin	Next meeting
Suggest alternative auditors to the Board	Roger Pimblett	October 2019
Shortlist of 3 auditors to be made	Tim Wye	Next meeting
Budget Meeting date to be finalised	Bishop Fleming / Tim Wye / Caroline Cooper / Michael Tuckwell / Jo Gray	October 2019
Write to Carol McCarthy thanking her for her service	Tim Wye	October 2019
Board Members to email Karen Parkin with suggestions of improving staff benefits. Karen to collate for next meeting.	All members / Karen Parkin	Next meeting
Speak to GERALYN for further advice.	Tim Wye / GERALYN MEEHAN	Next meeting
Make it known to staff that staff benefits are being looked at.	Tim Wye	Next meeting
Look at staff model to see how it has changed against resident dependency over the years.	Jo Gray	Next Meeting
Fire Procedures for Kirwin & Lansdowne Houses to be discussed at length with Sean Hogan (maintenance).	Chris Denman / Jerry Oliver	Next Meeting
Instruct Graham Rivers to produce 3D model of the proposed Avenue House plans	Tim Wye / Michael Tuckwell	Next meeting
Obtain quotes for Kirwin, Lansdowne and Avenue House signs	Caroline Cooper	Next meeting
Blind for Kirwin House communal bathroom to be purchased	Caroline Cooper	October 2019
Compile a list of simple things that could be used to improve tenant life	Chris Denman	Next meeting
Discuss outreach work, and	Tim Wye / Michael Tuckwell	Next meeting

prepare a report for the next meeting		
Improve loop back to members following Board Member visits	Caroline Cooper	Next meeting
Next rota of Board Member visits to be devised & circulated	Karen Parkin	October 2019
Covert Medication Policy to be devised	Melanie Mackintosh	Next meeting
Circulate Brexit plan to all Board Members	Caroline Cooper	October 2019
Business Risk Register to be added as standing item to agenda	Karen Parkin	Next meeting
Insurance documents to be sent to Chris Szpojnarowicz	Karen Parkin	October 2019
Write to Colin White	Tim Wye	October 2019