

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held at Horfield Quaker Meeting House on Tuesday 19th**  
**November 2019 at 6:45pm**

**Present:** *Board Members:* Tim Wye (Chairperson)  
Jo Gray, Melanie Mackintosh, Geralyn Meehan,  
Jerry Oliver, Chris Szpojnarowicz, Michael Tuckwell  
*Bishop Fleming:* Claire Argrave, Caitlin Murphy

*N.B. No note taker was available for the meeting due to an outbreak of Norovirus at Avenue House*

**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 Neil Allan.

Due to an outbreak of Norovirus at Avenue House, apologies were also received from Caroline Cooper, Christopher Denman, Karen Parkin and Janet Lynch.

**3. Board Membership**

Following a unanimous agreement to invite Geralyn Meehan to join the Board of Trustees, Geralyn has accepted. Welcome Geralyn.

**4. Agreement of minutes of the meeting held on 24<sup>th</sup> September 2019**

The minutes of the meeting held on 24<sup>th</sup> September 2019 were agreed as being a true account of the meeting, and were signed off by the Chair.

**5. Financial Report by Bishop Fleming including proposed budget 2020/21**

- The management accounts for October 2019 were discussed:
  - There is a year to date surplus of £31k, following a surplus in October 2019 of £10.5k – mainly due to expenditure being under budget across all 3 houses.
  - The income for Avenue House was slightly under budget for the month, and over budget for Kirwin & Lansdowne.
  - Avenue House had 2 vacant rooms at the end of October, one being occupied by a short term resident.
  - All en-suite refurbishments have now finished.
  - Kirwin & Lansdowne Houses remain fully occupied.
  
- An initial budget meeting was held on 10<sup>th</sup> October 2019, with a follow up on 1<sup>st</sup> November. Fee/Rent increases to all 3 properties, staff wage increases and significant expenditure were all discussed. The following was proposed, and sent out to Board Members for review on 11<sup>th</sup> November:
  - Avenue House fee increase of 2%
  - Kirwin House rent increase of 3%
  - Lansdowne House rent increase of 3%
  - Service charge increase of 3%

- Support charge increase of 3%
  - Staff increase of 3%
- A discussion about 'Value for Money' was held. It was noted that Avenue House fees are equivalent to local benchmarks, and that rents at Kirwin and Lansdowne Houses are low, well within local Housing Benefit rates. We need to review the Kirwin status of 'Supported', especially as it is not disability compliant.

**Action: Chair to discuss Supported status with Manager and arrange to discuss with tenants.**

- The budget was accepted with the proviso that the Real Living Wage for staff and Local Authority uplifts for next year will be dependent on the results of the upcoming election.
- It was noted that this is a finely balanced budget – mainly due to large building projects.
- Following a discussion about a change of auditors at the last Board Meeting, Roger Pimblett has put forward the names of 2 alternate auditors:
  - Godfrey Wilson (5<sup>th</sup> Floor, Mariner House, 62 Prince Street, Bristol BS1 4QD)
  - Burton Sweet (The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR)

**Action: Chair to write a brief to send to the potential auditors asking for quotes.**

## **6. Update from Manager (presented by Chair due to absence re Norovirus)**

- The Norovirus outbreak at Avenue House has been reported to both the Care Quality Commission and the Public Health Laboratory Service. It has been well managed and is now resolving. The Board noted thanks to the Manager and her team for their hard work in this stressful time.
- Our Gold Standard Award plaque is now in place
- The fire alarm at Kirwin House was activated due to some cooking. It was noted that there was a successful evacuation.

## **7. Staff Benefits**

- GERALYN MEEHAN and JO GRAY have met with the Manager. It was agreed by the Board that an independent HR advisor be engaged to discuss what staff would want out of a staff benefit package. Daksha Patel from Janjer was suggested.
- It was noted that this may affect the budget.

**Action: Manager to approach Daksha Patel**

**Action: Jo Gray / GERALYN MEEHAN to propose a brief to be given to HR advisor to set some limits of reality to discussions.**

## 8. Business Risk Register

- The Chair reminded the Board that we agreed to have this as a standing item.
- No new risks have been added since the last Board Meeting.
- The Brexit plan has been circulated to all Board Members.
- Chris Szponjarowicz has reviewed the insurance policies and is happy with the level of cover.
- Fire risk was discussed: Jerry suggested asking our Fire Risk Assessor to assure us that the roof voids are fire safe – ideally while the scaffolding is in place. It was agreed that this be assessed ASAP.

**Action: Manager to arrange fire risk assessment of roof spaces**

## 9. Reserves Policy

No change to the 12 month policy. Review September 2020, before the budget meeting.

## 10. Tea Break

## 11. Board Governance / Update on Board Member visits

Month	Board Member	Sections to be assessed
June 2019	Tim Wye	W1
August 2019	Melanie Mackintosh	R3, E2
November 2019	Jerry Oliver	S4, E5
December 2019	Jo Gray	S1, E1
January 2020	Chris Szponjarowicz	W2, R1
February 2020	Tim Wye	R2, W5
March 2020	Geralyn Meehan	S3, E4
April 2020	Melanie Mackintosh	E3, C1
May 2020	Neil Allan	S2, S5
June 2020	Michael Tuckwell	E2, C2
July 2020	Jerry Oliver	W1, W3
August 2020	Jo Gray	C3, R3
September 2020	Chris Szponjarowicz	E7, W4
October 2020	Tim Wye	S6, E6

- Tim Wye and Melanie Mackintosh both noted they had outstanding visits to complete.

### **Action: Complete outstanding visits**

- The Chair and Manager have discussed the Manager formally updating the Board about recommendations made following Regulation 17 visits. She had planned to do this today but has not been able to following Norovirus affecting Avenue House.
- The proposed Covert Medication Policy was discussed. Jerry Oliver will draft a paragraph for our Medication Policy to cover Best Interest Decision Making in the event of a resident losing capacity and declining medication, but not for a specific policy regarding covert medication.

**Action: Jerry Oliver to write a paragraph and circulate for approval**

- Melanie Mackintosh mentioned the ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) process being rolled out nationwide to encourage advance care planning (including DNACPR (Do Not Attempt CPR) decisions) – for future discussion regarding how this might dovetail with the existing Gold Standards Framework.

## 12. Use of Reserves / Capital

The Chair fed back results of the resident / staff / relative consultation around proposed Avenue House changes:

- Dividing doors
  - Although some support, the majority of comments were against. Concerns over loss of architectural features, wall space and the cosy, intimate spaces. Also concerns that the dividers won't be soundproof.
  - Some took the point that it was a bigger space and liked the idea of getting more community activities in but asked why we can't try that and review if it's a success and then look at this in the future
- New extension/ lobby

Most comments in favour but the following comments made:

  - Balance between need to open up the entrance but not having people 'on show'
  - Need to avoid a large 'clinical' environment
  - Concerns about the amount of glass - privacy and greenhouse effect
  - Need to ensure disabled access
  - Need to have entry system that doesn't leave people stranded outside
  - Concerns over noise and disruption during build
  - Concerns over destroying wildlife in garden (wildlife survey requested)
  - Several comments on art room appearing to be lost and the need to keep this a distinct space, albeit in different format
- Also one comment that we were not doing much for staff: no staff room etc. This was run past the Manager and she had views about this, but second floor room that isn't used for much may have potential.

These comments were discussed – the Board are supportive of the plans whilst noting comments about light & heat caused by the windows, accessibility and the art room. It was agreed to ask the architect to proceed to estimate costs and to address concerns.

**Action: Chair to instruct architect to move forward with developing these plans**

The Board took on board the consultation results regarding the dividing wall between the lounge and library and agreed not to proceed with this plan for the foreseeable future. There was some discussion about making better use of spaces (e.g. possibly making the library dual use as art room).

### 13. Accessible Housing and developing community offer

To be carried forward to next meeting

### 14. A.O.B.

- Music group/ other activities suggestions:
  - Liaise with Alzheimers UK re hosting Singing for the Brain sessions
  - Seek a pianist for Christmas Carols
  - Liaise with Cotham and Cotham Garden Schools – re storytelling/interviews, etc.
  - It was agreed that Jo could look at engaging someone to develop choir work with a budget of up to max of £2k as a pilot.
  - Karen the activities coordinator was also looking at more community engagement (e.g. nursery) and would be good with whom to liaise.

#### **Action: Jo Gray to look into the above**

- The following Housing Policies were agreed and signed off by the Board:
  - Services
  - Smoking
  - Anti-Social Behaviour
  - Anti-Bribery

### Dates for next meetings

Tuesday 18<sup>th</sup> February 2020                                  6:45pm  
AGM – Wednesday 20<sup>th</sup> May 2020                                  2pm  
Tuesday 26<sup>th</sup> May 2020    6:45pm

### Summary of action points:

Action	By whom	By when
Discuss reviewing Kirwin House status of 'Supported' with Manager and arrange to discuss with tenants.	Chair / Manager	Feed back at February Meeting
Write auditor brief and request quotes	Chair	ASAP
Approach Daksha Patel re: acting as independent HR advisor re: staff benefit package	Manager	ASAP - Feedback at February Meeting
Propose a brief to be given to HR advisor	Jo Gray / Geralyn Meehan	December 2019
Arrange fire risk assessment of roof spaces	Manager	December 2019 / ASAP
Complete outstanding Reg. 17 visits	Tim Wye / Melanie Mackintosh	December 2019

<p>Draft a paragraph for our Medication Policy to cover Best Interest Decision Making in the event of a resident losing capacity and declining medication</p>	<p>Jerry Oliver</p>	<p>Circulate in January for Next Meeting</p>
<p>Instruct architect to proceed to estimate costs of Avenue House works and to address concerns raised in consultation.</p>	<p>Chair</p>	<p>ASAP</p>
<p>Look at engaging someone to develop choir work</p>	<p>Jo Gray</p>	<p>Feed back at February meeting</p>