

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held Tuesday 25<sup>th</sup> May 2021 at 6:45pm via ZOOM**

**Present:** *Board Members:* Tim Wye (Chairperson)  
Neil Allan, Christopher Denman, Jo Gray, Melanie Mackintosh, GERALYN MEEHAN, Ros Mills, Jerry Oliver, Chris Szponjarowicz, Michael Tuckwell  
*Avenue House:* Caroline Cooper, Karen Parkin (minutes)  
*Bishop Fleming:* Caitlin Murphy

**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**

No apologies.

**3. Agreement of minutes of the meeting held on 23<sup>rd</sup> February 2021**

The minutes of the meeting held on 23<sup>rd</sup> February 2021 were agreed as being a true account of the meeting and were signed off by the Chair.

**4. Board Membership**

*Actions arising from previous meeting:*

- *To encourage residents to speak to Ros as Resident Representative – COMPLETED.*
  
- It was noted that we still need new members and, in particular, someone with housing expertise. To put on website. **ACTION: Karen**

**5. Financial Report by Bishop Fleming**

*Actions arising from previous meetings:*

- *Consider split of insurance budget between the 3 houses – carry forward to budget meeting.*
- *Board Members to send any feedback on Management Accounts to Caitlin – COMPLETED.*
- *Caitlin to check staff taxis is not a 'benefit in kind' - unfortunately, this is deemed by HMRC as a taxable benefit:*
  - *Agreement made with HMRC for us to pay the tax, not the staff.*
  - *Staff to be informed that we will pay the tax on their behalf.* **ACTION: Caroline**
  - *Tim to write to MP to object to the requirement to pay any tax as guidance was issued to Care Homes advising us to pay for staff taxis* **ACTION: Tim**
  - *Tim to liaise with Steve at Bishop Fleming to sort payment of tax.* **ACTION: Tim**
  
- The Avenue House deficit is currently over budget (£60.6k against a budgeted deficit of £18.4k. This is due to a lack of income – we have lots of vacant rooms.

- To get back on budget we would need to average a total of only 2 vacancies for the remainder of the year.
- Currently we have 23 residents. A calculation was made at the beginning of the year forecasting that if we had 10 vacancies for a year, we would incur a deficit of £250k.
- Reserves remain good however, so the above is not too much of a worry at the moment.
- Options to reduce expenditure include reducing staff numbers – this was rejected.
- Staff taxis and the staff 10% bonus are ending, so expenditure will go down soon.

## 6. Outstanding Development Loan repayments

- We have one remaining Development Loan (from 2004) to be repaid, which the auditors are keen for us to resolve.
- Despite several attempts to contact, we have never had any response from the donor. Through some investigation, it appears the donor is now deceased.
- Karen to do some further investigation into where we stand in this instance.

**ACTION: Karen**

## 7. Verbal Update from Manager

### Avenue House

- 23 residents in Avenue House currently.
- Following the offer of staff wellbeing sessions with Daksha, no one has yet taken this up. Caroline to raise at the next staff meeting. Jo feels this is testament to the fact that staff have felt supported during the pandemic – well done to Caroline.
- We have received a further Infection Control Grant - £7,425 has been allocated to be spent on staff taxis and £5,812 has been allocated for extra cleaners.
- CQC inspections have restarted. We have not yet received our PIR paperwork although Caroline has heard that they are not currently always sending it out prior to visiting. We have no concerns ahead of this.
- We have received no further Care Home Visiting Guidance since 17<sup>th</sup> May. In this version the main difference is that if we were to encounter another COVID outbreak, we would only need to remain in lockdown for 14 days, not the previous 28 days.
- Free PPE has been extended until the end of June.
- The Garden House remains popular for visits.
- A Resident Satisfaction Survey has been sent out – so far, the responses received have been positive.

### Lansdowne House

- Flat 6 is due to be occupied from 14<sup>th</sup> June. The house will then be fully occupied.

### Kirwin House

- The tenant due to occupy flat 8 has since pulled out. This leaves one vacancy.
- A legal expert has been identified to look at updating the housing tenancy agreements.

## 8. Incident Reporting

None to report.

## 9. Staff Benefits

- It had previously been decided that the staff 10% COVID bonus would cease at the end of June, in line with planned easing of restrictions.
- The annual staff uplift has been budgeted at 3% - this is a sharp drop from the 10% staff have been getting over the past year.
- It was agreed that we cannot continue to pay the 10% bonus, as we want to retain a contingency should any further measures be required to assist staff.
- The following was agreed:
  - 3% uplift from 1<sup>st</sup> July, however for the first month (July 2021), a 5% bonus will be paid on top. From 1<sup>st</sup> August, the 3% uplift only will be applied.
  - Caroline to write to staff. **ACTION: Caroline**

## 10. Visiting Policy

*Actions arising from previous meeting:*

- Tim to rearrange Rickshaw training as appropriate – carry forward.
- Caroline to look at using Kirwin House garden for residents to walk around. **ACTION: Caroline**
- Car journeys are now being permitted but on an individually risk-assessed basis. These are with only 1 nominated person who must have a negative LFT on the morning of the journey. The resident should sit behind the driver with the windows open, and face masks should be worn.

## 11. Business Risk Register

*Actions arising from previous meeting:*

- Update the 'lessons learned during COVID' review - diary being kept but report not written yet. Tim to draft a short report, as this shows our governance and leadership. **ACTION: Tim**
- Caroline to add Heating to the Business Risk Register – COMPLETED.
- Caroline to check boiler spare parts are readily available – COMPLETED.

## 12. Update on Business Plan

- No updates at present
- Tim to draft a page of 10 bullet points – 7 on revenue and 3 on capital. **ACTION: Tim**

## 13. Board Governance / update on Board Member visits

All involved in the remote Board Governance Visit (Jo, Caroline & Ros) thought it went very well:

- Having Ros, our resident representative, present gave it extra depth.
- In future, both Caroline and Jo would like to get more residents and staff involved.
- It was agreed that future visits could also take place in the garden or Garden House.
- Visits to recommence (either virtually or in a COVID – secure visit)
- Updated schedule below:

Month	Name	Sections to assess
June 2021	Melanie Mackintosh	E3, C1
July 2021	Neil Allan	S2, S5

August 2021	Jerry Oliver	E5, W1
September 2021	Chris Szponjarowicz	E7, W2
October 2021	Tim Wye	S6, E6
November 2021	Geralyn Meehan	S3, E4
December 2021	Michael Tuckwell	S4, W3
January 2022	Jo Gray	S1, E1
February 2022	Neil Allan	R1, W4
March 2022	Jerry Oliver	R2, W5

#### 14. Front Extension

- Planning lasts for 3 years.
- Finances remain uncertain.
- Leave on agenda.

**ACTION: Karen**

#### 15. A.O.B.

No A.O.B.

#### 16. Proposed dates of next meetings:

- Agreed to try next meeting starting at 5pm.
- To move planned August meeting to 2<sup>nd</sup> week of September.
- Hybrid meeting possible (some attending in person, some virtually).
- Agreed to continue Board Catch Ups every 2 weeks.

Tuesday 7 <sup>th</sup> September 2021	5pm
Tuesday 23 <sup>rd</sup> November 2021	5pm
Tuesday 22 <sup>nd</sup> February 2022	5pm
AGM – Wednesday 18 <sup>th</sup> May 2022	2pm
Tuesday 25 <sup>th</sup> May 2022	5pm

**Meeting Closed 8pm**

#### Summary of action points:

Action	By whom	By when
Advertise Board vacancies on website	Karen	June 2021
Insurance bill to be split between 3 houses	Caitlin / Budget subgroup	Next budget
Staff to be informed that we will pay the tax on their taxis	Caroline	June 2021
Tim to contact MP re: tax being due on taxis	Tim	June 2021
Liaise with Steve at Bishop Fleming re: paying taxi tax	Tim	June 2021
Further investigation into Development Loans	Karen	Next meeting
Letter to staff re: annual uplift	Caroline	June 2021
Look into allowing residents	Caroline	June 2021

to walk around Kirwin House gardens		
Arrange Rickshaw training	Tim	Next meeting
Write short 'lessons learned' report	Tim	Next meeting
Write short, reviewed Business Plan	Tim	Next meeting
Resume Board Inspection visits	As per schedule	As per schedule
Leave front extension on agenda	Karen	Next meeting