

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held Tuesday 24<sup>th</sup> November 2020 at 6:45pm via ZOOM**

**Present:** *Board Members:* Tim Wye (Chairperson)  
Neil Allan, Christopher Denman, Jo Gray, Melanie Mackintosh, GERALYN MEEHAN, 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**

Apologies received from Ros Mills

**3. Agreement of minutes of the meeting held on 22<sup>nd</sup> September 2020**

The minutes of the meeting held on 22<sup>nd</sup> September 2020 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:*

- *Appoint Resident Representative* – Ros Mills was officially appointed as Resident Representative to the Board
  
- It was noted that a gap in housing experience remains

**5. Financial Report by Bishop Fleming**

The October 2020 Management Accounts were discussed, and the following points noted:

- There is a year to date surplus of £50.8k against a budgeted surplus of £39.3k
- Year to date income is under by £30k (this disregards the Government Grant)- this is due to having more empty beds than budgeted for
- Year to date expenditure is under by £41.2k. This is mainly due to repairs not being carried out, either because they are not needed or works have been postponed due to the COVID-19 pandemic. It was noted that no essential or urgent repairs have been delayed.
- Tim has received in writing confirmation that the Garden House can be paid for under the Infection Control Grant – full details TBC

**6. Budget (including scenario planning for a reduced capacity)**

- £35k deficit in budget (based on 6 months at 25 bed occupancy and a further 6 months at 27)
- Other scenarios have been planned for (e.g. a year at 20 bed occupancy would be a deficit of £250k)
- We have £1.5 million in cash reserves to see us through if occupancy falls

- The Budget was agreed. Previous Boards were congratulated on building up such healthy reserves.

## 7. Verbal update from Manager

### Avenue House COVID-19 outbreak

- 12 residents have now tested positive for COVID-19
- A deep clean & fogging has been arranged for tonight
- All residents are isolating in their rooms
- Positive COVID-19 residents are currently well, with no severe symptoms presenting. However, we know with the elderly that they can deteriorate quickly
- Oxygen levels are being monitored twice daily
- If any resident becomes unwell, staff have been told to ring 111. They are aware that this may escalate to an ambulance being called quite quickly
- Several staff have also tested positive and are isolating. In addition, 1 carer is shielding due to having a blood condition, and another is shielding due to being an older lady.
- Staffing is ok for now, but this may change if more positive results come in
- Tim is on hand to help at the weekend if needed (test result dependent)
- Public Health England have confirmed that there should be no visits or volunteers coming to Avenue House, and that zoom calls cannot be facilitated as the ipad cannot be taken from room to room.
- A relatives' zoom was held today - there was a lot of support for staff and offers of help. A weekly relatives' zoom was agreed.
- Caroline & Tim have an incident management meeting with Bristol City Council tomorrow
- It was confirmed that Tim is the management contingency if Caroline and Beckie are both off

### Other

- 1 resident is in hospital and likely to remain there for several months
- 1 resident remains at home with her family
- GERALYN to send the Government Winter Plan to Caroline – it is likely that staff will be asked to work in one setting only **ACTION: GERALYN**

## 8. Incident Reporting

- No safeguarding issues
- No facilities / services / maintenance issues
- Infections: COVID-19 outbreak. All necessary notifications have been made. A zoom meeting is being held with the insurers tomorrow

## 9. Conservatory Plans update

- On hold. Planning lasts 3 years

## 10. Staff Benefits

- The 10% COVID uplift ends at the end of December. It was agreed to keep this until the end of March (when furlough ends).
- Real Living Wage commitment from April (3% rise)
- Letter to be sent out by Tim, along with flu vaccination encouragement from Melanie **ACTION: Tim / Melanie**

## 11. Visiting Policy

Actions arising from previous meeting:

- Tim to update on Rickshaw: Training had been arranged but is now on hold
- Arrange volunteers to visit residents with no visitors: This had commenced but visits are now on hold
- Look at restarting weekend visits: Again, this had commenced but visits are now on hold
  
- No visits can take place at present. They will remain on hold until 28 days after our last positive case amongst staff & residents
- There may be further guidance in the new Winter Plan which is to be read & digested

## 12. Business Risk Register

Actions arising from previous meeting:

- Complete a 'lessons learned during COVID' review: this has been circulated. We don't feel anything could have been done differently.
  
- Further review to be completed once we are through this wave

**ACTION: Tim / Caroline**

## 13. Update on Business Plan

- Postponed due to COVID outbreak. Carry forward to next meeting
- Tim to speak to a marketing contact about marketing Avenue House to boost admissions

**ACTION: Tim**

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

- Visits restarted in October, with Michael assessing sections E2 and C2
- Due to the current outbreak, all visits are postponed until January
- New rota as follows:

Month	Name	Sections to assess
January 2021	Jo Gray	C3, R3
February 2021	Melanie Mackintosh	E3, C1
March 2021	Neil Allan	S2, S5
April 2021	Jerry Oliver	E5, W1
May 2021	Chris Szponjarowicz	E7, W2
June 2021	Tim Wye	S6, E6
July 2021	Geralyn Meehan	S3, E4
August 2021	Michael Tuckwell	S4, W3
September 2021	Jo Gray	S1, E1
October 2021	Neil Allan	R1, W4
November 2021	Jerry Oliver	R2, W5

## 15. A.O.B.

- Letters went to tenants this afternoon informing them of the Avenue House outbreak of COVID-19. No comments as of yet
- Michael has informed local meeting clerks of the outbreak

- Neil congratulated The Manager Caroline and Chair Tim of their management of the situation at Avenue House
- Jo Gray is looking into support staff may need due to the emotional impact of COVID-19. GERALYN to share details of staff wellbeing at her place of employment. **ACTION: Jo & GERALYN**
- A £25 Just Eat voucher has been distributed to each staff member and has been well received

### Meeting Closed 7:45pm

#### Dates for next meetings

#### Note: Subject to change and possibility of more electronic meetings

Tuesday 23<sup>rd</sup> February 2021 6:45pm

AGM – Wednesday 19<sup>th</sup> May 2021 2pm

Tuesday 25<sup>th</sup> May 2021 6:45pm

#### Summary of action points:

Action	By whom	By when
Circulate Government Winter Plan	Geralyn	Immediately
Read through & digest Winter Plan and its implications for us	All Board members	As circulated
Staff COVID uplift letter	Tim	December 2020
Staff flu letter	Melanie	December 2020
Rearrange Rickshaw training	Tim	New Year as appropriate
Lessons learned review following Avenue House COVID-19 outbreak	Tim / Caroline	Next meeting
Speak to marketing contact	Tim	Next meeting
Look into emotional support for staff	Jo / GERALYN	Next meeting