

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held Tuesday 14<sup>th</sup> September 2021 at 5pm 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:* Steve Stephens

**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**

Tom Hazelle

**3. Agreement of minutes of the meeting held on 25<sup>th</sup> May 2021**

The minutes of the meeting held on 25<sup>th</sup> May 2021 were agreed as being a true account of the meeting and were signed off by the Chair.

**4. Board Membership**

- Unfortunately, Tom Hazelle was unable to observe the meeting today – to be invited to the next one.
- If Tom wishes to be put forward as Michael Tuckwell's replacement, it will be the Bristol Area Quaker Meeting that approves this.
- Phyllida Parlsoe has sadly died. Neil Allan to write to her family on behalf of the Board, to express our condolences and appreciation for her past work on the Board of Trustees. She was a great asset to us. **Action: Neil**

**5. Financial Report by Bishop Fleming**

*Actions arising from previous meetings:*

- *Insurance Budget to be split between the 3 houses – carry forward to budget meeting.*
- *Staff taxis:*
  - *Staff to be informed that we are paying the tax on their taxis – COMPLETED*
  - *Tim to write to MP objecting to the requirement to pay tax on staff taxis – Tim has written but has no further update – to pursue. **Action: Tim***
  - *Tim to liaise with Steve at Bishop Fleming to sort payment of tax – COMPLETED (payable in October)*
- *Karen to investigate repayment of outstanding development loan – IN PROGRESS*
- The year-to-date deficit is currently £74.8k against a budgeted year-to-date deficit of £27k, due to continued vacancies.
- The deficit has been softened by some short-stay resident income and an underspend on building maintenance – it was confirmed that no major works are being delayed and this is likely to be spent in late 2021.

- Taxis costs were high but have now come to an end. The tax bill on this is £15.5k and is payable in October.
- Our small lift has broken down – it was agreed that we replace this, at a cost of £21,814+VAT. **Action: Caroline**
- Budget meeting to be held ASAP – Karen to coordinate dates. It was noted that we are likely to see a 'lean' year in 2022, due to care home finance reforms due in 2023. **Action: Karen**

## 6. Verbal Update from Manager including incident reporting

### Avenue House

- We have had one death this week leaving us with 5 vacancies.
- 2 vacant rooms have been reserved and will be filled in the next 2 weeks.
- 1 vacancy has stairs down into the room and is very difficult to fill. We have investigated a stairlift for this room, but the space makes it unfeasible.
- It was agreed that we keep one room for respite as this is an attractive feature for those thinking about care. Actions:
  - Advertise respite room on the website. **Action: Karen**
  - Discuss respite fee – currently we charge inline with our existing fee structure. Should we charge higher for short stay? **Action: Caroline / Tim**
- The Environmental Health Officer inspected the kitchen on 2<sup>nd</sup> September. We retain our 5\* rating and no recommendations were made.
- An insurance survey was carried out on 1<sup>st</sup> September – we are still waiting for the full report, but 2 minor recommendations were made:
  - Boiler room door to be adjusted – completed.
  - Cables in the cupboard in which the lifting cushion must be always on charge to be made safe – completed.
- Recruitment remains difficult – 1 care assistant is leaving in October, and another has left to undertake a university course. This gives us 2 full time vacancies. Suggestions:
  - Recruitment Banner has been ordered and will be put up outside when it arrives.
  - We already offer a refer-a-friend scheme.
  - Apprentices to be looked at – this would be a longer-term solution.
  - Enhancement of payrates – Geralyn is expecting some data on payrates in the care sector so will forward when she has it. **Action: Gerlayn**
  - Advertise that we offer funding of NVQs in job adverts.
  - Review benefits package.
  - Speak to Agency about block booking, to see if we can get rates down.

### Lansdowne House

- No issues.

### Kirwin House

- 2 vacancies remain in Kirwin House
- A tenant Zoom Meeting has been requested to discuss the proposed tenancy agreement changes. Tim to arrange. **Action: Tim**
- 1 confidential issue discussed at the end of the meeting.

### Incident Reporting

None to report.

## 7. Discussion around a possible change in Avenue House registration / types of residents we can cater for

- Bristol City Council aim to stop placing clients in residential care, with a view to creating and using more Extra Care Housing instead. Therefore, we need to look at how we can make the future of Avenue House more stable.
- Creating a dementia unit was discussed:
  - Daksha Patel from Janjer investigated the feasibility of creating a dementia unit at Avenue House in 2015. Her report clearly stated that Avenue House is not suitable for dementia care – nothing has since changed. It was made clear that this would be for more advanced dementia care and that any residents currently living in Avenue House with dementia are perfectly fine in their current surroundings as they do not have high level or very challenging needs.
- The possibility of converting some buildings to Extra Care Housing was discussed – Kirwin and Lansdowne Houses would be incredibly difficult to convert.
- It was agreed that we strengthen what we already offer and therefore its appeal to private clients.
- Offering outreach and day / wraparound care (such as lunch clubs / knit & natter etc.) along with assistive technology could act as a 'shop window' to Avenue House, encouraging more private clients in. Tim & Caroline to discuss further.  
**Action: Tim & Caroline**

## 8. Business Risk Register

*Actions arising from previous meeting:*

- Update the 'lessons learned during COVID' review – Tim to draft short report – COMPLETED
- The Business Risk Register is up to date.

## 9. Update on Business Plan

*Actions arising from previous meeting:*

- Tim to draft a page of 10 bullet points – 7 on revenue and 3 on capital – COMPLETED, with several items to review.
- To check if we need Energy Performance Certificates for our business.  
**Action: Chris S**

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

- Feedback from Melanie's recent visit (in the Avenue House Garden):
  - No negative comments with regards to care at all – all interactions observed between staff and residents were very caring and genuine.
  - There were some comments around the food, mainly asking for more variety of vegetables, to which Jason the chef was very receptive.
  - Staff were very positive and spoke highly of Caroline.
  - Overall, a very positive experience.
- Jerry's visit from August remains outstanding. Chris S to arrange September's visit with Caroline.  
**Action: Jerry & Chris S**

- Any Board Members wishing to come to Avenue House to carry out a visit (as opposed to a virtual meeting) will need to have sent through proof of their double COVID vaccination by way of their NHS COVID pass. COVID pass letters can be obtained by visiting <https://www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/get-your-covid-pass-letter/>

Month	Name	Sections to assess
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

### 11. Discussion around making WEFHS more 'Green'

- It was agreed that a report be commissioned into this.
- Anthesis carried out a report for the Quaker Meeting Houses – Michael to forward report to Tim. **Action: Michael**
- Sub-committee formed comprising of Tim & Chris S. Other members welcome!

### 12. A.O.B.

No A.O.B.

### 13. Proposed dates of next meetings:

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 24 <sup>th</sup> May 2022	5pm

**Meeting Closed 6:50pm**

### Summary of action points:

Action	By whom	By when
Write to Phyllida Parsloe's family	Neil	ASAP
Pursue staff taxi tax complaint	Tim	October 2021
Replace small lift	Caroline	ASAP
Arrange budget meeting	Karen	October 2021
Advertise Respite room	Karen	ASAP
Discuss Respite Flat Fee	Caroline / Tim	October 2021
Payrates data to be circulated	Geralyn	Once received

Tenant Zoom Meeting to be arranged to discuss tenancy changes	Tim	October 2021
Discuss Outreach & Day / Wraparound care	Tim / Caroline	Next meeting
Check Energy Performance Certificate requirements	Chris S	Next meeting
Continue Board Member Inspection visits	Jerry / Chris S / Tim / Geralyn as per schedule	As per schedule
NHS Covid pass letters to be sent to Karen	All Board Members	Next meeting
Anthesis report to be forwarded to Tim	Michael T	Next meeting