

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 23rd August 2022 at 5pm at Redland Quaker Meeting House

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Jo Gray, Tomas Hazelle,
Andrew Lux, Melanie Mackintosh, Geralyn Meehan,
Jerry Oliver, Tim Southall
Avenue House: Caroline Cooper, Karen Parkin (minutes)
Bishop Fleming: Steve Stephens
Via Zoom: Jerry Oliver, Ros Mills

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 Chris Szpojnarowicz.

Introductions and welcome to our new Members – Tomas Hazelle, Andrew Lux and Tim Southall.

3. Agreement of minutes of the meeting held on 25th May 2022

The minutes of the meeting held on 25th May 2022 were agreed as being a true account of the meeting and were signed off by the Chair.

4. Board Membership

- There is a vacancy on the Finance Sub-Group. Board Members to consider joining – Bishop Fleming are due to start work on next year's budget on 19th September.

5. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- *Claire to allow extra allowance for Registration Fees in the next budget - carried forward to the budget planning meeting. **Action: Claire***
- *To propose a new Food Budget in discussion with chef – to be implemented at the budget planning meeting.*
- Income is currently strong against the budget for the year, mainly due to having less voids than budgeted.
- 2 vacancies remain in Kiriwn House – 1 is currently being occupied by a long-term guest and the other will be occupied by a new tenant from the beginning of September.
- It was noted that we need to be aware of rises in utilities when setting the budget for next year.
- The question about whether we are maximising the return on our reserves was asked – Tim S to forward contact details of a financial adviser that has worked with the Quaker Meeting Houses to Tim W. **Action: Tim S / Tim W**

5a. Proposed Financial Limits Policy

- The following expenditure approval limits were agreed by the Board:
 - Up to £5k - Manager
 - Between £5k - £10k - Manager & Chair after 1 quote
 - Between £10k - £20k - Manager & Chair after 3 quotes
 - Over £20k - Full Board approval after 3 quotes

5b. Budget Principles – addressing cost of living crisis

- A rolling budget was proposed by Steve which could be re-based every quarter.
- It was suggested that fees could be reviewed every 6 months – Tim W to write to residents / relatives with further information. **Action: Tim W**

6. Verbal Update from Manager including incident reporting

Actions arising from previous meetings:

- *Look at sickness policy / T&Cs* – to be reviewed once further data due to be released comes through. **Action: Geralyn / Jerry**
- *Advertise increased referral bonus scheme amongst staff* – COMPLETED
- *Look into offering apprenticeships* – in progress
- *Look into recruiting from Ukranian network* – there has been some interest. To forward advert to Jo & Tim W to circulate. **Action: Karen / Jo / Tim W**
- A suggestion to offer 'What it's like to work in the Care Sector' sessions was made.

Avenue House

- Current occupancy of 28.
- 1 expected death.
- 2 residents in hospital.
- 2 residents currently on respite – one will be moving to more independent living at the St Monica Trust in a couple of weeks.
- We cannot currently let room 1 on a permanent basis as it will form part of the new building extension.
- There have been a couple of incidents with the BRI this month:
 - One resident was discharged back to us without a COVID test – the Capacity Tracker are investigating this further. The resident is currently isolated until a PCR result is received. Tim W to submit a complaint. **Action: Tim W**
 - A resident was admitted to hospital with suspected delirium but was promptly discharged after the BRI said he did not have it. He was readmitted shortly after with the same symptoms, and again the hospital tried to discharge him. The son has made a complaint about his father's treatment by the hospital, and they are now carrying out further investigations.
- The question of whether we should have an electronic recording system in place was raised. We have had one demonstration by Caredocs, and are due to have another by an alternate company for comparison. It has already been agreed that a budget for this will be set.
- No accidents. The resident that was previously having lots of falls has now moved to a Nursing Home.
- 1 new carer has been appointed and will start work once her DBS clears. She can only start without this clearance under supervision and with the approval of CQC and a full risk assessment.
- Vacancies remain for a Care Assistant and Senior Care Assistant. Suggestions:
 - Start paying any appointed staff to carry out training etc. whilst we wait for DBS clearance, to make life easier for them.

- Alter advertisement with an average of weekday/weekend pay. This will make our payrate look more attractive. **Action: Karen**
- We have a 6-month contract with Bluerock Agency, who have provided us with a lovely Care Assistant. At the end of the 6 months, we can employ her directly with no agency fee. We are also using a regular consistent Care Assistant from Dean Healthcare.
- 2 new baths have been purchased, along with a new freezer.
- Expenditure of £30k + VAT was approved for a new call system.
- Following the valid dismissals of 2 Care Assistants during their probation period, an anonymous complaint was received by CQC about Caroline. A full investigation was carried out by both Tim W and an independent investigator who interviewed 15 staff members. The only issues raised were about the call system (replacement approval for which has already been given) and difficulties in recruitment, which we are actively trying to overcome. CQC were happy with this report.
- CONFIDENTIAL ITEM DISCUSSED

Lansdowne House

- No issues.

Kirwin House

- Flat 4 to be occupied from September.
- A long-term guest remains in Flat 8.

Incident Reporting

None to report.

7. Update on Community Services work

- The Community Services Project scoping paper was discussed – all forward planning and Covid dependent. Other options:
 - The University of the 3rd Age are looking for somewhere to hold meetings, which residents would then be able to join.
 - There is the potential to employ someone for a year to explore this work further (costs to come out of reserves). Expenditure agreed.

8. Business Risk Register

- To review at budget setting meeting – will need to look at contingency for potential energy rationing and reducing reliance on gas.

9. Update on Business Plan

Actions arising from previous meetings:

- *Ask around for recommendation for EPC work – carried forward. **Action: Chris S***
- *Put front extension back on business plan – COMPLETED. No update on this at present – work behind the scenes by the architects is ongoing.*

- Tim S gave a presentation on sustainability work local Quaker Meeting Houses have recently carried out, a copy of which was circulated after the meeting. Further thoughts:
 - Suggestion to speak to anyone working in the Friends Housing buildings asking for ideas to save energy.
 - Tim W to speak to architect to ensure sustainability has been fully thought about with regards to the extension. **Action: Tim W.**

10. Report from Tenant Representative (Kirwin & Lansdowne)

Actions arising from previous meetings:

- *Discuss Support offering to tenants (non-registerable, chargeable services) - CARRY FORWARD*
- *Look into an outside charging point - Caroline has a quote. To pick back up*
Action: Tim W
- *Check all outstanding maintenance work is in hand - COMPLETED*
- *Discuss tenants devising their own Housing Policies – CARRY FORWARD*
- *Review use of guest room – Still not in use due to difficulties with neighbouring tenant. That tenant has had a letter saying their behaviour is unacceptable, however people are still reluctant to use it.*
- *Look into Stiltz stairlift – No appropriate gap to put one in.*

Issues raised by tenants to Christopher Denman:

- Will tenants be entitled to any government energy grants? **Action: Karen**
- Will the independent living situation at Kirwin House be reviewed to check it is working well? *Unlikely as the building is not suitable for supported living.*
- **Actions for Sean:**
 - Safety stripes on outside steps have faded and there are none on the steps to the basements.
 - Washing line to be replaced and moved.
 - Kirwin patio slabs are uneven and need checking.
 - Check Lansdowne House basement lobby for any fire hazards / obstructions.
- **Actions for Caroline:**
 - Write to tenants of Kirwin House informing them of the new tenant in flat 4.
 - Check cleaners are cleaning communal areas of Lansdowne House as some tenants feel this is being missed.
- The call system in Kirwin House is now in the process of being removed (except for those that have requested a replacement).
- Tenants of both houses have expressed that they feel very lucky with where they live.

11. Housing Admissions Policy

- The amended policy was reviewed:
 - There is some debate about the Housing Corporation Grant and the need to offer vacancies to the Local Authority first. Tim W to run this past our lawyer and find out when the grant was received. **Action: Tim W**
 - Point 12 – add in about Covid restrictions. **Action: Tim W**
 - Not all flats are self-contained: to amend wording. **Action: Tim W**

12. Board Governance / update on Board Member visits

Actions arising from previous meetings:

- Catch up on outstanding visits – COMPLETED
- Board Members to complete the following training (or forward on relevant in-date certificates):
 - GDPR **Action: Christopher D, Jo, Melanie, Jerry, Tim S, Chris S**
 - Safeguarding Adults **Action: Christopher D, Jo, Melanie, Tim S, Chris S**
 - Equality & Diversity **Action: Christopher D, Jo, Melanie, GERALYN, Jerry, Tim S, Chris S**
- Board DBSs to be updated if older than 3 years- COMPLETED

Month	Name	Sections to assess
September 2022	Tim Southall	S2, S5
October 2022	Andrew Lux	E7, W2
November 2022	Chris Szpojnarowicz	S1, E1
December 2022	Jerry Oliver	S6, E6
January 2023	Melanie Mackintosh	S4, W3
February 2023	Tim Wye	R1, W4
March 2023	Jo Gray	R2, W5

- Feedback from recent visits:
 - Tim:
 - Suggested a box at the bottom of staff supervisions sheets where they can request any additional training.
 - To fund NVQs for those not eligible for funding.
 - Tomas:
 - Wellbeing training is in hand.
 - District Nurse contact is being monitored e.g., how long it takes for one to visit after requesting.
 - Melanie:
 - Great reviews on carehome.co.uk
 - All residents complimentary about Avenue House.
 - Great range of activities.
 - Staff and residents say Caroline is really approachable.
 - Suggestion of a buddy system for new arrivals (both staff and residents).
 - Suggestion of asking volunteers to take residents out on walks – this could link into any community service we go on to offer.
 - Residents have requested a coffee percolator.
 - Jo:
 - Really positive visit.
 - Suggestion of a sheet press for ironing.
 - To purchase new linen trollies.
 - GERALYN:
 - Could we access an apprenticeship levy from any larger companies that are not using theirs, for other non-funded apprenticeships? E.g., sustainability skills etc.

13. A.O.B.

- To purchase a proper microphone for future hybrid meetings. **Action: Karen**

14. Proposed dates of next meetings:

Tuesday 22nd November 2022

5pm

Tuesday 21st February 2023
 AGM – Tuesday 23rd May 2023
 Tuesday 23rd May 2023

5pm
 2pm
 5pm

Meeting Closed 7:20pm

Summary of action points:

Action	By whom	By when
Vacancy to be filled on finance sub-group	All Members to consider	Next Budget (starts September 19 th)
Allow a bigger budget for registration fees in the next budget	Claire	Next budget
Propose new catering budget	Caroline / Jason	Next budget
Tim S to forward contact details of a financial adviser that has worked with the Quaker Meeting Houses to Tim W	Tim S	ASAP
Finance subgroup to speak to financial adviser about getting the maximum return on our reserves	Finance Subgroup	ASAP
To write to residents & relatives about 6 monthly fee review	Tim W	ASAP
Look at sickness policy / T&Cs	Jerry / GERALYN	Next meeting
Forward job advert to be circulated amongst Ukrainian Network	Karen / Jo / Tim W	ASAP
Submit complaint to BRI re: resident that was discharged with no Covid test	Tim W	ASAP
Amend advert with average payrate	Karen	ASAP
Contact for EPC work	Chris S	ASAP
Speak to architect to ensure sustainability has been fully thought about in extension	Tim W	ASAP
Discuss Support offering to tenants (non-registerable, chargeable services)	All Members	Next Meeting

Look into outside charging point	Tim W	Next Meeting
Discuss tenants devising their own Housing policies	Tim W / Christopher / Caroline	Next meeting
Look into how energy grants will work for Kirwin tenants	Karen	ASAP
Maintenance: Safety stripes on outside steps have faded and there are none on the steps to the basements.	Sean	ASAP
Washing line to be replaced and moved.	Sean	ASAP
Kirwin patio slabs are uneven and need checking.	Sean	ASAP
Check Lansdowne House basement lobby for any fire hazards / obstructions.	Sean	ASAP
Write to tenants of Kirwin House informing them of the new tenant in flat 4.	Caroline	ASAP
Check cleaners are cleaning communal areas of Lansdowne House as some tenants feel this is being missed.	Caroline	ASAP
Housing Admission Policy: Query Housing Corporation Grant clause with our lawyer and find out when the grant was received.	Tim W	Next meeting
Point 12 – add in about Covid restrictions.	Tim W	Next Meeting
Not all flats are self-contained: to amend wording.	Tim W	Next Meeting
Board Members to complete training	All Members	ASAP
Purchase microphone for future hybrid meetings	Karen	Next meeting