

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held Wednesday 25<sup>th</sup> May 2022 at 5pm via ZOOM**

**Present:** *Board Members:* Tim Wye (Chairperson)  
Christopher Denman, Jo Gray, Tomas Hazelle,  
Melanie Mackintosh, Geralyn Meehan, Ros Mills,  
Jerry Oliver, Tim Southall, Chris Szpojnarowicz  
*Avenue House:* Caroline Cooper, Karen Parkin (minutes)  
*Bishop Fleming:* Claire Argrave

**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 Andrew Lux.

**3. Agreement of minutes of the meeting held on 22<sup>nd</sup> February 2022**

The minutes of the meeting held on 22<sup>nd</sup> February 2022 were agreed as being a true account of the meeting and were signed off by the Chair.

**4. Board Membership**

- The Board welcomed Tomas Hazelle, Tim Southall, and Andrew Lux (Area Meeting Representative) to the Board – all agreed and admitted to the Board at the AGM held 25.05.22.
- Following their stepping down at the AGM, thanks to Neil Allan and Michael Tuckwell were noted, for their contribution to the Board. The Board would like to mark their service to WEFHS (West of England Friends Housing Society) over the years in some way, perhaps at the Strawberry Tea this year if it goes ahead. To be discussed.

**5. Financial Report by Bishop Fleming**

*Actions arising from previous meetings:*

- *Check Registration Fees (over budget)* - all fees paid are correct, not enough allowance was put in the budget. To bear in mind for next year. **Action: Claire**
- *Change reference to Mrs. J. Chandler in legacy information to Judith Chandler* – COMPLETED.
- *Change in rent increase to be logged as a monthly commentary in the Management Accounts* – COMPLETED.
- New Board Members were directed to the last page of the monthly Management Accounts which is particularly useful.
- We currently have a healthy year-to-date surplus. It was noted however that this is in part due to the Infection Control Grant and Workforce Retention Fund which was received in the first 3 months of the year. This has now stopped so will no longer be boosting figures.
- Vacancies at Avenue House are being filled.
- Kirwin House has 2 vacancies.

- Lansdowne House remains fully occupied.
- Even though the budget allowed for rises in food and utilities costs, they have risen faster than anticipated, resulting in a higher spend than budgeted.
- Please let Claire know if there is any further commentary on the Management Accounts that anyone would find useful.
- The food budget was discussed as this year it has decreased by £9k in comparison to the previous year. This was due to savings being made following a change of supplier along with an underspend on the budget last year. The chef is feeling under pressure. It was agreed that the budget is not realistic, and that the chef should be reassured that the Board gives him full permission to spend whatever he needs to maintain food standards. Caroline to meet with Jason to propose a new food budget for the Board to agree. **Action: Caroline**

## 6. Verbal Update from Manager including incident reporting

*Actions arising from previous meetings:*

- *Discuss implementing set respite fee – To keep as standard room rate.*
- *Tim & Caroline to discuss offering outreach and day / wraparound care at Avenue House – Tim W & Tomas discussing.* **Action: Tim W & Tomas**
- *Repairs following leak to be claimed on Avenue House insurance – COMPLETED*
- *Action plan re: lifting of restrictions to be put in place – Carry forward to when restrictions for care homes change.*

### Avenue House

- The recent COVID outbreak affecting 5 residents and 4 staff appears to be over and our lockdown has now been lifted. All infected are recovering well.
- However, 2 relatives that have visited Avenue House this week have since tested positive. We are carrying out daily LFTs on the residents that were visited.
- The 4<sup>th</sup> vaccine for our residents has been put on hold for 28 days due to the outbreak.
- The latest guidance for Care Homes was issued on 3<sup>rd</sup> May – no changes.
- A question around whether we continue to pay full wage for those needing to isolate due to COVID was raised. It was agreed that we would continue, but to review the sickness policy as a whole. Jerry & GERALYN to look at current T&Cs and sickness policy. **Action: Jerry & GERALYN**
- Recruitment continues to be challenging. We currently have vacancies for 1 Senior Care Assistant and 1 Weekend Cleaner, plus a Care Assistant once a staff member leaves at the end of June. We have been advertising and have approached a recruitment agency – no suitable candidates have come forward from either.
- Because of the difficulty in recruiting, we have been using a lot of agency staff, so as not to exhaust our own staff.
- We already have a referral scheme in place – it was agreed that this be increased to £500 (to be paid in installments as determined by Tim W & Caroline). To advertise this among staff. **Action: Caroline**
- Other suggestions for recruitment:
  - Look into offering apprentice placements **Action: Caroline**
  - Explore Ukrainian Refugee network **Action: Jo**
- We currently have 27 residents at Avenue House which includes 2 on respite stay. A further resident is being assessed tomorrow. If they join us this will take us to an occupancy of 28 leaving only 2 vacancies.

- Graham Rivers (architect) will be carrying out a survey on Monday with regards to starting the front extension works.

#### Lansdowne House

- No issues.

#### Kirwin House

- Flat 4 to be occupied from September,
- We have a temporary tenant in Flat 8 (charging Guest Room fees). She is a friend of another tenant and may wish to stay permanently.

#### Incident Reporting

None to report.

### 7. **Business Risk Register**

Nothing to add.

### 8. **Update on Business Plan**

- It has been decided to get the mandatory EPCs completed separately to what would be more invasive works regarding making the buildings more energy efficient. Chris S to ask around for contact that could facilitate this.  
**Action: Chris S**
- Tim S to share information about the work Quakers have been doing recently around sustainability.  
**Action: Tim S**
- Front Extension / Conservatory to be put back on Business Plan **Action: Caroline**

### 9. **Report from Kirwin and Lansdowne House Tenant Meeting – Christopher Denman**

*Actions arising from previous meetings:*

- *Discuss Support offering to tenants (non-registerable, chargeable services) - CARRY FORWARD*
- *Look into outside charging point (Tim) - CARRY FORWARD* **Action: Tim**
- *Update tenants on new tenancy agreement (Tim) - COMPLETED*
- *Investigate maintenance response concerns (Caroline) - as far as Caroline is aware, there is only one outstanding job, which is currently in hand. Christopher to check with the tenants that initially raised these concerns.* **Action: Christopher D**
- *Advertise vacancies in Area Newsletter – No current vacancies*
- *Discuss tenants devising their own Housing Policies – CARRY FORWARD*

Issues raised by tenants to Christopher Denman:

- There is a Cherry Tree growing very close to tenant windows.
- A Box Hedge appears to have blight
- Part of some fencing needs replacing.
- A tenant has raised concerns about the gardener's use of a leaf blower.
- The car park needs weeding.
- There has been a request for an outside toilet for Kirwin House (or to use part of the laundry room for this).

- As we have been using one of the vacant flats for the guest room, this is currently unavailable due to there no longer being any vacancies. To review the use of the top floor guest room. **Action: Tim / Caroline**
- It has always proved difficult to find a stairlift suitable for Kirwin House, due to the layout of the building. Someone has suggested a lift made by Stiltz – to investigate and report back. **Action: Caroline / Sean**

## 10. Housing Admissions Policy

Actions arising from previous meeting:

- Board members to send comments / questions about the current policy to Tim.

This is still being looked at – one comment received is that existing tenants would like first refusal of any vacant flats. Tim S to look over. **Action: Tim W / Tim S**

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

Actions arising from previous meetings:

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

Month	Name	Sections to assess
September 2021	Chris Szpojnarowicz	E7, W2
April 2022	Melanie Mackintosh	E3, C1
June 2022	Jo Gray	C3, R3
July 2022	Geralyn Meehan	S3, E4
August 2022	Tomas Hazelle	E5, W1
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

## 12. A.O.B.

- Phonetic spelling of Chris Szpojnarowicz's name for those asking: **Schpoy-naro-vich**

## 13. Proposed dates of next meetings:

Tuesday 23<sup>rd</sup> August 2022 5pm  
 Tuesday 22<sup>nd</sup> November 2022 5pm  
 Tuesday 21<sup>st</sup> February 2023 5pm  
 AGM – Tuesday 23<sup>rd</sup> May 2023 2pm  
 Tuesday 23<sup>rd</sup> May 2023 5pm

- The next meeting is due to take place in August – please let Tim know if this is going to be problematic.
- Karen / Natalie to investigate hiring a meeting house for the next meeting so we can meet in person (a blended meeting would be facilitated for those needing to Zoom in)

**Action: Karen / Natalie**

**Meeting Closed 6:25pm**

**Summary of action points:**

<b>Action</b>	<b>By whom</b>	<b>By when</b>
Allow a bigger budget for registration fees in the next budget	Claire	Next budget
Discuss Outreach & Day / Wraparound care	Tim W / Tomas	Next meeting
Propose new catering budget	Caroline / Jason	Next meeting
Look at sickness policy / T&Cs	Jerry / Geralyn	Next meeting
Advertise increased referral bonus amongst staff	Caroline	ASAP
Look into offering apprenticeships	Caroline	ASAP
Look into recruiting from Ukrainian network	Jo	ASAP
Contact for EPC work	Chris S	ASAP
Share work Quakers have been doing around sustainability	Tim S	ASAP
Front extension to be put back on Business Plan	Caroline	ASAP
Discuss Support offering to tenants (non-registerable, chargeable services)	All Members	Next Meeting
Look into outside charging point	Tim W	Next Meeting
Check all outstanding tenant maintenance work in hand	Christopher D / Caroline	ASAP
Discuss tenants devising their own Housing policies	Tim W / Christopher / Caroline	Next meeting
Review use of Guest Room	Tim W / Caroline	ASAP
Look into Stiltz stairlift	Caroline / Sean	Next Meeting

Look over Housing Admissions Policy	Tim S	Next meeting
Outstanding Board Inspection visits to be completed	Chris S, Melanie	ASAP
Board Members to complete training	All Members	ASAP
Board Member DBSs to be updated	Christopher D, Melanie, Jerry, Chris S	ASAP
Investigate hiring a meeting house for the next Board Meeting	Karen / Natalie	ASAP