

**The West of England Friends Housing Society**  
**Minutes of the Board Meeting held Tuesday 23<sup>rd</sup> November 2021 at 5pm via ZOOM**

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

**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**

Neil Allan

**3. Agreement of minutes of the meeting held on 14<sup>th</sup> September 2021**

The minutes of the meeting held on 14<sup>th</sup> September 2021 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 who is observing today's meeting with a view to replacing Michael as Area Meeting Representative.

**5. Financial Report by Bishop Fleming**

*Actions arising from previous meetings:*

- *Tim to pursue objection to paying tax on staff taxis* – The MP has written to both HMRC and the Secretary of State, but they are not willing to budge on this – the taxis are seen as a benefit in kind.
- *Small lift to be replaced* – No date yet. Caroline to chase. **Action: Caroline**
- The Board welcomed Claire Argrave from Bishop Fleming back to Board Meetings.
- The September accounts were discussed. There is a year-to-date deficit of £58k against a budgeted deficit of £33k. This could have been much worse – we are fortunate to have significant reserves to fall back on.
- Vacancies in Avenue House remain an issue – we have 26 residents at present.

**6. Proposed Budget**

- Last year there was a nominal increase of 0.5% on fees. Since then, costs for utilities, insurances etc. have risen significantly.
- We plan to budget at an occupancy of 26 beds.
- A reasonable pay rise needs to be given to staff – proposed 5%
- Therefore a fees & rents rise of 6.5% is proposed, which is above inflation. This was suggested at the last Relatives' Meeting and was met with understanding.
- The budget proposals were agreed, subject to any final queries from Claire or Board Members.

- To be formally signed off at the next Board Catch Up on 14<sup>th</sup> December.
- Notes:
  - There is no contingency budgeted for going back into lockdown. It was agreed that we have enough reserves to see us through this should this happen.
  - Reserves could also fund a second pay rise if this is needed to drive recruitment.

## 7. Verbal Update from Manager including incident reporting

*Actions arising from previous meetings:*

- *Advertise respite room on website* – COMPLETED.
- *Discuss implementing set respite fee* – Carry forward. **Action: Tim & Caroline**
- *Look at enhancement of payrates* – 5% from April 2022 agreed.
- *Kirwin House Zoom meeting to be held to discuss tenancy agreement changes* – This went well. The new tenancy agreements will come into force in April 2022. A couple of separate meetings with tenants are being held on Friday 26<sup>th</sup> November.
- *Tim & Caroline to discuss offering outreach and day / wraparound care at Avenue House* – Carry forward. **Action: Tim & Caroline**

### Avenue House

- 1 resident remains in hospital.
- 1 new Care Assistant has started and has settled in well.
- An interview for a further Care Assistant is being held tomorrow.
- 2 interviews are being held for a weekend cleaner – we feel this position is important as we currently do not have cleaners in Avenue House at the weekend. Claire to add 5 additional Saturday and Sunday hours into the budget. **Action: Claire**
- There was a leak from the top floor of Avenue House last week, which went into a (fortunately empty) first floor room. Accessing it was difficult and required lifting of the carpet and making a hole in the ceiling. The carpet will need replacing. It was agreed that a claim be made on the insurance. **Action: Caroline**
- New furniture has been purchased for the Reception Area.
- The recent rat problem appears to have been sorted and is now under control.
- We are doing our best to accommodate visiting requests, however it is getting increasingly more difficult, particularly at the weekend, with some relatives requesting frequent ad-hoc visits and not always wearing their face mask for the full time they are here. To discuss options. **Action: Tim, Michael & Caroline**

### Lansdowne House

- No issues.

### Kirwin House

- 1 new tenant will be moving into flat 4 in 2-3 weeks, following some redecoration work that is required.
- Flat 8 remains vacant.

### Incident Reporting

None to report.

## 8. Business Risk Register

- Add staff vaccinations to the register. **Action: Caroline**
- Discuss contract clause around vaccination. **Action: Caroline & Geralyn**
- Possible need to add flat roof leaks to the register.

## 9. Update on Business Plan

Actions arising from previous meeting:

- To check if we need Energy Performance Certificates for our business – we do indeed need to issue these to tenants as they have Assured Tenancies. The rating currently needs to be at least E, by 2025 this will increase to at least C. Tenants should also have Gas Safety Certificates and the Government 'How to Rent' pack. To map out. **Action: Tim, Chris S & Caroline**

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

- There are currently 4 outstanding visits from August, September, October and November. To catch up ASAP. **Action: Jerry, Chris S, Tim & Geralyn.**

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'

- An Environmental Audit is being carried out on 24<sup>th</sup> November 2021 by The Cold Homes Energy Efficiency Survey Experts (C.H.E.E.S.E.)

## 12. A.O.B.

No A.O.B.

## 13. Proposed dates of next meetings:

- To hold the February meeting via Zoom, then review after with a view to meeting again in person.

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 6:25pm**

## Summary of action points:

Action	By whom	By when
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Replace small lift	Caroline	ASAP
Sign off Budget	Board	14 <sup>th</sup> December 2021
Discuss Respite Flat Fee	Caroline / Tim	Next Meeting
Discuss Outreach & Day / Wraparound care	Tim / Caroline	Next meeting
Add Weekend Cleaner hours into the budget	Claire	14 <sup>th</sup> December 2021
Claim leak damage on insurance	Caroline	ASAP
Discuss visiting strategy	Caroline / Tim / Michael	ASAP
Add staff vaccinations to Business Risk Register	Caroline	ASAP
Discuss contract clause around staff vaccination	Caroline / Geralyn	Next Meeting
Map out requirements for tenants	Tim / Chris S / Caroline	Next Meeting
Complete outstanding Board Member Inspection visits	Jerry / Chris S / Tim / Geralyn as per schedule	As per schedule