

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 22nd February 2022 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 Szpojnarowicz, Michael Tuckwell
Avenue House: Rebecca Tailby, Karen Parkin (minutes)
Bishop Fleming: Steve Stephens
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

Apologies received from Caroline Cooper.

3. Agreement of minutes of the meeting held on 23rd November 2021

The minutes of the meeting held on 23rd November 2021 were agreed as being a true account of the meeting and were signed off by the Chair.

4. Board Membership

- The Board welcomed back Tomas Hazelle who is again observing today's meeting with a view to replacing Michael as Area Meeting Representative. It was acknowledged that there are still vacancies and skills gaps on the Board.

5. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- *Small lift to be replaced* – This is being completed this week
- Steve asked if there was anything else that could be covered in the monthly management accounts that could be helpful? If there is, please let Steve or Claire know. It was agreed that they are helpful.
- There is a Year-to-date surplus of £772 against a budgeted deficit of £1786.
- We have received a legacy of £80k - it is important that the expenditure of this is logged as it is used.
- We have received a Workforce Retention Fund which is being used to bring the staff pay rise forward to 1st January 2022, and to fund 3 months agency use. This needs to be spent and logged in order for us not to need to repay it.
- No date for the Auditors yet.
- The Registration Fees were queried as they are over budget – Caroline to check.
Action: Caroline
- To change the legacy information to be in the name of Judith Chandler (not Mrs. J Chandler – Quakers do not use Mr. or Mrs.).
Action: Steve / Claire

6. Rent Increase / Restructure

- The following was agreed:

- Rent and Service Charges to be increased by 4.1%
- New tenant rents to be bought in line with Housing Benefit Levels
- New tenants to be put on the new tenancy agreement
- Support Charge for Kirwin House to be moved into Service Charge
- A discussion was held around offering non-registerable, chargeable services as an add-on to tenants of both Kirwin and Lansdowne Houses (non-personal care). This would be very low-level support and could be linked into an outreach / wraparound care offering from Avenue House. The suggestion of a food project supporting affordable healthy eating was also made. Tim to speak to Caroline and report back.
Action: Tim / Caroline

7. Proposed Budget

- It was agreed that the budget will not be amended because of the above, instead to use a monthly commentary in the management accounts.
Action: Claire

8. Verbal Update from Manager including incident reporting

Actions arising from previous meetings:

- *Discuss implementing set respite fee – Carry forward.* **Action: Tim & Caroline**
- *Tim & Caroline to discuss offering outreach and day / wraparound care at Avenue House – Carry forward.* **Action: Tim & Caroline**
- *Repairs following leak to be claimed on Avenue House insurance – To check with Caroline.* **Action: Tim**

Avenue House

- We currently have 26 residents.
- 1 new Care Assistant has started, another due to start once her DBS has cleared.
- 1 new Weekend Cleaner has started.
- New lift being fitted this week.
- New carpets in communal lounges have been fitted.
- No new guidance yet received ahead of lifting of National Covid restrictions. It was acknowledged that staff may need support as visitors are welcomed back into the home. The following questions were raised:
 - When can the weekly Quaker Meeting for Worship recommence?
 - When can we have entertainers inside Avenue House?
 - When can tenants join in with Avenue House activities?
 - When can GP reviews be held in person again?

It was agreed that a phased plan be put into place. **Action: Tim & Caroline**

Lansdowne House

- No issues.

Kirwin House

- Flats 4 & 8 remain vacant.

Incident Reporting

None to report.

9. Business Risk Register

Actions arising from previous meetings:

- Add staff vaccinations to the register. - COMPLETED
- Discuss contract clause around vaccination – On hold due to the Government making a possible U-turn on this.

10. Update on Business Plan

Actions arising from previous meetings:

- Map out EPCs and associated works – Currently looking through quotes.

Action: Tim

11. Report from Kirwin House Tenant Meeting – Christopher Denman

- This was the first Tenant Meeting to be held for a while, and Christopher felt it was overall positive. It was felt it would be better if a member of management attended. Some notes:
 - A tenant issue and Guest Room issue were discussed in the confidential section of this meeting.
 - One tenant expressed concerns over the support being removed and made an allegation of their carer being harassed. This has been dealt with by Caroline.
 - A previous query about an outside charging point was raised again. Tim to pick up. **Action: Tim**
 - Tenants asked when the new tenancy agreement will be issued – a letter will be coming out with an update very soon. **Action: Tim**
 - Tenants overall were happy with the response to emergency repairs, but felt non-urgent repairs were taking far longer. Caroline to look into. **Action: Caroline**
 - Tenants expressed concerns about a leak in the lobby of Kirwin House. **Action: Caroline**
 - Could Age UK help with finding tenants for the vacant flats? Agreed to advertise in the Area Newsletter. **Action: Karen / Natalie**
 - Tenants asked for first refusal of any vacant flats to go to them first – this already happens.
- Christopher suggested that if tenants helped devise their own Housing Policies, then they might take more notice of them? Discussion to be held between Christopher, Caroline & Tim. **Action: Christopher, Caroline, Tim**

12. Housing Admissions Policy

- The Housing Admissions Policy is very out of date & there is nothing about prioritising low-income applicants.
- To refresh the policy and run past lawyers, then be consistent with following it.
- Also look at Exit Policy.
- Board members to send comments / questions about the current policy to Tim.

Action: All members

13. Board Governance / update on Board Member visits

- There are currently 3 outstanding visits from September, October, and December. To catch up ASAP. **Action: Chris S, Tim, Michael**

Month	Name	Sections to assess
September 2021	Chris Szponjarowicz	E7, W2
October 2021	Tim Wye	S6, E6
December 2021	Michael Tuckwell	S4, W3
February 2022	Neil Allan	R1, W4
March 2022	Jerry Oliver	R2, W5

- Feedback from Jo's recent visit:
 - Jo found it really useful & positive. Once the report has been written up, it will be circulated along with Manager comments.
 - Jo spoke to a group of 5 residents – all were confident about how to raise any concerns.
 - Residents would like a bigger & more regular variety of vegetables.
 - Some residents felt that better use could be made of the noticeboard to keep everyone up to date.
 - When we are welcoming entertainers back into the home, residents would like more talks on interesting subjects.
 - Board member statutory training was raised – it was agreed that all members complete the following:
 - GDPR
 - Safeguarding Adults
 - Equality & Diversity

Action: Karen to circulate

14. A.O.B.

- No AOB

15. Proposed dates of next meetings:

AGM – Wednesday 18th May 2022

2pm

Tuesday 24th May 2022

5pm

Meeting Closed 6:50pm

Summary of action points:

Action	By whom	By when
Check Registration Fees (over budget)	Caroline	Next meeting
Change reference to Mrs. J Chandler to Judith Chandler	Steve / Claire	Issue of next management accounts
Discuss Support offering to Tenants	Tim / Caroline	Next meeting
Monthly commentary about change in rent increase in management accounts	Claire	Issue of next management accounts
Discuss Respite Flat Fee	Caroline / Tim	Next Meeting
Discuss Outreach & Day / Wraparound care	Tim / Caroline	Next meeting

Check leak damage was claimed on insurance	Tim	Next meeting
Action plan re: lifting of Covid restrictions	Tim / Caroline	ASAP
Map out EPCs and associated works	Tim	Next meeting
Look into outside charging point	Tim	Next Meeting
Update tenants on change in tenancy agreement	Tim	ASAP
Investigate Kirwin House maintenance concerns	Caroline	ASAP
Advertise flat vacancies in Area Newsletter	Karen / Natalie	ASAP
Discuss tenants devising their own Housing policies	Tim / Christopher / Caroline	Next meeting
Comments about Admissions Policy to go to Tim	All members	Next meeting
Outstanding Board Inspection visits to be completed	Chris S, Tim, Michael	ASAP
Board Members to complete training	All Members	ASAP