

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 23rd May 2023 at 5pm via Zoom

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Tomas Hazelle, Andrew Lux,
Melanie Mackintosh, Geralyn Meehan, Julia
Richmond, 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 Jo Gray and Jerry Oliver

3. Agreement of minutes of the meeting held on 28th February 2023

The minutes of the meeting held on 28th February 2023 were agreed as being a true account of the meeting and were signed off by the Chair.

4. Board Membership

- A warm welcome was extended to our new member, Julia Richmond, who has taken on the new role of Relatives' Representative.
- There was no opposition at the AGM to the current members continuing with their terms on the Board.
- Melanie is aiming to step down from the Board by September, so we will actively look for another clinician to replace her. **Action: all members**

5. Draft Relatives' Representative Role Description

- This was circulated prior to the meeting and was agreed. It will likely evolve over time as the role becomes clearer.

6. Financial Report by Bishop Fleming

- Vacancies are heading in the right direction – there were 4 throughout April.
- 1 new bank account has been opened with Redwood Bank in order to split the cash reserves we have. We are still looking to split this further, but it is much harder than anticipated to find accounts that a Society like ours is eligible to open. Suggestions are welcome.
- The extension work is to be shown on the accounts as a separate line until it is completed. The expenditure will then be moved to fixed assets.
- Tim and Chris S to meet to conduct a 6-month budget review. **Action: Tim, Chris S**

7. Adoption of Bristol Area Meeting Ethical Investment Policy & Investment Decisions

- Board members to read through this over the next few weeks. If no suggestions or queries are made by Monday 26th June, the policy will be automatically adopted. **Action: all members**

8. Verbal update from Manager including incident reporting.

Actions arising from previous meetings:

- Look at sickness policy / T&Cs – carry forward. **Action: Geralyn/Jerry**
- Obtain quotes for new storage heaters for Kirwin and Lansdowne basement flats - £18,643 to change to gas, £5906 to keep as electric.
- Fire risk assessment to be arranged for Kirwin and Lansdowne Houses – to be completed 24.05.23.
- Investigate changes to Housing Bill – as The Social Regulation Bill applies to Social Landlords, it is thought that this won't affect us, however Tim will check our status with our housing lawyers, TLT. **Action: Tim**

Avenue House

- We currently have 25 permanent residents.
- Bristol City Council referrals are coming through but often have a diagnosis of dementia. As we are not registered for dementia care, we need to balance these residents with those that have full capacity. This was discussed:
 - What is the 'tipping point' before we should be registered to provide dementia care?
 - Do we need to review staffing?
 - Should we add a dementia fees rate?
 - Should we meet with CQC to discuss this?
 - Karen to circulate Daksha Patel's report about Avenue House not being suitable for a dementia unit. **Action: Karen**
- We currently have 6 residents that are local authority funded, plus a further 1 to start this next month. The current Bristol rate is £833 per week, which will cover these resident fees.
- Currently recruiting for 1 care assistant and 1 senior care assistant.
- No complaints received.
- Residents are not too disturbed by the building works at present, and staff are taking them out daily.
- 2 new wheelchairs have been purchased – we will buy 2 more as staff have given positive feedback about them.
- New phone lines and fibre internet are being installed this week.
- A new digital piano is arriving tomorrow. A relative suggested it and was involved in the selecting of piano to purchase. This will come out of the Avenue House Amenities Fund.
- Funding for the digital care plans has not yet come through, so we cannot complete the purchase of this at present.

Kirwin House

- Fully occupied.
- An external risk assessment was completed in March. The patio needs replacing along with the footpath to flats 1 & 2 and around the house. 1 quote received so far of £7609 + VAT. 2 to follow.
- 2 flat roofs needed work due to leaks. This has been completed.
- Other jobs have been identified which are in the process of being completed.

Lansdowne House

- Fully occupied.

- There was a leak in flat 2 which was rectified on 22.05.23. This was because of a toilet leak in flat 1.

Incident Reporting

- 1 incident – a resident fell out of bed but sustained no injuries.

9. Conservatory / Front Extension Update

- Asbestos has been found in the ground, which has caused a delay of 1 month. The builders feel that a deadline of 1st October is achievable.
- Next site meeting is on Tuesday.
- It was felt that providing a decent outside space for residents is important – Tim to raise with the contractors about not parking in the driveway and moving the skip so we can utilize this space. **Action: Tim**
- Some residents have been using Kirwin House's Garden – we could invest in some garden furniture and encourage this further. **Action: Caroline**
- As a result of extra people on site, the car park behind Kirwin House is getting very busy – look at permits for road parking. **Action: Karen**

10. Business Risk Register

Actions arising from previous meeting:

- Add Housing Bill, financial risk of savings and CQC new framework to Register – COMPLETED.
- Nothing further to add at present.

11. Update on Business Plan

Actions arising from previous meetings:

- Workstreams – Board to continue to report back on any progress:

Workstream	Who	Timescale	Comment
Conservatory		From now until October	Building work has started. Asbestos found which delayed end date by one month. Regular site meetings being held.
Electronic Records	Mel / Jo / Caroline	ASAP	Company selected. Awaiting funding before purchase can be completed.
Long term future of housing stock	Chris S		We have completed one task in making Kirwin not supported. This is a longer item which will be discussed at the next meeting. Action: Karen to put on agenda
Community services	Tomas		It is important to set this up correctly right from the beginning. Gaps in services provided locally to be scoped out, then to work out what we could offer staffing-wise. The Board agree that a member could be paid to do some in depth work around this subject, as we have a precedent with paying a Chair and paying Markel for HR services.
Staff Benefits	Geralyn		We continue to need to ensure we are competitive on pay and conditions. WPA health

			cash plan – we are waiting for costs on this. Action: Geralyn and Caroline to discuss sick pay.
Sustainability			Some initial discussions held. Anything meaningful will be millions in retrofitting. EPCs completed. Can also look at small changes e.g., ensuring we use locally sourced food etc.
New CQC framework	Jo /Mel / Jerry		Project working group formed 28.02.23. To ensure tie into new Electronic Care Plans. Incorporated into Board Inspection Framework but this will need some reworking as new framework becomes clearer.

12. Report from Tenant Representative (Kirwin & Lansdowne)

Actions arising from previous meetings:

- Look into an outside charging point – Carry forward. **Action: Tim W**
- Carry our environmental risk assessment of housing – COMPLETED.
- Uneven surfaces sign to be put up in Kirwin Garden – COMPLETED.

- Nothing to report. Any issues were raised at the tenant meeting and are already in hand.

13. Revised Allocations Policy

Actions arising from previous meeting:

- Karen to add a right of refusal to vacant flats for existing tenants before paragraph 12 – COMPLETED.

- The policy was approved.

14. Board Governance / Update on Board Member Visits

Actions arising from previous meetings:

- Board Members to complete the following training (or forward on relevant in-date certificates):
 - GDPR **Action: Christopher D, Jo, Melanie, Jerry**
 - Safeguarding Adults **Action: Christopher D, Jo, Melanie**
 - Equality & Diversity **Action: Christopher D, Jo, Melanie, Geralyn, Jerry**

- Feedback from recent visits:
 - Chris S – all went well, and it was great to get back into Avenue House.
 - Geralyn – spoke with the Chef. He really appreciates the food budget he is given and wanted to thank the Board for that.
 - Tim – really positive visit with just one point: would like to add a section on protected characteristics to the Electronic Care Plans.

Next visits due as follows:

Month	Name	Sections to assess
November 2022	Chris Szpojnarowicz (completed 10.05.23 – awaiting paperwork)	S1, E1
May 2023	Tomas Hazelle	E2, C2
June 2023	Andrew Lux	C3, R3
July 2023	Chris Szpojnarowicz	S3, E4
August 2023	Jerry Oliver	E5, W1
September 2023	Melanie Mackintosh	S2, S5
October 2023	Tim Wye	E7, W2
November 2023	Jo Gray	S1, E1
December 2023	Geralyn Meehan	S6, E6
January 2024	Tomas Hazelle	S4, W3
February 2024	Andrew Lux	R1, W4
March 2024	Chris Szpojnarowicz	R2, W5

15. A.O.B.

- None

16. Proposed dates of next meetings:

Tuesday 22 nd August 2023	5pm - Book meeting house Action: Karen
Tuesday 21 st November 2023	5pm - May need to alter
Tuesday 27 th February 2024	5pm - May need to alter
AGM – Tuesday 21 st May 2024	2pm
Tuesday 21 st May 2024	5pm

Meeting Closed 6:35pm

Summary of action points:

Action	By whom	By when
Look for another clinician to replace Melanie on the Board	All members	September 2023
6-month budget review to be held	Tim, Chris S	Next meeting
Read Bristol Area Meeting Ethical Investment Policy and submit comments	All members	26 th June 2023
Look at sickness policy & pay / T & Cs	Jerry / Geralyn / Caroline	Next meeting
Check Housing status with TLT	Tim	Next meeting
Circulate Daksha Patel's Dementia Unit report	Karen	Next meeting

Speak to contractors about using driveway as outside space for residents	Tim	ASAP
Buy garden furniture for Kirwin House as encourage Avenue House residents to use	Caroline	ASAP
Look at permits for road parking	Karen	ASAP
Add Long Term Future of Housing Stock to next agenda	Karen	Next meeting
Outside charging point	Tim	Next meeting
Complete GDPR training	Christopher D, Jo, Mel, Jerry	ASAP
Complete Safeguarding Adults training	Christopher D, Jo, Mel	ASAP
Complete Equality & Diversity training	Christopher D, Jo, Mel, Geralyn, Jerry	ASAP
Book meeting house for next meeting	Karen	Next meeting