

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 28th February 2023 at 5pm at Avenue House

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Jo Gray, Melanie Mackintosh,
Via Zoom: Tomas Hazelle, Geralyn Meehan, Jerry Oliver
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 and Chris Szpojnarowicz.

3. Agreement of minutes of the meeting held on 22nd November 2022

The minutes of the meeting held on 22nd November 2022 were agreed as being a true account of the meeting and were signed off by the Chair.

4. Board Membership

Actions arising from previous meetings:

- *Flowers and letter of thanks to be sent to Ros Mills – Completed.*

- We have a healthy Board membership at present.
- Currently no obvious candidate for Resident Representative.
- Tim to bring up proposal of a Relatives' Representative at the next Relatives' Meeting.

5. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- *Tim to write to residents / relatives with regards to a 6-monthly fees review – Tim raised this at a relatives meeting and it will be put into new residential care agreements.*
- *Tenants to receive more notice of rent increases – Lansdowne House have received theirs. Kirwin House will be sent theirs once the new Council Tax rates have been received. For this reason their rent increase date is on 1st May, not 1st April.*
- There was a small deficit in January due to having 7 vacant rooms, however we have 2 residents on a trial period and 3 further due to arrive within the next couple of weeks.
- Expenditure against budget is good.
- Kirwin and Lansdowne Houses remain fully occupied.
- The 2022 accounts have been drafted – a Teams meeting with the auditors is arranged for next week.
- Bristol City Council adult care funding is being raised by 8%, to £833 per week.

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

- The Bristol Area Meeting Ethical Investment Policy was agreed in principle but will be discussed in more detail and formally agreed at the next meeting, when Andrew Lux is present. **Action: Carry forward**
- Following on from the last meeting's presentation from Rathbone Greenbank Investments, a further discussion was held at this meeting regarding whether the Board were happy to invest into a risk-based scheme. Ultimately, several Board Members were dubious about this so it was agreed that other non-risk options were explored. Jerry to look at higher return bank / building society accounts. **Action: Jerry**
- Claire pointed out that currently our Natwest, Triodos and Shawbrook Bank accounts hold far in excess of the £85k that would be covered by the Financial Services Authority should any of these bank collapse. It was agreed that these accounts be split as a matter of urgency. **Action: Tim**

7. Verbal update from Manager including incident reporting

Actions arising from previous meetings:

- Look at sickness policy / T&Cs – carry forward.

Action: Geralyn/Jerry

Avenue House

- Following a recent expected death, Avenue House currently has 23 residents.
- Assessments of 2 residents in a care home which is closing down in Henleaze have been carried out – they will be moving in soon. Both Local Authority funded.
- Another assessment is being carried out tomorrow with a lady in a home that is closing in Portishead.
- A further room has been reserved for a lady moving over from Germany.
- This will leave 2 vacancies.
- Staff pay increase letters have been sent.
- 1 experienced Care Assistant has joined us.
- 1 weekend Kitchen Assistant has been appointed and will start soon.
- This leaves 1 vacancy for a weekend Cleaner.
- Gold Standards Framework re-accreditation has been deferred until next year.
- Free PPE for care homes is continuing until Government supplies run out.
- New phone system and fibre internet being installed over the next few weeks.

Electronic Care Plans

- We have had 2 demonstrations by Care Docs.
- Person Centered Software are giving a demonstration tomorrow which Jo and Mel are going to try to present for.
- Both systems will then be reviewed and the most user friendly one will be chosen.
- Questions to check:
 - Is the system up to date with the new CQC framework?
 - Can evidence for the new CQC framework be provided by the system at the touch of a button?

Kirwin and Lansdowne House

- Both houses fully occupied.

- Energy Performance Certificates completed – the basement flats in Lansdowne House are not efficient enough and will require new storage heaters. To get quotes. **Action: Caroline**
- Fire Safety Regulation updates say that the fire doors in the buildings need replacing. To have a fire risk assessment carried out first. **Action: Caroline**
- The Housing Bill states that Registered Social Landlords need suitably qualified managers:
 - Investigate further **Action: Chris S**
 - Add to Risk Register **Action: Caroline / Tim**

Incident Reporting

None to report.

8. New CQC approach

- Jerry's paper about the new CQC framework was discussed:
 - There is a Registered Managers Webinar about it tomorrow.
 - This has been incorporated as far as possible into our current Board Inspection paperwork.
 - To make sure the new Electronic Care Plan system fits in with the new framework.
 - Project working group formed – Jerry / Jo / Mel.

9. Conservatory / Front Extension Works

- Builders appointed at a fixed price of £450k.
- Pre-contract meeting to be confirmed for next week.

10. Business Risk Register

- To add:
 - Housing Bill (suitably qualified managers required)
 - Financial risk of savings
 - CQC new framework

Action: Caroline / Tim

11. Update on Business Plan

Actions arising from previous meetings:

- Ask around for recommendation for EPC work – Work completed.
- Workstreams – Board to continue to report back on any progress:

Workstream	Who	Timescale	Comment
Conservatory		From now for circa 18 months	Builders engaged. Pre contract meeting TBC.
Electronic Records	Mel / Jo / Caroline	ASAP	2 companies to demo. To review with regards to being user-friendly and fitting in with new CQC framework.
Long term future of housing stock	Chris S		We have completed one task in making Kirwin not supported. There are lots of questions about the future of our housing and Chris has agreed to do some early options appraisals
Community services	Tomas		We have started to give this some thought. We are considering piloting

			warm spaces as a toe in the water of this. That specific area needs support plus future plans. At some point we may need to employ someone to develop this
Staff Benefits	Geralyn		We continue to need to ensure we are competitive on pay and conditions. WPA health cash plan possibility?
Sustainability			I have had some initial discussions. 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 EPCs. Incorporated into Board Inspection Framework but this will need some reworking as new framework becomes more clear.

12. Report from Tenant Representative (Kirwin & Lansdowne)

Actions arising from previous meetings:

- Look into an outside charging point – Carry forward. **Action: Tim W**
- Kirwin House uneven paving slabs to be looked at / moss to be cleared – To carry out a formal environmental risk assessment (particularly from the car park through to the front of the building ASAP) In the meantime, a sign warning of uneven surface to be put up ASAP. **Action: Caroline / Sean**
- Tenant Rep to discuss use of Guest Room with tenants – confidential item discussed in item 15 (A.O.B.)

Issues raised by tenants to Christopher Denman:

- Tenants would like to know when Avenue House has a Covid outbreak.
- It was made clear that when Avenue House has a Covid outbreak, staff entering the other buildings will be kept to essential visits only. Cleaning of the buildings by Avenue House staff will be suspended during an outbreak.

13. Revised Allocations Policy

- The revised Allocations Policy was discussed. All changes were agreed.
- Karen to add a right of refusal to vacant flats for existing tenants before paragraph 12. **Action: Karen**

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, Chris S**

- Safeguarding Adults **Action: Christopher D, Jo, Melanie, Chris S**
- Equality & Diversity **Action: Christopher D, Jo, Melanie, Geralyn, Jerry, Chris S**
- Catch up on outstanding visits – see rota below with visits to be completed. Please arrange directly with Caroline. Relevant documents have already been emailed out by Karen. **Action: Chris S, Tim**

Month	Name	Sections to assess
November 2022	Chris Szpojnarowicz (09.11.22)	S1, E1
February 2023	Tim Wye	R1, W4
March 2023	Jo Gray	R2, W5
April 2023	Geralyn Meehan	E3, C1
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.

- Tenant issues discussed. Suggestions:
 - Solicitor letter to be sent. Caroline to contact the Solicitor we used last time.
 - Alert the GP and Social Services that this is going to happen.
 - Block emails. Enable an automated response that emails are not being read and any requests should be made by telephone or letter.

Action: Caroline

16. Proposed dates of next meetings:

Tuesday 21 st February 2023	5pm
AGM – Tuesday 23 rd May 2023	2pm
Tuesday 23 rd May 2023	5pm
Tuesday 22 nd August 2023	5pm
Tuesday 21 st November 2023	5pm
Tuesday 27 th February 2024	5pm

Meeting Closed 7:05pm

Summary of action points:

Action	By whom	By when
Bristol Area Meeting Ethical Investment Policy to be discussed.	Andrew	Next Meeting
Low risk / higher yield accounts to be investigated	Jerry	Next meeting
Accounts with over £85k to be split	Tim	Urgent
Look at sickness policy / T & Cs	Jerry / Geralyn	Next meeting
Quotes for Lansdowne storage heaters (basement flats)	Caroline	ASAP
Fire risk assessment for Kirwin / Lansdowne to be arranged	Caroline	ASAP
Investigate changes in Housing Bill	Chris S	Next meeting
Add to risk register: <ul style="list-style-type: none"> • Housing Bill • Financial risk of savings • New CQC framework 	Caroline / Tim	ASAP
Outside charging point	Tim	Next meeting
Carry out environmental risk assessment of housing (Caroline / Sean	ASAP
Uneven surfaces sign to be put up in Kirwin garden	Caroline / Sean	ASAP
Add right to refusal item to Allocations Policy	Karen	Next meeting
Outstanding Board Inspection visits to be completed	Tim, Chris S	ASAP
Complete GDPR training	Christopher D, Jo, Mel, Jerry, Chris S	ASAP
Complete Safeguarding Adults training	Christopher D, Jo, Mel, Chris S	ASAP
Complete Equality & Diversity training	Christopher D, Jo, Mel, Geralyn, Jerry, Chris S	ASAP
Tenant issues: <ul style="list-style-type: none"> • Contact solicitor • Alert GP & Social Services • Block emails 	Caroline	ASAP