

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 21st May 2024 at 5pm at Avenue House

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Jo Gray, Tomas Hazelle,
Andrew Lux, Steve O'Shea, 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 meeting.

2. Apologies and welcome

Apologies received from Jerry Oliver.

3. Agreement of the minutes of the meeting held on 27th February 2024.

The minutes of the meeting held on 27th February 2024 were agreed as being a true account of the meeting and therefore signed by the Chair.

4. Board Membership

Thanks were noted to Melanie Mackintosh and GERALYN MEEHAN who stepped down from the Board at the AGM, and to Tomas who plans to step down at the end of this meeting.

Jo Gray also gives notice, however, will stay in position until she can be suitably replaced. This will leave an all-male Board governing a predominantly female based staff and client group. Melanie and GERALYN were also Quakers – to advertise vacancies amongst local Quaker groups.

5. Board Structure and sub-committees.

Tim's paper about the management structure of WEFHS was discussed:

- To advertise for vice chair role – someone preferably with housing experience. This should be advertised both internally and externally. **Action: Tim**
- The possible sub-committees were discussed – some could potentially be merged e.g. finance/budget could be merged with audit.
- It was agreed that a Quaker Values sub-committee should stand alone and be developed with the Area Meeting.
- Tim to develop paper further. **Action: Tim**

6. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- *Review split of expenditure between houses – CARRY FORWARD*
- *Look at Utility contract renewal – our current contracts end in December 2024, so need to be looked at soon.*

- The 2023 accounts were approved at the AGM.
- During the first quarter of 2024, Avenue House occupancy remains high. Kirwin House has one vacancy and Lansdowne House is fully occupied.

- Overheads and costs remain well controlled; however, agency costs are exceeding budget, due to 2 staff vacancies.
- Due to a high occupancy, there is a surplus to date of £40k.
- The bank accounts could do with being split further; however, this is proving more difficult than expected.

7. Verbal update from Manager including incident reporting.

Actions arising from previous meetings:

- *Create a list of options regarding Occupational Sick Pay – CARRY FORWARD*
- *Fire Risk Assessment by an external assessor to be arranged – COMPLETED 11th April – all actions from this have been completed.*

Avenue House

- 26 residents at present, with 1 moving in on 24th May and another on 3rd June.
- 1 death.
- No accidents.
- 7 near misses – with one resident falling 4 times in a month. This is being dealt with.
- The local authority has increased their rates by 4%, which covers most residents currently funded this way.
- Covid boosters have been given to all residents that wanted one.
- The police visited on 9th May, followed by a phone call by safeguarding. A serious allegation has been made by the family member of a resident that was recently here on a respite stay. We have had no contact from the police or safeguarding since, have been given no details about what the allegation entails, and have been asked for no records or information regarding the resident's stay with us. Another family member of the resident (a daughter) called on 18th May, incredibly upset and apologetic about the allegation – she feels that Avenue House is wonderful.
- A company has been enlisted to provide and keep updated all our policies and procedures – all policies link into the CQC Key Lines of Enquiry (KLOES).
- After our recent CQC inspection, we retained our 'Good' rating.
- Electronic Care Plans are now fully in use and staff have adapted well to them.
- The tender paperwork for Bristol City Council is being worked on and needs to be submitted by the end of June.
- The position of Alternate Weekend Cook has been filled – an old staff member has returned to Avenue House.

Kirwin House

- One vacancy.
- There will be second vacancy soon due to a tenant moving to a Care Home.
- Secondary glazing is being fitted to the flat that failed the EPC rating.

Lansdowne House

- Fully occupied.

8. Update from Relative Representative.

Steve has been introduced by email to all relatives, and comments and queries for the Board were invited. The following points were raised:

- It would be good to build up the volunteer base again.

- Could there be a buddy system for new relatives? Can we re-introduce the regular zoom meetings for relatives? *This was agreed – the next one to be held on Tuesday 4th June at 6pm.*
- Can relatives see the care plans for their loved ones? *For those that have power of attorney for Health & Welfare, or with the resident's consent, yes, this can be requested at any time. Care plans are always viewed and discussed at the 6-monthly reviews. The new Electronic Care Plans have a function for certain items to be shared – this is something that we need to explore further.*
- The noise of the Zimmer frames on the hard floor is very loud. *We have looked at solutions to this before – unfortunately we cannot find one.*
- How are residents informed of a death or departure? *Usually, residents are informed after lunch when they are gathered in the dining room, and funeral notices are put on display. It was agreed that Managing Death would be a good item for the next Relatives' Meeting. **Action: Tim / Steve***
- Email menu to the relatives. **Action: Karen**

9. Update from Tenant Representative

- A tenant meeting was held yesterday, and no issues were raised that needed to come to the Board - everyone present was happy.
- There was a gentleman looking around the gardens and in the sheds at the weekend – it appears to be someone that has applied for housing but has not yet been shown any flats. Caroline to contact. **Action: Caroline**

10. Community Services

Actions arising from previous meetings:

- *Tomas to look into 'Social Prescribers' – Whiteladies Road Surgery is very interested in this; The Family Practice were not so forthcoming.*
- There has been some interest in the Lunch Club, which is being progressed forward. To set a date and invite those that expressed an interest in. **Action: Caroline**

11. Housing Update

- Following on from discussions at the last meeting, Ann Cornelius has made some further recommendations - Tim to write to the tenants in the coming weeks. **Action: Tim**
- We are compliant with Registered Social Landlord regulations for now.

12. Business Risk Register

No changes required.

13. Update on business plan.

| Workstream | Who | Timescale | Comment |
|-----------------------------------|---------------|-----------|--|
| Long term future of housing stock | Chris S / Tim | | <ul style="list-style-type: none"> • Ann Cornelius has made some further recommendations which are being implemented. • Tim to write to tenants in the coming weeks. |

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|--------------------|----------------|--|---|
| Community services | Tomas | | Whiteladies Road Surgery interested in being a Social Prescriber. To set date for first lunch club |
| Staff Benefits | Tim / Caroline | | Geralyn has now left the Board. Tim to pick up this discussion with Caroline again. |
| Sustainability | | | EPCs completed. Some small changes made. Work to bring flat 2 Lansdowne up to standard is in progress. |
| New CQC framework | Jo / Jerry | | Project working group formed 28.02.23. Incorporated into Board Inspection Framework but this will need some reworking as new framework becomes clearer. ECPS in place and linked to framework. |

14. Board Governance / update on Board Member visits.

Actions arising from previous meetings:

- Board members to complete the following training:
 - GDPR (Christopher D, Jo, Steve)
 - Safeguarding Adults (Christopher D, Jo, Steve)
 - Equality & Diversity (Christopher D, Jo, Steve)
- Catch up outstanding inspection visits.
- Christopher D feels he should be exempt from training as he is a tenant. Tim to ascertain whether this is the case and feedback. – CARRY FORWARD **Action: Tim**

| Month | Name | Sections to assess |
|----------------|------------------------------|--------------------|
| November 2023 | Jo Gray (awaiting paperwork) | S1, E1 |
| January 2024 | Tomas Hazelle | S4, W3 |
| March 2024 | Chris Szpojnarowicz | R2, W5 |
| May 2024 | Tim Wye | E2, C2 |
| June 2024 | Jo Gray | C3, R3 |
| July 2024 | Tomas Hazelle | S3, E4 |
| August 2024 | Andrew Lux | E5, W1 |
| September 2024 | Chris Szpojnarowicz | S2, S5 |
| October 2024 | Jerry Oliver | E7, W2 |
| November 2024 | Tim Wye | S1. E1 |
| December 2024 | Jo Gray | S6, E6 |
| January 2025 | Tomas Hazelle | S4, W3 |
| February 2025 | Andrew Lux | R1, W4 |
| March 2025 | Chris Szpojnarowicz | R2, W5 |

15. A.O.B.

- Tim to commence regular telephone check-ins with Board Members.
- Date for Strawberry Tea TBC.

16. Proposed dates for next meetings

| | |
|---|-----|
| Tuesday 20 th August 2024 | 5pm |
| Tuesday 19 th November | 5pm |
| Tuesday 18 th February 2025 | 5pm |
| AGM – Tuesday 20 th May 2025 | 3pm |
| Tuesday 20 th May 2025 | 5pm |

Meeting Closed 6:45pm

Summary of action points:

| Action | By whom | By when |
|---|--------------------------|-----------------------|
| To advertise for vice chair role | Tim | ASAP |
| Board Structure and sub-committees paper to be developed further | Tim | Next meeting |
| Review split of expenditure across houses | Caroline / Tim / Claire | End of financial year |
| Create a list of options regarding Occupational Sick Pay | Geralyn / Tim | Next meeting |
| Managing death item to be added to the next Relatives' Meeting | Tim / Steve | 6 th June |
| Email menu to relatives | Karen | ASAP |
| Speak to applicant looking around gardens and shed | Caroline | ASAP |
| Tim to write to tenants with respect to potential changes in housing | Tim | Next meeting |
| Complete the following training: <i>GDPR</i> (Christopher D, Jo, Steve) <i>Safeguarding Adults</i> (Christopher D, Jo, Steve) <i>Equality & Diversity</i> (Christopher D, Jo, Steve) | Christopher D, Jo, Steve | ASAP |
| Catch up any outstanding inspection visits | All Board Members | ASAP |
| Decide whether Tenant Representative needs to complete training | Tim | ASAP |