

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 20th August 2024 at 5pm at Avenue House

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Jo Gray (via Zoom), Andrew Lux, Jerry Oliver (via Zoom), Steve O'Shea,
Avenue House: Caroline Cooper, Karen Parkin (minutes)
Bishop Fleming: Claire Argrave
Observer: Yasmin Pinks

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 Chris Szpojnarowicz. Welcome to Yasmin Pinks who observed today with the view to becoming a Board Member.

3. Agreement of the minutes of the meeting held on 21st May 2024.

The minutes of the meeting held on 21st May 2024 were agreed as being a true account of the meeting and therefore signed by the Chair.

4. Board Membership

Actions arising from previous meetings:

- *Advertise Board vacancies amongst local Quaker Groups*
- *Welcome to Yasmin Pinks*

- Welcome to Yasmin Pinks, who observed today's meeting with a view to joining the Board of Management.
- There has been no further response to the advert for Board Members
 - Karen to circulate advert / job description to members for them to share amongst Friends / colleagues / contacts. **Action: Karen**
 - Andrew to send the advert to Area Newsletter. **Action: Andrew**
 - Christopher to follow up on a couple of possibilities he has in mind. **Action: Christopher**
 - There is also the option of using a headhunting agency if required.
- Heartfelt thanks were given to Jo Gray for all her contributions to the Board, today is her last meeting before stepping down.

5. Board Structure and sub-committees.

Actions arising from previous meetings:

- *Advertise for Vice Chair role (Tim)*
- *Develop paper re: WEFHS Management Structure further (Tim)*

- No response to Vice-Chair advertisement.
- Following on from the last Board Meeting, further discussion was held about the structure of the Board of Management. It was agreed that we continue to have Finance / Budget sub-committee. Other working groups should be advisory and

less formal, given the small size of our Board. These will be groups such as for housing issues (Chris S) and Quaker Values (Andrew). With regards to Quaker Values, it was agreed that it would be useful to reach out to residents to develop more understanding and gain feedback about how they expect to see Quaker Values implemented in Avenue House. **Action: Andrew / Tim.**

6. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- Review split of expenditure between houses – CARRY FORWARD
- Feedback from finance sub-committee

- 7 months into this year and we are currently showing a surplus of over £70k against a £25k budget. This is due to good occupancy and filling vacancies with short stay residents. The budget currently allows for 4 vacancies – to be reviewed at next budget. **Action: Finance Sub-Committee**
- The build of the Avenue House extension has not made much of a dent in the reserves of the Society, meaning we still have £1.4 million cash – reserves policy to be reviewed at the next budget. **Action: Finance Sub-Committee**
- A reminder was given about the FCA protection scheme of £85k per bank institution used – we have much more than this in some accounts. We could also be benefitting from far better interest rates by splitting some more of our reserves. The following were suggested:
 - NatWest Deposit account
 - Refresh Shawbrook interest rates
 - Cambridge & Counties account
 - Put more into our Redwood account
 - Ask other Quaker Organisations / other charities which banks they are using.**Action: Karen / Tim**
- Tenant / Resident deposits were discussed:
 - Should we be using a Tenant Deposit Protection Scheme?
 - Should a deposit even be taken? It was agreed that it should be taken for the housing but will be reviewed for Avenue House residents. **Action: Tim**
- The financial year end has now been changed to March 31st. The budget will therefore be extended for 3 months, and the new one will start from 1st April 2025.
- AGM to be moved to August or September.
- There is an outstanding historic development loan which still to be repaid - needs some further investigation. **Action: Karen / Christopher D**

Feedback from Finance Sub-Committee:

- The budget set for an extra staff member at mealtimes is currently not being used, and is currently not required, however it will remain in place in case of a change in requirement.
- A discussion was held regarding the energy contract renewals. Some further data collection is required before deciding on this. **Action: Karen / Tim / Jerry**

7. Verbal update from Manager including incident reporting.

Actions arising from previous meetings:

- Create a list of options regarding Occupational Sick Pay – Tim & Caroline to meet

Avenue House

- 27 residents at present plus 1 who is here for respite but will become permanent.
- 2 residents are currently in hospital:
 - 1 following an unwitnessed fall and resulting in a pelvic fracture
 - 1 admitted this morning with an unknown infection. This was our first encounter with the community care team being called by the paramedics, the idea being that treatment is given via a daily visit by a GP in order to keep the resident out of hospital. This was an unsuitable solution in this case unfortunately.
- 1 death.
- 1 resident with advanced dementia will need to move to a more appropriate care setting soon.
- We have had several respite enquiries and bookings, and we always remind these that we can also offer day care.
- Staffing:
 - 1 full time care assistant on maternity leave
 - 1 full time care assistant sick
 - 2 night care assistants are on long term sick leave
 - 1 night care assistant has been recruited but this took 8 months
 - We still need a full time care assistant
 - Agency costs have therefore increased significantly
- A young volunteer is currently visiting every Friday
- The garden party was really successful
- Caroline to circulate CQC report. **Action: Caroline**

Kirwin House

- 1 vacancy – to be decorated and en-suite added.
- Another vacancy is coming up however notice has not yet been received.

Lansdowne House

- 1 vacancy – needs redecoration.
- The EPC for flat 2 has now been issued following the window replacement.
- 3 flats have an EPC rating of E, which is ok now but will need improvement in the future.

8. Update from Relative Representative.

Actions arising from previous meetings:

- 'Managing Death; to be added to list of items for Relatives' Meeting
- Menu to be emailed to relatives – COMPLETED

- There has been good feedback with regards to the re-introduction of the regular Zoom meetings. Most concerns are raised and answered at these meetings.
- An email was circulated prior to this meeting, inviting any concerns to be raised and brought to the Board. No response.

9. Update from Tenant Representative

Actions arising from previous meetings:

- Caroline to contact applicant that was looking around the Kirwin House gardens and sheds – COMPLETED.

- A new tenant in Kirwin House has settled in and is well-liked.
- No issues.

10. Community Services

Actions arising from previous meetings:

- Caroline to progress Lunch Club forward
- Not much interest has been received about the lunch club, but it has been advertised to respite residents.
- Caroline to contact Whiteladies Road surgery who expressed interest in being a Social Prescriber. **Action: Caroline**
- Put advert in the Area Newsletter again **Action: Andrew**

11. Housing Update

- We are currently compliant as a Registered Social Landlord.
- Housing Working Group (Tim, Caroline, Christopher D, Chris S) to go through Ann Cornelious' paper and suggestions. **Action: Housing Working Group**
- To contact other Quaker organisations to discuss their Housing status (i.e. RSL, Almshouse etc.) **Action: Tim**
- Steve has a possible Housing contact. **Action: Steve**
- It was agreed that money be spent on an in-depth survey to see what it would cost to bring the housing up to EPC C ratings.
- There has been a formal request for a tenant to take over tenancy of the Guest Room as part of their flat. To discuss.

12. Business Risk Register

To be circulated. **Action: Caroline / Tim**

13. Update on business plan.

Tim to update workstreams table below

Workstream	Who	Timescale	Comment
Long term future of housing stock	Chris S / Tim		<ul style="list-style-type: none"> • Ann Cornelious has made some further recommendations which are being implemented. • Tim to write to tenants in the coming weeks.
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)
 - Safeguarding Adults (Christopher D)
 - Equality & Diversity (Christopher D)
- Catch up outstanding inspection visits.
- Following Tim's recent inspection visit it was recommended that wellbeing be added onto staff supervisions (and documented), and action points be separated out. **Action: Caroline**
- Due to potential conflicts of interest, both Steve and Christopher D are exempt from carrying out inspection visits with regards to CQC Key Lines of Enquiry. Steve, however, has agreed to carry out quarterly Health & Safety audits.
- The following Board inspection visits rota has been updated:
- Christopher agreed to take core training. Karen to forward instructions. **Action: Christopher D / Karen**

Month	Name	Sections to assess
January 2024	Tomas Hazelle	S4, W3
March 2024	Chris Szpojnarowicz	R2, W5
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	Yasmin Pinks with Tim Wye	S1, E1
December 2024	Tim Wye	S6, E6
January 2025	Andrew Lux	S4, W3
February 2025	Chris Szpojnarowicz	R1, W4
March 2025	Jerry Oliver	R2, W5

15. A.O.B.

- None raised.

16. Proposed dates for next meetings

Tuesday 19th November 5pm
 Tuesday 18th February 2025 5pm
 Tuesday 20th May 2025 5pm

AGM – August / September - TBC

Meeting Closed 6:45pm

Summary of action points:

Action	By whom	By when
Circulate Board advert amongst potential new members	Karen / Board	ASAP
Board advert to go in Area Newsletter	Andrew	ASAP
Follow up on member possibilities	Christopher D	ASAP
Reach out to residents to gauge how they would expect Quaker Values to be implemented in Avenue House	Andrew / Caroline	Next meeting
Review split of expenditure across houses	Finance Sub-Committee	End of financial year
Review budgeted vacancies	Finance Sub-Committee	Next budget meeting
Review Reserves Policy	Finance Sub-Committee	Next budget meeting
Look into NatWest Deposit Account	Karen / Tim	Next meeting
Refresh Shawbrook Bank interest rates	Karen / Tim	Next meeting
Look into Cambridge & Counties account	Karen / Tim	Next meeting
Move more reserves into Redwood accounts	Karen / Tim	Next meeting
Speak to other Quaker / Charity organisations about who they bank with	Tim	Next meeting
Review need for tenant / resident deposits	Tim / Caroline	Next meeting
Open deposit protection scheme	Karen	Next meeting
Review outstanding development loan	Karen / Christopher D	Next meeting
Finalise energy contracts	Finance Sub-Committee	End of August 2024
Create a list of options regarding Occupational Sick Pay	Tim / Caroline	Next meeting
Circulate latest CQC report	Caroline	ASAP

Managing death item to be added to the next Relatives' Meeting	Tim / Steve	Next relatives meeting
Speak to Whiteladies Road Surgery re: lunch club	Caroline	Next meeting
Lunch club advert to go to Area Newsletter	Andrew	Next meeting
Go through Ann Cornelious' suggestions about future of Housing	Housing Working Group	Next meeting
Speak to other Quaker organisations about their housing status	Tim	Next meeting
Speak to possible Housing contact	Steve	Next meeting
Circulate Business Risk Register	Caroline / Tim	ASAP
Update Workstreams	Tim	Next meeting
Catch up any outstanding inspection visits	All Board Members	ASAP
Wellbeing to be added onto staff supervisions and action points made clearer. Points to be separated out.	Caroline	Next Meeting