

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 20th May 2025 at 5pm at Avenue House

Present: <i>Board Members:</i>	Tim Wye (Chairperson) Gill Fraser (Zoom), Andrew Lux, Jerry Oliver (Zoom) Steve O'Shea, Yasmin Pinks, Chris Szpojnarowicz
<i>Avenue House:</i>	Caroline Cooper, Karen Parkin (minutes)
<i>Bishop Fleming:</i>	Claire Argrave
<i>Observer:</i>	Claire Burston

1. Moment of Silence

In accordance with our Quaker values, a moment of silence was taken prior to the meeting.

2. Apologies and welcome

3. Agreement of the minutes of the meeting held on 11th February 2025.

The minutes of the meeting held on 11th February 2025 were agreed as being a true account of the meeting and therefore signed by the Chair.

4. Board Membership

Actions arising from previous meetings:

- *Karen to write to tenants with regards to the vacant Tenant Representative position COMPLETED.* This position is to be confirmed.
- Welcome to Claire Burston who joins us as an observer today with a view to becoming the Relative Representative. Declaration made that she currently works for Bristol City Council.
- Steve (previously Relative Representative) remains on the Board as a Trustee, for which the Board is thankful.

5. Board Structure and sub-committees.

Actions arising from previous meetings:

- *Further discuss the following regarding Quaker values (Andrew / Yasmin):*
 - *Redraft Quaker values summary – could a leaflet summarising this be produced?*
 - *Quaker Values training to be given to all new staff – updates to be offered. Discussion held about whether this should be in person or as an online presentation or workbook. Claire B offered to put any resources into a PowerPoint if required. To discuss further. **Action: Andrew / Yasmin / Claire B***
 - *Could the Sunday Quaker service be slightly longer? To discuss logistics of signalling the start / end of meeting with Beckie / Caroline. – Plans to increase this to 45 minutes but this needs to first be confirmed with Julia Bush who coordinates the meetings. **Action: Yasmin***
 - *Could we link the Sunday Quaker Meeting via Zoom to the Redland Meeting? – this would be impractical as our meeting time does not match*

up with Meetings at Quaker Houses. However, this could possibly be arranged for individuals.

- Yasmin to confirm which House we are connected to by talking to the Area Chair. **Action: Yasmin**
- All updates regarding this to be fed directly back to Caroline.
- *Previous staff benefits / occupational sick pay proposals to be discussed (Tim / Caroline / Steve) – Date for meeting to be set ASAP. **Action: Caroline / Tim / Steve***

6. Financial Report by Bishop Fleming

Actions arising from previous meetings:

- Move an extra £50k into the current Redwood bond (Karen) – £30k moved due to current reduced income.
- Open a 6 month and 12-month bond with Triodos – COMPLETED (£50k in each)
- Offer deposit refunds with uplift letters (Karen) – COMPLETED. Most refunded, 8 still held.
- Karen to continue to send most recent monthly accounts with agenda.
- March 2025 accounts have been finished which completes the 15-month financial year. All figures have been sent to the auditors. Surplus over the period is £111k.
- April's accounts will be circulated by the end of the week. Throughout April:
 - There were 24 occupied rooms in Avenue House with 6 vacancies.
 - Kirwin House had 2 vacancies.
 - Lansdowne House had 3 vacancies.
- £10.5k in employment allowance remains unclaimed – Caroline to discuss this with Iris payroll. **Action: Caroline**

7. Manager update including incident reporting.

Actions arising from previous meetings:

- Progress installation of automatic door opener to the Avenue House front door – there was some concern over this due to residents with dementia being able to leave the building. It was agreed that residents should be able to freely move around and leave the building anyway, and the door can be protected with a security code (which would default on activation of the fire alarm). Caroline to get quotes. **Action: Caroline**

Avenue House

- Occupancy is going back up. St Joseph's is closing so several enquiries have been made from residents there, along with staff members looking for work.
- 2 medication errors have been made in the past month, one of which was reported to Safeguarding (case is now closed). The staff members involved have since had competency assessments, refreshed their training and have been given verbal warnings.
- 4 near-misses reported in the last month (no injuries).
- 2 residents with dementia left the building at the weekend and were found outside in the road. Reported to Safeguarding.
- We have had some issues with the lift recently resulting in several entrapments. This has now been fixed.

- Work on the roof has started. This should be finished this week, when the scaffolding will then move to Lansdowne House.
- The internal decoration of Avenue House needs to be refreshed. There is not enough in the budget for this – can some legacy money be used? The redecoration was approved but not from the legacy. Instead, the budget will be amended. Corner protection to be added and Sean to regularly touch up paintwork once done. **Action: Caroline / Sean**
- Devise a life cycle maintenance plan. **Action: Housing Committee**
- To put fees on front page of the website and emphasise that we are non-profit making. **Action: Karen**

Kirwin House

- 2 vacancies remain but there is one viewing this week.
- Check lock has been fitted to the new configuration of flat 10. **Action: Caroline**

Lansdowne House

- Work has now been completed on flats 1 and 2.
- Flat 1 is now occupied and 2 more tenants are arriving in June.

8. Introduction to / Update from Relative Representative.

- Welcome to Claire.
- Discussion around role held.
- Next Relatives online meeting: Monday 2nd June at 6pm.

9. Community Services

Actions arising from previous meetings:

- *Write a job description for someone to organize and nurture this idea and discuss further at the next meeting (Tim)*

After much debate and discussion about the pros and cons of developing this idea, it was decided that, at least for now, this be parked. Instead, we will focus on engaging a volunteer coordinator to build up a volunteer base. Tim to change job description.

Action: Tim

10. Housing Update

Actions arising from previous meetings:

- *Arrange a full survey of work needed to achieve a C rating on the EPCs of all flats (Tim)*
- *Schedule a meeting to discuss deregistration as RSL (Housing Sub-Committee)*
- A meeting was held to discuss the above. It is quite hard to de-register as there are several pre-requisites that need to be met, one of which is to have a proper maintenance plan in place. A full survey has therefore been commissioned for 27th May 2025 (which will also look at bringing the EPC ratings up), the results of which will need to be put into a cash flow.

11. Business Risk Register

- To be reviewed and circulated.
- The stop on sponsorship will have an effect on care workers in the industry so this will need to be added. **Action: Tim / Caroline**

12. Update on business plan.

- No changes until the results of the Housing Survey are back.

13. Board Governance / update on Board Member visits.

Actions arising from previous meetings:

- Catch up outstanding visits and complete paperwork
- Steve now added to rota of Board Member visits below:

Month	Name	Sections to assess
January 2025	Andrew Lux	S4, W3
February 2025	Chris Szpojnarowicz	R1, W4
March 2025	Jerry Oliver	R2, W5 (paperwork outstanding)
May 2025	Yasmin Pinks	E2, C2
June 2025	Gill Fraser (with Tim Wye)	C3, R3
July 2025	Steve O'Shea (with Tim Wye)	S3, E4
August 2025	Andrew Lux	E5, W1
September 2025	Chris Szpojnarowicz	S2, S5
October 2025	Jerry Oliver	E7, W2
November 2025	Tim Wye	S1, E1
December 2025	Yasmin Pinks	S6, E6

14. A.O.B.

- The suggestion of using the legacy money in the accounts for a Bristol mural in the reception area was made. This could weave in all sorts of Bristol landmarks and its people, working all sorts of different jobs, along with the Quaker history of Avenue House. This was received well. Any Board members with links to artists that may do this, please let us know. **Action: All Board Members**
- Staff and Relative surveys will now move online, and results will go straight to the Board, tying into Good Governance practice. **Action: Tim**

15. Proposed dates for next meetings

AGM – Tuesday 2nd September 2025 2pm
Tuesday 2nd September 2025 5pm
Tuesday 18th November 2025 5pm
Tuesday 10th February 2026 5pm

Meeting Closed 6:45pm

Summary of action points:

Action	By whom	By when
Develop staff training on Quaker Values	Yasmin / Andrew / Claire B	Next meeting
Progress staff benefits / occupational sick pay	Tim / Steve / Caroline	ASAP

Confirm change of Meeting for Worship length with Julia Bush	Yasmin	ASAP
Talk to Quaker Area Chair to determine which Meeting House we are attached to	Yasmin	ASAP
Set meeting date to discuss staff benefits	Caroline / Tim / Steve	Next Meeting
Chase employment allowance claim	Caroline	ASAP
Get quotes for automatic door opener	Caroline	ASAP
Arrange refresh of internal Avenue House decoration	Caroline	ASAP
Add corner protection	Caroline	Once redecoration completed
Regularly touch up paintwork	Sean	Once redecoration completed
Devise life cycle maintenance plan for Avenue House	Housing Committee	Next Meeting
Put fees on the front page of the website and emphasise we are non-profit making	Karen	ASAP
Check that a lock has been fitted to new external door for Flat 10 Kirwin House	Caroline	ASAP
Add the stop of sponsorship to Business Risk Register & circulate	Caroline / Tim	ASAP
Devise job description for volunteer coordinator	Tim	Next meeting
Links with artists that could design a bespoke mural to be shared	All Board Members	Next meeting
Staff and Relative surveys to be moved online	Tim	Next meeting