The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 19th May 2026 at 5pm at Avenue House

Present:	*Board Members:*	Tim Wye (Chairperson) Gill Fraser, Andrew Lux, Jerry Oliver (Teams), Yasmin Pinks, 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**
   Steve O'Shea and Richard Denman (potential Tenant Representative) sent their apologies.

3. **Agreement of the minutes of the meeting held on 10th February 2026.**
   The minutes of the meeting held on 10th February 2026 were agreed as being a true account of the meeting and therefore signed by the Chair.

4. **Board Membership**
   Actions arising from previous meetings:
   - *Tenant Representative position outstanding* – in progress. Richard Denman has expressed interest but sent his apologies for today's meeting.
   - *Write to all relatives asking if they would like to be shareholders* – COMPLETED. 2 people opted into this.
   - Tim reminded the board that his term had been extended by a year. He suggested that we need to start looking for a new Chair following the AGM but stressed he was happy to stay in the role until a suitable replacement is sourced.

   We now have 7 Trustees and are actively pursuing a Relatives Representative:
   - Board Members to put forward the names of anyone they think may be suitable and interested in a role on the Board. **Action: All Members**
   - To put up notices in Horfield & Redland Meeting Houses asking for Board Members and Shareholders. **Action: Andrew / Yasmin / Karen**
   - AGM was poorly attended last year – to get invites out a little earlier this year to try to ensure a quorum. **Action: Karen**

5. **Board Structure and sub-committees.**
   Actions arising from previous meetings:
   - *Copies of Quaker Values leaflets to be obtained for Avenue House* – COMPLETED
   - *'What it means for your Relative coming into a Quaker Home' leaflet to be designed* – still TBA. **Action: Andrew / Yasmin**

6. **Financial Report by Bishop Fleming**

The April Management Accounts were discussed:

- Net profit of around £9k.
- 27 permanent residents means an increased income of around £14k against budget.
- Staff costs around £3k over budget, due to agency usage.
- Lansdowne House had an expense of around £5k for a new wireless fire alarm.

The audit was discussed:

- The year end accounts (to the end of March 2026) have been drafted. They are currently going through Bishop Fleming internal review and will be sent to the auditors by the end of next week.
- The audit is due to commence w/c 8th June, and the auditors anticipate the accounts being ready no later than 7th August.
- It was agreed that the contract for audit would be put out to tender. Tim to give feedback to Gravita. **Action: Tim**

7. **Pensions**

It has come to light that employer contributions that were agreed in 2015 have not been carried over following a change in payroll services, resulting in some staff members not receiving correct employer contributions, and new staff receiving letters from Payroll with incorrect information. Contributions should be as follows:

Employee contribution:		**WEFHS Ltd contribution:**	
5%	of Qualifying Earnings	3%	of Qualifying Earnings
6%	of Qualifying Earnings	5%	of Qualifying Earnings
7%	of Qualifying Earnings	7%	of Qualifying Earnings
8%	of Qualifying Earnings	7.5%	of Qualifying Earnings
Above 8% of Qualifying Earnings		7.5%	of Qualifying Earnings

- It was agreed that rates should be honoured and missing contributions back paid.
- KJ Pay to be informed ASAP. **Action: Caroline**
- Advertise to current staff. **Action: Karen / KJ Pay**
- Review at Staff Benefits Meeting. **Action: Caroline / Tim / Steve**
- Confirm why there is a 3-month waiting period. **Action: Caroline / KJ Pay**

8. **Manager update including incident reporting.**

Actions arising from previous meetings:

- *Risk Assessment for automatic door opener to be carried out (Caroline)* – This was completed and is a medium risk due to residents with Dementia leaving the building. To investigate whether there is one that can only be released by staff but

is still automated (rather than manually pulling or pushing the door open).
Action: Caroline

Avenue House

- We are currently fully occupied, 1 resident being respite with a view to becoming permanent.
- 1 resident is currently in hospital following a fall and will need to spend some time in rehab. Notification sent to CQC.
- 1 complaint has been made by a resident against an Agency Staff Member, which is being dealt with by the Agency.
- 1 Part Time Senior Care Assistant will be retiring in July. This position will be advertised both internally and externally.
- 1 night staff member is currently off sick, along with the Assistant Manager.
- 2 Occupational Health referrals have been made.
- ***CONFIDENTIAL ITEM*** -
- The reaccreditation process with the Gold Standards Framework is ongoing.

Agency Spend

Agency expenditure was discussed with regards to it being around £3k over budget:

- Agency is only used when absolutely necessary. This has been more than usual recently due to the staff sickness previously mentioned.
- 1 Full-Time Care Assistant vacancy has now been filled, which will bring down expenditure.
- To bring down expenditure further, we have shortened the shift times for Agency Staff Members so that they are here for peak times only. We have also stopped having a cleaner at the weekend.
- It is important to note that these changes do not compromise care or cleanliness of the home.

Kirwin House

- 1 tenant has asked for a walk-in shower due to difficulties getting in and out of the bath. To request quote. **Action: Caroline**
- Another tenant has applied for a Disabled Facilities Grant from Bristol City Council for a level access shower. Our plumber has already looked at this and believes it cannot be done, but someone from BCC is coming to do their own survey. We would like assurance that their solution (if any) will not cause damage to any other flats.

Lansdowne House

- 1 vacancy which will be filled on 1st June when a new tenant moves in.

9. Outcome of Tender Framework Application

We were not successful with our application to get on the Bristol City Council Framework due to some minor omissions:

- The Business Continuity Plan
- Details of our current Bristol City Council contract

This is not business critical as we are fully occupied at present, but we will still try again at the next Tender in the autumn. It was noted that rates paid by the Local Authority are starting to get further away from what we charge.

10. 10-year Maintenance Program update

Actions arising from previous meetings:

- *Check safety glass requirements with Conservation Officer (Tim)* – No response yet. Tim to follow up. **Action: Tim**
- *Maintenance Plan estimated costs to be re-*circulated – COMPLETED

- Year 1 works completed so far are:
  - Lansdowne House wireless fire alarm
  - Scaffolding is up at Kirwin House ready for roof works
  - Fire door survey carried out in Kirwin and Lansdowne Houses – we have been quoted £9993 to bring these up to expected standards. The Board authorised this.
- Coding of these works for the accounts was questioned, as they are all costs outside of budget:
  - Claire is checking whether any of these works can be capitalised.
  - It was agreed that the Board are happy for these works to take us over budget, so long as costs are put to the Board first and can be explained in the accounts.

11. Housing: Update on historic grant and position regarding RSL

Actions arising from previous meetings:

- *Audit to be carried out regarding Housing Standards* – carried forward.
- *Relevant Event form to be submitted to Homes England, once audit completed* – carried forward.
- *Contact Ann Cornelious* – COMPLETED

Before any of the above actions can be looked at, rents need some work. Following consultation with Ann Cornelious, the following was noted:

- Under Registered Social Landlord rules, we are too small to be subject to an in-depth assessment, however, to deregister, we must show that we are protecting our tenants. This includes showing that we are applying fair rents and service charges.
- Rents need to be re-based. We may need to take legal advice on this, but we have until next April / May.
- Some things cannot be included in the service charge such as the maintenance of the building (this should be in the rent). This means that if we de-register, we may need to issue some refunds.
- A Housing Services Schedule should be in place, and only items listed on this can be charged in the Service Charge.
- After consultation with tenants, we may need to re-issue tenancy agreements because of the above.
- It was noted that RSLs cannot charge Sinking Funds.
- Carrying out a January 99 Valuation is the first step in dealing with the above.

Action: Tim / Gill / Chris /Ann Cornelious

12. Community Services – update and proposal for limited day service

- No progress has been made on this. Actions:
  - Set rates for lunchtime, and all-day care (no personal care will be offered).
  - Write a brief of what we can offer, then advertise.
  - Draw up a first day basic assessment, which would cover things like dietary requirements, allergies, other needs etc.

Action: Tim / Caroline

13. Staff Benefits

Actions arising from previous meetings:

- *Complete conversion of Garden House to Staff Room* – complete, but nobody has opted to use it yet.
- *Staff to receive email updates following Board Meetings* – done after the last meeting.
- *Look further into Private Health Insurance for Staff* - Tim said we were probably not going down this route as it was too expensive for the option that had no excess.
- *Staff benefits meeting to be held* – arranged for 26th May. Looking to increase annual leave and some other minor items. It was agreed to allow subgroup to pursue.
- *Check Eye Test provision requirements for staff using handled devices* – waiting for response from optician. Caroline to follow up. **Action: Caroline**

14. Business Risk Register

To re-circulate. **Action: Caroline**

15. Update on business plan.

Actions arising from previous meetings:

- *Add 10-year maintenance plan and RSL changes once finalised. (Tim / Caroline)* **–** carry forward.

16. Board Governance / update on Board Member visits.

Outstanding visits highlighted in yellow:

Month	Name	Sections to assess
January 2026	Yasmin Pinks	S4, W3
March 2026	Tim Wye	R2, W5
April 2026	Andrew Lux	E3, C1
May 2026	Chris Szpojnarowicz	E2 C2
June 2026	Jerry Oliver	C3, R3
July 2026	Gill Fraser	S3, E4
August 2026	Yasmin Pinks	E5, W1
September 2026	Steve O'Shea	S2, S5
October 2026	Tim Wye	E7, W2
November 2026	Andrew Lux	S1, E1
December 2026	Chris Szpojnarowicz	S6, E6

17. A.O.B.

Actions arising from previous meetings:

- *Review finance section of Resident Application form – do we need this?* – Jerry confirmed that it is legal and common to ask these questions.

- It would be prudent to check our Residential Care Agreement and Statement of Purpose for wording around continuation of funding / LA funding / 3rd party top ups / our position if fees can't be met. To send Residential Care Agreement and Statement of Purpose to the Board and ask for feedback to Jerry within 3 weeks.

Action: Karen

- Manchester Building Society is closing all business accounts on 17th July – we currently have around £83k in ours. It was agreed that we will use some of these funds to top other accounts we hold up to FCA protection limits, and the rest (around £22k) can go into our day-to-day NatWest bank account.

18. Proposed dates for next meetings

Tuesday 15th September 2026	3:30pm (AGM)
Tuesday 15th September 2026	5pm
Tuesday 10th November 2026	5pm
Tuesday 9th February 2027	5pm

Meeting Closed 6:50pm

Summary of action points:

Action	By whom	By when
Board Members to put forward the names of anyone they think may be suitable and interested in a role on the Board.	All members	ASAP
To put up notices in Horfield & Redland Meeting Houses asking for Board Members and Shareholders.	Karen / Andrew / Yasmin	ASAP
To get AGM invites out a little earlier this year	Karen	July
'What it means for your Relative coming into a Quaker home' guide to be devised	Andrew / Yasmin	ASAP
Put audit out to tender & inform Gravita	Tim	June
KJ Pay to be informed of correct employer pension contributions	Caroline	June
KJ Pay to backdate and pay missing employer	Caroline / KJ Pay	June

contributions for staff members affected		
Advertise correct employer contribution rates to staff	Karen / KJ Pay	June
Review pensions at Staff Benefits meeting	Caroline / Tim / Steve	26th May
Confirm why there is a 3-month waiting period for automatic pension enrolment	Caroline / KJ Pay	June
See if there is an option to have an automatic door opener that can only be released by staff	Caroline	Next Meeting
Get quote for walk-in shower in Kirwin House	Caroline	June
Check safety glass requirements with Conservation Officer – follow up for response	Tim	ASAP
Carry out a January 99 Valuation	Tim / Gill / Chris / Ann Cornelious	ASAP
Set rates for Lunch, and all-day care	Tim / Caroline	ASAP
Write a brief about what we can offer with day care, then advertise.	Tim / Caroline	ASAP
Draw up a first day basic needs assessment for day care	Tim / Caroline	ASAP
Check Eye Test provision requirements for Staff using handheld devices – to follow up with optician	Caroline	Next Meeting
Re-circulate Business Risk Register	Caroline	June
Complete outstanding Board Inspection visits	Yasmin / Tim / Andrew / Chris	ASAP
Send Residential Care Agreement and Statement of Purpose to the Board	Karen	ASAP