



Board Meeting Minutes
10th March 2022 – 7.00pm via Zoom

Welcome / Apologies

Welcome – Veronika, Steph, Tracey, Danielle, Jean, Graham and Sue
Apologies – John, Gabriel and, Claire. *Jan will join us later around 8.00pm ish.*

Service update

Danielle talked us through her report. Hours are looking good week on week. Enquiries coming through, focusing on recruitment (quite a few calls). 2 new starters, 2 more coming through (full time and part time). Enquiries coming through by word of mouth. No requirement to be vaccinated anymore, should see an influx in enquires.

Kirklees Council Hours – will email what we need to do to get on the tender. They are crying out for help in Golcar. They will need to do checks, but Danielle is confident we will pass. £20.94 per hour, outcome based way of working (not a min 30 min call). It will be down to the requirement of the user member. Action group suggested to discuss further and see how it will work applying the finances and how we can deliver the work and make it profitable.

DBS – if you have one no expiry, most companies use them for 3 years, pay £13 every year to keep it registered on the update services. Check 12 month ones for staff and 3 years for board members

Newsletter for staff to keep them engaged, recognise hard work and commitment. Susan going the extra mile with personal touches for user members, Graham to write a letter of thanks from the board.

No covid changes to report in the care sector

Unique – lots of man power to set up the new system and transferring all the data. Target to finish by the end of the month when Nurse Buddy terminates.

Office now open 9.00am until 2.30pm every day.

Staff to be vaccinated? See what other organisations are doing, speak to user members

Jean

Complaints policy updated – level 1 and level 2 alerts introduced and how to deal with issues efficiently – minor areas of concerns nipped in bud before it escalates

Staff consultation on Tuesday – delayed until beginning of April. Staff progression and how to acknowledge this and out of hours service

Cost of living – mileage – need an action group to discuss

Phones = can we make a contribution towards cost of phones to acknowledge the data being used by staff.

Recruitment retention fund - £1,400 (£800 for leaflets) (£600 – vouchers to give out to staff CCCV) have to be spent by 6th April. Agreed to discuss further at an action group.

Action Group Summery / Reports

Thursday 17th – 6.00pm. To discuss mileage / bonus for staff. Meeting to be held at Ramsdens Offices.

Marketing

Leaflet drop signed off and will be delivered w/c 4th April. Leaflet is double sided with service details on one side and recruitment on the other.

One Year Birthday Anniversary – will celebrate it across social media. Huddersfield Hub are interested in doing an article and Steph will follow up.

Need more content for blog posts – anything welcome. Please talk to Steph with any ideas.

Staff spot lights, Steph going into the office next week to help Leonie with hers.

Dark Woods Café – 31st March networking event

Steph has agreed to purchase other marketing material such as branded pens, table cloth, and stationery to take to future events. Danielle to order business cards.

Minutes of last meeting

These are in next cloud and are agreed by the board.

Arising

Investor Event

Event agreed for 14th May and an online event on 19th May (7.00pm for an hour)

Action group notes in February on next cloud

It will be held at Watershed, Steph to book and will start putting together plans for the day

Finance Issues raised by regulated services

Delayed until further notice

Ongoing Matters

None

Business and Finance

Board to read the report circulated prior to the meeting.

Sharing Care

See updates in Slack – further information will be shared over coming weeks.

Any other business

None

Date of next meeting

14th April – 7.00pm