

## Board Meeting

14/07/2022

on zoom

1. Welcome/Present: Graham, Jon, Tracy, Sue, David, Alison, Gabriel, Jean, Danielle
2. Apologies: Steph, Jan, Clare

### Services updates:

3. Regulated Services: Danielle/Jean/Tracy – written update report/s - to follow
  - bullet points from the regulated services meeting - Jean went through the list (part of papers of the board) + discussion about this
  - technical issue & missed visit - addressed and things put in place to make sure it doesn't happen again (including a written handover for the weekend)
  - discussed on-call - peer support whatsapp is really helpful with practical on the ground knowledge; there are several tiers of the support that might be needed and we're getting there with the cover
  - this is moving forward well in co-operation with the team; moving forward
  - acknowledgement that covid related measures we have in place are working well, want to keep and eye on developments
  - there is a plan to move closer to more formed/more closely working rounds according to areas - this will also help with consistency; we'll look at auditing how many people our user members get to see during the week
  - Danielle shared an initial reporting possibilities from IQ to offer a flavour of what is possible to explore and the team will be looking at what is useful to look at how we use the reports
  - the team working together to address any pressure points/service demands
  - question about hours fluctuation: we had a massive drop because people needed more support for a while and then a couple of user members died; we also know that people will be going into respite and there will be gaps in hours; this is for discussion in a regulated group
4. Action Group – summary of last weeks' meeting attached
  - we focused on how we can all be responsible in terms of sharing the brand identity consistently so that we are visible in the community and are able to promote our work
  - we highlighted some points and the notes are part of the paper bundle
  - Danielle further encouraged the board & the team to contribute to social media more regularly
5. Minutes of last meeting – in next cloud - all OK
6. Matters arising;
  - ability to transfer the phone - tech issue to be resolve fairly quickly - Graham to help with that & Clare needs to be involved as well
  - IT/tech - Clare raised back up options in terms of Next cloud (hosting/contract) and other tech issues - Graham to be speak with Clare about it
  - update on council referrals if not already covered
    - there has not been much progress
    - Danielle on leave and then also there has been a slow response from the KMC
    - Jean supported with discussions and Clare and Danielle are looking at uploading the documents
    - it's important that we look at this quickly - review next time again

7. Replication Project (Power to Change Grant) update – Veronika

- noted that report & financial monitoring was submitted to Power to Change and we're awaiting feedback
- V shared an outline of the neighbourhood care plan & highlighted the changes: highlighted changes in the way forward
- discussed briefly the learning from the session with the safeguarding officer: we can introduce people, we need to assess it and look at the risk, we are not barred from it (we would not have to DBS); also CQC is shifting toward acknowledge towards
- staff team comments: it's really positive, there are a lot of isolated people in the community and this will contribute towards us addressing this
- Danielle shared an example of someone in the community who would like to support practically & how we can practically address this and we have had a discussion about this

8. Business & Finance

a) Finance Group update

- Clare doing great work with IQ and we're getting better figures
- Jon has done a run through the document (the report is part of the papers bundle)
- the longer term projections updated (also part of the papers bundle)
- reassured that we will be sharing the information better over time - staff team present feel ok about it

b) Standing Item – register of interest: none

- V to share conflict of interest paperwork with Tracy

9. Any other business;

a) AGM – setting provisional date and what format it should take

- discussion about face to face or online - maybe a bit too early to decide
- let's do an action group to plan for this; Graham to plan with Jan
- let's have an action group in August and take it forward

b) Policies and procedures need reviewing: Sue will take it up, divide into sections and this will be brought to the Board so that we can all do a review; by next Board there will be more information

c) Danielle has a request for a meeting with a Board member from a user member - will pick it up

d) Graham was approached is we are interested to entering a competition around social enterprise; Graham to share details with the rest of us to see if we can submit

Date of next meeting: Thursday 11<sup>th</sup> August @ 7pm

next action group: AGM group (as above)