



Board Meeting

Thursday 12th January 2023 7pm

Zoom details:

<https://us02web.zoom.us/j/84310584106?pwd=VnRvbnp4RTJOZ0FmOUJJa2JjVFE2dz09>

Meeting ID: 843 1058 4106

Passcode: cooperate!

Phone: 0131 460 1196

1. Welcome

- present: Graham M, Veronika, Jon, Nicola B, Clare, Jan, Jean, Danielle
- apologies: Steph, Sue, Charlene, Gabriel

2. Member Co-opting – Graham Turner

We have agreed that the application is accepted.

We need to check membership for both Charlene and Graham – **Graham M to do/follow up**

At this point, Graham T has joined the meeting.

3. Minutes of the last meeting – on Next/shared via email

- actions update
 - ➔ staff gathering to discuss staff member on board – Danielle
the team met around Xmas and it was a positive meeting; it will also develop as we go along
 - ➔ office staff & board ways of working meeting – V&Sue: will share the dates on Slack/email
 - ➔ new board members on platforms – V: V to support Graham T to get linked up as well

4. Standing item – register of interest

5. Regulated Services update; summary attached

recruitment is slow but steady and new people wanting support also slow and steady

keyworker training is going on

end of life care support learning with Nicky

there have been some more enquiries about both new staff/user member

we know that people come to us through word of mouth

we discussed a few more details about some of the enquiries

Jon mentioned new useful weekly reporting to keep an eye on

Jean had a meeting with a user member – Jean shared notes about; key points are:

- it was highlighted that they appreciate RM's support
- raised that while RM was off it was difficult for the user member
- there was feedback about short notice on events/activities that they could take part on
- the user member had a question about who the board members are and that it would be useful to create a list/overview for new user membership
- **pull together the overview of the board people – who is who and who does what; so that we can create and overview for user member + update webpage; let's start so that we can have things ready for meeting in early Feb when we discuss roles; Veronika to ask Steph and Mark to lead on this**

6. Business & Finance update

- finance group update (Jon's reports)

not a great progress in terms of growth – same level of support for 6 months

there have been some extra costs for the office team

business as usual is not an option if the loss keeps the same

rent discussion with Chris – there is a request to up the rent to £833 (it's £700 now)

discussion about options with office team – we could do without the second room

£683 for just one room

while this is not great we need to be mindful that options are limited and Civic is a community owned/run venture

suggestion will be that we continue to pay £700 a month and we will have occasional access to the smaller room

further discussion about possible work in the building as well

we agreed that we will come back to Civic to with a proposal for £700 to get it fixed for a year – Jan to follow up

Graham T said that he will have a look around

we're also having broadband problem – Danielle to pick this up with Graham M

- Business Development Group update

our strategy for the last 6 months has not materialised – the growth has not happened

the group explored what can happen/we can do

the conclusion is that we offer an excellent service and we need to look at options of how to get more income in

there are several ways to do that – Danielle/team to consider what's the best way forward

we need to increase the average price/income – this doesn't mean that we will charge everyone more, we don't want

to make the service unaffordable

consultation with current user members – Jean has worked on a questionnaire to ask options/take

we need to think this through very carefully

we've had a discussion about wider issues as well

next meetings of the group are 25th January and then 8th February – others are welcome to join in

membership - website/systems

V to take that forward – there are a few loose ends

7. Marketing update

report to be circulated/added to the papers on the website

Graham went through the highlights

19th January next marketing call

Danielle has asked for any events to get shared with her as she would like to be more out and about in the community

8. Sharing Care/wider work update

we've been invited to present at the Co-operative Futures conference in early February – Veronika to go

we had a conversation with Islington Borough Council – they want us to share with them what we can offer and how much we would charge + there is an interest in knowing how the procurement works in our area – **Graham to take forward**

9. Any other business

10. Date of next meeting

- 9th February: Jon apologies