



## Board Meeting: Minutes

Thursday 9<sup>th</sup> February 2023 7pm

Present; Jean, Danielle, Graham M, Graham T, Sue, Steph, Charlene, Gabriel, Jan, Clare

Apologies: Jon, Veronika, Nicky

### 1. Minutes of the last meeting – Passed

- actions update
- ➔ membership for Graham T & Charlene: Graham M: ongoing
- ➔ pull together the overview of the board people – who is who and who does what; so that we can create and overview for user members + update webpage's - Steph working on this
- ➔ Civic emailed with proposal for £700 rent just for use of one office. Move out of office 2 planned for 21<sup>st</sup> to 23<sup>rd</sup> February. Help offered. Need to clarify how we will proceed if we wish to book the second office for occasional use – Jan . Visit to premises in Linthwaite arranged. Graham T to look further into possible premises
- ➔ membership – forms & online, Veronika to take forward

### 2. Standing item – register of interest: None reported

### 3. Regulated Services update

- Some flood damage to equipment due to a leak from upstairs toilet. Screen box damaged. Youth club will pay £70 for second hand one. Some damage to paintwork. Ask landlord to redecorate.
- Recruitment: picked up. 5 new starters and 2 for interview
- UM hours: steady increase mainly by word of mouth. Continuing healthcare agreed a Um we can charge at a higher rate and interested in using us in the future
- Kirklees registration; Wrong date given: now end of March but not many on list anyway and would be direct payments
- Tracy's hour to review. At present 25. To continue as needed to make service efficient. Review again in June. Danielle to inform Tracy.
- No complaints , lots of good feedback from families

- User member taken via Continuing healthcare. Their rate of £22.12 is too low for us' with no rural rate. The user member was happy to top it up. CH is not means tested, so this strategy can be used in future.
- Need to apply for registration with CH, similar to Kirklees registration. Hopefully can use same info. CH offer free training. Danielle to find out the process.
- Working alongside Carers Trust with certain User members. Good sharing of info. Need to maintain boundaries.

#### 4. Business & Finance update

- See Jon's report. January was a very difficult month for finances. A large payout was made for insurance and holiday pay was high. If these are removed loss was £4500. When new recruits start, initially there is an extra outlay for training and shadowing shifts.

#### 5. Business Development Group update

The group has met 4 times with differing people present. The strategy recommended by Danielle is to have two different rates:

- complex for user members with complex needs who need more highly trained staff and take up more office time; £28-30
- Standard rate £26-28
- The assessment would be based on needs and Danielle would feel comfortable with the rationale. She would have the flexibility to charge lower rates for longer packages with less travel time, or where packages fit well into our rotas.
- CCCV would have to move to working more for self funders as direct payments rate is too low, approx.. £21 standard and £25 rural. We would only be able to take a certain percentage of direct payment work and may have to refuse some packages. There is a need to monitor what this percentage should be.
- Need to go for profit as otherwise CCCV is not sustainable. This can be revisited if we get onto a more stable footing.
- There is a risk we may lose some new members and not grow as quickly
- It was emphasised that we provide a really high quality service and are worth a high premium. Marketing needs to really push this concept. A shift away from targeting recruitment to targeting new UM's.
- Important to maintain CCCV ethics.
- Ask Jon / Gabriel to do modelling with new figures.
- All agreed in principle.

#### 6. Marketing update

- Arrange meeting with BDG and marketing to organised ideas around above. Steph to organise. All bring ideas to meeting.
- Can marketing have a budget to work from?

- Also emphasise that staff are well trained and well treated, paid properly and therefore well motivated.
- Some money may be available from ward budget. Graham T to investigate and inform Danielle.
- Steph and Danielle attended an event of Huddersfield macular society. Other similar events in pipeline.

#### 7. Sharing Care/wider work update

Lottery bid not successful. 2 new opportunities being followed up.

Jan suggested one reason for refusal could be that the bank account is in a different name from our trading name. Can name be changed or a new bank account opened. Ask Jon

#### 8. Any other business

- Tuesday 28<sup>th</sup> January; Jan talking to Green party with Sue, Civic at 7. NHS rep will be there
- Potential date for board / office staff meeting Thursday 23<sup>rd</sup> February: 4.00  
Sue to ask veronica to plan

Next meeting Thursday 9<sup>th</sup> March 7.00pm

Actions:

- Work on membership: Graham M, Veronika
- Look at funding for marketing and possible premises: Graham T
- Work on board overview: Steph
- Clarify arrangements with civic re premises and payment for leak damage: Jan
- Find out process for registration with CH and follow up: Danielle
- Action new rates and monitor effects on UM uptake: Danielle, Sue
- Model new figures: Jon / Gabriel
- Arrange meeting between BDG and marketing asap: Steph
- Can we change name on bank account: Jon
- Arrange board / office meeting: Sue, Clare, Veronika

#### 9. Date of next meeting

10.9<sup>th</sup> March