

## Meeting Minutes

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| <b>Meeting Name:</b> | Board meeting   |
| <b>Date:</b>         | Thursday 11 <sup>th</sup> May                           |
| <b>Where:</b>        | Zoom  |
| <b>Attendees:</b>    | Steph, Sue, Jon, Jean, Gabriel, Graham T, Jan, Veronika |
| <b>Apologies:</b>    | Danielle, Graham M, Charlene, Nicky                     |

| Note   | Action / Date                       |
|--|-------------------------------------|
| from previous meeting <ul style="list-style-type: none"> <li>- no further update on incident; there is follow up ongoing – Danielle</li> <li>- the leaflet drop is happening this week – we should see the outcome next board meeting</li> </ul> |                                     |
| no register of interest<br>we want it noted that Gabriel is now on Board of the Village Green in Marsden   |                                     |
| recruitment – slow and steady<br>2 staff members have left, haven't been with us long<br>user member hours have increased according to the projections   |                                     |
| a lot of compliments verbally  |                                     |
| discussion about a concern about abusive behaviour   |                                     |
| safety training for staff to be discussed  | regulated services group to discuss |
| Tracy (our care coordinator) has resigned – she will work 6 weeks notice: more in AOB  |                                     |
| let's draft a template of an exit interview for occasions when we can't speak to staff who leave at short notice   | regulated services group            |

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|  | to discuss                        |
|  |                                   |
| We have gone through the finance report.<br>Jon is now doing weekly figures rather than monthly so that we are able to capture the changes better.   |                                   |
| further options re getting finances in – targeted approaches/conversations with members  | finance group to discuss          |
| discussion about wider members involvement <ul style="list-style-type: none"> <li>- Graham M considering writing to investors to explain situation</li> <li>- how we communicate with members and share power with our members and consider our reputation as well</li> </ul>  | finance group to discuss/consider |
|  |                                   |
| business development group update <ul style="list-style-type: none"> <li>- discussion about nominal charge for creating the care plan – we haven't come to a decision</li> <li>- we could consider a fee for a speedier support (e.g. hospital release) when people need extra interventions/support and it takes extra time</li> </ul>                                  | BDG to discuss further            |
| coffee morning at Watershed – briefing around end of life  |                                   |
| thoughts about 24 hour care – further to be discussed  |                                   |
| another business development group to be arranged soon – it would be good if the BDG happen in between board meeting   | Graham M to organise              |
|  |                                   |
| Marketing update <ul style="list-style-type: none"> <li>- 1<sup>st</sup> June open day at the community centre we are now based at – we'll run an open day for professionals</li> <li>- Steph working on charity contribution scheme at Ramsdens</li> <li>- a few more things in pipeline as well</li> <li>- Golcar Lily Day – me missed the deadline for the</li> </ul> |                                   |

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| <p>AOB: discussion about care co-ordinator resignation &amp; next steps</p> <ul style="list-style-type: none"> <li>- Veronika to do an exit interview within next two weeks (+ coordinate with someone else as well)</li> <li>- there are options to explore with current staff to take the role forward – regulated services group to take forward</li> <li>- as part of process make sure that we connect/share/consult with staff team</li> </ul> | <p>Veronika to coordinate re exit interview &amp; re staff meeting around finance &amp; coordinator role</p> <p>regulated services to discuss how to ensure ongoing staff connections</p> |

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| safety training for staff to be discussed  | regulated services group to discuss |
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| <p>discussion about wider members involvement</p> <ul style="list-style-type: none"> <li>- Graham M considering writing to investors to explain situation</li> <li>- how we communicate with members and share power with our members and consider our reputation as well</li> </ul> | finance group to discuss/consider   |
| <p>business development group update</p> <ul style="list-style-type: none"> <li>- discussion about nominal charge for creating the</li> </ul>  | BDG to discuss further              |

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| <p>care plan – we haven't come to a decision</p> <ul style="list-style-type: none"> <li>- we could consider a fee for a speedier support (e.g. hospital release) when people need extra interventions/support and it takes extra time</li> </ul>  |   |
| <p>another business development group to be arranged soon – it would be good if the BDG happen in between board meeting</p>   | <p>Graham M to organise</p>   |
| <p>Veronika to do an exit interview within next two weeks (+ coordinate with someone else as well)</p> <p>there are options to explore with current staff to take the role forward – regulated services group to take forward</p> <p>as part of process make sure that we connect/share/consult with staff team</p> | <p>Veronika to coordinate re exit interview &amp; re staff meeting around finance &amp; coordinator role</p> <p>regulated services to discuss how to ensure ongoing staff connections</p> |

| Reflection from the meeting     |                               |
|---------------------------------|-------------------------------|
|                                 |                               |
| <b>Date of next meeting</b>     | Thursday 8 <sup>th</sup> June |
| <b>Minutes completed by:</b>    | Veronika                      |
| <b>Minutes to be shared on:</b> | Slack, Next, website          |

