



**The Kent MS Therapy Centre**  
 Bradbury House, Merton Lane (North)  
 Canterbury Kent CT4 7DZ

**Minutes of the Board of Trustees Meeting  
 held on Friday 20<sup>th</sup> April 2018**

**Administration**

**Present:**

David Bailey, Hilary Brian, Ian Bryant, Keziah Cunningham, Terry Hughes, Jill Tompkins, Sharon Wilding

**In attendance:**

Maria Davis

**Apologies for absence:**

Martin Lawrie

**AGENDA ITEM:**

**ACTION:**

Minutes of previous meeting held on 16<sup>th</sup> March have been approved.

No Conflicts of Interest noted.

Action points ongoing:

- Vacancy on Board of Trustees – meeting with a potential Trustee with legal expertise scheduled May.
- Facility Management - review ongoing.
- Board Papers – a single email with attachments approved.
- MS Awareness Week – disappointing uptake; earlier and fuller advertisement necessary.
- Smarter use of staff & therapists – review ongoing.
- Relocation of fundraising team /cost of air-conditioning unit – review ongoing.
- Solar panel revenue – details of contract.

David  
 Keziah  
 Keziah, Karen, Moira

Keziah  
 Keziah

Terry, Heather

**MANAGERS' REPORTS**

**CEO**

Report received.

Operational Review Template (by-product of the report for Frank Brake) created - accurate to 5%; resources, value & wastage identifiable. Fact based decision making essential.

- Pricing Review - priority.
- Need to stem loss (cancellations).
- Associate Members need to be recognised as a clear revenue stream and costing analysed.

Keziah (JT & SW to assist)

<p><b>Financial Controller</b></p> <p>Report received.</p> <ul style="list-style-type: none"> <li>• Draft Budget received – approved with concern. Additional substantial £(fundraising); Board to consider contingency plan.</li> <li>• Budget &amp; Report (amended) approved for AGM.</li> <li>• Gift Aid – research has identified that our membership fee and current accounting policy for therapy contributions do not qualify; A/C should reflect this and the accrued income of £29,000 included in the 2017 accounts should be written off..</li> <li>• Review of <i>Price versus Donation &amp; Gift Aid</i> – data analysis of Northwood; what is claimable needs identification, clarification and recording.</li> <li>• Retrospective Gift Aid.</li> <li>• Monthly Accounts – It was agreed that the monthly management accounts must be brought up to date prior to the AGM.</li> <li>• Management Account is priority (meeting scheduled).</li> </ul>	<p>All</p> <p>Adrian Adrian</p> <p>Keziah</p> <p>Hilary (post AGM) Adrian Keziah, Ian, Adrian</p>
<p><b>Head of Fundraising</b></p> <p>Report Received.</p> <ul style="list-style-type: none"> <li>• Need to move away from corporate reliance discussed.</li> </ul>	
<p><b>Support Manager</b></p> <p>Report Received</p> <ul style="list-style-type: none"> <li>• Non-MS HBO revenue – KM to take lead</li> </ul>	<p>Karen</p>
<p><b>TRUSTEES' REPORTS</b></p>	
<p><b>Chair</b></p> <ul style="list-style-type: none"> <li>• Board Review – 18<sup>th</sup> May post AGM</li> <li>• Eurovestech shares – agreed sale at 4p; no timescale, as long as it takes.</li> <li>• Frank Brake Meeting positive - response anticipated June. (FB keen that members be advised of the current situation at the AGM and in writing.)</li> </ul>	<p>All Hilary</p> <p>All</p>
<p><b>Vice-chair</b></p> <p>GDPR - compliance requirements identified</p> <ul style="list-style-type: none"> <li>• Privacy Policy; basis on how we process data, security of the same, access rights &amp; complaint process.</li> <li>• Fundraising “list”; an email requesting consent &amp; ability to unsubscribe.</li> <li>• Employees; a briefing note to all staff - details of their own personal data, nature of all personal data held and responsibilities regarding handling and storing.</li> <li>• Data Protection Policy – breach procedure; employee responsibilities.</li> <li>• T&amp;Cs for members – part of pricing.</li> <li>• Operational process for erasing data and/or checking what data</li> </ul>	<p>Sharon</p> <p>Sharon</p> <p>Sharon</p> <p>Hilary to talk with D Lawrie Terry to take forward. Keziah</p>

	is held on request.	
<b>Treasurer</b>	No issues	
<b>Finance Trustee</b>	No issues	
<b>Marketing &amp; Publicity</b>	Coach trip- Trustees reminded that spaces are still available.	
<b>Members' Trustees</b>	<ul style="list-style-type: none"> <li>• Issue still with poor acknowledgment of fundraisers</li> <li>• Letter / email to all members enclosing job description and inviting applications for JT's replacement sent.</li> </ul>	Keziah, Moira
<b>Operations</b>	No issues.	
<b>Trustee David Bailey</b>	<p>Report received.</p> <ul style="list-style-type: none"> <li>• IT – BT report delay (90 days) to close road and unblock link.</li> <li>• Electricity management system in hand.</li> <li>• Solar panels – ongoing.</li> <li>• Wi-Fi system at cost of equipment (5 nodes) could be installed – funding?</li> </ul>	All
<b>STANDING ITEMS</b>		
<b>Governance</b>	<p>Articles of Association amended. Skills review to be undertaken at “away morning” – to be circulated in advance.</p>	Hilary, David
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Training of staff outstanding; mandatory requirement.</li> <li>• Safeguarding; policy drafted, KC to circulate to staff.</li> <li>• Manual Handling training</li> <li>• Fire warden shortfall to be covered by external fire training for staff and majority of volunteers and therapists.</li> </ul>	Keziah
<b>Risk</b>	As above	
<b>Strategy</b>	Considered within individual reports; upcoming Board Review.	

