



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

**Minutes of the Board of Trustees Meeting  
 held on Friday 22 June 2018**

**Administration**

**Present:**

David Bailey, Ian Bryant, Richard Curzon, Terry Hughes, Sharon Wilding

**In attendance:**

Maria Davis

**Apologies for absence:**

Keziah Cunningham

**AGENDA ITEM:**

**ACTION:**

Welcome to Richard.

Minutes of previous meeting held on 18<sup>th</sup> May have been approved.

No Conflicts of Interest noted.

Action points ongoing:

- Vacancies on Board of Trustees – 2 additional board members required; Sharon to write to the Members advising current situation and appeal for any interest. Opportunity to recalibrate; Board prepared to alter time of Meeting if assists. Potential Trustees previously identified; Nicola August no response received to several emails: Hilary); Richard Curzon recruited.
- Chair – ideally progression from Board to Chair; focus on Board recruitment and consider relevant skill sets.
- Accounts for Charity Commission & Companies House filed – updated password awaited to complete Trustee update.
- Bi- monthly Board Meetings – when both financial and operational issues resolved and stable.
- Solar Panels- British Gas requested additional information. Heather dealing.
- Data Protection Policy still required.
- Children using HBO – policy written, filed in network for staff.

Sharon

All

Terry

All

Sharon, Keziah  
 Keziah (for dissemination)

**MANAGERS' REPORTS**

**CEO**

Report received.

Financial position remains of concern – positive (received during Meeting); Frank Brake donating £40,000 in 2 lots, 1<sup>st</sup> given, 2<sup>nd</sup>

<p>dependant on operational improvement and long term shift in sustainability. Board acknowledges this needs to be achieved without affecting spirit of the centre.</p> <p>Identification of membership segmentation essential (active users, supporters ....) – in order to look to community for individual contributions.</p>	
<p><b>Decisions required</b></p> <p>Membership fee increase approved</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> January membership renewal – move toward automated process.</li> </ul> <p>Therapy fee increase approved with provisos</p> <ul style="list-style-type: none"> <li>• Principle of a fair contribution towards services overriding.</li> <li>• Objective criteria for “hardship “ support.</li> <li>• Implementation of annual price review for all therapies.</li> <li>• Pricing alterations implemented with Members Charter – terms &amp; conditions; expectations on behaviour-cancellation fee.</li> </ul> <p>Reception</p> <ul style="list-style-type: none"> <li>• Board approve position of an “office manager” with expectations; clarity of roles of responsibility being identified for reception (office) team and operational efficiency.</li> </ul>	<p>Keziah</p>
<p><b>Fundraising</b></p> <p>Board confident with direction of fundraising.</p> <ul style="list-style-type: none"> <li>• With reference to issues raised by Trusts, what information does the fundraising team require to overcome objections/satisfy requirements?</li> </ul>	<p>Keziah, Moria</p>
<p><b>TRUSTEES’ REPORTS</b></p>	
<p><b>Chair</b></p> <ul style="list-style-type: none"> <li>• Eurovestech shares – papers submitted, legal entity form outstanding – Jill complete sale preparation?</li> </ul>	<p>Sharon (Jill)</p>
<p><b>Treasurer</b></p> <p>3 months a/c’s available / discussed.</p> <ul style="list-style-type: none"> <li>• Offer of <i>pro bono</i> work within financial department should be accepted.</li> <li>• Positive response to advertisement for a <i>Book Keeper</i> – interviews early July.</li> <li>• Confidential item- minuted in part 2 of these minutes.</li> </ul>	
<p><b>Marketing &amp; Publicity</b></p>	

<p>Newsletter published today.</p>	
<p><b>Members' Trustees</b></p> <p>Positive feedback from AGM.</p>	
<p><b>Strategy and Board Review</b></p> <ul style="list-style-type: none"> <li>• Strategic plan to be updated for next board meeting .</li> <li>• Actions to deliver strategic objectives ongoing;             <ol style="list-style-type: none"> <li>1) Operational processes <b>KC</b></li> <li>2) Financial <b>IB</b></li> <li>3) Asset management <b>KC</b></li> <li>4) Pricing &amp; product <b>KC</b></li> <li>5) Networking/links <b>HB</b></li> <li>6) Trustee with clinical background? <b>All</b></li> <li>7) "Benefit capture"/ quantifiable data <b>KC</b></li> </ol> </li> </ul>	<p>David</p>
<p><b>Trustee David</b></p> <ul style="list-style-type: none"> <li>• IT – BT now have Council consent to close road 23/24 July, anticipate service end of August. 2 week transition period.</li> <li>• Trustee areas of responsibility on IT to be split: Richard; applications - David; infrastructure</li> <li>• Going forward query whether Northwood is the ideal system; level of risk acceptable?</li> </ul>	<p>David</p>
<p><b>STANDING ITEMS</b></p>	
<p><b>Governance</b></p> <p>Considered within Board Review</p>	
<p><b>Health &amp; Safety</b></p> <p>Annual Health &amp; Safety and Fire review completed.</p> <ul style="list-style-type: none"> <li>• Issues ongoing; IT cabinet.</li> <li>• Timetable of "Service schedule/review " - TH provided to KC</li> </ul>	<p>Sharon</p>
<p><b>Risk</b></p> <p>Considered with Board review.</p>	
<p><b>Strategy</b></p> <p>Considered in Board Review</p>	

	<b>AOB:</b> <ul style="list-style-type: none"> <li>• Upcoming events; Quiz Night 28<sup>th</sup> June</li> <li>• Property status- freehold/ leasehold; road access. Need to confirm with ALawrie how to move forward.</li> <li>• MS National AGM Conference – any particular questions/ networking liaise with IB.</li> <li>• Paperwork for Richard.</li> </ul>	Sharon All  Sharon, Terry
	Date and time of the next meeting:      Friday 20 <sup>th</sup> July 2018 08:00 Bradbury House	ALL

Signature ..... Date .....

These minutes were agreed to be a true reflection of events and signed by the Chair