



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

**Minutes of the Board of Trustees Meeting
 held on Friday 28th September 2018**

ADMINISTRATION

Present:

Caroline Bryant, Ian Bryant, Keziah Cunningham, Richard Curzon, Sharon Wilding.

Apologies:

David Bailey, Mary Cross, Ian Howells, Terry Hughes.

In Attendance:

Maria Davis.

AGENDA ITEM:

ACTION:

Minutes of previous meeting held on 17th August have been approved.

Conflict of Interest: none noted.

Action points resolved:

- Appointment of new Trustees to the Board.
- Optical Fibre broadband service installed.

Action points ongoing:

- Solar Panels.
- Data Protection Policy.
- HBO operators *team day* – draft plan and proposed dates (2nd & 16th Nov) with Karen Middlemiss.
- Social Committee – Trustee lead not necessary; need to identify an individual within membership. Board agree that Volunteering roles should be advertised and where appropriate the specific skills required.
- Directors Insurance – review of current levels and cost in hand.
- Andrew Lawrie indicates potential return to Board; DB & TH to update on recent changes and confirm capacity (time) to commit.

Keziah
 Keziah
 Richard

Keziah

Keziah

David, Terry

MANAGERS' REPORTS

CEO

<p>Report received; Price & Membership Review all consuming.</p> <p>Board agree proposed alterations to Therapy Booking / Cancellation System.</p> <ul style="list-style-type: none"> Streamlined membership (MS, Associate, HBO) – reset January 2019. Alterations to Therapy System process and clear Pricing Policy – 5th November. MS members <i>first refusal</i> - capacity (therapies) can be taken by Associate members. Cancellation Policy; discretion - “rules” on flexibility and when to refer need to be clearly identified. 	<p>Keziah</p>
<p>Issues identified</p> <ul style="list-style-type: none"> Need to be proactive in approaching membership fall off as a result of above. Sensitivity and confidentiality in applying booking / cancellation processes. Redirection of (staffing) resources freed up by streamlined processes. <p>Financial update</p> <p>Board acknowledged and thanked IB and Dawn for the considerable work undertaken to bring the accounts up to date.</p> <ul style="list-style-type: none"> Management accounts – Board acknowledged efforts of the Fundraising team; deficit reallocated in last budget virtually covered. Gift Aid priority - volunteer with relevant experience/ knowledge required to assist Dawn in creating a system to recover relevant monies. Volunteer vacancy (specific skills) to be advertised. Budget – draft accepted. Reserves – seek to reverse current trend. Restricted funds need identification. <p>Following review of the Budget and Management accounts, and noting that the forecast stated for 2018 is lower than 2017, Board requires a full analysis of the current and proposed income generation and fundraising strategies to give confidence that the 2019 target is achievable .</p> <p>Request for £</p> <ul style="list-style-type: none"> Hydro pool – staff training & maintenance (dosing) equipment. Agreed; capacity use thereafter. Conversion to Office 365 – Board Require additional information on full implications for 2019 budget; breakdown of cost (equipment, labour, training staff). 	<p>Keziah</p> <p>Keziah</p> <p>Keziah</p> <p>Ian, Dawn (Keziah)</p> <p>Moira, Sarah (Keziah)</p> <p>Keziah</p> <p>Keziah (Moira)</p> <p>Keziah</p> <p>David</p>

<p>Fundraising</p> <p>Covered in CEO report. Trustees input requested –</p> <ul style="list-style-type: none"> ○ 14th October, Royal Parks ½ Marathon. ○ 1st December, Christmas Ball 	<p>All</p>
<p>Support Manager</p> <p>Report received.</p> <p>CB met with KM; arrangements made to attend a number of Paula Carr events; links being created with MS trust.</p>	
TRUSTEES' REPORTS	
<p>Chair</p> <p>Oral report.</p> <p>Rosie Duffield visiting Centre 2nd October 2019.</p>	
<p>Treasurer</p> <p>Covered in Financial Update.</p>	
<p>Marketing & Publicity</p> <p>Covered in CEO report. (Minor glitch in circulation of autumn newsletter resolved)</p>	
<p>Members' Trustees</p> <p>HBO operators day in hand (referred to above).</p> <p>Operations</p> <p>Objective going forward: to recover a minimum of 50% therapy cost. Chair requested analysis of current level v. proposed increase.</p>	<p>Keziah</p>
<p>Strategic / Operational Plan</p> <p>Completion of the Operational plan for publishing is with DB. In the interim SW pulled out actions from draft documentation; to KC for dissemination/ circulation.</p> <ul style="list-style-type: none"> • Need confirmation that commitments made to Frank Brake incorporated within actions required. 	<p>Keziah</p>

	<ul style="list-style-type: none"> • Progress against those actions to be reviewed every meeting • Principle of a Trustee matched against each action. 	
	<p>Trustee David</p> <p>Update provided.</p> <p>Issues identified</p> <ul style="list-style-type: none"> ○ Who to inform to ensure that payments to Lion House cease ref old broadband lines. ○ Upgrade to Office 365; see above. ○ Installation of a WiFi System based on Ubiquitti technology. A.L.E proposal awaited ○ Upgrade of server. A.L.E. proposal awaited. 	<p>All</p> <p>David</p>
	<p>STANDING ITEMS</p>	
	<p>Governance</p> <p>MD to create and circulate live document for action point tracking; individual responsibility for updating action points thereafter. Will be facilitated by use of Office 365/Sharepoint.</p>	<p>Maria, All</p>
	<p>Health & Safety</p> <p>Schedule of Servicing required. Gavin Davis has offered to visit the Centre to help identify what we have and what maintenance is needed.</p>	<p>Keziah (Heather)</p>
	<p>Risk</p> <p>Considered with Health & Safety.</p>	
	<p>Strategy</p> <p>Considered above.</p>	

AOB: <ul style="list-style-type: none"> • Budget timetable; approval by 30th. • Other Centre visits – Chiltern (KC & Moira; income generation) Swindon (CB & IC). • Interim communication essential 		Keziah All.
Date and time of the next meeting:	Friday 30 th November 2018 08:00 Bradbury House	All.

Signature Date

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