

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



**Minutes of the
Board of Trustees Meeting
held on Friday 15th November 2019**

Present

David Bailey, Ian Bryant, Mary Cox, Keziah Cunningham, Richard Curzon, Gavin Davis, Ian Howells, Caroline MacDonald-Bryant.

Apologies:

Sharon Wilding.

In Attendance:

Maria Davis.

| AGENDA ITEM: | ACTION: |
|--|---------------------------------------|
| Minutes of previous meeting approved. | |
| Conflicts of Interest: none noted. Review of action points: Action Tracker current, nothing to add. | |
| BOARD REPORTS | |
| <p>CEO Report received.</p> <p>Data breach - process issue, internal & dealt with.</p> <p>Resources. Review & resourcing plan required, identifying - (1) skills, processes, resources required (2) time frame for recruitment.</p> <p>1511.01 1511.02 Possibility of a telephone system to market centre while call waiting, to be explored.</p> <p>Staff Survey Strong results underpin quality of team and its management. Two town-hall meetings were well received with constructive feedback. Communication major issue identified; part-time nature of staff & volunteers - proposal to create an online intranet to supplement direct contact/communication. Assistance (volunteer?) required.</p> <p>1511.03</p> | <p>KC</p> <p>KC</p> <p>KC, GD, DB</p> |

| AGENDA ITEM: | | ACTION: |
|--------------------|---|------------|
| 1511.04 | <p><i>Possibilities identified - Uni IT dept. student project; current oxygen therapy user.</i></p> <p>VAT study Subgroup to analyse the report with the relevant experts and then present the findings to the Board.</p> | KC, DB, IB |
| 1511.05 | <p>Feasibility Study Based on hydro/physio and outside core members hours – income can clearly be generated from the building and utilisation of certain therapies,</p> <p>The Board agree that KMSTC should offer access to all therapies to all members with a neurological or long term, life limiting condition. Full MS members having access to booking 5 weeks in advance, all other entitled members 2 weeks in advance at a chargeable rate with advance payment.</p> | KC |
| 1511.06 1511.07 | <p>Financial update</p> <p>Management Accounts and Narrative provided.</p> <p>Risk - maintenance (solar water, immersion, 3way-valve, door, car-park). Further work required to ensure all statutory inspections completed.</p> <ul style="list-style-type: none"> • Review statutory inspection plan and implement action plan. • Outsourced facilities function to be overseen by centre manager. <p>Budget Forecast In hand – Board agree assumptions as per CEO report,</p> <p>IT- D Lawrie stepping back but seeking to protect KMSTC charitable status.</p> | KC, GD |
| 1511.08 1511.09 | <p>TRUSTEES' REPORTS</p> <p>Trustee Reports uploaded to SharePoint.</p> <p>Additional to reports uploaded:</p> <p>GD</p> <p>Risk & Reputation seminar- keys points</p> <ul style="list-style-type: none"> ○ Minute all decisions/incident log within business ○ Risk register - review ○ Storing minutes and accessibility ○ File notes of agreements outside of board meetings ○ App. - board pack/papers. ○ Directors insurance ○ Crisis management plan – build reputation now, rapport with media, politicians, supporters; how would we deal with an incident. Media training (<i>David to approach Steve Ellis</i>) | KC DB |

| AGENDA ITEM: | | ACTION: |
|--------------|---|---------|
| | Operations Covered in CEO report. | |
| 1511.10 | Strategic / Operational Plan David to draft conclusions of strategy plan. | DB |
| | STANDING ITEMS | |
| | Governance Nothing additional. | |
| | Health & Safety Management of H&S ongoing, Vicky Wilshire taken responsibility. | |
| | Risk Management. Covered above. | |
| | Strategy Covered above. | |
| 1511.11 | AOB: <ul style="list-style-type: none"> • Friends of KMSTC – Richard to research and draft/create proposal. • Board members – issues that keep us awake – for discussion each meeting; David to create SharePoint spreadsheet. | RC |
| 1511.12 | | DB |
| | Date and time of the next meeting: Friday 17 th January 2020 at 08:00hrs, Bradbury House | All |

Signature Date

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