

# The Kent MS Therapy Centre

Bradbury House, Merton Lane (North)  
Canterbury Kent CT4 7DZ



## Minutes of the Board of Trustees Meeting held on Friday 5<sup>th</sup> June 2020

During the Covid-19 pandemic meetings have moved from bi-monthly to bi-weekly to manage the financial and operational issues resulting and to ensure the long-term security of the Centre.

### Present:

Gavin Davis (chair), David Bailey, Sharon Wilding, Hilary Brian, Jill Tompkins

### Minutes:

Sharon Wilding

AGENDA ITEM:		ACTION:
	Minutes of the previous Board Meeting were approved.	
20.34	<p>GD welcomed the new Trustees, Hilary Brian and Jill Tompkins, back to the Board.</p> <p>A message to Members regarding Board changes will be sent out by GD – draft to be circulated for review. Communication to include some feedback on the member survey.</p> <p><b>Re-opening plans</b></p> <p>Since the last meeting Jen Needham has started in her new role at the Centre and is working with Karen Middlemiss to finalise the protocols for re-opening Oxygen Therapy. They are making good use of experience from other Centres nationally.</p> <p>Next steps are to stage a walk-through of all the processes and present recommendations for opening to the next Board meeting for approval.</p> <p>It was agreed that the risk assessments should be available to public view.</p>	GD
20.35	<p><b>Public Benefit/Discrimination</b></p> <p>Having sought legal advice it has been confirmed that the Centre is not in breach of the public benefit rules. DB has followed up on the legal advice regarding potential discrimination with Mary Rimmer and is seeking confirmation that charging non-MS members for services below commercial rates is not likely to be considered discriminatory.</p>	DB

AGENDA ITEM:		ACTION:
	<p><b>Member survey</b></p> <p>The survey closed on 4<sup>th</sup> June and a report has been circulated for review. It covers 3 key areas:</p> <ol style="list-style-type: none"> <li>1. Centre re-opening</li> <li>2. Feedback on the Outreach Programme</li> <li>3. Future demand for therapies</li> </ol> <p>The survey results will be used to plan how the re-opening is managed and phased, back to full operation and a 'new normal'.</p> <p>Headline results:</p> <ul style="list-style-type: none"> <li>• 81% of respondents had received a keeping in touch call</li> <li>• 69% of oxygen users report a worsening of symptoms</li> <li>• 62% of oxygen users are keen to return for therapy asap</li> </ul>	
20.36	<p><b>Fundraising</b></p> <p>SW updated the Board on discussions with Moira regarding re-forecasting the fundraising budget (income and costs). This document to be shared with the Board and discussions regarding resourcing to be priority for next meeting.</p>	SW
	<p><b>Date and time of the next meeting:</b> Friday 19<sup>th</sup> June, time tbc, by video conference.</p>	

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

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

## APPENDIX - SUMMARY OF ACTIONS

<b>NEW ACTIONS THIS MEETING: 5 JUNE 2020</b>		
<b>ACTION NO.</b>	<b>ACTION</b>	<b>RESPONSIBLE</b>
20.34	A message to Members regarding Board changes will be sent out by GD – draft to be circulated for review. Communication to include some feedback on the member survey.	GD
20.35	Having sought legal advice it has been confirmed that the Centre is not in breach of the public benefit rules. DB has followed up on the legal advice regarding potential discrimination with Mary Rimmer and is seeking confirmation that charging non-MS members for services below commercial rates is not likely to be considered discriminatory.  <i>Confirmed no immediate action required. Correspondence filed in Trustee Sharepoint folders.</i>	DB <b>COMPLETED</b>
20.36	Fundraising document to be shared with the Board and discussions regarding resourcing to be priority for next meeting.  <i>Filed in Sharepoint.</i>	SW <b>COMPLETED</b>

<b>ACTIONS CARRIED FORWARD:</b>		
<b>ACTION NO.</b>	<b>ACTION</b>	<b>RESPONSIBLE</b>
<b>DATE OF MEETING: 25 MAY 2020</b>		
20.28	Confirmation of ongoing membership of the Board is awaited from Richard Curzon, by next meeting.  <i>RC resignation received and accepted.</i>	RC <b>COMPLETED</b>
20.29	IH to confirm his position as a Trustee by next meeting.  <i>IH has decided to step down as a Trustee but will continue to offer volunteer support for data analysis.</i>	IH <b>COMPLETED</b>
20.30	GD to invite new Trustees Hilary Brian and Jill Tompkins to the next meeting.	GD <b>COMPLETED</b>
20.31	GD to organise repair to the heating and awarding of the maintenance contract.  <i>Task handed over to operations team.</i>	GD <b>COMPLETED</b>

<b>ACTIONS CARRIED FORWARD:</b>		
20.32	DB to seek further clarification of the situation and options regarding public benefit and discrimination positions.	DB <b>COMPLETED</b>
20.33	DB engaged with Magee Gammon to finalise the accounts. Completion required prior to setting a date for the AGM.	DB
<b>DATE OF MEETING: 22 MAY 2020</b>		
20.23	Acceptance of resignations to be confirmed	GD <b>COMPLETED</b>
20.24	Follow up with Ian Howells regarding non-attendance at meetings	GD <b>COMPLETED</b>
20.25	Update to systems (including email) access to be made	DB/SW <b>COMPLETED</b>
20.26	Key personnel at the Centre to be updated on changes	GD/SW <b>COMPLETED</b>
20.27	Dawn Gale (Finance) to be brought back from furlough w/c 1 <sup>st</sup> June	GD <b>COMPLETED</b>
<b>DATE OF MEETING: 22 MARCH 2020</b>		
20.15	Oxygen generation – RC provided update on initial enquiries; IB & RC to obtain relevant quotes to enable cost/benefit analysis; proposal for Board post COVID-19.	IB, RC
20.16	Data compliance- statement from Northwood outstanding.	DB <b>COMPLETED</b>
20.17	Risk seminar – notes to be circulated.	KC
20.18	Media training – Steve Ellis offer stands.	GD
20.19	To be addressed in Centre closing: <ul style="list-style-type: none"> <li>• Advice/support for membership in interim – live streaming; Welfare checks for vulnerable members; Social media; remote physio (exercise) classes &amp; individual assistance.</li> <li>• £ considerations - pool; heating; rate relief.</li> <li>• Oxygen - advice required ref. compressor.</li> <li>• Notification of External Contractors.</li> </ul> <p><i>Centre closed and all suppliers notified.</i></p>	KC <b>COMPLETED</b>
20.20	AGM – SW to research and confirm postponement options (due to Covid19).	SW
20.21	Membership Data – 1 <sup>st</sup> April “lockdown” ideal opportunity to determine numbers and categories of membership.	KC

<b>ACTIONS CARRIED FORWARD:</b>		
20.22	<p>Collection Boxes – where are they all and could we increase our distribution of boxes to improve collection box income.</p> <p><i>Moirra will consider as part of future fundraising strategy.</i></p>	MC <b>CLOSED</b>
<b>DATE OF MEETING: 17 JANUARY 2020</b>		
20.01	<p>Fire Inspection – pending further advice decision confirmed to limit access to the Wacher Suite to 5 wheelchairs; KC to review scheduled events paying regard to disability discrimination legislation.</p> <p><i>Noted for future events, when Centre re-opens fully.</i></p>	KC <b>CLOSED</b>
20.02	<p>Resourcing plan (skills/resources) and recruitment plan needs to be identified – ongoing.</p> <p><i>To be addressed when Centre re-opens fully.</i></p>	KC <b>CLOSED</b>
20.03	<p>Telephone answering capacity – team aware &amp; KC monitoring.</p> <p><i>New processes required for Centre re-opening which will address this.</i></p>	KC <b>CLOSED</b>
20.04	<p>Internal communications (Intranet development) – ongoing. Early feedback indicates limited interest; KC/GD to review and change the scope of the intranet and identify a resourcing plan. Update to next Board Meeting.</p> <p><i>Positive feedback; in light of COVID-19 consider for future comms plans.</i></p>	GD <b>COMPLETED</b>
20.05	<p>Access to therapies for life long limited members - soft launch and under review bearing in mind ongoing work on VAT and Public Benefit (see below).</p> <p><i>Over-taken by events – will be addressed as part of Centre re-opening.</i></p>	KC <b>CLOSED</b>
20.06	<p>IB questioned the take-up of therapies which appears to be dropping. Further investigation is required to better understand this.</p> <p><i>Over-taken by events – will be addressed as part of Centre re-opening.</i></p>	KC <b>CLOSED</b>
20.07	<p>IB asked to update the missing information in the Strategic Plan.</p> <p><i>Plan updated.</i></p>	IB <b>COMPLETED</b>
20.08	<p>David volunteered to draft a report to summarise conclusions to form a proper record of the analysis regarding VAT to assist future Board discussions and decision-making. The Board acknowledged</p>	DB <b>COMPLETED</b>

<b>ACTIONS CARRIED FORWARD:</b>		
	<p>that VAT implications may cap oxygen therapy numbers and potentially redefine membership categories and contributions.</p> <p><i>Papers relating to HMRC review of VAT position now submitted. Further actions dependent on the response when received.</i></p>	
20.09	<p>Obtain legal advice on the Public Benefit Requirement and in particular its impact on the way we charge for other conditions.</p> <p><i>See conclusion AP 6 June.</i></p>	GD, KC <b>COMPLETED</b>
20.10	<p>Board agree single report based on operational disciplines produced by KC summarising input from department leads – option to have MM, KM &amp; AY to attend and provide verbal update.</p> <p><i>Time-expired – future BAU reporting to be agreed with new team as Centre re-opens.</i></p>	KC <b>COMPLETED</b>
20.11	<p>Membership – data not reflective of physical users; Board agree that we archive members who have not paid membership subscription by 1<sup>st</sup> April 2020. KC to base-line membership numbers. RC volunteered to analyse 2018/19 membership numbers.</p> <p><i>Action passed to new operations manager in planning for Centre re-opening.</i></p>	KC <b>CLOSED</b>
20.12	<p><i>Friends of</i> : the concept was agreed and a soft launch proposed. RC to progress with Moira and consider resource, process, system requirements.</p> <p><i>Moira will consider as part of future fundraising strategy.</i></p>	RC <b>CLOSED</b>
20.13	ALE to assume domain management.	DB <b>COMPLETED</b>
20.14	<p>12th February open day for 10 Maintenance Companies.</p> <p><i>Maintenance- 3 companies shortlisted.</i></p>	GD, AY <b>CLOSED</b>