

The Kent MS Therapy Centre

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



Minutes of the Board of Trustees Meeting held on Friday 16th October 2020

Present:

Gavin Davis (chair), David Bailey, Sharon Wilding, Hilary Brian, Jill Tompkins, Jen Needham, Moira Mitchell

Apologies:

Minutes:

Sharon Wilding

AGENDA ITEM:		ACTION:
1.	Apologies None	
2.	Conflicts of interest: none declared.	
3.	Minutes Minutes of the previous Board Meeting were approved.	
4.	Actions Ongoing actions in appendix were reviewed, see notes in appendix.	
5.	Fundraising Report Written report received. Fundraising continue to perform well with good news for future months also, with £20,000 from the Post Code Neighbourhood Trust due to hit the accounts in November. Non-MS oxygen therapy is not a key activity for Moira currently but should be a focus for income generation when capacity increases.	
AP20.86	Increase in counselling costs driven by increased needs during Covid. Figures to be provided to Moira to see if specific funds can be applied for.	JN
AP20.87	Look into how fundraising ROI benchmark is calculated (average 4:1) to see if we can track our performance against this https://www.institute-of-fundraising.org.uk/guidance/research/charity-benchmarks-sector-report-2019/	MM ALL

AGENDA ITEM:		ACTION:
AP20.88	Search for a new Patron to be reinvigorated – any contacts to be explored. Ideally a celebrity with MS connections. Jen has an idea to explore!	ALL
6.	<p>Operational Report</p> <p>Written report received. Focus on ensuring utilisation of capacity is kept as high as possible.</p>	
AP20.89	High level comms plan to be produced. Moira to share old version.	JN
AP20.90	Review of current pay levels and recommendations to be provided to support budget creation.	JN/MM
AP20.91	Moira to share current appraisal process with Jen to review and implement for the Ops Team.	MM/JN
AP20.92	Year end appraisals to take place in Jan each year to allow pay recommendations to be made for payment in April. Draft objectives for future year will be discussed at the same time.	MM/JN
AP20.93	<p>Board to provide annual objectives for senior team in Jan 2021.</p> <p>Decision: Agreed that Jen could go ahead with getting quotes for repairs to the Hydrotherapy suite.</p>	GD
7.	<p>MS Support Manager's report</p> <p>Written report received. No issues raised.</p>	
8.	<p>Financial Update</p> <p>Account Balances as at 13.10.20 Current Bank Balance: £28,839 Reserves Account: £183,942</p> <p>Major expenditure this month was a redundancy payment. Click & Connect starting to bring in regular funds.</p> <p>Oxygen income continuing to increase also.</p> <p>Work on budget for 2021 has started.</p>	
AP20.94	Magee Gammon costs have increase significantly year on year. Jill to contact them to understand reasons and future costs.	JT
AP20.95	Management accounts to be updated to show performance against re-forecast so there is one set of numbers that can be shared/published. Jill to advise Dawn	JT
AP20.96	All Trustees to be added to the monthly distribution list for management accounts. Jill to advise Dawn.	JT

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AP20.96	Review of pricing/suggested donations to be taken and recommendations provided to the Board.	
9.	Trustee Reports Nothing additional to report.	
10.	Governance	
AP20.97	Policies and risk assessments to be shared between new Board members for regular review.	GD
AP20.98	David to speak to his contact regarding providing clerking services for the Board.	DB
AP20.99	AGM minutes – all to make final amends to draft to allow publication on Monday 19 th Oct.	ALL
11.	AOB	
AP20.100	Communication to the Members about the role of the Board – “what a Trustee does”. David to draft content.	DB
AP20.101	Consider whether to close between Christmas and New Year. Would this be acceptable to regular users of oxygen? Jill to discuss with Jen and Karen.	JT
12.	Date and time of the next meeting: Friday 20 th November, 8am, by video conference. Normal schedule of Board Meetings – 3rd Friday each month.	

Signature Date

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

APPENDIX - SUMMARY OF ACTIONS

NEW ACTIONS THIS MEETING: 16 OCTOBER 2020		
ACTION NO.	ACTION	RESPONSIBLE
20.86	Increase in counselling costs driven by increased needs during Covid. Figures to be provided to Moira to see if specific funds can be applied for.	JN
20.87	Look into how fundraising ROI benchmark is calculated (average 4:1) to see if we can track our performance. https://www.institute-of-fundraising.org.uk/guidance/research/charity-benchmarks-sector-report-2019/	MM
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ACTIONS CARRIED FORWARD:		
ACTION NO.	ACTION	RESPONSIBLE
DATE OF MEETING: 18 SEPTEMBER 2020		
20.81	Decision on maternity cover for fundraising dependent on flexibility in the budget. Jill to review and report back options. <i>Agreement given.</i>	JT COMPLETED
20.82	Team to discuss plan for national lockdown, worst case scenario. <i>Completed – information in the shared files. Confirmed services can continue under each of the 3 tiers recently announced by the Government.</i>	JN COMPLETED
20.83	Progress against objectives to be included in monthly reports.	JN/MM/KM COMPLETED
20.84	A formal monthly report on management accounts that can be sent to Frank Brake Trust to be created, starting with Aug accounts. <i>Jill to provide report on Sept accounts to allow Moira to create report for the Trust. Aiming to send by end month.</i>	JT ONGOING
20.85	A further rehearsal for the AGM is agreed for Tues 22 nd Sept. for a final test of script and voting process.	GD COMPLETED
DATE OF MEETING: 21 AUGUST 2020		
20.76	All staff contracts to be reviewed to understand variations by year end.	JN ONGOING
20.80	Strategic review implementation session to be planned for Oct/Nov – face to face if possible.	SW ONGOING

ACTIONS CARRIED FORWARD:		
DATE OF MEETING: 31 JULY 2020		
20.62	<p>TOIL process – Gavin to discuss with Jen to ensure the process for monitoring is fit for purpose.</p> <p><i>Jen to explore online apps to track and report leave and TOIL.</i></p>	JN ONGOING
DATE OF MEETING: 03 JULY 2020		
20.48	<p>General Centre risk assessment to be revisited by Gavin and Jen in next few weeks. Gavin to organise date.</p> <p><i>Ongoing –on a walkthrough general safety levels have been deemed to be suitable for the re-opening on Monday.</i></p> <p><i>Jen to get Alice to write (before she goes on maternity) and send to Gavin for sign-off by year end. In first review no high-level risks identified.</i></p>	GD/JN ONGOING
DATE OF MEETING: APRIL-MAY 2020		
24 April	<p>Prof Martin Warren (University of Kent/Rotary) had offered support to the KMSTC. Was this followed up?</p> <p><i>Sharon checking with Moira – she had no knowledge of this introduction. David to revisit with Martin and make the introduction directly to Moira if still appropriate.</i></p> <p><i>Moira to provide David ‘shopping list’ of needs for the Centre and check latest conversations with</i></p>	DB MM

ACTIONS CARRIED FORWARD:														
20.21	<p>Membership Data – 1st April “lockdown” ideal opportunity to determine numbers and categories of membership.</p> <p>JN now leading this project to clean up the database. GD suggested that Ian Howells be invited to assist.</p> <p><i>A download from Northwood for 2020 shows the following PAID members:</i></p> <table style="margin-left: 20px;"> <tr> <td><i>MS Members:</i></td> <td style="text-align: right;"><i>328</i></td> <td></td> </tr> <tr> <td><i>Associate and Family Associate Members:</i></td> <td style="text-align: right;"><i>175</i></td> <td></td> </tr> <tr> <td><i>Oxygen Therapy Clients:</i></td> <td style="text-align: right;"><i>TBC</i></td> <td><i>(unable to identify by year)</i></td> </tr> <tr> <td><i>Total PAID Members:</i></td> <td style="text-align: right;"><i>503</i></td> <td></td> </tr> </table> <p><i>By end Aug all non-paid up members will be advised their details are being archived. We need to ensure that past members can stay as contacts for support/fundraising.</i></p>	<i>MS Members:</i>	<i>328</i>		<i>Associate and Family Associate Members:</i>	<i>175</i>		<i>Oxygen Therapy Clients:</i>	<i>TBC</i>	<i>(unable to identify by year)</i>	<i>Total PAID Members:</i>	<i>503</i>		JN ONGOING
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