

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 April 2021

Present:

Gavin Davis (chair), David Bailey, Sharon Wilding, Hilary Brian, Jill Tompkins, Ingrid Neitsch, Adam Cleur, James Limmer

Apologies:

Moira Mitchell, Jen Needham

Minutes:

Sharon Wilding

AGENDA ITEM:		ACTION:
	TRUSTEES AND GUESTS	
1.	Welcome and apologies Jen and Moira unable to attend today.	
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.	Welcome new Trustees Adam Cleur and James Limmer introduced to the Board as potential new Trustees. Adam has a background in HR and James is an accountant.	
6.	Operations Report Written report received. Some key points: <ul style="list-style-type: none">• Consistent bookings across all open therapies throughout March.• Centre income is steadily increasing and membership renewals have increased month on month.	

AGENDA ITEM:		ACTION:
AP21.33	<ul style="list-style-type: none"> Essential Centre maintenance works scheduled and various large projects of works underway. <p>Confirm that Dawn is taking account of IR35 regulation changes for contractors in payroll.</p>	JT
6.	<p>Fundraising Report</p> <p>Written report received. Some key points:</p> <ul style="list-style-type: none"> YTD ahead of budget by £40,255 – excellent performance. Run with Mum virtual event in March was very successful, raising over £10,000. Funding for the strategy consultants has been granted. 	
7. AP21.34	<p>MS Support Manager's report</p> <p>Written report received. Click and Connect #3 bookings rising steadily.</p> <p>The Board would like to see more detailed financial analysis (attendance breakdown and costs etc.) on the Click and Connect programme, to include input from Moira's virtual courses for a complete picture.</p>	JT/KM
8. AP21.35 AP21.36	<p>Financial Update</p> <p>Management accounts for Mar received. Fundraising is above target and therapy income is below, owing to the impact of lockdowns. We are also 2 therapists down which will have a further negative impact on therapy income.</p> <p>Jill to explore with Jen if we are turning people away and should we be looking for replacement therapists.</p> <p>Ongoing costs associated with Covid are very high. Gavin to review with Jen the level of PPE provided. Confirm govt guidelines on cleaning and be prepared to relax when possible. PPE should not be provided to self-employed therapists.</p> <p>Bank Account Balances as at 31.03.2021 Current Bank Balance: £27,847.40 Reserves Account: £217,006.44</p> <p>The reforecast submitted by Jen showing increasing deficit owing to the effect of the enforced lockdown in Q1 was noted.</p>	JT GD

AGENDA ITEM:		ACTION:
9. AP21.37	<p>Therapy Cancellation Policy</p> <p>Gavin to discuss cancellation policy with Jen to see if changes are necessary. The aim is to ensure the process is working most efficiently to the best interests of the Centre.</p>	GD
10.	<p>Oxygen Protocol Review</p> <p>Working group met at the end of March and there are some areas being further investigated, working in tandem with MS National.</p>	
11.	<p>Policies Update</p> <p>Alice has run a first workshop which agreed to format a staff handbook supported by specialist policies, to cut back on the number existing currently. Target to complete by Autumn.</p>	
12.	<p>Centre Leadership</p> <p>Outline proposal for a new leadership role to head the Centre team was discussed and agreed. Timing of the recruitment process to be confirmed.</p>	
13.	<p>Governance</p> <p>Risk Assessment and Management</p> <p>H&S Policy has been circulated.</p>	
TRUSTEES ONLY IN ATTENDANCE		
14. AP21.38	<p>New Trustees</p> <p>Adam and James left the meeting. It was unanimously agreed to invite them both to become full members of the Board.</p> <p>Gavin to make a formal invitation to Adam and James to join as Trustees.</p>	GD
15. AP21.39	<p>AOB</p> <p>Date for draft accounts to be requested from Magee Gammon for June, to enable final accounts to be available for AGM in October. Roland to be invited to the AGM.</p>	JT
16.	<p>Date and time of the next meeting:</p> <p>It was agreed that the meeting schedule should be adapted to enable the Centre Management Team to attend more easily. The proposal is to hold meetings at 9am on Weds mornings – alternating a formal</p>	

AGENDA ITEM:		ACTION:
AP21.40	<p>Board meeting every other month, with a more informal discussion on projects in the interim month. Everyone invited to attend.</p> <p>Starting with a Board Meeting on Weds 19th May. Strategy Hour to be aligned with each meeting for Trustees only.</p> <p>Gavin to discuss details for new meeting schedule with Jen/Karen/Moira and to set up calendar invites.</p>	GD

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 APRIL 2021		
ACTION NO.	ACTION	RESPONSIBLE
AP21.33	Confirm that Dawn is taking account of IR35 regulation changes for contractors in payroll.	JT
AP21.34	The Board would like to see more detailed financial analysis (attendance breakdown and costs etc.) on the Click and Connect programme, to include input from Moira's virtual courses for a complete picture.	JT/KM
AP21.35	Jill to explore with Jen if we are turning people away and should we be looking for replacement therapists.	JT
AP21.36	Ongoing costs associated with Covid are very high. Gavin to review with Jen the level of PPE provided. Confirm govt guidelines on cleaning and be prepared to relax when possible. PPE should not be provided to self-employed therapists.	GD
AP21.37	Gavin to discuss cancellation policy with Jen to see if changes are necessary. The aim is to ensure the process is working most efficiently to the best interests of the Centre.	GD
AP21.38	Gavin to make a formal invitation to Adam and James to join as Trustees.	GD
AP21.39	Date for draft accounts to be requested from Magee Gammon for June, to enable final accounts to be available for AGM in October. Roland to be invited to the AGM.	JT
AP21.40	Gavin to discuss details for new meeting schedule with Jen/Karen/Moira and to set up calendar invites.	GD

ACTIONS CARRIED FORWARD:		
ACTION NO.	ACTION	RESPONSIBLE
DATE OF MEETING: 19 MARCH 2021		
AP21.24	Hilary to organise flowers for Moira to send good wishes from the Centre staff and Trustees.	HB COMPLETED
AP21.25	Re Policies, Gavin requested that a more fundamental review should take place to reduce the number and simplify the policies to make them easier to follow/implement. Jen to task Alice with setting up working group to include Gavin, Hilary and Jill. This will replace and encompass all existing actions on policies.	JN COMPLETED

ACTIONS CARRIED FORWARD:		
	<i>Alice has run a first workshop which agreed to format a staff handbook supported by specialist policies, to cut back on the number existing currently. Target to complete by Autumn.</i>	
AP21.26	A campaign plan for major donors is requested from Moira – based on model and success of approach with Frank Brake Trust. Could include offers of presentations and a joint event (where they get to meet each other). <i>This will form part of the review of fundraising strategy supported by consultants being held in the summer.</i>	MM ONGOING
AP21.27	Moira to provide a list of top 10 donors in 2020 to the Trustees.	MM COMPLETED
AP21.28	First step to review the scope of the role and person description for replacement CEO.	GD/DB COMPLETED
AP21.29	Create operational risk register and circulate by end April. Risk review to be added to agenda each meeting.	GD ONGOING
AP21.30	Gavin presented proposals for pay and bonuses relating to 2020 reporting year that had been developed with Jill. The pay rise and bonus (option A) was agreed. Letters to be sent to all staff with details and confirmation of payment in April. Gavin to advise Jen.	GD COMPLETED
AP21.31	Gavin to review contracts with Jen to confirm consistency of terms.	GD ONGOING
AP21.32	A discussion on the financial data led by Ingrid, looking at trends, gaps and opportunities, was agreed for 9.00am on 8 th April.	IN COMPLETED
DATE OF MEETING: 19 FEBRUARY 2021		
AP21.15	Jill to confirm access to bank account set up for: Gavin, Jill, Jen, Dawn, Moira, Ingrid. <i>Request actioned.</i>	JT ONGOING
AP21.16	Gavin to take some fresh photos for the website next Friday, 26 th Feb.	GD COMPLETED
AP21.18	References to oxygen on the Kent Oxygen Therapy website to be reviewed to be consistent and accurate. <i>Will need to incorporate findings from protocol review.</i>	MM COMPLETED
AP21.19	David to engage with Jen and Moira in the specification of the business process and reporting requirements for a potential replacement or upgrade of our systems including Northwood.	DB ONGOING

ACTIONS CARRIED FORWARD:		
DATE OF MEETING: 15 JANUARY 2021		
AP21.06	<p>Regarding best use/management of reserves account - advice from Ingrid is to contact several money managers to investigate how we keep ahead of inflation. Best timing after strategy meeting to identify objectives to achieve.</p> <p><i>David to send his contact to Ingrid. First meeting held, further meeting to follow once better understanding of cashflow achieved. Advice to split into separate bank accounts to stay below protected level of £85K and achieve best rates of interest.</i></p>	JT/IN ONGOING
DATE OF MEETING: 20 NOVEMBER 2020		
AP20.105	<p>Rate rebate received and can be appealed to see if additional relief can be achieved.</p> <p><i>Gavin working with Tony Meire. Application to be submitted by end March. Waiting to hear back from Canterbury City Council.</i></p>	GD COMPLETED
DATE OF MEETING: 16 OCTOBER 2020		
AP20.97	<p>Policies and risk assessments to be shared between new Board members for regular review.</p> <p><i>Target to complete review of risk register in Q1 2021 – now underway. Format being updated. Replaced with new action AP21.</i></p>	GD COMPLETED