



**Minutes of a meeting of the Board of Trustees**  
**Thursday 23<sup>rd</sup> March 2023 at 18:00 at the Westway and Teams\***

**Present:**

June Hopkins (JH)	Trustee (Chair)
Caroline Liggins (CL)	Trustee
Ralph Linsell (RL)	Trustee/ Treasurer
Alison Williams (AW)	Trustee/ Secretary

**In attendance**

Annette Evans (AE)	Advisor
Mark Hak Saunders (MHS)	Attending for Julie Porter (TDC)
Simon Hopkins (SK)	Advisor
Tony Pearce (TP)	Centre Manager from minute
Lisa Sturges (LS)	Advisor/ Bookkeeper
Alex Webber (AlexW)	Attending for Julie Porter (TDC) – on Teams*
Richard Wright (RW)	Advisor (Clinical Director North Tandridge PCN)

**Apologies:**

Sakina Bradbury (SB)	Advisor
Pat Cannon (PC)	Advisor (ESDAR)
Julie Porter (JP)	Advisor (TDC)

**1. Welcome and apologies**

Apologies had been received from PC, JP, and SB.

JH welcomed Simon Hopkins, Alex Webber and Mark Hak-Sanders to the meeting and noted that Tony Pearce would be joining at 6:30pm.

**2. Declarations of interest**

Trustees had requested that Simon Hopkins advise the Board on charity finance and governance matters, and Simon had agreed to do so on a pro bono basis. This appointment was agreed by CL, RL and AW, JH having declared a conflict of interest.

**3. Minutes of the 15 December 22 meeting (Paper 1)**

The minutes of the last full board meeting (15<sup>th</sup> December) meeting were agreed.

Since last full meeting, the Trustees had also met on met 23<sup>rd</sup> and 27<sup>th</sup> January, 13<sup>th</sup> February, and 6<sup>th</sup> and 16<sup>th</sup> March 2023 (notes kept on Teams).

Updates on matters arising included:

- RW reported that unfortunately the monthly contribution from North Tandridge PCN discussed at the October meeting would not now be possible. The Westway however

remained integral to the wider North Tandridge Locality Plan and the Survey Heartlands Estates Strategy. Governance arrangements were currently being established and it was hoped that there would be further news in the autumn. **RW JP to report back on developments.**

- Trustee recruitment was ongoing, grant application experience in particular. **JH/ AW to follow up with TVA. SH suggested that it may possible to obtain grant application advice/ assistance on a pro bono basis and agreed to follow up and report back.**
- **CL and TP were meeting to discuss updates/ improvements to the website. CL also working with Mittal on improving social media coverage/ content.**

For updated new, outstanding and completed actions – see Appendix.

#### 4. Lease Update

RL updated on progress towards finalising the Lease and Management Agreement:

- Further delays had occurred including issues related to document management/ version control of the Management Agreement.
- TDC had not yet agreed to the removal of Clause 4j. AlexW agreed to follow up with Julie Porter. Concern was expressed at the delay due to Julie being away for 2 weeks, particularly as income to the Westway from subtenants was being delayed until completion. **MHS agreed to follow up with Taryn/ Legal Services.**

RL noted that The Fire Report and Water Monitoring Report remained outstanding. **AlexW confirmed this would be passed to the Westway when available.**

RL requested confirmation of the insurance rent payable to TDC and information in respect of rates. **MHS agreed to confirm the rates paid by TDC but noted that The Westway may choose to appeal.**

SH questioned the wording of Management Agreement clauses related to insurance and financial accounts and agreed to provide a note of items for RL to follow up with Gavin Cooper:

- 4,e,iii, is this a standard term and does it adequately recognise TDC's responsibilities for building insurances. If there are grey areas insurance companies may not pay out.*
- 4. h change to 'submit to the authority a set of financial accounts that have been audited or subject to independent examination' etc*
- 4. j. We must remove the statement re allocating any surplus to improvement etc. This could be interpreted as us giving a grant to TDC.*

It was agreed that finalisation and signature of the Lease document be expedited for completion by the end of the month. **RL to follow up with Gavin Cooper and AlexW/MHS to expedite at TDC.**

#### 5. Finance Report (Paper 2) - CONFIDENTIAL

RL presented the Finance Report, which updated progress in accordance with the Business Plan (November 2022) and outlined further actions planned. Current cashflow forecast and forecasts for the next two years (to March 2024 and March 2025) were included as an Appendix:

- With the tightened financial controls and monitoring put in place, and fund raising and grants achieved to date, finance now secure until September 2023. If further funding was not secured by this time decisions would need to be taken on the future of the centre.
- The updated forecast highlighted a funding shortfall of £76,536 (2024) and £155,625 (2025): £232161. The funding shortfall for 2 years was £54K less than predicted November 2022 (£286,500).
- Expenditure related to 2024 was expected to be £244K, a reduction of 6K on the November 2022 Business Plan. (Forecast expenditure 2024 included £15,250 related to 2023).

In the course of discussion:

- RL noted outstanding utilities costs not yet invoiced by TDC. MHS responded that this was in progress and agreed to follow up.
- RL also noted tenant costs to be recharged to TDC.
- RL referred to correspondence related to monies understood to be due to the Westway on completion of the lease (potentially £68,000, less costs incurred). MHS reported that he was looking into this and that there was no intention to renege on monies previously promised to the Westway. **MHS agreed to review remaining funding and report back on how this could be made available to the Westway.**

The Finance Report was noted and the actions agreed:

- **Separate meeting to follow up/ prioritise potential grants and work on major National Lottery bid.**
- **Continued dialogue with Partners and Health regarding potential future funding.**
- **Recruitment of additional Trustees (ideally with Finance, Fund Raising and Grant Application experience).**
- **Ongoing improvements to financial processes.**

LS reported that the level of turnover 2022/23 was likely to require an audit (independent review only allowed for less than £250K).

## 6. Operational update

### New Centre Manager

JH reported:

- The Trustees had worked with Claire Richards on handing over her responsibilities as Centre Manager and the vacancy had been advertised in January 2023.
- The Trustees had supported the staff and volunteers between appointments to ensure that services were disrupted as little as possible.
- Tony Pearce had been appointed Interim Centre Manager in February.
- Following a recent recruitment and selection process Tony had been appointed Centre Manager, and this appointment would commence on 1 April 2023.

TP reported:

- He had volunteered at the Westway since 2019 and looked forward to contributing to the Centre as Manager.
- He was keen to work with the trustees, staff and volunteers to achieve improvements to systems and processes and Westway service provision.
- He was consulting with members and working with staff and volunteers to identify and scope projects and improvements.

Operational updates:

- JH reported on a successful test of Fire Evacuation procedures – the building had been evacuated in 2 minutes! A future test would be conducted when the centre was expected to be busier.
- A Health and Safety Inspection had been conducted of both the kitchen and café areas, and minor issues had been identified in the café which were to be resolved. TP had now arranged separate registrations for the kitchen and café.

## 7. Outreach

JH reported briefly on the Outreach service and agreed to circulate notes:

- The Outreach team was set up to provide continued services for residents who were falling through gaps in other services/ or that were highlighted as having needs not met by other services already on offer such as; shopping for residents who are housebound and unable to use online shopping
- 350 individuals had received assistance.

- MOW, shopping and handyman services continued, and often doubled as opportunities to check on welfare, and as contact to avoid loneliness.
- There had been an increase in assistance with completion of benefit forms and blue badge applications for residents who cannot leave their homes as no other service will visit at the property to fill out applications.
- Some of the teams regularly referring to Outreach are Adult social care, community matrons, GP surgeries wellbeing advisors, Citizen's advice bureau, local schools and family centres, foodbanks and we are currently signed up to issue fuel vouchers.
- The Outreach Team has become part of the services locally offered and users depend on us / and agencies locally know that they can ask us for assistance when they do not know who else to ask for a variety of services. The fact that our turnaround and responses is generally one / two days means that situations are solved rapidly which also means that problems do not become larger and this in turn creates trust.

The current grant funding for the service would come to an end in August 23 and the future provision of the service required consideration. Potential sources of funding were discussed and would form part of the forthcoming grant funding meeting consideration.

### **8. Warm Hub**

JH reported that the provision of the Weekend warm hub finished end of February and the Main warm hub scheme would finish at the end of March. Whilst use of the Warm Hub had been less than expected it had served a useful purpose and identified areas for consideration ongoing. It was expected that some form of Warm Hub proposal would be required in future years and how best this could be facilitated would need consideration (how operated alongside day-to-day activities/ space requirements and requirement for weekend opening in particular).

### **9. Grants/ Funding**

JH reported that a separate meeting would be scheduled to review all grants received and outstanding actions and reporting, and to identify/ progress potential new grants (including work on the major lottery application).

**LS/ RL/ TP to review work required to claim gift aid to date.**

### **10. Training**

JH reported that the Volunteer Co-ordinator had started a review of volunteer training requirements. TP to report to a future meeting.

### **11. Policies for approval**

JH reported that the Staff Handbook and associated policies were being reviewed and updated.

### **12. Dates of next meetings:**

#### **Date of next full board meetings:**

15<sup>th</sup> June 23

19<sup>th</sup> October 23

#### **Trustees only:**

20<sup>th</sup> April 23, 18<sup>th</sup> May 23, 20<sup>th</sup> July 23,

21<sup>st</sup> September 23, 16<sup>th</sup> November 23, 14<sup>th</sup> December 23

## Appendix: List of Outstanding and Completed Actions

### New Actions

Actions 23 March 2023		When	Who	Note
1	RW and JP to report back on developments with the North Tandridge Locality Plan and the Survey Heartlands Estates Strategy/ potential LA/ Health support to the Westway.		RW JP	
2	Trustee Recruitment ongoing: JH/ AW to follow up with TVA, SH to report back on potential pro bono advice re grant applications.		JH AW SH	
3	CL and TP to discuss improvements to the website and report back.		CL TP	
4	The Fire Report and Water Monitoring Report to be passed to the Westway when available.		AlexW	
5	MHS to confirm the insurance rent payable to TDC and rates paid by TDC (The Westway may choose to appeal).		MHS	
6	It was agreed that finalisation and signature of the Lease document be expedited for completion by the end of the month.  RL to forward note on outstanding issues in respect of the Lease/ Management Agreement to Gavin Cooper.  AlexW/ MHS to expedite outstanding areas at TDC.		RL AlexW/ MHS	
7	MHS agreed to review remaining funding and report back on how this could be made available to the Westway.		MHS	
8	Meeting to review progress potential grant applications.	ASAP (25/3/23)	Trustees	
9	JH to circulate note on the Outreach service.		JH	
10	LS/ RL/ TP to review work required to claim gift aid to date.		LS RL TP	

### Outstanding Actions

Action	When	Who	Note
25/10/22 14	Consideration of widening support for Leadership of Friends of the Westway.	ongoing	All Ongoing
25/10/22 15	JH/ CL to also discuss how broader social media/ content experience could be sourced and used.		JH CL Ongoing

### Completed Actions

Action	When	Who	Note
25/10/22 3	RW to confirm arrangements for payment of the £650pm contribution (3d) and how the remaining funds referred to should be applied for (3e and 3f).	ASAP	RW CR Superseded by 1 23/3/23
25/10/22 6	Bank mandate: RL being processed, other trustees to be added need to complete forms with CR).	ASAP	Trustees/ CR Actioned
25/10/22 8	Amendments were required to the PayPal account before GoFundMe funds could be drawn down.	ASAP	Actioned
25/10/22 13	It was agreed recruitment of a trustee with fund raising experience be discussed with Tandridge Voluntary Action.	ASAP	JH AW On going – see 2 23/3/23
15/12/22 1	It was suggested that a grant application also be made to Chaldon PC.		Superseded – separate meeting to discuss grants
15/12/22	A follow up meeting with Sumona Chatterjee and colleagues was scheduled for 4 <sup>th</sup> January (following from 20 <sup>th</sup> October meeting).		JH updated on 4 <sup>th</sup> January and 7 <sup>th</sup> March meetings.