

Urram Board Meeting Notes 18th July 2022 9.30 am via Zoom

		Action
1	Welcome and apologies Present: James Hilder, Elizabeth Carmichael, , Sally Semple, Gill Calver, Jenni Hodgson, Ali Upton, Phil Simpson and Louise White, Natalie Rodgers Apologies: Claire Cameron	
2	Minutes of the last Meeting (June) approved Sally seconded Elizabeth Matters arising not covered on the agenda Vision statement- roll over to next meeting	Louise/Natalie

3	<p>Finance</p> <p>a. Jennie, James and Natalie met and had good look at the finances- especially HTS. Some additional costs have come in that weren't anticipated and some delays as to payment from NHS. However they are just about break even. Jenni still wants to establish what our costs per mile are to run- to compare with 45ppm from NHS. Need to keep a close eye on it- especially with regards to the future. Expenses are dropping back now volunteers need to produce receipts. Some clients are behind on payments. Natalie to chase</p> <p>b. Ongoing fundraising need for the posts- especially Louise, Natalie has some additional funding with the HMHWF. Natalie has meeting with Highland Hospice next week and will ask for funding then.</p> <p>c. Befriending is a little underbudget currently.</p> <p>d. Auditor. Natalie has not heard back from L. Paterson, Jenni will check with Kirsty (Highland bookkeeper)</p> <p>e. NHS. Meeting with Pam Cremin is looming- James to arrange. Requires 'funding bid' approach and paper to be drafted regarding the benefits and what could be achieved with NHS funding. David Parks was reassuring in appreciation of the collaborative approach and would ensure Pam understood the history. There is pressure across the board to stop spending. SDS support presentation shared- trying to enable better access to sds support across highland. Louise and Natalie are meeting with Jo Cowan on the 19th July for a similar conversation.</p> <p>f. SDS as a form of funding does raise the question of Urram becoming an agency- enabling access to support that could be paid for- which could include more formalised befriending. Challenge remains as service provision is lacking in our area.</p> <p>b. Robertson trust awarded £2000, Bank of Scotland Reach foundation (applied for £23,000- decision due end of Aug) Interest registered for plugged in Community grant for electric car.</p> <p>Ali will catch up with contact next week and see if she has any other funding ideas.</p> <p>Phones: agreed to pause- but the research is done so when we know where we are at with funding etc we can move ahead with either 3C or Vonage. Car Tracking: James to send Louise tracking options to research. (Drivers agreed it was a good idea)</p>	<p>Jenni</p> <p>Natalie</p> <p>Natalie</p> <p>Jenni</p> <p>James/Louise</p> <p>Natalie/Louise</p> <p>Ali</p> <p>Louise</p>
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<p>4</p>	<p>Befriending</p> <p>No significant change to clients/volunteers but had a couple of enquiries. Natalie has been chatting with care at home workers- to make referrals but still needs to make contact with the head of care at home. Drivers are becoming better at promoting the service and there are leaflets available in the vehicle.</p> <p>Social Groups</p> <p>Funding from Ardgour CC to run the social group in Ardgour and to start one in Treslaig after the summer.</p> <p>Acharacle- started a drop in, in partnership with Acharacle community company- they are running the first couple as a trial and then Natalie will take over. We are paying for the room hire.</p> <p>Ewens room- want to restart the drop in in the sunart centre- in partnership with us. They will pay the room hire.</p> <p>Hope that volunteers/befriending volunteers will take on the running of these groups and will help with transport to the groups. It will be a good test to see the real cost of these groups when travel is included.</p> <p>Kilchoan- Ali will speak with community company as the community centre could be used in the same way and it would be good to get something happening down that end.</p> <p>Sally commented that initially Urram started with a focus on DM and the redevelopment but is evolving in to providing logistical support/ coordinating of volunteers and needs/ administrative assistance to help to enable individuals to stay in their own homes and have a good support/stay healthy. Ultimately reducing the costs for NHS. Its this logistical glue that could be at the fore of our funding 'bid' to NHH. SDS is also about logistical glue and could be an alternative approach to funding in the broader sense- in a sustainable future and strongly links with the National Care Service.</p> <p>All of which leads back to the vision statement and starting to articulate our raison d'être.</p> <p>We have a track record of running things which should help in our funding bids.</p>	<p>Ali</p>
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5	<p>Hospital Transport</p> <p>Action outstanding re mileage payments from NHS. James followed up and concluded that until the government change their suggested mileage payments then NHSH wouldn't change theirs.</p> <p>Driver meeting: reviewed the volunteer handbook and code of conduct- with volunteers to come back with further comments. A driver who was not happy with the new procedures resigned later that day. (some of their key points have since been addressed and resolved)</p> <p>Board agreed that we need these formalised procedures- key for a sustainable future but that we want volunteers to contribute rather than have them imposed on them.</p> <p>Board agreed to schedule a face to face meeting where the procedures would be finalised, and then another meeting with volunteers for final approval. Louise to submit doodlepoll for arranging a best date. Salen hall with sandwiches as a suggestion for location.</p> <p>Presence of pets(or not) needs to be included in new procedures.</p> <p>Discussion around feedback from clients, was there an easy mechanism for clients to give feedback? Natalie to ensure this is in place.</p> <p>If feedback is related to drivers physical ability to drive, then what are our responsibilities. Natalie to find out from insurers and DVLA.</p> <p>In light of Janes resignation- highlighted need for exit interview and completion of data protection form. Louise/Natalie to adapt the exit interview for volunteers form and ensure Elizabeth has a copy for next week. Jane has requested a meeting with James and the board supported the meeting and encouraged both James and Jane to take a buddy.</p>	<p>Louise</p> <p>Louise/Natalie</p>
6	<p>Dail Mhor House- One spare bed, but busy with rolling respite.</p>	
7	<p>Dail Mhor/ Wellbeing hub</p> <p>Strategic meeting</p> <p>A few clear messages; A care home needs very careful consideration, especially with a shift away from care homes to other forms of home and community care. Otherwise were relatively opaque about other service operations. Couldn't see how temporary accommodation would work for decanting and ensuring a service could still run in the build phase. Jenni referenced a similar 'decanting' project in Campbelltown that worked well- the evidence is there. Louise/Jenni to get the information to Duncan.</p> <p>Discussion about housing- highlighted to be even more precarious in a recent conversation regarding teachers in the area.</p> <p>NHS need us to look at the long term need.</p> <p>Staffing is hard- and perhaps additionally hard at the moment as there is no degree of permanency. Also vacant posts seem to go unadvertised.</p> <p>Ali advocated speaking to the care inspectorate and was going to try and find an appropriate contact.</p> <p>A report from Duncan et al is due at the end of July</p>	<p>Ali</p>

8	<p>Team Roles;</p> <p>The board agreed the proposal laid out by Natalie and Louise.</p> <p>Need to start to shape a preliminary realistic budget with this in mind, ICF funding and the year ahead.</p> <p>James will support Jenni with payroll and cover in September when Jenni is away.</p> <p>The board agreed that they would like the computer from Elizabeth's contact as long as it was suitable- i5 processor or newer.</p>	James
	<p>Date of next meeting – 5th September</p> <p>10th Oct, 21st Nov,</p>	