

Notes - AGM 2016



Date: Wednesday 12th October 2016

Start Time: 11.30am – **Finish Time:** 1.00pm

Location: The Arthur Easton Centre, St Michael's Hospice

Apologies: Include Susan Barnard, Steph Graham, Debbie Jones, Michael Lear, Gaynor Medhurst, Joy Oakley, Sally Lee, Cynthia Chaloner.

1. Welcome and Introduction

Linda Hodgson (Chair)

Linda Hodgson (LH) thanked everyone for attending and introduced new Trustee Pat Driver. LH also mentioned new Trustee Cynthia Chaloner who had recently joined the Trust but was unable to attend the AGM.

2. Minutes of Last AGM

Linda Hodgson (Chair)

LH checked with the Trustees (those who attended last year) that they were happy to proceed with approving and signing the minutes of last year's AGM. These were duly signed and will be passed to the Chief Executive to file.

3. Chair's Annual Report 2016

Linda Hodgson (Chair)

LH began by saying that the past year had been challenging due to the fire at St Michael's Hospice (SMH) and that due to this Management and Administration were at different locations, although are hoping to move back to SMH by the end of the year. LH thanked all Team Members (those both employed and volunteers) for maintaining the support of patients and their families. LH has been a Trustee for six years, Director of Trading for the past four years and a full time volunteer but will be stepping down from both roles in the near future. She said she had found it a privilege and a pleasure to be involved with SLT. She thanked Michael Lear and Debbie Hargreaves for their support through many challenges over the last six years and also thanked all staff, volunteers and Trustees for being so supportive and that the volunteers were a precious resource, being both dedicated and loyal and she thanked all of them. She said her son will continue to fundraise for SLT and would continue to be supported by both her and her husband.

LH said she was very much looking forward to the opening of the new Therapy Centre in Sidley.

4. Presentation of 2015/16 draft Trust Annual Accounts

Debbie Hargreaves (Trustee)

Debbie Hargreaves (DH) advised that copies of the Accounts Report for 2015/16 were available at the meeting. She said that the intention of SLT is to deliver balanced accounts and reported a surplus of £56,542 for the year. This will be used to contribute to the costs of developing the Therapy Centre in Sidley and also a new clinical system. The surplus was due to a number of reasons including a one-off legacy of £22,700, Trading salaries which had been budgeted for but which had not been fully used due to delays in being able to recruit new employees and new Investment Income.

In addition our Ore shop opened earlier than expected and therefore raised further income than budgeted for.

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DH also reported that SLT now has a property portfolio of £700k and through this the Trust receives payments from rental and profits from the Trading arm. Payments are also received from residential rent payments.

5. Trust Wide Update

Dan Redsull (Chief Executive)/Kerry Evans (Lead Therapist)/EM (Volunteer)

Dan Redsull (DR) started by thanking LH for her work as a Trustee, Vice Chair, Chair and volunteer and for her part in the growth of the organisation, governance and ensuring the income sources of SLT were increasingly diversified. He said she will be greatly missed.

DR then said that the AGM was an important day to reflect on the last year and look ahead to the next 12-18 months.

Attendees were then asked to participate in an 'icebreaker' by introducing themselves to the person to their right. Questions were then invited to help inform the update that was to be provided.

A question was asked regarding Therapists pay rates. This was responded to by Kerry Evans (KE) who advised that the National Association of Therapists recently conducted a survey of pay rates for Therapists in Hospices and the finding was that SLT pays more than anyone else. This was followed by another question regarding the number of hours worked by the SLT Therapists. Again, KE responded by advising that SLT currently have 15 Therapists working from two to 20 hours per week.

EM gave a short talk on Relaxation and Visualisation, providing an insight in to what it is and how it can help patients.

DR then continued with the Trust update by saying that the Trust needs to increase awareness of its services and to reach out as far as we can to ensure there is equity in access to our services. Our range of services must meet peoples' needs and be provided at a time and location which is best suited to them. SLT now offer appointments in the evenings and at weekends on the wards at SMH and are currently running a counselling pilot in Sidley.

Achievements over the year include:

- Setting up of a Service User Group (see para 6 below);
- Acquisition of proper accounting software;
- Successful investment of monies from legacies;
- Continued increase in the number of Corporate Partners;
- Successful application for NHS funding for counselling in Sidley;
- Continuing support from various Charitable Trusts.
- The Trading arm have new shops in Ore and Sidley and a Donation Centre in Bexhill – these are all investments for the future.

KE provided a detailed review of our operations and feedback from the newly introduced Annual Patient Survey.

Therapy Centre Update

- It is intended to commence building works earlier than planned i.e. in the next four to six weeks;

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- Additional land has been purchased and Planning confirmation was expected in the days following the AGM;
- It is hoped to open the Therapy Centre in mid 2017.

Action Plan

KE provided a detailed account of the Service Development Action Plan for 2016-18 that would be introduced in addition to the following summary level actions:

- To continue to apply for Grants and central funding;
- Continued income from commercial and residential rent;
- Fundraising – to increase the number of events and activities and to engage external fundraising groups;
- Purchase of the Donation Centre;
- Further develop Trading operations.

Final Reflection

DR summarised the challenges faced over the last 12 months and the plans for the future and again thanked all the volunteer supporters who are critical to the work of the Trust.

- The fire at SMH caused operational difficulties with the Trust Team being split over numerous different sites causing its own pressures and challenges;
- The need to support more people;
- To continue giving the high quality care that we do at present;
- To increase and improve the level of care provided;
- Continue to appreciate the value of volunteer support which is critical to meeting current and future challenges.

6. Service User Group Update

HI (Chair of Service User Group)

HI gave a brief explanation of what the Service User Group (SUG) group is and who are members.

HI advised that the SUG had assisted with input in to the planning of the Therapy Centre and the annual Service User Survey.

The SUG had developed a leaflet which was being given to patients by the Therapists.

The possibility of a Facebook Support page (closed group) was being looked in to.

The SUG is in need of new members.

HI was asked which services she had used – she replied that she had used counselling, aromatherapy, Sanctuary Days and Natural Rhythms.

7. Question and Answer session

Discussion 1 – Recruitment of volunteers. DR replied that each of the shops needs 10+ volunteers and that over the next six months we would be developing a volunteer recruitment and support plan to increase our volunteer support. The Trust has over 100 active volunteers at this time.

Discussion 2 – Whether the managers of the shops could take on volunteers. DR said that prospective shop volunteers would have a discussion with the Shop Supervisor prior to completing an application form and then attending an informal interview.

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Discussion 3 – How long had the SUG been established? KE replied that its first meeting was just after the fire at SMH.

Discussion 4 – Would the results of the Service User Survey be published? KE responded that it could be considered. Of 120 requests there were 75 responses received (62.5%). This evidence based information could be used when approaching new funders.

Discussion 5 – Were all of the SMH patients now back at the Hospice? KE advised that SMH had now vacated Hastings Court. The ground floor was open and the first floor was due to open on 24/10/16 as there had been some snagging and staffing issues. It was imperative that everything was safe and the new teams had to get used to working together. The new facilities had been well received by the patients.

There being no further business or questions the meeting was closed.

Agreed & signed _____ Date _____