



# Notes of Annual General Meeting of Sara Lee Trust

Held at 4.00pm on Wednesday 14 November 2018 at The Sara Lee Therapy Centre,  
54 Ninfield Road, Sidley, Bexhill TN39 5AB

	There were 18 people in attendance
1	Trust Chair Michael Lear (ML) welcomed everyone and advised of the procedure in the event of a fire, and then formally opened the meeting
2	<b>Minutes of the last AGM</b>
	Approved and duly signed by ML
3	<b>Chair's Annual Report</b>
-	ML reported that it had been a very productive year for the Charity and stated that the number of therapy hours had trebled over the last few years and currently stands at nearly 6,000 hours. The opening of the Therapy Centre (which had always been a long-term aspiration of the Trust) had had a large impact and feedback from the service users had been very good.
-	The Trading Company had expanded to seven shops with in excess of 100 volunteers and the Donation Centre handling 20,000 bags of donations last year.
-	This last year has seen some management changes with the appointment of Sascia Lord, Retail Manager, and who is already making an impact. Katie Jones, our new Fundraising Manager, took over from Maria Gonet who had been in post for 12 years. Katie was welcomed on board with best wishes for the task ahead. Emma Godson has also joined the team as Volunteer Co-ordinator along with Jayne Thomas who is Co-ordinator at the Therapy Centre and who also works with our CEO, Dan Redsull, who continues to manage the administration. The future, stated ML, is therefore looking bright.
-	The Trustees are all volunteers too and ML welcomed Graham Rushbrook, Vicki Duffey, Nicky Histed, Jonathan Midgley and Debbie Hargreaves to the meeting. All the Trustees bring a wealth of experience to the Board
-	All volunteers are essential, including the therapists and counsellors and everyone was thanked for their continued support. Corporate Partners were also helping to spread the SLT message.
-	ML summed up by saying that SLT were starting to become a large professional charity, recognised in Hastings/Rother and there are exciting times ahead with new ideas and input from all to take the charity forward with the needs of the users and carers at the forefront.
4	<b>Treasurer's Annual Report</b>
-	The accounts were with the auditors (Manningtons). However the year end showed a strong balance sheet. It was noted that the future may not be quite so rosy, with the high street going through great change and the amount of competition in charity retail. SLT needs to raise through fundraising and retail £150K every year. Overall costs are £300K/pa There is a need to keep pushing forward and bring innovation to maintain the financial position. The Trust is currently in a good position and will continue to be prudent and not over-stretch.

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4	<b>Annual Review</b>
-	DR gave a Power Point presentation showing how the Trust was delivering Sara's vision, the Therapy Centre being at the core. DR reported that Sally Lee felt that Sara would have been amazed by the achievement and the oasis of calm provided by the Centre which, along with the garden, makes the Centre a very therapeutic place.
-	The scale and range of services had increased over the last year. Sidley is the most deprived area in Sussex and SLT are making care available. 40% of care is being delivered in the home which helps the users maintain their independence
-	All of this comes at a cost. The fundraising emphasis is on events and major grant applications, and retail activities. There are currently seven shops and a Donation Centre, manned by over 100 volunteers.
-	KPIs over the last year: 50% increase in referrals 30% more people supported 1,745 hours of care at the Centre (Sept 2017-2018) 40% increase in care at home 22 expert therapists
-	SLT are now using a nationally recognised clinical system (EMIS) to record patient information and, through NHS Digital, are working to the highest levels of information governance.
-	Feedback from service users over the last year reports: 80% of users have reduced anxiety 95% have improved confidence 70% experienced a reduction in symptoms 40% report improved physical health 60% say they feel less isolated 45% say they feel more able to look after themselves
6	<b>Services Spotlight</b>
	Kerry stated that the Centre is working well and provides group therapy such as yoga (four classes a week). There may be potential for more space so larger groups can be accommodated.
-	There is a healthy cooking project run by a previous service user, and a rolling programme of events on how lives are affected during and after treatment.
-	The number of men attending the Centre has increased.
-	SLT are training therapists at Rye Retreat
-	There was a hand massage demonstration and training is being rolled out to carers, family members of patients etc as the 'gentle touch' massage appears to be very beneficial
-	There is a need to generate more income to enable the Trust to move forward to meet demand.
-	Katie Jones (fundraising) thanked everyone for their efforts and support. March is 'Therapy Month' during which there will be two or three high quality events to raise funds. There will also be a summer & Christmas Fair again next year which are attracting new donors. Facebook Donate is also used and Katie is working with staff and volunteers on new fundraising ideas.

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-	Sascia Lord (retail) reported that a second shop in Silverhill had been opened and Western Road had been refurbished and re-opened this year and both shops are performing well.
-	It is intended to launch a 'Caring Clearance' service designed to ensure empathy and sympathy.
-	The e-commerce business (Ebay) is also being re-launched this year, based at Silverhill and rolling out to all shops and the DC over the next year
-	A furniture recycling/upcycling project has been started by the Shop Supervisor at Silverhill – planning for a sustainable future.
-	DR thanked everyone for their reports and said that although it was getting harder to raise funds from Charitable funders in this competitive area, SLT have experts with experience in both retail and fundraising.
-	DR summed up by quoting a service user representative who said 'care for the carers should not be under-estimated as they had been saved by SLT both physically and emotionally'.
7	<b>Questions &amp; answers</b>
	None
	The meeting closed at 5.40pm