

MEETING TITLE	DATE; TIME; VENUE	CHAIR
Annual General Meeting	5 December 2024 @ 17:00 In St Nicholas Hospice	Anne Fisher
Members Present:	Mrs K Chandler-Male (KCM) Dr A Clifton-Brown (ACB) Revd. Max Drinkwater (MD) Mr D Evans (DE) Mr A Faulkner (AF) Mrs A Fisher (AFi) Mrs D Forster (DF) Mrs J Howlett (JH) Mr B Jones (BJ)	Mrs M Miles (MM) Miss A Pearson (AP) Dr P Siklos (PS) Mr S Turner (ST) Mrs K Vaughton (KV)
Members Apologies:	Mrs C Bird Mr G Burling Lady Clare, Countess of Euston Mr & Mrs R Davison Lord & Lady Fisher Mrs A Langdon Mr & Mrs Martineau Mrs J Norburn	
In attendance:	Mrs S Basson (SB) Mr A Bridgeforth (AB) Ms R Frost (RF) – Lovewell Blake Mrs G Jolly (GJ) Ms F Heath (FH) Mrs S Hughes, Deputy Lieutenant (representing Lady Clare Euston)	Mrs L McEnhill (LM) Mrs P Wilding (PW)
Minutes taken by	Adrienne Jackson – EA to CEO	

Item No	Agenda Item
1	Welcome & Introduction by Anne Fisher, Chairman of Trustees
	AFi welcomed all Members of the Association to the 41 st St Nicholas Hospice (Suffolk) AGM 2024. She reminded everyone that, for good order, it is a Members' meeting and for those who are not Members, they are attendees and observers and not participants in the meeting. AFi said there will be a brief update on the year from the CEO, LM and Head of Finance, FH. She introduced Linda McEnhill, Fiona Heath and Rebecca Frost from Lovewell Blake, Auditors. Apologies were noted as above.
2	To approve the Minutes of the previous Annual General Meeting held on 30 November 2023
	Approved and adopted Proposed by MM Seconded by JH Minutes approved as a true and accurate record.

3	Matters arising
	None
4	To receive and adopt the accounts for the year ended 31st March 2024, together with the report of the Trustees and Auditors. Verbal reports from Linda McEnhill, CEO and Fiona Heath, Head of Finance. Verbal report from Auditors Lovewell Blake
4.1	Linda McEnhill, CEO
	LM said our 40th anniversary had presented a real opportunity to revisit our heritage, and reconnect with some people who were responsible for the founding of St Nics. She said we were able to celebrate this anniversary year in a very tangible way, by holding our “Thankful” service in May, in the cathedral. This service gave us the opportunity to remember everyone we had cared for and think about all the people who had made that care possible. We were delighted that over 600 people attended the special service. Eight pieces of art were created especially for the service by a member of our staff and this artwork has now been exhibited at other churches in the community, and at Highpoint prison. Our anniversary year culminated in a very special fundraising Gala Dinner held at Bedford Lodge Hotel in Newmarket. The event raised in excess of £40k and our sincere thanks go to our staff who organised this Dinner and to the many valued supporters who attended and donated auction lots. LM said it is acknowledged that it has been a very difficult and complex year for hospices with a third, across the country, having to cut services or close, due to funding issues. This has been the second really bad year since the hospice movement began. The impact of the Budget has been significant and we await, with bated breath, to see what Wes Streeting MP will announce about potential government funding for hospices. Next year we expect extra expenditure of around £478k, due to the increase in NI, the National Living Wage and trying to match NHS pay. LM went on to say that our situation this year was exacerbated by Norfolk & Waveney ICB not renewing our grant - we are funded to the tune of £80k. With only five days’ notice, they announced that, from 1st April, they would not continue to fund us as the ICB have had to cut their own costs. As a result of this and on the back of Hospice Care week, we launched the “Without Campaign”. With the help of Aaron Bridgeforth and the Marcomms Team, we have managed to attract huge media coverage in TV, Radio, social media and newspapers. All four local MPs have visited us and some have written to the ICB Chief Executive to draw attention to this issue. Meantime, we continue to provide care for the people of Thetford but we have an extra £80k to find, which is not easy to do. LM said we embarked on the Job Evaluation programme this financial year, and implemented the first stage. Sadly, as a result of these cuts to funding, we feel we cannot implement the second stage of Job Evaluation at this time. With regard to the decision about the Assisted Dying Bill, LM said that St Nics retains its neutral position. Our formal statement can be found on our website. Due to the good offices of Sharon Basson and Fiona Heath, we were able to attract funding from the Better Care Funding. As a consequence of that, on 2nd October we opened six

	additional beds. LM said she was happy to report that we are at the maximum of 12 beds for which we are registered. Earlier this year, we also revised our Values: Compassion, Accountability, Respect and Equity – CARE. To honour our heritage, we have set up the Norburn Awards, with nominations being submitted in categories against our Values, and adding a fifth in acknowledging Canon Richard Norburn’s vision for ‘Striving for something better’. LM said she was delighted to report that we have received 67 nominations for 55 members of staff. We will be holding the award ceremony on 6 December at 2pm, which provides a lovely opportunity to demonstrate our gratitude to colleagues.
4.2	Fiona Heath, Head of Finance FH said for the 2022-23 financial year, we experienced ongoing financial challenges, predominately associated with the cost of living crisis and associated wage increases. However these pressures were negated in the year by higher than average legacy income, and vacancy savings across most departments. FH said overall we closed the year with a small operating surplus of £8k to break even. This is a significant improvement compared with the plan and against the previous year. Income overall increased by £0.5m even though income from charitable activities decreased by £350k, notably because £600k non-recurrent funding was withdrawn for a new Hospice at Home service (HEST) - £381k and to temporarily increase our beds (£200k) to help with the winter pressures faced by the NHS. We received an increase in the recurrent core grant funding of £200k and a further £60k non recurrent funding. Income generation was £830k greater than in 2022-23. Legacy income (£1.65m) was £480k higher than the previous year (£1.17m) and philanthropy and trust income performed well. Some income generation streams fell below the previous year, particularly lottery, individual giving and events. Expenditure increased by 6%, £400k compared with the previous year, largely due to pay increase for staff following the Job Evaluation programme to review our pay. Ongoing cost of living pressures increased our cost base, notably in respect to IT systems and software, telephony, professional fees and services, and energy costs. Increases were partially mitigated through vacancy savings from staff turnover across all departments and overall expenditure on charitable activities decreased due to the termination of the non-recurrent funding for HEST and additional beds received in 2022-23. Investments made a gain of £280k which was a significant improvement from the £290k loss reported last year. As a result of the operating surplus and investment gains, our total reserves increased by £290k to £8.7m of which our free reserves £6.48m total the equivalent of 10 months’ worth of running costs. It should be noted that the Board of Trustees agreed to un-designate the building maintenance fund (£2.25m) and a new designated reserve of £0.10m, following a donation, was created – the Simon Steady Memorial Fund. In summary, our overall reserves remain healthy. The hospice has had a good financial outturn and continues to have a strong reserve position to support future challenges.

	These challenges include a combination of rising costs, increased competition for funding, increase in National Living Wage and Employer NI contributions.
4.3	Auditors
4.3i	RF said this year had gone very well. We visited in July for the annual Audit and found two concerns which were not significant; the main suggestion is to do with how Gift Aid works. We found this to be due to a communication breakdown, but this has been corrected in Year End accounts. The other point was regarding employment contracts, to ensure that all staff have signed the contracts on file. She said the Auditors were really happy with the controls in place and the healthy financial situation; the going concern is in a good position. RF confirmed that the Auditors do not have any concerns. AFi extended thanks to the Audit team for their good work and thanked RF for attending the AGM today.
4.4	It was agreed to adopt and approve the accounts ending 31 March 2024 and the report from the Auditors was noted. Proposed by JH Seconded by KV The Accounts were received and adopted unanimously.
5	To appoint the following Trustees who retire by rotation and offer themselves for re-election for a further period of three years: Karen Chandler-Male David Evans Kate Vaughton Proposed by PS Seconded by DF All in favour and approved unanimously.
6	To note the resignation of any Trustees or Members of the Association: Sam Turner Proposed by AF Seconded by BJ All in favour and approved unanimously
7	To confirm the appointment of the following as new Trustee: Revd. Max Drinkwater Proposed by AF Seconded by KCM All in favour of the confirmed appointment and approved unanimously.

8	To reappoint the Auditors, Lovewell Blake LLP, to hold office from this meeting until the conclusion of the next Annual General Meeting.
	Lovewell Blake LLP to hold office from this meeting until the conclusion of the next Annual General Meeting Proposed by JH Seconded by ST All in favour and approved unanimously.
9	To authorise the Board of Trustees to determine the remuneration of the Auditors
	Agreed that the Board of Trustees, in conjunction with the Directorate, should determine the remuneration of the Auditors for the year Proposed by BJ Seconded by JH All in favour and approved unanimously
10	AOB
10.1	BJ asked for a little more clarification on the hospice's stance on Assisted Dying, is St Nic's neutral? LM confirmed we will maintain a neutral stance. Our statement is on the website for reference. AF and LM presented ST with gifts from St Nics and thanked him for his service as a Trustee and chair of the HR subcommittee. The members showed their appreciation. ST said it had been a rewarding and enjoyable experience for him and had increased his awareness of this organisation. He said he had really enjoyed his time at St Nics and will continue to be advocate for the hospice.
11	Closing Remarks In closing the AGM, Afi extended huge thanks to LM and her senior team, staff and volunteers for all their hard work and commitment in what has been a challenging year. She said we are aware of ongoing challenges in terms of the NHS, our partners, and we are trying to secure funding and to continue to give the very best of care to the people of West Suffolk and Thetford. She said that the Assisted Dying Bill provides a positive opportunity, because of the spotlight it shines on hospices and the lack of funding and how we continue to be sustainable. Afi said LM and her senior team continue to fly the flag for St Nics to try to secure the funding and have never given up, for which, as Trustees, we are very grateful. Afi extended thanks to her fellow Trustees for all their hard work and commitment and said it was a joy to work with them.
12	There being no other business the meeting closed at 17:33