

MEETING TITLE	DATE; TIME; VENUE	CHAIR
Annual General Meeting	8 December 2021 @ 17:00 Via Zoom	Charles Simpson
Members Present:	Mr G Austin Dr A Clifton-Brown Miss K Chandler-Smith Mrs A Fisher Mrs D Forster Mrs S Hayter Ms A Langdon	Ms M Miles Mr C Minett Mr N Morgan Mrs SJ Relf Mr C Simpson – Chair Mr A Speed (tentative) Mr S Turner
Members Apologies:	Mrs C Bird Mrs C Edwards Lady Kay Fisher Mr G Burling Dr G Kerrigan Mrs B Martineau	Mrs M Masson Mrs A Scott Mrs M Staveley The Countess of Euston Mr A Williams
In attendance:	Mrs S Basson (SB) Mr G Baynes Mrs G Bissell (GB) Rev. S Connell Ms J Foreman Dr B Gale (BG) Mrs F Heath (FH)	Mr M Jack Ms A Johnson Mrs L McEnhill Mr R McGregor Mrs K Penny Mrs K Shimwell Ms C Sutherland (RSM Auditors)
Minutes taken by	Adrienne Jackson – EA to CEO	

Item No	Agenda Item
1	Welcome & Introduction by Charles Simpson, Chairman of Trustees
	CS welcomed all to the December 2021 AGM, held virtually via Zoom. The meeting was recorded and will be published. CS welcomed the new CEO, Linda McEnhill, who will start on Monday 13 December 2021.
2	To approve the Minutes of the previous Annual General Meeting held on the 10 December 2020
	Approved
3	Matters arising
	No matters arising
4	To receive and adopt the accounts for the year ended 31st March 2021, together with the report of the Trustees and Auditors. Verbal reports from Dr Barbara Gale, CEO and Fiona Heath, Head of Finance. Verbal report from Auditors RSM UK
4.1	Introduction & Update from Charles Simpson, Chair
	CS said clearly it had been an interesting and difficult year with the continuing pandemic, but we had overcome a great number of challenges and other issues we have had to deal with in the hospice and hopefully we are moving towards a period where we can begin to see the strategy developing and to see progress being made on the financial front.

	<p>Financially we have had a slightly better year than we anticipated, we have been able to put a small amount into reserves at 31.3.21 so we have not run down the reserves anymore but this has largely come through on unrealized gains on investments. Nonetheless on the operating level we still have challenges ahead of us. We are still working in a pandemic environment which is difficult and we are very grateful to all staff and volunteers who have continued to work in these difficult conditions. On behalf of the Trustees CS gave a vote of appreciation and thanks to all staff and volunteers for the efforts they make to continue to support the hospice.</p> <p>CS announced with great sadness, that one of our Associates and a valued member of the FIG Committee, Liz McNeill, passed away in the hospice earlier in the year.</p> <p>CS gave a warm welcome to Sharon Basson who joined the organization earlier in the year as our new Clinical Services Director.</p> <p>CS said we are going through a continuing senior level recruitment programme, with a new Corporate Services Director joining in February, and the organization was currently recruiting for an Income Generation Director.</p> <p>CS extended thanks to Georgina Bissell for all her work, who continues with us for a while to help with the handover and to assist Linda McEnhill when she starts.</p> <p>CS extended thanks on behalf of the Trustees and the organization to Barbara Gale for all the work she has done over the last 16 years, when she initially joined as Clinical Services Director and two years later became our CEO. He said it's been a period of incredible progress and incredible achievement with two Queens Awards in that time, and also, under her stewardship, the CQC gave us 'Outstanding'. The organization has been firmly put on the map by other stakeholders, due to Barbara's efforts, and, CS said, it was up to us to continue with the good foundations and progress that Barbara has made. CS said he was sorry to see her go, but delighted to welcome Linda McEnhill as we move forward.</p>
<p>4.2</p>	<p>Dr Barbara Gale, CEO</p>
	<p>BG said this was her last AGM, after 16 years, and wanted to thank everyone present for supporting her during that time, which has seen some great highs but also some challenges, with a financial recession and, more recently, Covid. She said it had been a tough year, for all the staff and teams, and extended thanks to everyone who had worked through a very difficult year, where not only did we have to face Covid but, because of the financial impact of Covid, we had to go through an organizational re-structure, which really had an impact on staff. We face new challenges with the new Covid variant, and new clinical work, which has impacted on staff's personal lives as well as their work lives. Barbara said there continued to be a challenge. However staff have risen to the challenge, working virtually, working online, with online consultations, telephone support. She said we have had to work much more closely with our health and social care colleagues across the systems, with hospices working together, and we have had to adapt our clinical services accordingly, as some of the face to face work has not been able to happen in the same way. We will see increased demand in the future, with people with more difficult symptoms and challenging issues, who will need support from our specialist team. There will be more challenges ahead, but the teams will pull together, and, with new Directors in place, the organisation will be in a strong place. It is still very well respected, with good support both locally and nationally, such as at our Girls Night Out event and the upcoming Light Up A Life services all receiving good support. She ended by saying the hospice is in a good place but there is a lot more work to do.</p>

4.3	Fiona Heath, Head of Finance
	<p>FH went through key financial points. At the end of 2021, we closed with a small surplus of about £28k which is really a significant improvement against previous year where we had a deficit of £1.8m and against budget of £1.7m deficit.</p> <p>It was an unprecedented and really challenging year both for the hospice and also from a finance perspective, with uncertainty and change during the year. FH said we ensured we took advantage of the Government funding that was available, such as the furlough scheme and retail business support grants, as well as support from Hospice UK and through the local CCG. Increase in income compensated us from the fall from our typical income streams, from retail and fundraising. Shops, house clearances and other fundraising activities stopped through lockdown, for about 6 months. Our expenditure decreased by about £1m, partly due to organizational wide restructure, but also due to staffing vacancies, different ways of working, remote working achieved some savings, lower costs as a result of lower activity in fundraising and retail. We had an operating deficit of £670k, but our investments performed well during the year, with a net gain of £700k and ended up with a transfer to reserves of £28k. Our investments closed at a value of £5m, which is an increase from the previous year and our total reserves were £8m at the end of the year. Our free reserves of that £8m were £5.6m which represents about ten months' worth of our operating expenditure, which is well within our policy of having six months' worth of reserves.</p> <p>This financial year is looking a good improvement on the budgeted deficit of £.5m, we are forecasting a breakeven budget, but with an eye very much on an operating deficit that needs to be addressed.</p> <p>FH extended thanks to everyone for supporting us, and also to the Auditors for the work they undertook in achieving the closing of the Year End.</p>
4.4	Auditors
	<p>CS from RSM confirmed the Auditors will be issuing an unqualified audit report.</p> <p>CSimpson added that it was noted fraud and ongoing concern from the report, in terms of the Trustees' responsibilities, were raised at the November Board meeting, and it was confirmed they are aware of their responsibilities.</p>
4.5	<p>It was agreed to adopt and approve the accounts ending 31st March 2021 and the report from the auditors was noted.</p> <p>Proposed by Chris Minett and seconded by Donna Forster.</p> <p>The Accounts were received and adopted unanimously.</p>
5	<p>To appoint the following Trustees who retire by rotation and offer themselves for re-election for a further period of three years:</p> <p>Ann Langdon Proposed by Anne Fisher Seconded by Chris Minett All in favour and approved unanimously</p> <p>Marion Miles Proposed by Sue Hayter Seconded by Donna Forster All in favour and approved unanimously</p> <p>CS extended thanks to both AL and MM for all their support.</p>
6	To note the resignation of any Trustees or Members of the Association

	<p>Chris Minett, who has been a Trustee for six years is stepping down. The Board are very grateful to CM for his fresh perspective and his previous NHS background has been very helpful in HR and strategy. CS thanked CM for everything he has done.</p> <p>It was noted that Dr Barbara Gale has resigned as CEO with effect from Friday 10 December. Linda McEnhill is appointed new CEO commencing 13 December 2021.</p>
7	<p>To confirm the appointment of the following as a new Trustee: Sam Turner joined approximately 18 months ago, on a period of observation to gain experience on how Boards work and the role of the Trustee. CS said he has been extremely impressive, made major contributions and provided insight from his experience with ACAS.</p> <p>The Trustees would like to formally approve Sam Turner as a new Trustee. Proposed by Neil Morgan Seconded by Ann Langdon All in favour and approved unanimously.</p> <p>ST said he was grateful for being allowed to shadow the Board, and grateful for being offered the role as a Trustee and now looks forward to continued working with the Trustees.</p>
8	<p>To reappoint the Auditors, RSM UK, to hold office from this meeting until the conclusion of the next Annual General Meeting.</p> <p>RSM UK to hold office from this meeting until the conclusion of the next Annual General Meeting.</p> <p>Proposed by Marion Miles and seconded by Anne Fisher All in favour and approved unanimously.</p>
9	<p>To authorise the Board of Trustees to determine the remuneration of the Auditors</p> <p>Agreed that the Board of Trustees should determine the remuneration of the Auditors for the year.</p> <p>Proposed by Ann Langdon and seconded by Neil Morgan All in favour and approved unanimously</p> <p>CS extended thanks to Claire Sutherland and all the RSM Team.</p>
10	AOB & Close
10.1	<p>CS extended thanks once more to Barbara Gale and wished her well in her upcoming retirement.</p> <p>CS reiterated his welcome to Linda McEnhill, who starts on 13 December 2021.</p> <p>CS extended thanks to the Board for their support to the Chair and also thanked all the staff and volunteers for everything they do, particularly through yet another tough year.</p> <p>CS ended the meeting by wishing everyone a Happy Christmas and prosperous New Year</p>
10.2	There being no other business the meeting closed at 17:29

By Order of the Board of Trustees & Fiona Heath Company Secretary