



THE BRIGITTE TRUST

Minutes of the Annual General Meeting

held on Tuesday 12th November 2019

at Clandon Wood Nature Reserve

Epsom Road, West Clandon, Guildford GU4 7FN

Members Present: 17

Proxy Votes: 3

Guests: 38

Minutes: Ingrid Walker

1. Apologies

Apologies were received from 7 members.

2. Welcome & Introduction

Peter Crossley, Chair of the Trustees, welcomed everyone to the AGM; he thanked everyone for attending.

3. The Treasurer's Report – David Farmery

The Treasurer presented a financial summary for the year ending 31st March 2019, copies of which were available at the meeting.

3.1 CCG funding

CCG funding continues to be a critical source of income for the Trust. It represents approximately a third of our income. We have a commitment that CCG funding will continue until March 2021.

3.2 Grants

Grants continue to be a key source of income for the Trust. It was noted that grant income during 2018/19 was the highest it has ever been in the Trust's history.

3.3 Donations

Income from donations was below average compared to the last 10 years. However, this was regarded as satisfactory considering the increasingly tough financial climate that charities are operating in.

3.4 Legacies

Legacies are transformational for the Trust and provide a future bedrock for investment. Unfortunately, the Trust did not receive a legacy during 2018/19 but are pleased to report that one has been received in the current financial year.

3.5 Fundraising

2018/19 was a great year for fundraising. In fact, it has been the best year in the last eight years.

3.6 Costs

The Trust's main financial focus in 2018/19 was to reduce costs to a more sustainable basis. Following a necessary re-structure, costs were reduced by approximately £30K per annum. Budgeted expenditure for the current year is expected to be approximately £160K.

3.7 Reserves

At the end of 2018/19, the Trust had £128K in the bank. Reserves, which are broadly similar to cash in the bank, were £123K. This amount represents nine months of budgeted expenditure, falling within our reserves policy.

3.8 Summary

Overall 2018/19 has been a good year for the Trust. The loss made during 2018/19 was significantly less than that made in the previous financial year. The turnaround has been effective and will continue into 2019. The Trust remains very reliant on CCG funding and recognises grants as a key sustainable income source for the future. Equally, donations and legacies continue to be important sources of income for the Trust.

4. Approval of the minutes of the Last AGM

The adoption of the minutes of the last meeting held on 7th November 2018 was proposed by David Farmery, seconded by Jan Way and agreed by 16 members and 3 proxy votes with no objections raised.

5. To receive and adopt the Financial Statements for the year ended 31st March 2019

This motion was proposed by David Farmery and seconded by Jan Way and was agreed by 16 members and 3 proxy votes, with no objections raised. It was resolved to receive and adopt the Financial Statements for the year ended 31st March 2019.

6. To appoint Ellis Atkins as the independent auditors to the Trust and to authorise the Trustees to fix the remuneration of the Auditors.

This motion was proposed by David Farmery, seconded by Jan Way and agreed by 16 members and 3 proxy votes, with no objections raised, to receive and adopt that the meeting appoints Ellis Atkins as the independent auditors to the Trust and that the Trustees be authorised to fix the remuneration of the Auditors.

7. Election of Trustees

Election of Emma Thorp and Jan Way was proposed by David Farmery and seconded by Ingrid Walker and adopted by 16 members and 3 proxy votes, with no objections raised.

8. Re-election of Trustees

Re-election of Peter Crossley, Peter Lagerberg and Anne Sutton was proposed by David Farmery and seconded by Ingrid Walker and adopted by 16 members and 3 proxy votes, with no objections raised.

9. Chair's Report – Peter Crossley

The Chair reported that 2018/19 was another excellent year of service delivery by our frontline staff and our volunteers. He thanked everyone who contributed in whatever capacity.

It was though another difficult year for the Trustees and the senior staff in the Trust. For the second year running, the Trust made a deficit, albeit smaller than in the previous year. The Board as a whole took some difficult decisions and made a number of redundancies in order to reduce costs.

Lucy Beach was appointed our new Charity Manager and Katie Heyward as our Grants Fundraiser. Katie has transformed our applications process and increased our income. The Trust also appointed two new Trustees: Jan Way and Emma Thorp.

The Trust is now in a position to think about more positively what we might do next. Over the last year, we have been working on devising and agreeing on a new strategy, which will:

1. focus on maintaining financial security
2. increase the provision of our service
3. strengthen our identity

In conclusion, the Trust's financial position is much improved. A number of innovative new services are planned which will help the Trust increase its reach and reduce its unit cost. Work on developing a new identity has begun.

4. Charity Manager's Report – Lucy Beach

This was Lucy's first AGM as Charity Manager. Lucy took the opportunity to thank the Board of Trustees for her appointment and the Staff Team, Katie Heyward (Grants Fundraiser) and Pam Chiverton (Book-keeper) for their support.

4.1 Service Delivery

Lucy reported that the Trust had supported 187 people over the last financial year. Of these 60% were female and 40% male. Over the year volunteers had provided 4814 hours of support, made 2107 home visits and travelled over 42,000 miles.

4.2 Service Provision

Going forward plans are to increase the range of services offered by the Trust. Recent initiatives include:

4.2.1 Pets as Therapy

Clients can now enjoy a Pets as Therapy visit as part of our service. We currently have 2 PAT dogs registered.

4.2.2 East Surrey Hospital Project

In September we launched the East Surrey Hospital Project. Working with the hospital Palliative Care Team, this service is for patients that have been progressed on to an End of Life Care Plan and who may not have any friends or family locally, or to give the family a break from being at the bedside. We have received 10 referrals so far. The service has been very well received. 25 of our volunteers have expressed an interest in providing this type of support.

4.2.3 Care Homes

Traditionally, the Trust has only ever supported people in their own homes except where an existing client has moved into a care home during a period of support. People living in a care home can be just as isolated or lonely as someone living in their own home. We are now, therefore, extending our service to support people living in care homes too.

4.2.4 Neurological Support Group

A new monthly support group has just been launched for people diagnosed with a neurological condition. Held on the last Friday of every month at the Woodhatch Centre in Reigate.

4.3 Training Course

Following a recent review, the length of the volunteer training course will be reduced to 6 weeks. This will enable the Trust to now offer 4 courses per year which will allow for more volunteers to be trained.

4.4 Support Groups

Earlier this year a support group poll was carried out to determine whether volunteers were happy with the frequency of the meetings following the change introduced at the beginning of the year. 82% of volunteers participated in the survey. 64% indicated they were happy with having a support session every other month or had no preference for monthly or bi-monthly. For those who expressed a preference for a monthly group, we will be reinstating several monthly groups next year.

4.5 Building a Stronger Identity

- A recently launched new style electronic volunteer newsletter has been positively received.
- The Trust has been more active on Social Media and are actively exploring new digital fundraising channels.
- The Trust is investigating alternative channels to recruit more volunteers such as Facebook advertising, mobile text services, Charity Job website and Professional Retirement Fellowships.
- The Trust has been working with Communications Agency - Havas Life Medicom – to develop a new identity for the Trust.

5.0 Presentations

5.1 Havas Life Medicom

Havas Life Medicom presented an overview of the Trust's re-branding strategy and revealed the new logo which will be launched in 2020.

5.2 Mandy Preece of Being Rock

Guest speaker Mandy Preece gave a very engaging and thought-provoking talk about her work and experience as a soul midwife.

5.3 Long Service Awards

Long service awards were presented to Deirdre Lay for 35 years of voluntary service. 5-year awards were presented to Mies Drinkwater, Boo Emrich, Dana Persad, Sue Wood, Lesley Bunce, Bridge Carr, Roger Davis, Kym Bishop and Christine Caldwell.

6.0 Closing Remarks

The Chair closed the meeting by thanking guests, supporters, members and staff for their attendance and for their ongoing support of the Trust.

The meeting closed at 3.30 pm.