

Minutes of Annual General Meeting of the South West Surrey Association for Mental Health Limited (SWSAMH Ltd.) held at Canterbury Care Centre, 23 Waterden Road, Guildford, GU1 2AZ on Monday 4th November 2019 at 1.30 pm

1. Chair's welcome

The Chairman, Colin Griffin (CG), welcomed everyone to the 38th AGM of SWSAMH Ltd. Representatives from funders and Councillors from Guildford Borough Council (GBC) had been invited to the meeting, but were unfortunately unable to attend this year. The guest speaker was Dr Ian Cunliffe, one of the Trustees of the Association.

2. Apologies for absence

Apologies were received from Dr. Zaidi and Revd. Nick Williams.

3. Minutes of the previous AGM and matters arising

The minutes of the AGM of 5th November 2018 were approved. CG thanked Marion Thompson (MT) for her work as minutes secretary throughout the year.

Matters arising from last AGM

1. Funding

CG informed attendees that GBC had not yet changed their process for funding local voluntary organisations, so they would be accepting bids to the Guildford Voluntary Grants Panel (GVGP) for 2020/21. It was hoped that the Association's bid to the GVGP would be successful again for next year.

GBC were encouraging voluntary organisations to become more self-funding, as the Council has less money now to allocate for grants. Chris Stam, a member of Christ Church, is a Fundraiser at Challengers, and she currently advises the Association on fundraising.

2. Refurbishment of Christ Church

This had been successfully completed and the building was back to normal use for Church services. CG mentioned that Guildford Street Angels had held their annual Commissioning Service at Christ Church the previous evening.

3. Extending opening hours

The Executive Committee had agreed not to extend Canterbury Care Centre (CCC)'s opening hours at the present time, due to the current uncertainty of sufficient funding for this. Katherine Wilson-Zealey, the Centre Manager, explained that she had pointed out the need for extending opening hours in her application for grant funding.

4. New Treasurer

Neil Chambers had stepped down as Treasurer earlier in the year and Linda Warner had been co-opted as Treasurer in his place.

5. Guest Speaker

The Revd. Nick Williams had been guest speaker last year and he had spoken about his early career and how he became a vicar. CG introduced this year's speaker, Dr Ian Cunliffe, who would give his talk after the business of the meeting was completed. Dr Cunliffe would give an account of his career as a doctor.

6. Papers for AGM

CG explained that papers for the AGM were not printed out, due to a need to keep paper to a minimum. Instead members were given a verbal précis of the minutes and reports for the meeting.

4. Chairman's report – CG

CCC has had another successful year, with numbers of members continuing to increase steadily. The Centre offers a varied programme of activities, and this year it included a new activity of taking members to a Thursday morning Coffee Concert at Guildford Cathedral. CG said that members were welcome to suggest any other activities they might be interested in. He added that the Centre Manager Katherine Wilson-Zealey (KWZ) does a satisfaction survey twice a year, which invites members to suggest new ideas for the Centre's programme.

CG thanked the following representatives from other organisations for all their support for the CCC:

- Carol Dunnett, CEO of Voluntary Action South West Surrey (VASWS)
- Caroline Keith, Denise Graves, Lorraine Yates, Claire Lane from VASWS
- Jane Ward from Catalyst.

CG then thanked George Zealey (GZ) for all his work on CCC's website and social media presence, which was essential for attracting new members and providing a reference point for potential new funders. GZ would be giving his report after the Centre Manager's report below.

CG mentioned that KWZ and her team work hard on representing CCC at networking events and meetings outside their normal working hours. Examples include Guildford and Waverley Mental Health Forum, meetings on Social Prescription and a Mental Health Marketplace Exhibition at the Yvonne Arnaud Theatre on 15th October 2019. KWZ said that Surrey TV had filmed this event and had put CCC's poster up on the screen. CG pointed out that CCC aims to help funders to recognise that CCC provides a unique service to people in the local community with mental health needs, and therefore it cannot share administration with other mental health organisations in the area.

There have been some changes to the Trustee team in the past year. Neil Chambers has resigned as Treasurer after several very successful years in the role. Linda Warner was co-opted onto the Executive Committee as Treasurer and was due to be confirmed as a Trustee later in the meeting. Neil was thanked and given a small gift at the summer Executive Committee meeting.

Veronica Melbourne stood down as a Trustee as she found she did not have enough time to make funding applications, which was the role she had accepted on the

Executive Committee. However, she continues to support the Centre in many valuable ways, including running the craft activities.

CG next thanked the staff team, the fantastic team of volunteers and the members for engaging with each other and the staff to give the Centre its friendly and busy buzz. KWZ mentioned her thanks to Jane and Brian for hosting many CCC events at the Keep. Special thanks were given to Ann for 21 years of devoted sandwich making on Mondays, and she was presented with flowers. KWZ added her thanks to Helen too.

Finally, CG thanked Nick and the staff team at Christ Church for all their support for CCC, and for providing a friendly welcome each week.

In conclusion CG stressed that CCC's relationships with their funders remain very good, but the Association is aware that it is important to protect its reserves and in future years to be proactive in seeking new sources of funding.

5. Centre Manager's report – Katherine Wilson-Zealey (KWZ)

KWZ presented her report for the 2019 AGM.

Footfall was 3001 the previous year, and was expected to increase by the end of this year. This was excellent considering CCC's current limited opening hours. KWZ added that she would mention in her funding application the need for CCC to extend its opening hours.

KWZ then asked for thanks to be recorded to the following people:

- The therapists and volunteers for all their contribution to CCC's activities, including Ann, Helen, Vanessa, Tim, Sue and Trevor.
- Thanks, and best wishes to Mary, Art Therapist, who was due to have an operation, and to Jude and Claire, for deputising for her while she is away.
- Special thanks to Jane Ward from Catalyst who has been very supportive this year.
- Denise, Lorraine and Claire from VASWS.
- Willow Cobby from Project Aspire.
- All CPNs, Sheltered Housing Officers, GPs and other Voluntary Sector workers who have referred people to CCC this year.
- Jane and Brian from the Keep for their continued support with Canterbury Sundays and film nights.
- Jenny in the Parish Office and the use of the photocopier.
- Veronica who comes in every month to run the crafts session, and who is always very well prepared.
- Paula, a Trustee and Volunteer.
- Volunteer drivers.
- Special thanks to Elaine for her invaluable support as Assistant Centre Manager.

KWZ reported that the Butlins trip had been very successful in June 2019 and another trip was planned for June 2019. This was currently oversubscribed.

6. Website and social media report – George Zealey (GZ)

GZ had produced a written CCC Website report for the 2019 AGM and he presented some highlights from this.

He explained that the website and social media were important to raise awareness of CCC, attract new members and gain new connections with other partners in the local community. GZ thanked members for allowing photographs of them taking part in CCC's activities.

The website continues to be the core of CCC's online presence and allows people to look up information about the Centre. This includes the monthly programme, the activities details page and the gallery archive. Visitors to the site can sign up to receive the monthly programme to their email in-box. The programme is sent as a PDF attachment for people to download and print off, and now also features a monthly news catch up written by KWZ about the Centre. CCC is still top of the Google Rankings, although there is now a care home with a similar name appearing.

CCC has had a very successful year with Social Media. Instagram has been an important part of this success and CCC now has 480 followers and follows 1,701 people and businesses. GZ pointed out that Instagram is completely free, and it is an important way of advertising the work of CCC. Facebook continues to remain steady and the Cathedral photos posted on the Guildford Town Past and Present Group were seen by over 6,500 people.

A lot of data has been amassed by the Centre over the last few years and it is essential that this is stored securely. GZ has collated all the data together and it is now held in Cloud Storage, a secure storage method provided by Microsoft.

GZ concluded his report by saying that it has been a real honour to serve the Centre in looking after its online dealings, and he thanked the Executive Committee for making him an Associate member this year. He added that if anyone had any questions or comments, he would welcome their feedback after the meeting.

7. Treasurer's Report

CG introduced LW as the new Treasurer and invited her to present her report. LW began by thanking her predecessor Neil Chambers for all his work on the accounts for the past few years. She then presented the accounts for the financial year 2018 – 2019.

The total income for the year was £45,706, up slightly from the previous year. Donations and fundraising were higher than the previous year; the Walk for Peace in April 2019 had raised £1,800 and the Christ Church Christmas Appeal 2018 had raised £1,820.

The total expenditure was slightly less than the previous year, and LW thanked KWZ for keeping costs down. LW explained that due to the rent increase, rent was now a big expense, and it would continue to increase in future years. This would be taken into account in future grant applications for core funding. LW added that many funders are looking at different ways of managing grants, and there would be changes in the local authority grant allocation system over the next 2 years.

LW reported that total reserves were just over £40,000, and that the Association was in a good financial position. She added that a grant had been awarded from the Allen Lane Foundation towards expenses for the Art Therapist's post. KWZ added her thanks to all helpers who had attended fund raising events over the past year.

8. Election of Officers for the coming year

The following Officers/Directors were willing to stand for re-election:

Colin Griffin (Hon Chairman)
Paula Bell
Dr Ian Cunliffe
Tom Feury
Michael Wheatley
Dr. Syed Mohammed Nawab Zaidi.

Margaret Harms proposed that the above Officers/Directors should remain as Trustees; this proposal was seconded by GZ and agreed by all members present.

The following Co-opted Director was willing to stand for election:

Linda Warner.

CG proposed that Linda should be elected; this proposal was seconded by KWZ and agreed by all members present.

9. Close of formal part of meeting

CG closed the formal part of the meeting, and invited Dr Ian Cunliffe to speak.

10. Guest Speaker Dr Ian Cunliffe's talk

Ian had entitled his talk "One small cog in a very big wheel", and he described his career as a doctor working in the National Health Service (NHS).

Ian was born in Dorking in 1956 and was the eldest of 6 boys. He began his medical training in the 1970s and after 3 years at medical school he joined St Thomas's Hospital, where he did his doctor's training. Here he was taught to listen to patients carefully. Ian enjoyed his training at St Thomas's, where there were good sport and social activities for staff, so they could enjoy their leisure time as well as their training.

In 1979 the Royal Surrey County Hospital (RSCH) opened in Guildford and Ian went there as a medical student. He loved training at RSCH, and his mentor there modelled the importance of getting to know patients. When Ian was at RSCH, St Luke's Hospital was still operating some services at Warren Road, but this closed completely in 1991.

Later in his career Ian joined the Dapdune House Surgery as a GP, which at the time was known as the "Whitaker Practice", as Dr Jonathan Whitaker headed the team. Ian said he was fortunate to work with people over the years who became his friends, and they had a lot of fun together, as well as working hard for their patients in the practice. Ian retired from Dapdune House Surgery in 2017, and after retirement he went to work in the same office as he was in when he first started his training at the RSCH.

Ian has seen many changes in the NHS since he began his training – for example changes in technology and in the age of patients. Doctors now work in larger teams and Health Care Assistants do much of the day-to-day care of patients. However the core principles of the NHS remain the same – e.g. a commitment to quality of care and compassion. Sadly there is less community support today, more people living alone,

and an ageing population. Care workers are amongst the most unsung heroes of our age. The CCC is a place of refuge and hope in an all-too-often hostile world. Katherine, Eileen, helpers and volunteers do a wonderful job and CCC is a microcosm of what is best in our society today.

After Ian's talk Tom Feury mentioned that Dr Jonathan Whitaker served on the SWSAMH Ltd. Executive Committee for many years. He added that Dr Whitaker had had a family member with mental health needs. KWZ informed attendees that 2021 is CCC's 40th anniversary.

CG then thanked Ian for an excellent talk.

11. Close

The meeting closed and attendees were served refreshments and had the opportunity to network with each other.