

Minutes of Annual General Meeting of the South West Surrey Association for Mental Health Limited held at the Canterbury Care Centre, 23 Waterden Road, Guildford, GU1 2AZ on Monday 5th November 2018 at 1.30 pm

1. Chair's welcome

The Chairman, Colin Griffin (CG), welcomed everyone to the 37th AGM of SWSAMH Ltd. A special welcome was extended to Denise Graves from Voluntary Action South West Surrey (VASWS), Jane de la Rosa from Catalyst, Maire Young who was part of the original Canterbury Care Centre team, Chris Stam, a volunteer from Challengers and Revd. Nick Williams, Vicar of Christchurch. Nick would be the guest speaker later in the meeting. CG informed attendees that all the trustees were present at the meeting.

2. Apologies for absence

Apologies were received from Lorraine Yates, VASWS.

3. Minutes of the previous AGM and matters arising

The minutes of the AGM of 6th November 2017 were approved.

CG thanked Marion Thompson (MT) for her work as minutes secretary during the year. Unfortunately, MT had had to have some time off after a fall, and CG thanked Ian Cunliffe (IC) for taking minutes of Committee meetings while MT was recovering from the fall.

CG pointed out that the previous AGM minutes had mentioned that the Canterbury Care Centre (CCC) was hoping to extend its opening hours on Thursdays. However, this was not on the agenda for the current year due to uncertainty about whether there would be enough funding for this.

Throughout the year George Zealey (GZ) had been building CCC's social media profile and web presences. He would give an update on the progress he made on this after the Centre Manager's report.

4. Chairman's report – CG

CCC had another successful year and Katherine Wilson Zealey (KWZ) would report in more detail about the activities that took place and the number of members attending. There were now more referrals of younger members and new sources of referral, which have led to a good mix of ages among members attending the Centre.

There have been some financial issues during the year including potential future grant reductions, and a rent increase due to Christ Church bringing rents more in line with market rents after years with only small increases. More details of finances would be included in the Treasurer's report.

Guildford Borough Council (GBC) were planning to change the way they allocate funds to local charities, as in future the Council would be losing funding from the Government and Surrey County Council (SCC). CCC is working with GBC to develop an improved grant application process.

Mike Wheatley (MW) explained that after 2020, future local authority funding for local voluntary organisations was more uncertain, as GBC would have a much-reduced budget to allocate to voluntary grants. He added that the longer-term aim was for the Centre to become more self-funding or self-sustaining. CG mentioned that it was encouraging that the Government were currently recognising the importance of funding for mental health. There were more young people attending the Centre and promoting mental health among young people was one of the Government's priorities. Chris Stam, fundraiser from Challengers, commented that mental health services were a good target for fundraising, as there was a lot of public support and sympathy for people with mental health needs.

CCC is very active in cross-group working with other organisations and agencies in Guildford and surrounding areas. During the year some representatives of different local support groups have met with GBC officials to explain the services they provide. This was an opportunity for our funders to learn more about the unique contribution that each organisation makes to meet the needs of vulnerable people in the local community.

The Centre staff comprises a Centre Coordinator, an Assistant Centre Coordinator and a great team of volunteers. KWZ would give more details of the volunteers in her report. There have been some changes in staffing; the Assistant Centre Manager, Sarah Stilwell left after providing a much-appreciated contribution to the development of the Centre. Sarah was replaced by Elaine Dobbe, who is settling into her post extremely well. Frank Gaff, a Volunteer, passed away in March 2018, and was sadly missed by those who knew him at the Centre. Special thanks was due to one of CCC's volunteers Ann, who had been making sandwiches for the Centre for 20 years. Unfortunately, Ann was unable to attend the meeting as she was looking after her husband after an operation, and CG wished them both well on behalf of everyone at the Centre. Neil Chambers (NC) had informed the Executive Committee that he would be standing down as Treasurer the following year and this would be his last AGM. CG thanked him for his invaluable contribution to CCC throughout his time in office.

SWSAMH's trustees had become more involved in some aspects of administration of the Centre as a result of changes in the law in areas such as finance, employment and data protection. An example of this was the work necessary to implement the General Data Protection Regulation (GDPR), which came into effect on 25th May 2018. MW led on producing a Data Protection policy for the Centre which incorporated all the requirements of the new Regulation.

Christ Church was undergoing a major refurbishment, which, when completed, would result in more flexibility in the use of the Church premises. While the work was being undertaken, all users of the premises had been working together flexibly to adapt to the changes.

CG concluded his report by thanking CCC's landlord Christ Church (represented by Nick), funders (including Catalyst, represented by Jane) and the Trustees. He added his special thanks to KWZ for her dedication and enthusiasm, which keeps the Centre a place where members look forward to coming, knowing there will be a warm and supportive welcome. Finally, CG thanked members for their willingness to engage in the activities at the Centre, and for their friendships with each other, which often extended to spending time together outside the CCC.

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

KWZ reported that CCC had had a very good year. There had been 2,733 people through the door so far and this was likely to reach over 3,000 by the end of the year. There were 118 people on the register.

The following representatives of other organisations and agencies in the area were thanked for all their support for CCC:

- Carol Dunnett, Denise, Lorraine and their team from VASWS.
- Gus and Jane from Catalyst. KWZ asked Jane to give CCC's best wishes to Gus in his new role.
- Jo Tester, CEO, Guildford Action
Annalise Baker, Client Services Adviser, Oakleaf
Matt - Surrey and Borders Partnership NHS Foundation Trust
Sam Hutchison, Community Development Officer, Guildford Borough Council.
- All CPNs, sheltered housing managers and GPs who have referred people to CCC.

KWZ then thanked all the dedicated people involved in running the Centre and outreach events as follows:

- All the volunteers who perform a wide variety of tasks: Ann, Vanessa, Judith, Claire, Helen, Brigitte, Chris, Peter, Margaret, Sue and George.
- Sylvia, Gordon and Jeremy, volunteer drivers.
- Mary, Susan, Cathy and Suzette, therapists.
- Trevor, Tim, James and Emily who provide musical entertainment at the Centre and at outreach events.
- Three trustees who come to the Centre every week to run activities and much more: Paula, Dr Zaidi and Veronica.
- Elaine who has settled into her role very quickly.
- CG who comes to the Centre every day it is open and is available for support or advice if needed.
- Jane, Brian and the team at the Keep for hosting CCC's outreach events over the last two years.
- Everyone at the Cathedral for hosting the picnic and making it truly special.
- Everyone involved in or who attended Fundraising events during the year.

Unfortunately, it was not possible to extend CCC's opening hours at present due to the uncertainty of funding. However, the Centre would continue to open during the Christmas holiday period due to the generosity of staff and volunteers giving their time. CCC is also planning to organise a few days away in June 2019 for members who are interested in a group holiday.

In conclusion KWZ stated that she loved the Centre and she thanked everyone for making it the best place in the world to work.

6. Website report – George Zealey (GZ)

GZ explained that CCC's website was first set up in April 2014 and during the last year work has been focused on building the Centre's social media profiles and web presences. There is also now a full office suite under Microsoft Office Suite 365 and full analytic support under Google Analytics, which enables the CCC website user to see how many people are viewing the website and which pages they are visiting. GZ gave a short summary of the progress made on the website during the year.

Website

- The website was redesigned with a focus on making it both an information point and a marketing tool. This was launched in February 2018. Many new pages were added including CCC's history, more details on activities at the Centre, information on staff and trustees and volunteering details.
- A direct link was added to BT Mydonate, allowing people to donate to CCC online.
- Since the launch of the new website there had been 828 unique visitors and the most popular pages were the monthly programme page and the gallery.
- CCC was now at the top of Google Search listings and had its own profile page on Google. GZ is currently working at trying to arrange for Bing to do the same, although there is little concern about this, as most of CCC's web traffic is Google generated.

Email and Office 365

- CCC moved to the Microsoft Office 365 system for all email and office programmes.
- This had allowed CCC to use their web address as their email domain for the first time and add the required email signatures for GDPR.
- The new system has improved security and also made sending CCC's monthly programme emails much easier.

Social media

- CCC's Facebook account currently had 47 "likes" and posts can be seen by over 2,500 people.
- Facebook selected CCC to receive £200 worth of advertising credit at the same time as the website was done. The credit was used to run an advertisement for a month in March 2018 to promote the new site. People within a 30-mile radius of Guildford identified as interested in CCC saw the advertisement and there was a marked increase in visits to the website.
- In March 2018, CCC launched an Instagram account. This was followed by over 181 people and businesses, and CCC followed 604. The Instagram account links directly to the Facebook account.
- CCC has a Twitter account, but as not many people interacted with this it was now only used for automatic posts.

After giving the above summary, GZ encouraged everyone to visit the website and follow CCC on social media. He invited anyone who had any questions regarding web matters, or any feedback, to feel free to talk to him after the meeting, or to email him at any time.

7. Treasurer's report – Neil Chambers (NC)

- Total Income for the year was £43,800 which was virtually the same as the previous year.
- Overall Grants reduced from £38,200 last year to £37,100 this year – a reduction of £1,100. All major grants received in the year were the same as the previous year.
- GBC grant maintained at £22,500.

- Annual grant from Catalyst remained at £8,100
- Guildford Poyle Charities have continued to fund the Assistant Co-ordinator position in the sum of £6,240. I am pleased to report that this position is being funded by Poyle for a further year.
- Donations and fundraising this year were £2,800, an increase of £1,000 compared with last year, and included £1,000 raised by Cathy Taylor for her Channel Relay swim in September 2017.
- Total expenditure for the year was £36,600 which was a small increase of £400 over the previous year.
- The net result was that there was a small surplus of £7,100 for the year – a reduction of £600 compared with last year.
- Total reserves were £31,000 which is equal to 8 to 9 months' overheads. The trustees feel this level of reserves is required to support the charity in the event one of the major donors is unable to fund us in the future.
- Looking ahead the charity needs this level of reserves because:

Uncertainty surrounds Grant funding by GBC.

Significant increase in rent of these rooms.

NC informed attendees that 5 years ago SWSAMH was in a difficult financial position and had a bank overdraft. Since that time the organisation's reserves had been built up again by applying for grants and careful control of expenditure.

Future funding from GBC is uncertain, since the Council would no longer receive funding from Surrey County Council for voluntary grants. NC explained that at the beginning of the year GBC rejected SWSAMH's grant application for 2018 to 2019. However, some unspent funding was returned to GBC from another charity, which enabled the Council to allocate the money elsewhere, and they gave SWSAMH the full grant of £22,500 that they had applied for. NC mentioned that GBC may plan to award contracts to voluntary organisations for services in future. If CCC were awarded a contract, the Council would expect CCC's objectives to be aligned with the Council's objectives and may monitor the Centre more closely. The Council may also consider voluntary organisations sharing services to keep costs down.

The Centre's rent will be increasing by 64% during the coming year due to Christ Church revising their hiring charges for use of the Church premises. There would be further increases in the next two years and CCC would then be paying approximately 100% more than it had previously been paying.

CCC is currently in a good financial position and had applied for a further grant from GBC for 2019-2020. However, after this CCC would need to become more self-sustaining and look to raise funds from other sources. The Centre would also need to monitor expenditure carefully and keep costs down where possible.

CG informed attendees that Christ Church had named CCC as their local charity of the year for their Christmas appeal, and he thanked the Church on behalf of the Centre.

8. Election of Officers for the coming year

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

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

KWZ proposed that they should be re-elected; this proposal was seconded by Nigel Beaton and agreed by members present.

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

Veronica Melbourne.

MW proposed that Veronica should be elected; this proposal was seconded by Simon Fisher and agreed by all members present.

9. Any other business

Tom Feury (TF) mentioned that of the people present at the meeting only he and Susan Campbell had been at the first SWSAMH AGM, which took place 35 years ago. Only 7 people had been in attendance on that occasion, compared with 40 people at this year's meeting. TF remembered that when CCC was first set up, their services were relevant to people in the local community with mental health needs, and he stressed that the Centre's services were still relevant to their needs today.

CG thanked TF for his comments, and thanked him for all his past contribution to CCC when he was Chairman of the Executive Committee.

10. Guest speaker Revd. Nick Williams' talk

NW began his talk by mentioning that it was the 150th anniversary of Christ Church Guildford being built and that CCC had been at the premises for a quarter of that time. This illustrated the long association that Christ Church had with CCC. NW introduced himself as the Vicar of Christ Church. He explained that the staff team based at the Church offices currently comprises Jenny, Jules, James, Jo, Sue and Hannah, and he felt privileged to lead this team and the Church. NW added that after 37 years Christ Church's relationship with CCC was stronger than ever and that, as TF had underlined, their services were still very relevant to the needs in the local community.

NW then gave a brief account of his own background and experience. He had been Vicar at Christ Church for 7 years, was married to Anna and they had 3 children. His interests included sport and he was involved in coaching at his son's hockey and cricket clubs. NW was often asked by people "how did you become a vicar?" He explained that he was brought up in a Christian home and when he was 6 or 7 years old he remembered an aunt saying that she thought he would one day be a vicar.

NW went through school and college and after leaving college he worked in Finchley as a youth worker, part-time at a Church and part time for Crusaders. After approximately 18 months as a youth worker NW obtained a job as an immigration officer for the Home Office and was based at Dover. He worked in this job for approximately 2 ½ years and then applied for a post as a youth worker for a Church. NW was not offered this post, but the vicar of the Church suggested that he might consider going into the ministry and becoming a vicar, and explained that he would be involved with youth work as a part of his role as a vicar. At first he did not feel this would be right for him as he was not keen on studying or working weekends and thought that a Monday to Friday job would suit him better. However when he prayed for guidance God began to change his thoughts and feelings about his future vocation and he decided to apply to train for the ministry.

NW was accepted for training at Oxford and was ordained after 3 years. Before coming to Christ Church NW worked at Churches in Ditton, Farnborough and Tongham, where he gained valuable experience. He had now been ordained for 22 years, and he loved his job as a vicar. He explained that one of the reasons he enjoyed the role was because of the wide variety of things he did, including overseeing the refurbishment of the building and caring for people. NW shared a quote which he found very meaningful “We are loved by God more than we can possibly know”, and he noted that we acknowledge and celebrate this at Christmas, when we remember Jesus’ birth, and at Easter, when we remember His death and Resurrection. NW added that he was looking forward to the Canterbury Care Centre Christmas carol service, which would be held in the Church, so everyone would be able to see the refurbished building in all its splendour.

NW concluded by informing attendees that he was taking on a new role as Area Dean, which would entail being the link between Christ Church and 16 other churches in the area. He added that he loved working with Katherine and the Canterbury Care Centre and he hoped that Christ Church’s front door would always be open to everyone at the Centre. He was delighted that CCC was chosen for the Christmas Appeal for 2018.

11. Close

The meeting closed and attendees were served refreshments and had the opportunity for networking with each other.