

## Nottinghamshire Hospice Annual General Meeting 2020

### Tuesday 24 November 2020

**Note:** The Annual General meeting commenced via Zoom to ensure the safety of the members during the pandemic.

<b>Present:</b>	Joanne Brunner	(JB)	Chair of the Board of Trustees
	Colin Peacock	(CP)	Treasurer and Chair of Strategy and Corporate Governance
	Mike Holt	(MH1)	Trustee and Vice Chair of Strategy and Corporate Governance
	Jane Milburn	(JM)	Trustee and Vice Chair of Quality and Safety
	Jenifer Richmond	(JR)	Trustee
	Shahnaz Aziz	(SA)	Trustee
	Saurabh Zindal	(SZ)	Trustee
	Ann Rowe	(AR)	Trustee
	Siobhan Kesari	(SK)	Trustee (awaiting appointment to board)
	Patrick Taylor	(PT)	Trustee (awaiting appointment to board)
	Dipak Datta	(DD)	Trustee
	Janusz Jankowski	(JJ)	Trustee
	Rowena Naylor-Morrell	(RNM)	Chief Executive Officer
	Joanne Polkey	(JP)	Director of Care Services
	Maria Holmes	(MH)	Director of Finance and Resources
	Kate Ndovi	(KN)	Executive Assistant
	Jo Drake		Volunteer Services Managers – Staff
	Kate Martin		Palliative Care support – Staff
	Hilary Towlson		Care Support Team Administrator – Staff
	Nicky Weston		Ambassador
	Jaswant Bilkhu		Ambassador
	Peter Emerson		Ambassador
	Judy Naake		Ambassador
	Tim Richmond		Patron
	Andrew Ball		Member of the public
	Elaine Maddock		Member of the public
<b>Apologies:</b>	Liz Fradd		Ambassador
	Tracy Madge	(TM)	Trustee and Chair of Quality and Safety

ITEM	HEADING
1	<p><b>FORMAL AGM PROCESS</b></p> <p>The meeting was open by to the public including staff and volunteers and commenced at 5.32pm.</p> <p><b>3.1 Welcome</b></p> <p>Welcome by RNM to all. For context a small local charity, local communities and putting the care staff straight into the home of our patient. Together we are touched and motivated by the needs of the community.</p> <p>The past year has been the most signification for growth and innovation. Highlights of the year in care include a partnership with Jones 1986 Trust which allowed us to deliver the Hospice Outreach Discharge Service and our Night support offering. This reviewed how hospice care can be delivered, which works</p>

alternatively to the Hospice at home service which is a 9-hour shift with a patient. The HODS scheme allows for the needs-based care. The young adults service grew to support and transition more young people with a wider offering. Introduction of the wellbeing day in day therapy, exploring diagnosis supported by the excellent care team which includes art therapy, tai hi and yoga. This year in care has changed how people in our community understand hospice care.

Success in bringing in funds alongside the Jones 1986 Trust including Lawrence Henry, MasterChef winner, wanting to make a real difference to his community with a fine dining day and other corporate partners. Burton Joyce Open Gardens brought together fundraising, retail and the care team supporting a community project, delivering a fantastic day. Masquerade Ball expanded our corporate support. Legacy has grown and we opened Blidworth shop. Most successful Christmas fair ever and large increase in gift aid.

Year in numbers break down show fantastic care which has been offered across the services from wellbeing service. In summary, the night team has delivered 3427 visits across 3 teams, on average 200 calls are triaged with our excellent care coordinators daily and there have been 1133 referrals into Hospice at home.

Then the world changed. Following the government lockdown in March, all our building-based services went online, and the year became another year of change in care. We responded to the national emergency by retraining volunteers to offer support via the phone, launched the hospice outreach and discharge team and a new emotional support line to respond to 'the in the moment' grief advice to people, engaging 63 support companies across the county. Like many others we had issues accessing PPE, and our fantastic corporate communities came forward with many generous donations of gloves and masks. Our building became remote working with the support of regular wellbeing group calls for colleagues, our retail and some building staff were furloughed and a number of staff were made redundant, these were related to the day therapy model. Shops closed and our fundraising events cancelled. A very big thank you to all our supports - staff, trustees, and volunteers for all their continued hard work and support of the hospice.

### **3.2 Minutes of the last meeting AGM**

Welcome from JB, thank you to RNM and for trustees, ambassadors, external interested members, and colleagues from the hospice. Questions requested for RNM and no questions raised.

The minutes of the last AGM which took place on the 24 September 2019 where proposed by JB and accepted by all. There were no amendments or matters arising. JB signed the minutes.

### **3.3 Presentation of the Annual Review 2019-2020**

JB reported that it had been an extraordinary year and a positive year of growth following successful pilot projects. Fantastic support from the Jones Trust, strengthening and building on relationships. Strengthening strategic partnerships with CityCare, Better Together and Mid Notts continue to invest in collaboration. Significant changes in staff and trustees. A focus for the board following 5 new trustees joining, to increase expertise in care and support continual improvement. An introduction of vice chairs to both committees has built resilience and assurance across all agenda of the hospice work. The development of the framework for new strategic objectives in place focusing on excellence, leadership, inclusion, and sustainability.

Investment has continued in training, including more robust induction processes, and improving the wellbeing of staff. 97% of employees reported they enjoyed working for the hospice and understand our ambition to achieve a good death for the people of Nottingham. The annual turnover rates are below the sector and national averages with recruitment being successful in all areas. More volunteers joined the hospice than in previous years, providing support across many hospice areas, not just retail.

Income has remained positive with grants, trusts, legacies, and retail performing well. Events such as the masquerade ball built on the legacy of the Hoodwinked project, consolidated partnerships with

corporate partners. Clinical Commissioning Groups extended their confidence during the year both financially and in partnership with new services. The hospice night support service has increased our ability to respond flexibly to the needs of the community, leading to a more integrated hospice in your home service, bringing together the full services offerings of hospice at home shifts, hospice night support visits and hospice outreach and discharge as one service delivering a 24/7 hospice bed in the community.

Thank you to the board of trustees for their commitment, the volunteers who give their time freely, the staff for their ongoing commitment, supporters such as the CCGs, Trusts and individual donors for their remarkable gifts. COVID-19 has been challenging, and the trustees wish to record their thanks for the bravery and commitment shown by all at this time.

### **3.4 Presentation of Accounts**

CP briefly reviews the drafted trustee accounts, pages 23, 24, 25 and 26 are reviewed on screen.

- Auditors have given a clean audit report
- Total income £3.819million
- Breaking down donations and legacies, a significant increase. With thanks
- Expenditure £2.625million – what we are getting we are spending
- Surplus £60,835, spending more on charitable activity and investments. The year end was 7 days after lockdown, and investments dipped
- Net current assets are positive and improving
- Legacy incomes are shown; however, the cash may come in after year end
- Investments are with Brewin Dolphin, and they are increasing
- Cash flow finished where was expected

Question from JJ on how many operating months funds do we have in reserves. CP replies aim for 3 months which is achieved. Second question from JJ, are there part time and redundancy plans if the funds drop precipitously. CP confirms conversations have been had and plans are in place in the instance that the charitable work is no longer able to continue.

### **3.5 Adoption of Accounts**

**AGREED** The Accounts were proposed by CP, seconded by JB and all Trustees present approved the adoption. The Annual Accounts were signed and approved.

### **3.6 Election of Chair**

**AGREED** JB handed over the Chair to CP. CP thanks Joanne for her support over the year. JR proposed that JB was re-elected; this was seconded by MH1 and agreed by all Trustees.

### **3.7 Election of Treasurer**

**AGREED** CP handed over the chair back to JB. JB thanks CP for his support and time. MH1 proposed that CP continue his role as Treasurer; this was seconded by JR and agreed by all Trustees.

### **3.8 Re-election of Trustee (JR)**

**AGREED** CP proposed that JR was re-elected as Trustee; SK seconded and all Trustees in favour.

### **3.9 Resignation of Trustee (MY)**

A formal notification of resignation from the board has been received from MY and resigned in October 2020.

### **3.10 Election of new Trustees**

During the last year interviews have been conducted to successfully appoint two new Trustees: SK, PT and they had been offered a position on the Board subject to approval. Both bring individual skills to the board to enhance the team and strengthen our governance.

**AGREED**      **JR proposed election of SK, seconded by JM. All in agreement.**  
**JB proposed the election of PT, seconded by DD. All in agreement.**

**3.11 Introduction of new Trustees**

PT introduces himself, 20 years' experience director of charities and housing associations, experience in managing care homes, charity retail experience and is driven by improving the service for the service users. Previous experience on 2 boards. PT is welcomed by JB.

SK introduces herself, experience in law working with Freeth's specialising in clinical negligence. JB thanks SK and thanked for the contribution made following a number of months on the board already.

**3.12 Vote of thanks for on-going Trustees**

CP thanks the board for ongoing support of the hospice. JB mirrored thanks for all the various ways of support.

**3.13 Appointment of Company Secretary**

**AGREED**      **JB proposes MH as company secretary; this was seconded by CP and agreed by all Trustees.**

**3.14 Appointment of Auditors**

**AGREED**      Formal re-tendering process to include several auditors; however, noted that Page Kirk remain very competitive in the marketplace.

Any final observations or comments. None.

**The meeting closed at 6.23 pm.**

**Approved by Chair:** ..... **Dated:** .....