

ST RICHARD'S HOSPICE FOUNDATION

Minutes of the Twenty-ninth Annual General Meeting of St Richard's Hospice Foundation held on 9 October 2014 at Wildwood Drive, Worcester

Present: Mr John Bawden, Chairman
Mr Mark Jackson, Chief Executive
Mrs June Patel, Care Director
Mr Richard Shaw, Honorary Treasurer
21 Members of the Association, volunteers, friends and supporters
7 Members of staff

The Chairman welcomed honoured Guests, Patrons, Staff, Volunteers and Governors to the Annual General Meeting of St Richard's Hospice Foundation.

14/01 Apologies

Apologies were received from Patrons, Members, Staff and Friends (30 in all).

14/02 Minutes of the Twenty-eighth Annual General Meeting

The Minutes of the twenty-eighth Annual General Meeting held on 12 September 2013 were approved as a true representation of proceedings and duly signed by the Chairman.

14/03 Chairman's Report

Speaking at his 8th AGM, the Chairman explained that the date of the meeting had been moved to October to allow the Council of Governors to review the final audited accounts in September.

He referred to the 30th Anniversary Celebrations and in particular, the evening in Worcester Cathedral when David Hallmark, Barney Price and Jeannie Young told the story of St Richard's 'Through the Decades'.

There had been many visitors to the hospice during the year, including Founder Jenny Bulman and Lord Howard, Chairman of Help the Hospices, who officially opened the extended and reconfigured In-patient Unit.

The Chairman thanked everyone involved in the project; the builders and staff who ensured that disruption to our patients was kept to a minimum and particularly Louise Clive, Facilities Manager, for ensuring that the work was completed on time and to budget.

He also praised the initiative of the Commercial Director in opening St Richard's' first Café within the former Lakeland store in St Swithin's Street.

As the hospice' Five Year Plan had been achieved earlier than anticipated, Professor Richard Lewis had formed a Strategy Group to look at a long term plan for the hospice.

The Chairman thanked fellow Governors, the Senior Management Team, staff and volunteers for all they continued to do to extend services across Worcestershire for patients, their loved ones and friends. He acknowledged the wonderful support given to many events and occasions which enabled the continuation of that expansion. St

Richard's services continued to be free, with the majority of funding provided by voluntary sources; however, he expressed caution in taking on additional responsibilities without secure funding.

In closing, the Chairman paid tribute to founder Member Robert Young for his commitment and inspirational support over almost 30 years, and to fellow Member Donald Anderton, a long term supporter of the hospice since 1998.

14/04 Honorary Treasurer's Report and approval of accounts

The Honorary Treasurer was pleased to report that total gross incoming resources of £7.8m, less total resources expended of £6.5m, had generated a net income of £1.3m, thereby increasing total funds to £12.1m at 31 March 2014.

The balance sheet at year-end reflected an increase in fixed assets by £1.1m to £9.6m and the working capital by £200k to £2.6m.

He referred to the huge contribution of the 1000+ volunteers who worked across the full breadth of patient services, in the shops and who fundraised for an estimated 131k hours during the year, at an estimated cost of £988k.

The community had again been extremely generous and loyal with its support and when added to Trust grants accounted for approximately 70% of hospice income. Legacies (gifts in wills) represented 12% of income; this along with a government grant of £510k enabled the hospice to invest a total sum of £1.4m in the redevelopment and expansion of the In-patient Unit. He praised the Fundraising team for their hard work during very challenging times in order to produce such creditable results.

The Commercial team, which had 18 shops supported by over 600 volunteers, had had another successful year, generating £729k (an increase of 31%).

Expenditure on charitable activities increased by £381k to £4.4m, of which £4.1m related to patient and family support services and £284k to education. The senior management team exercised tight financial control, maintaining overall expenditure at £261k under budget.

The market value of hospice' investments recorded a small reduction of £5k at the financial year end. In March, following a review of the investment policy and an intensive tendering process, Close Brothers Asset Management were appointed as Investment Managers.

The balance sheet at 31 March 2014 demonstrated a sound financial state of affairs, thus providing the resources to continue with current strategy.

In closing, the Honorary Treasurer thanked the Finance team; Daniel Haigh, Ann Hayes, Carol Whitehouse and Julie McNickle, for their thorough work in maintaining the financial controls and records and also auditors, John Yelland & Co, and in particular Helen Barber, for the audit of the annual accounts.

14/05 Chief Executive's Report

The Chief Executive began by summing up the previous year as one of continued growth and achievement. However, the cumulative impact of 5 years of recession had begun to

be apparent, necessitating a review of fundraising strategy and the running of additional events.

Cuts in public spending were putting additional pressures upon charities as they tried to continue with the same levels of service provision that was required for patients and clients. Whilst the NHS had not had any cuts imposed upon it, general inflationary uplifts were not covering the increased costs of health care, thus there was a growing public perception that the NHS was facing cuts. St Richard's had received no uplift to its NHS contract for 3 years; however, gentle expansion had been achieved due to charitable income.

A comprehensive review of HR policies and a Pay and Rewards structure had taken place in year and the Chief Executive thanked all staff for their understanding of the long term benefits. More than 50 members of staff had had their pay frozen and many had received very small below inflation uplifts as a result of the new structure.

Particular reference was made to Eunice Williams, a founder volunteer, who was awarded Volunteer of the Year by Help the Hospices and Monica Martin, who was presented with the Badge of Mercy in London by Lord Lingfield. Their dedication and commitment was representative of the huge contribution made by all volunteers.

14/06 Care Director's Report

The Care Director presented the clinical element of the AGM report for 2013/ 2014. She referred to the benefits of the new extended In-patient Unit in providing care in such a conducive and comfortable environment, ensuring privacy and dignity for patients and their loved ones. An extract from a letter written by a family member summarising their experiences of the care provided was shared with those present.

She acknowledged the support provided to the clinical teams by the education, catering, facilities, domestic, administrative, finance and Human Resource teams in providing excellent care to patients and their families.

An inspector from the Care Quality Commission had made an unannounced visit to the hospice in October 2013, declaring St Richard's fully compliant against all outcomes assessed on the day.

The Care Director was delighted to report that the clinical team had had the opportunity to present some of their initiatives as examples of good practice at numerous national conferences, including three plenary workshops and four posters at the Help the Hospices national conference at Bournemouth.

She referred to the essential role played by the Education Department in ensuring that staff had up to date knowledge and skills in End of Life Care in order to provide evidence based care to patients and families. The department provided on-going training and clinical updates for hospice staff and other professionals in Worcestershire and beyond and was viewed externally as a centre of excellence in education provision. She explained that St Richard's was ambitious to become a research active hospice, with Dr Nicky Wilderspin leading a Research and Development group and supporting clinicians to achieve this.

In closing, the Care Director highlighted some of the ways in which improved access to services had been provided. She thanked the Council of Governors for their support in the expansion of services to patients and families.

14/07 Appointment of Auditors

It was noted that John Yelland & Company of Worcester had conducted the audit for the year to 31 March 2014 and offered themselves for reappointment for the year 2015.

Proposed by Mrs Carol Whitehouse and seconded by Mr Chris Hordern.

14/08

- a) Professor Tamar Thompson OBE and Dr Jan Quallington were elected as Members to the Council of Governors.
- b) Mr Galen Bartholomew, Mrs Hannah Edwards, Mrs Andrea Palmer and Professor Veronica Wilkie were offered for re-election as Governors.
- c) The re-appointment of Miss Brenda Sheridan and Cllr Andy Roberts, nominated Representatives of Worcester City Council for the ensuing year, were confirmed.

All of the above were proposed by Mr Anthony Glossop and seconded by Mr Barney Price.

14/09 Any Other Business

There were no items for discussion.

Mrs Jeannie Young spoke of her recent personal experience and paid tribute to the care provided to her husband and family.

14/10 Date of Next Annual General Meeting

The next Annual General Meeting will be held on Thursday, 8 October 2015.