

## **ST RICHARD'S HOSPICE FOUNDATION**

### **Minutes of the Annual General Meeting of St Richard's Hospice Foundation held on Thursday, 18 October 2018 at Wildwood Drive, Worcester**

**Present:** Mr John Bawden, Chairman  
Mr Richard Shaw, Honorary Treasurer  
Mrs June Patel, Chief Executive  
Dr Nicola Wilderspin, Medical Director  
Mrs Tricia Cavell, Fundraising Director  
Mr Dan Corns, Commercial Director

**Secretary:** Mrs Aly Grout

46 Members of the Association, staff, volunteers, friends and supporters

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

#### **18/01 Apologies**

Apologies were received from Patrons, Members, Staff and Friends (22 in all).

#### **18/02 Minutes of the Annual General Meeting 2017**

The Minutes of the previous Annual General Meeting held on 12 October 2017 were approved as a true representation of proceedings and duly signed by the Chairman.

#### **18/03 Chairman's Report**

The Chairman began his report by welcoming all to the Annual General Meeting, taking place in our newly transformed Reception area. The Chairman gave a special welcome to Clare Norton one of St Richard's founders who this year has received the Badge of the Order of Mercy following over 30 years of service to St Richard's. The Chairman also congratulated the Mayor of Worcester, Jabba Riaz, who alongside our Governor, Peter Flagg and Fundraising Director, Tricia Cavell walked 50 kilometres in one day! As part of the Worcester Ambassadors Team they have helped raise £107,000 for our Build 2020 appeal, with the aim to raise £200,000 for St Richard's over two years.

The Chairman highlighted the enthusiasm displayed by June and our senior management team which exudes to all corners of the organisation. St Richard's has become a large charity caring for over 3000 patients, employing 240 staff who are helped by over 1000 volunteers. The Chairman gave examples of charities experiencing difficulties and wished to assure the AGM that good Governance is at the forefront of our thinking at St Richard's Hospice. June Patel and Jenny Cowpe have led a review of how we govern our charity asking searching questions and reviewing all Terms of Reference to ensure we are "fit for purpose". St Richard's will be inviting CASS Business School to audit once more. The last audit was good but The Chairman assured we are not complacent and recognise the importance of Good Governance. The Chairman thanked the Board of Governors who continue to challenge and contribute positively and constructively.

The Chairman thanked Galen Bartholomew and Anthony Glossop for their work with the architects and quantity surveyors to try and minimise the frustrations during the Build. The Chairman acknowledged the noise disturbance and inconvenience caused to all staff and volunteers. The Chairman described how many have gone “beyond the call of duty” – walking 120 yards from desks just to access a filing cabinet and wheeling trolleys across the carpark, he expressed his gratitude for their patience

#### **18/04 Honorary Treasurer’s Report and approval of accounts**

The Honorary Treasurer had pleasure in presenting the Financial Report for the year ended 31 March 2018.

He reported that the total income, comprising the Foundation and Trading Company, had increased to £9.4m representing a 13% increase. The bulk of this increase arose from Trust Grants towards the 2020 Capital Appeal. General donations and fundraising activities have all recorded notable increases. The Honorary Treasurer commented that this commendable result demonstrates the superb commitment and hard work by the Fundraising Team and its supporters. The Trading Company generated £588k profits against a budget of £752k. Delays in the opening of new shops in Bromsgrove and Kidderminster and an increasingly difficult retail environment were the main reasons for the lower profit for the year.

The Honorary Treasurer noted that the contribution from the NHS has now been frozen for 5 years and therefore the total income increase is an endorsement of the terrific effort and skills of the Fundraising and Commercial teams. The Honorary Treasurer particularly commented on the new ideas and projects Tricia Cavell and Dan Corns deliver to achieve financial targets. Capturing and taming over 30 giraffes achieving benefits for the Hospice but also the city and community!

The balance sheet at 31 March 2018 amounted to total funds of £14m, £11.8m comprised of property, equipment, vehicles and investments. The remaining funds are working capital of £2.2m which increased over the previous year by £1.2m due to investments being sold to fund the cash flow requirement of the current building project.

The Honorary Treasurer was pleased to report a sound financial state of affairs. He wished to thank the auditors, The Richards Sandy Partnership Limited, for their thorough audit work. He asked to also acknowledge the finance team, Ela Jankowska, Ricky Parker and Carol Whitehouse, who are ably led by our Finance Manager Dan Haigh.

Finally, The Honorary Treasurer was pleased to recommend the Report to Governors and Consolidated Financial Statements to the members of St Richard’s Hospice Foundation.

***The accounts for year end 31 March 2018 were approved, seconded and duly signed.***

#### **18/05 Chief Executive’s Report**

The Chief Executive thanked those present, on behalf of our patients, their loved ones, staff and volunteers for their ongoing support to St Richard’s Hospice. The Chief Executive described 2018 as a very busy and exciting year with ‘Caring for Life’ continuing to be the theme behind our strategic thinking to deliver excellent compassionate care and clinical innovation.

The Chief Executive summarised the exciting Build 2020 developments to accommodate the psychological, social and spiritual needs of the people we care for. The expanded social space in Day Hospice will enable our clinical teams and volunteers to support more people

from the point they are diagnosed. The bigger multipurpose spaces will allow a wider choice of activities to help people manage their illness such as exercise, creative and music groups. These can increase confidence and independence, bring relief from symptoms, reduce stress, anxiety and depression. A new sensory garden will provide a quiet place for reflection and relaxation. The expanded reception space will provide an open art studio, a community engagement/fundraising hub and more private and discrete waiting areas to enable sensitive conversations with patients and their loved ones. All the new and expanded services will run alongside our current wide range of patient and family care including support in people's homes and 17 in-patient beds.

The Chief Executive updated the meeting regarding our continued focus on providing excellent clinical and support services throughout 2018. Including the support of 3,310 patients, their loved ones and the bereaved compared to 3,088 in 2017. We revised our processes, policies and privacy notes to be compliant with the General Data Protection Regulations (GDPR). We expanded our IT team and upgraded the infrastructure strengthening our cyber security and providing a responsive in-house support to all services.

The Chief Executive praised the our creative, ambitious and dedicated Chairman, Governors, Senior Management Team, staff and volunteers who have worked so hard to maintain services during the building programme so far.

St Richard's is a key partner in the Health and Social Care System in Worcestershire and the Chief Executive acknowledged that there are numerous financial and clinical challenges ahead. Only by working together as part of a wider system can we truly create the best possible care for patients and their loved ones.

In closing, the Chief Executive focused on the ambition established by the early founders of St Richard's 'Caring for Life' and the symbolism of the snowdrop 'consolation in the absence of bright days' these remain a constant inspiration for our teams. Everything St Richard's does is driven by the ambition to continually improve care for patients and their loved ones. The Chief Executive was pleased to inform the group that Nick Moss will be sharing his personal experience at the end of the Annual General Meeting.

### **18/06 Medical Director's Report**

The Medical Director began by summarising the theme for the report 'Keep calm and carry on'. This has been a year of focusing on the exciting goals for the future whilst managing the realities of service provision in the midst of a building project. The Medical Director particularly highlighted the use of the Snowdrop Centre for Day Hospice. This building was designed for counselling and family support services therefore displacing the counselling team. The team had to reschedule 135 counselling sessions in whichever accessible rooms could be made available to them and their clients. The Medical Director praised the patience and resourcefulness of the Facilities team who have masterminded creating workable repurposed spaces to enable services to be maintained.

The Medical Director described the experience of a patient who is cared for at the hospice; the time given by the medical and nursing team to listen to the patient story and understand their concerns, the involvement of the wider multidisciplinary team offering consultations and assessments. A patient's friend described watching her friend relax and 'uncurl' in the supportive environment of the In-patient Unit as her discomfort and distress were relieved.

The Medical Director spoke of the continuing full programme of student training. This has included placements and visits by students from diverse professions including medical, nursing, paramedics, social work students, physician associates and most recently nursing associates. The Medical Director praised the ways in which the Education Team have continued to provide the education programme by delivering sessions off-site, wheeling materials and refreshments across to the Countryside Centre. The new Head of Education has developed a new strategy, revamped the mandatory training and engaged 9 new care homes in the Gold Standards training programme.

The Medical Director shared the news of St Richard's exploring the use of new technology to engage proactively with non-specialists to develop networks for practice support and mentoring. We are excited to have been trained to be an ECHO (Extension of Community Health Outcomes) Hub. We are working in collaboration with the community NHS health and care trust to establish the first ECHO knowledge network. The Medical Director will report back to the Annual General Meeting next year.

In conclusion, the Medical Director thanked everyone for their support and gave her assurance that the clinical teams are calm and we will carry on!

### **18/07 Commercial Director's Report:**

The Commercial Director opened his report by commenting on the significant changes on the High Street. The likes of Poundworld, Maplin, Carpetright, Mothercare, Toys r Us and Countrywide have closed their doors. The Commercial Director advised that St Richard's aspirations for success and continued growth continues. Twelve of our shops have produced a higher turnover than the previous year, only four were under and three stayed the same. We saw the expansion of two new shops in the north of the county, Kidderminster and Bromsgrove. Our net profit contribution increased but only by a small percentage. Customer transactions in 2017-2018 hit 349,549, approximately 9% up on the previous year. 655,000 items were sold.

The Commercial Director informed the Annual General Meeting that numerous donations continue but the quality of those donations is challenging. This has resulted in a reduction in sales and recycling by 27 tonnes, as our recycling partners restrict what they are willing to accept. The Commercial Director is endeavouring to address the way forward.

The Commercial Director advised that Gift Aid still plays an important part in our income and has grown since the last annual report. £128,000 has been raised from Gift Aid, however there has been significant increase in this current year due to a constant push and awareness.

The Commercial Director commented on the great support and commitment from our volunteers who are paramount to the success of the department. He also recognised the great work of the shop managers and support staff give to the department and the professionalism for trading within our stores.

In conclusion, the Commercial Director quoted an article from Price Waterhouse Cooper which focuses on the importance of creating a "differentiating physical experience for their customers – something online can't compete with." The Commercial Director praised the Trading Board for constantly analysing the needs of the business including the stores portfolio to maximise income and donations. With the clear brand and variety of our stores and the commitment of investment in creating a different experience. The Commercial Director then shared a recent quote "your shops are the John Lewis of the Charity Sector".

### **18/08 Fundraising Director's Report:**

The Fundraising Director addressed the Annual General Meeting wearing a Giraffe ear headband. She discussed the challenges 2017-2018 had provided including the challenge to continue to raise funds in an environment where statutory services are being reduced, where emerging charities in our community are fighting for the donor pound and the challenge of 57 giraffes in Worcester City!

The Fundraising Director thanked the individuals, groups, clubs, schools, churches, local businesses and Trust and Grant making organisations who support St Richard's. The £5.3M Build 2020 appeal has been able to secure commitment and pledges thus far. The secured funding is currently in line with our financial plans and expectation which is encouraging.

The Fundraising Director thanked the hospice Governors for recognising the importance of diversity in income generation. Perhaps investing in less conventional initiatives.....such as... Worcester Stands Tall.

The Fundraising Director described introducing the concept of to the Governors and the mixed reaction within the room and her gratitude that the Board trusted in her as an individual and the team to deliver. Along with the formidable project manager, Sara Matthews, deliver they have! Stats included a 44% increase in visitor numbers on the High Street during the 10 weeks. Over 5,500 downloads on the Worcester Stands Tall app, £210,400 raised at auction.

Finally, the Fundraising Director thanked the fundraising and communications personnel, who continually strive for perfection and results. Their contributions, ability and commitment play a significant role in the hospices continued financial success.

### **18/09 Appointment of Auditors**

It was noted that the Richards Sandy Partnership, Worcester had conducted the audit for the year to 31 March 2017. The Richards Sandy Partnership, Worcester were appointed for the ensuing year ending 31 March 2018. **Approved and seconded.**

### **18/10 Re-election of Governors**

*The Chairman delegated the responsibility for this agenda item to the Treasurer.*

- a) In accordance with the Company's Memorandum and Articles of Association, Governors were eligible to retire after three years. During this year Dr Jan Quallington resigned her position. Mr John Bawden, Mrs Jenny Cowpe and Prof Richard Lewis expressed willingness to be re-elected. **All were approved and seconded.**
- b) The re-appointment of Miss Brenda Sheridan and Cllr Andy Roberts, nominated Representatives of Worcester City Council for the ensuing year, were confirmed. **Approved by those present.**

### **18/11 Any Other Business**

There were no items for discussion.

### **18/12 Date of Next Annual General Meeting**

The next Annual General Meeting will be held on Thursday, 10 October 2019.