**VOLUNTEERING IN HEALTH**

**Minutes of Annual General Meeting held on**

**Thursday 19th September 2019 at 2 p.m.**

**at Bitton House, Teignmouth**

**Present: Trustees:-** Andy Davies (Chair), Manuela Grossmann (Vice Chair), Ken Goodsell, Ann Meyrick (Secretary), Carol Ramsay (Treasurer), Ali Upton

Chloe Myers (Manager), Lorraine Lizius, Sarah Williams, Miia Thomas, Graham Richardson, Nicki Engert, James Cookson, Councillor Alison Foden, Zoe Fogden, Erin Valko, Jill Breyley, Em Flint, Marie Edmondson, Barrie Behenna, Karen McIntosh, Amanda Da Silva, Sheila Goodsell, Gordon Robbins, Suzanne Townsend, Derek Tout, Basia Piper, Pauline Janin, Sally Hocking, Ann Ferguson, Penny Ash, Richard Ash, Jane Winston, Joan Atkins, Julia Street, Carole Waters, Shona Godefray, Sue Swaffield, Louise Dawson, L. Petherick, J. Petherick, Geoff King, S. Holmes, C. Wagstaff, M. Byrne, Richard Winterton, Carole Ann Clark, Emily Lezzeri, Jane Robins, M. Forey

**Apologies** were received from Neil Howell (Trustee), Ali Hinch (Trustee), Judy Falcao (Trustee), Alwyn Oakley (Trustee), Cllr. Richard Keeling, Norrie Millen, Dawn Gray, Ian Gray, Julie Dingley, Teresa Patey, Pam Bridger, Carol Lockton, Sue Hedley, Sylvia Russell, Sue Wroe, Howard Almond, Pete Ward, Liz Davenport, Christine Code.

**Welcome**

Andy introduced himself and welcomed everyone to the 9th Annual General Meeting.

* He said that photographs would be taken during the meeting and anyone who did not want to be shown should make themselves known to the photographer.
* He said that we are celebrating our 10th birthday and gave a brief history of ViH.
* ViH was born in 2007 out of Westbank and in 2009 became a totally independent charity. Tina Graham was the Manager and was remembered for her determination and high heels. Westbank had helped us support the 4 doctors` surgeries in Teignmouth, Shaldon, Bishopsteignton and Chudleigh providing patient transport to medical appointments, befriending and carers group.
* The services have improved and increased over the years and we converted to a charitable incorporated organisation (CIO) as at end of March 2019.
* Andy paid tribute to the salaried staff of which there are 23, also to the volunteers of which there are nearly 200 and thanked them all.

**Appointment of New Trustees**

Andy reported that 3 new Trustees have been appointed this last year, namely Ali Hinch, Alwyn Oakley and Neil Howell who will be taking over from Carol Ramsay our departing Treasurer. Unfortunately they were not able to be here today for various reasons.

**Approval of Minutes**

The Minutes of the last AGM had been circulated and were approved and signed by the Chair.

**Financial Report**

Andy introduced Shona from Thomas Westcott, our accountants. She said that the accounts are for the year ended 31st March 2019 and that copies of the full accounts were available if required. There were no issues to report and a summary of the financial position could be found on page 14 of the Annual Report. The income this year had slightly declined because the accounts have to be prepared in accordance with the charity regulations. Last year it was £194,000 and this year it is £164,000. An extra £25,000 has been received but this will be shown in next year`s accounts. Overall there is a £13,000 deficit. Shona said that costs have been very controlled and some of the services which had shown a deficit last year have now improved. Reserves are £174,000 which meets our Reserves Policy.

Andy thanked Shona and said it does emphasise the fact that ViH is a charity and relies on charitable donations. He mentioned the Dawlish League of Friends contributions over the years.

**Manager`s Report**

Chloe thanked everyone for attending and for helping us celebrate our 10th year. She said she has been with ViH for 5½ years and has seen some big changes.

ViH is adaptable and able to respond to changing needs of the community such as mental health needs and complimenting other organisations in the community. The Alice Cross Centre will be taking over the Memory Café in October as they specialise in activities and ViH helps people break down barriers so they can access these activities.

The biggest change is our relationship with the statutory sector and being based in the hospital means that everybody is seen as members of a team and the different roles are understood much better. We now receive more funding from the statutory sector and we feel really valued and understood by them. We have received visitors from all over the country and world wanting to learn from us by attending referral meetings and shadowing the visits. Although time consuming, we feel pleased to help them because it helps other communities work more closely with their voluntary sector.

Ali Upton joined us last year as a Trustee for marketing and we have been re-branded with a new website which is now live. We are also on a website called “Wonderful” where we can collect sponsorship easily. We have already raised nearly £3,000 for the sky diving event and for Chloe who is running a marathon on 3rd November.

Chloe said that Miia and Jeannette have both been promoted which has helped her a lot and she thanked them very much.

**Office Manager`s Report**

Miia introduced herself and explained that she led the office based team who do co-ordination and administration work. She looks at statistics for referrals – where they come from, how many went on to have further support from ViH and how many were signposted onto other services in the area. Referrals from GPs have increased in the last year but we have had fewer referrals from the Intermediate Care Team at the hospital probably due to them having a better understanding of what we do and better integrated working.

Miia said that statistics have helped us gain funding and credibility as they show the value of what is being done and how people`s health and wellbeing have improved as a result of our input. They also help in determining how we can tailor our services or make improvements in the way we work.

Gordon has been employed for 18 hours a week to make initial contact with clients and find out what support they need before signposting or referring onto someone else in the team. This has had a positive impact on the workloads of the rest of the client facing team.

Transport is our most well known service. 48,000 miles were driven last year and our volunteer drivers and transport desk are massively appreciated. We still need more drivers especially for the wheelchair vehicle.

The Home Help Service is growing and the staff go above and beyond when supporting their clients. Zoe, the Home Help Co-ordinator, holds regular meetings with the staff and we have begun holding appraisals for them which makes them feel part of the team.

Our volunteers are our greatest asset and we often receive praise from the clients they deal with. Fundraising volunteers are fantastic raising money for the charity in so many different ways. Miia welcomed Lorraine to the team as the new Community Engagement Worker. She has done a lot of work so far even though she has only been with us for about 3 weeks. She thanked all the office based team for their hard work over the last year – Em, Erin, Sheila, Nicki, Zoe and Amanda along with the Transport desk and administration volunteers. They make everything run smoothly.

**Team Leader`s Report**

Jeannette introduced herself and said she had also worked at ViH for 5½ years. She is the team leader for the client facing staff which consists of

* Wellbeing Cordinators providing one to one support for a period of up to 3 months
* Memory Support working with people with memory issues and their families
* End of Life is currently supported by all client facing staff according to referral and individual need.
* Discharge Support at Dawlish Hospital supporting the NHS staff and patients in a safe discharge from hospital to home.
* Link Worker enabling more people to be helped and supported by ViH

Jeannette explained that there are weekly referral allocation meetings which look at referrals from hospital staff, self referrals,GPs, charities and other professionals within the field. They come in by email using our referral form and are assessed on an individual basis after which the most appropriate member of staff is allocated to the client and arranges to visit. Having a Link Worker (Gordon) allows the Wellbeing Co-ordinators to concentrate on clients who have more complex needs and need more in-depth support.

HOPE (Help Overcome Problems Effectively) is a six week course offered to clients with an opportunity to then attend a Post HOPE group. They are well attended and show positive outcomes. Pauline Janin runs the post HOPE group at the Alice Cross Centre.

Pauline said she had been a volunteer for over 2 years. She started by getting people into the Information Centre at the hospital by setting up Trim Teign where people paid a £1 to lose a 1lb. £1,000 has been raised already and this money has been used for post HOPE. It is a weekly event at the Alice Cross with about 10 people a week attending. Over half of them have got involved in other activities at the Alice Cross and at least 4/5 have volunteered there. Trim Teign funding will expire at the end of the year.

Jeannette played a couple of recordings from people who had attended the HOPE course giving an insight into how they felt about HOPE and what they had enjoyed.

Jeannette thanked all her team for their hard work and support.

**Any Other Business**

Mike Forey (volunteer driver) said that ViH has been a great success and feels that we should be put forward for the Queen`s Award for Voluntary Service. Andy agreed that it was a really good idea and asked to speak to him at the end of the meeting.

The most important part of the meeting had now been reached. Carol was thanked for all her hard work as Treasurer and Trustee and was presented with a bouquet of flowers. She would be continuing to volunteer. As the VIP, Carol was asked to cut the birthday cake to celebrate our 10 years.

Meeting closed at 2.50 p.m.