

ACTION FOR CARERS (SURREY)
MINUTES OF THE ANNUAL GENERAL MEETING
HELD ON
7TH DECEMBER 2018
AT ASTOLAT,BURPHAM, GUILDFORD

Present: Pat Adams Chair/Trustee/Member
Laura Dennett Vice Chair/Trustee/Member
Geoff Martin Treasurer/Co Sec
David Perry Trustee
Henrietta Griffiths Trustee/Member
Margaret Hicks Trustee/Member
Leanda Hargreaves Trustee/Member
Chris Crook Trustee/Member
Jamie Gault CEO
and
6 Carer Members

Apologies: Nicola Walsh Trustee/Member
Zafar Iqbal Trustee/Member
And 23 Carer Members

Proxies: 18 postal proxies were received appointing the Chair

1. WELCOME AND APOLOGIES

Members were welcomed to the meeting and apologies were given as detailed above.

2. MINUTES OF THE LAST ANNUAL GENERAL MEETING:

The minutes of the last AGM held on 1st December 2017 had been circulated and members present were asked to approve these.

ACTION: Approved by all present

3. TRUSTEES REPORT FOR THE YEAR 2017/2018:

This had been circulated in accordance with the Articles of Association and copies also tabled. Members were asked if there were any questions – there were none. Members were then asked to approve the Report.

ACTION: Approved by all present

4. CHAIR'S REPORT FOR THE YEAR:

Pat Adams reported on the year and stated that in contrast with the previous year which represented a period of significant transformational change for Action for Carers Surrey, 2018 has been a year of consolidation with the continued embedding of the Adult Carers Support provision and, under a culture of continual improvement, ongoing development of our Surrey Young Carers, Young Adult Carers and Moving & Handling services.

Coupled with this, we have strengthened our operational infrastructure with the recruitment of a Marketing & Communications team and we look to further strengthen the support services team with the appointment of a fundraiser and database coordinator.

There have been many highlights and achievements during the year including outstanding results from both the Adult Carers Support and Moving & Handling Surveys;



Adult Carers Support Survey;

- Over 1,100 responses
- 90% of responders said that they would recommend our service to another carer
- 88% said the support provided helped them continue in their caring role
- The quality of service was rated at 4.1 out of 5

Moving & Handling Survey;

- 90% of responders said that they would recommend our service to another carer
- The quality of the service in terms of the training and guidance provided was rated at 4.6 out of 5

From The Adult Carers Support perspective, these results are against a background where just 19 months ago Action for Carers Surrey integrated the 10 existing Carers Support Schemes, the structure was just 52% resourced and the new model of delivery was operated on over £2,000 less per day compared to the previous model.

From the Moving & Handling service perspective, these results were achieved against a year where the service underwent a major restructure.

Under our wider Giving Carers a Voice Programme, we will take the qualitative feedback to further improve our services.

This was set against the background of an exceptionally challenging recruitment landscape in Surrey, so it is with great credit that we have now achieved a 100% resourcing for staff.

No one organisation can deliver improved outcomes for carers in isolation, and the value add partnerships we form are vital to our work. A prime example of this is within Surrey Young Carers where during the past 12 months we have looked to build on the existing strong partnerships with organisations such as the Berkeley Foundation and STIHL and looked to cultivate new partnerships with, by way of just one example, the Mayor of Guildford.

We also held a very successful Family Fun Day, which, despite some very inclement weather in what was otherwise an unusually dry fine summer, was very well attended. Families commented that it was wonderful to be able to attend an event as a family where everyone understood each other's needs. As it was so highly valued we hope to be able to run a similar event next year.

Looking forward, Surrey County Council and the NHS, our primary funders, are under significant financial pressure but, whilst there are clearly many challenges, these also present opportunities for us aligned to our focus on early intervention and prevention. Moving forward we will look to strengthen our partnerships with both the statutory and voluntary sector to maximise these opportunities and to improve outcomes for carers and the Board, working in collaboration with the Senior Management Team, have developed a new 3 year strategy to support this.

Pat Adams also took this opportunity on behalf of the Board, to thank the staff for their continued commitment and hard work in looking to improve outcomes for Surrey's carers.

5. TO RECEIVE THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2018:

The Accounts had been circulated in accordance with our Articles of Association. Members were asked if there were any questions on the Accounts. There were none.

ACTION: The Account were approved by all those present.



6. TO APPOINT THE AUDITORS FOR THE COMING YEAR:

Members were advised that Sayer Vincent LLP had been our auditors for a number of years and the organisation had been happy with the service provided.

It was commented that as part of good practice the organisation may wish to carry out a review as some future point to ensure ongoing best value. However, members were asked to approve the re-appointment for the coming year.

ACTION: The re-appointment of Sayer Vincent LLP was approved by those present.

7. TO ELECT NEW MEMBERS TO THE BOARD:

Zafar Iqbal had been appointed by the Board in September and was now standing for formal election to the Board. Henrietta Griffiths had served a 3-year term and was now standing for re-election for a further term.

ACTION: The election of the above two members was proposed en-bloc and agreed by all present.

8. TO APPROVE A SPECIAL RESOLUTION as detailed below:

Having received Charity Commission consent to change the objects on 13 August 2018 that the Articles of Association of the Company be deleted in their entirety and replaced by the Articles of Association in the form attached in substitution for all former articles of association.

The Charity is seeking to widen the geographical scope set by the objects in its Articles of Association (reference Article 3). This comes about through changes in the operational environment in which it works. The organisation is working in an increasingly collaborative and cross county manner. Joint working with health, for example, where NHS CCG boundaries do not follow county council boundaries. As such, the Charity no longer wishes to restrict its geographical area of benefit. Of course, being based in Surrey means it is people living and working in this area, which will receive most benefit from the Charity. The definition of Carer has also been amended, as the original definition was somewhat wordy. The wording has been simplified but the effect remains the same

A copy of the revised Articles had been circulated to members in accordance with the process laid down in the Articles of Association and further copies were tabled.

ACTION: Members were asked to approve the special resolution. The proxy votes were taken into account as follows: 18 proxies

Of these 9 indicate the Chair to vote in favour, 8 indicate the chair may vote on their behalf for whom the Chair voted in favour, and 1 crossed through (abstention).

The 12 members present also voted by a show of hands to approve the resolution.

The resolution was therefore approved.

This concluded the AGM.