

# Solent Mind

## Annual General Meeting 28<sup>th</sup> October 2021 6pm-8pm

Held via Zoom online platform, in accordance with the Government guidelines on Covid-19 and in person events

### Attendees:

1. Adam Dawes
2. Charlie Radbourne
3. Chiara Bannister
4. Clare Grant – Solent Mind
5. David Pendreigh
6. Dee Brown – Solent Mind
7. Debbie Prince – Solent Mind
8. Debbie Van der Sleen – Solent Mind
9. Gareth George – Trustee
10. Glenda Munoz Cano
11. Haseeb Shakoor - Trustee
12. Ian Watts
13. John Wilderspin – Chair of Trustees
14. Kevin Gardner – CEO of Solent Mind
15. Lucy Robins – Trustee
16. Mark Collis
17. Neil Evans – Solent Mind
18. Richard Pullen – Trustee
19. Robin Goater – Trustee
20. Ruth Poyner - Trustee
21. Rosamund Cassey
22. Simon Reeves – Trustee
23. Simon Wickes - Trustee
23. Tracy Hill

### Minutes of the AGM

#### 1. Welcome and opening remarks:

The Chair, John Wilderspin welcomed staff, members and service users, to the 2021 Solent Mind digital AGM, advised how the digital meeting would be undertaken, and confirmed that there were 16 voting members in attendance to form a quorum. Apologies had been received from 9 voting members, and 1 non-voting member, 1 of whom appointed the Chair of Solent Mind to vote for them and on their behalf at the Annual General Meeting. John Wilderspin asked if there were any other apologies: No other apologies were given.

#### 2. Minutes of Solent Mind AGM 15<sup>th</sup> September 2020 & Matters Arising

John Wilderspin presented the Minutes of the last AGM and asked if there were any errors to correct. No errors were noted.

### 3. Chief Executive's Report for 2020/21 – Kevin Gardner

Kevin Gardner, Chief Executive gave a presentation titled "The Year our World Changed". (slides attached) During the course of last year at the start of the pandemic the organisation saw a significant dip in referrals and as the year progressed this started to increase. The pandemic had a significant impact on the organisation and we were forced to reassess working practices and how to deal with service users from a face to face situation towards a virtual solution or providing telephone support. Quite quickly IT solutions were put into place with the use of Microsoft Teams and Zoom being implemented across the organisation to enable staff to work as well as continuing to provide a high level of service to service users. A benefit seen from adapting the service is that it offered flexibility/accessibility to all service users, and helped to address access problems, particularly in more rural areas.

Kevin explained that Solent Mind had developed an updated strategy in 2020, which provided the focus for the work of the charity over the last 12 months. Highlighted from the slide were the four "pillars" which we work towards – High Quality Services, Community Partnerships, Leading Change and Trust through Excellence. This is the framework by which the organisation operates, along with the Key Enablers which helps define our unique selling point namely–

- working with people with lived experiences,
- equality and diversity;
- well led trained workforce;
- delivery plan with specific "we will priorities" and
- monitoring evaluation framework underpinned by high quality intelligence.

Kevin drew attention to a number of highlights from 2020/21 under the "pillar" of High Quality Services;

- Adaptation to Covid, phone, text, online and working from home.
- Increased digital skills across the workforce with the use of working with Microsoft Teams and Zoom and other digital applications.
- Solent Mind App was brought out and this has been well received.
- A commitment to new services for pandemic affected groups; CYP, employment, marginalised groups facing inequalities.
- Community Partnerships highlights – No Wrong Door Transformation Working Group which Kevin is a core member of the group along with senior members of the NHS as well as local government representatives attending this meeting.
- New crisis services. The Lighthouse started as a pilot in Shirley, Southampton and due to the success of this pilot another Lighthouse will be opening east of the city later in the year.
- There has been growth in ITalk/IAPT and it has been confirmed that a commitment of £2million has been received for these services.

Leading Change highlights included;

- involvement in Mental Health Awareness Week with a range of fundraising and publicity events taking place, along with raising awareness of Mental Health Day in October.
- Mental Health inequalities raising awareness of Black History Month and Time to Talk Day.
- Board developing impact assessment.

Trust through Excellence highlights;

- Solent Mind achieved Investors in People Gold;
- investments have been made in the new website along with IT;
- in light of fraud claims across the charitable organisations decisions were made to heighten IT security and bring in a multi factor authentication;

- Budget and income generation targets achieved and regulatory requirements met.

Summing up, Kevin wanted to give recognition to all the staff for all their hard work during a very difficult period in unprecedented times where we have faced a global pandemic.

#### 4. Financial Statements for 2020/2021– Robin Goater

Robin Goater presented a summary of the financial statements for 2020/21 (item 4 in the agenda papers) and advised that a full set of accounts had been provided for all attendees and further copies were available if needed:

Group Income and Expenditure			
£	2021		2020
Income	6,666,000		6,255,000
Expenditure	6,265,000		6,087,000
Net Income	401,000		168,000

Major Contracts Income			
£	2021		2020
Southern Health NHS Trust	3,001,171		2,292,950
Solent NHS Trust	1,230,162		908,185
Hampshire County Council SS	541,624		885,123
Hampshire Mind CIC	483,225		476,756
Portsmouth City Council	179,999		286,435

Mayfield Nurseries Income & Expenditure			
£	2021		2020
Income	414,000		270,000
Expenditure	334,000		293,000
Net Surplus/Deficit	80,000		-23,000

Total Funds (£) Group Overall			
£	2021		2020
Total funds brought forward	3,109,000		2,708,000
Fixed assets (buildings, etc.)	2,018,000		1,966,000
Cash and amounts owed/due	1,091,000		742,000

Robin gave an overview of the financial statements relating to Solent Mind and Mayfield Nurseries, outlining the group income and expenditure for both Solent Mind and Mayfield Nurseries. He drew attention to the major contracts with Southern Health NHS Trust; Solent NHS Trust; Hampshire County Council SS; Hampshire Mind CIC and Portsmouth CIC with the differences in income streams from 2020 to 2021 to the group.

Robin reported that during the last 12 months with the pressures faced not only by our organisation but by the country as a whole facing a global pandemic, measures were taken very quickly by the management team to change our services from face to face into a virtual format which allowed the organisation to continue to deliver

a full range of services during these unprecedented times. The group has managed to generate a surplus overall of £401,000 compared to the previous year's performance.

During the pandemic period, this affected Mayfield Nurseries as due to restrictions set out by the Government they were forced to close for a period of time which meant that the services could not continue and this is reflected in their financial performance. A number of training activities normally operated through Mayfield Nurseries had to be suspended. The Café at Mayfield Nurseries is due to be opened in November and a number of activities are starting to be run at the site including a Halloween Spooktacular on 30<sup>th</sup> October and a Christmas Market in December.

John Wilderspin wanted to thank the finance and management team for stewarding the resources with innovative ways of keeping the income coming in during this difficult time for the organisation.

## **5. Appointment of Auditor**

Robin Goater proposed the reappointment of Sheen Stickland as Auditors for Solent Mind for 2021/22. This was seconded by Ros Cassy and Gareth George and the motion was approved.

## **6. Election of Trustees / Directors**

John Wilderspin advised that the election of 5 new trustees who had been recruited through an open procedure was proposed by Haseeb Shakoor and seconded by Gareth George. The meeting agreed that the following were elected: Christine Pennington, Simon Wickes, Lucy Robins, Denise Vine and Simon Reeves.

Haseeb Shakoor took the chair on behalf of John Wilderspin and advised that our Articles of Association required one third of the trustees (in the case of this year - three) to stand down at the AGM, being those trustees longest in office since the last election. It was advised that three Trustees had however resigned during the course of the year which consisted of Gary Webb, Nichola Gordon-Jones and Rachel Jessney. John Wilderspin wanted to thank them all for their service to the Trust and also advised that Rachel Jessney had left to have a baby and wanted to wish her all the best.

## **7. Election of Officers – Chair, Vice Chair, Treasurer**

Haseeb Shakoor, trustee, chaired the item and explained that both John Wilderspin and Robin Goater were offering themselves for re-election as Chair and Treasurer respectively. There were no other nominations. Robin Goater also offered himself for election to the post of Vice-Chair. The election of the following was proposed by Simon Reeves and seconded by Charlie Radbourne and agreed by the meeting.

### **Chair**

John Wilderspin.

### **Vice Chair**

Robin Goater.

### **Treasurer**

Robin Goater.

John Wilderspin then continued in the chair.

## **8. Proposed Special Resolution to amend the Articles of Association**

John Wilderspin asked Kevin Gardner as Company Secretary if we were quorate for the next item which at the time of commencing we were. We require 10 percent of members to be quorate and from 160 members, we needed 16 members to be quorate for this next item.

John Wilderspin opened this item by referring to the paper which had been circulated in advance entitled "Amendment to Articles of Association; Explanatory note" (enclosed as an Appendix to these minutes) which set out the background to the proposed amendment. The proposal was to amend the charity's Articles of Association to remove the obligation to hold an Annual General Meeting (AGM) and to make this optional instead. The proposed amendment had been agreed at the September Board of Trustees Meeting of Solent Mind

The Board are concerned that out of the total number of members who are registered, very few attend the AGM to the point that the meeting is often not quorate. Given that the AGM as currently structured makes a number of key decisions, for example the formal appointment of new Trustees and the appointment of key Officers, this impacts on the effective operation of the charity. In addition, the setting up and running of a formal AGM is a big administrative undertaking. Given these concerns, we consulted members on how they would like to make a contribution to the charity, and specifically on whether they valued retaining the role of member and the ability to attend and vote at an AGM. The response to the consultation was low, with less than 10% of members responding. In terms of responses, some members were interested in what was happening with the organisation as whole; some in volunteering opportunities; some in events taking place where they could be involved and to make an active contribution, some wish to express support but did not wish to be involved in the governance aspect of membership.

Taking account of the consultation, the Board debated item 8 which had been circulated with the agenda.

Discussion was held at the meeting where delegates highlighted a number of points which included; the need for a regular newsletter to be sent out; another point raised related to how many Local Minds have decided to take the proposed approach by relinquishing the AGM; communication was highlighted with the fact that the last minutes of the previous AGM and the Annual Report from the previous year are not currently shown on the Solent Mind Internet site; advertising of volunteering and fundraising opportunities to be communicated better within the Members group.

John Wilderspin was advised by Kevin Gardner that we were no longer quorate to vote on this proposal and it was therefore decided to defer the decision. We will need to re-look at how we engage with members, service users and improve communications. The Board will need to go away and look at how we can do this and bring forward an amended proposal.

## **9. Peer Support & Crisis Presentation - Clare Grant, Programme Lead for Peer Support & Crisis**

Clare Grant gave a presentation to the group on the Lighthouse project.

Explained that the Lighthouse offers a support for people who feel they are experiencing or at risk of a crisis; Self-referral only, with no one needing to justify why they need our support.

Open 4pm – 12midnight, 365 days a year; we offer face to face, text and telephone support – people have control over how and when they access the service; A fully blended team of peer specialists and mental health nurses

The Lighthouse only record the very minimum data we need to keep people safe, in order not to discourage people from using the service; The Lighthouse has been used more than 3,000 times so far in 2021. Over 90% of people that have used the service would use it again if they felt they were at risk of a mental health crisis. Over 95% of people would recommend the service to a friend or family member that needed support in a crisis. Being able to use the service without a referral, being able to talk to someone with similar experiences,

being able to choose how they used the service and the amount of time they were able to spend with The Lighthouse team were the things most people told us made the service work well.

A second Lighthouse base in the East of the city is being opened later in the year. Continuing to offer text and telephone support as well as face to face. Although we started doing this during lockdowns, our visitors have told us they like the choice it gives them so we are making it part of our longer term offer. Recently launched The Harbour, a crisis service in Portsmouth that offers text and telephone support with similar principles to The Lighthouse.

John Wilderspin thanked Clare Grant for her presentation and to Dee Brown for supporting Clare tonight.

## **10. Questions & Answers**

Raised on point 8.

## **11. Any Other Business**

There was no further business. John Wilderspin thanked the Executive Support team for their work arranging AGM, and thanked attendees for their support, and input in the discussion regarding membership and how we engage more widely with the public. The meeting closed.