

**MINUTES OF THE NAViGO HEALTH AND SOCIAL CARE CIC
ANNUAL GENERAL MEETING
HELD ON WEDNESDAY 26th SEPTEMBER 2018
1.00PM IN THE CONFERENCE SUITE AT THE HUMBER ROYAL HOTEL
LITTLECOATES ROAD GRIMSBY**

1 Welcome and Introductions

The Chairman opened the meeting by stating that it was a pleasure to see several familiar faces in the audience as well as new faces and gave a warm welcome to the Mayor of NE Lincolnshire Council, Councillor Hazel Chase and guest Speaker, Reverend Richard Coles.

He introduced himself together with the eight Board Members and said NAViGO's AGM was unique and provided the opportunity to bring together the "NAViGO family" comprising service users, carers and staff members.

2 Minutes of 20th September 2017

The minutes were agreed as an accurate record of the meeting.

3 Keynote Speaker – Reverend Richard Coles

The Chairman introduced Reverend Richard Coles by stating that he is a well-known TV and radio personality, appearing as a panellist on programmes, including QI and Have I Got News for You, co-presenting Radio 4's Saturday Live and BBC One's The Big Painting Challenge and appearing on Strictly Come Dancing, joking that Richard's appearance on the latter was brief. He said he particularly enjoys "thought for the day" on Radio 4 and stated that Richard was formerly a member of the successful band, the Communards before being curated in Boston Lincolnshire.

Richard expressed how lovely it was to be part of NAViGO's AGM and spoke enthusiastically of the creative, dynamic and innovative services provided. He further stated that the organisation was fascinating and inspirational.

He said on his journey to Grimsby today he thought of Kevin Clifton, professional dancer on Strictly Come Dancing, as it was a year ago that he was a contestant on the show and Kevin was always referred to as "Kevin from Grimsby". He also said that this was the same day that he was invited for a colonoscopy and humorously recalled the doctor singing the theme tune to the show when informing him of his results.

Richard mentioned an event he attended with sixth form students and that at this event he asked them to describe the number one issue for them and they unanimously responded mental health. This led to him recounting his

experience of mental health crisis; it was in the 1970's when he was attending boarding school, he realised he was homosexual and felt unable to confide in anybody and suffered a nervous breakdown. He stressed the importance for people suffering from depression in realising that it is survivable and that it will not last forever. He mentioned his suicide attempt and spoke highly of the care he received referring to it as a "lifesaver". He said he was fortunate to have received private mental healthcare, due to his parents having medical insurance, and likened NAViGO's services to private healthcare from what he had seen during the tour of the service areas this morning.

He discussed his mother's diagnosis of dementia and that it was four months before she was discharged from hospital whilst arrangements were put in place for her package of care. He said that staff members often seem defeated, tired, frustrated and unable to cope with the demand for services but that did not seem evident at NAViGO. He said if he were in need of mental health services he would like to live in Grimsby to have access to NAViGO's services.

Richard joked about how his life had changed; from being part of a successful band 32 years ago to being the "middle aged overweight vicar" standing before the audience today. He spoke positively in relation to his mental health crisis and it providing insight and the impetus to change his life. Although, by his own admission, he was privileged having been raised in a middle class environment, he had a glimpse into how difficult life could be and living each day at a time. He mentioned running away to London and his naivety once he arrived. This led into an explanation as to how he met his fellow band member, Jimmy Somerville, and that he had also experienced difficulties in relation to homosexuality albeit from a tough working class background.

He discussed his own issues with addictions and how this has helped with his pastoral role and mentioned his reasons for becoming ordained including recognising people had tough lives and needing care. As part of this, he mentioned alcoholism affecting people across the social spectrum and his belief that this is due to the pressures everybody is under.

Richard mentioned his visit to Nokia; a successful company that lost a lot of money as a result of a few bad decisions which has now begun turning itself around. This was credited to restoring relationships based on trust and to laughter routinely forming part of Board meetings. He said that colleagues at NAViGO look as though they enjoy working with one another and he found it hard to determine service users from staff, such was the integration. He said it was a privilege to have spent time with the organisation and that it has provided him with ideas to meet the challenges ahead. He congratulated the work being undertaken at NAViGO and praised the example set.

The Chairman thanked Richard for his honest, open and courageous account and said that it would resonate with the audience. He agreed that it is difficult to determine, carer, service user, staff member and that there can be overlap; he said he is delighted when he sees a service user's progress. He stated that he enjoyed

Richard's company and was pleased he had been this year's keynote speaker.

4 NAViGO Annual Review – Jane Lewington Chief Executive

The Chief Executive said that Richard had mentioned anniversaries and that today was also a significant date with it being her first anniversary speaking as Chief Executive of NAViGO at the AGM. She spoke with passion about her role and said it was pleasure to be Chief Executive of an organisation which is like a family with everybody wanting to make a difference to the people they support.

She said although the same challenges existed, in terms of recruitment and limited funding, it had been a positive year. Innovation and pride makes us different and it we were to lose that we would cease to be successful. Congratulations were then given for the work undertaken this year.

Securing a contract with Commissioners for year 2018/2020 was discussed and the following matters were mentioned: continuing to build on the close working relationship with the Clinical Commissioning Group; securing funding for national and local mental health priorities; increasing the contract value for 2018/19 by 6%; funding essential schemes (such as the replacement electronic patient system and the telephone system) and providing treatment locally. Thanks were given to Angie Dyson, Senior Commissioning Manager, and well wishes conveyed as she leaves her role with the Clinical Commissioning Group.

The Chief Executive highlighted the organisation's five objectives, as chosen by community and staff members, as: Workforce and Training; Developing our Services; Communications and Promotion; Working with our Members, our Carers and Volunteers and Continuing to Focus on High Quality Care. The same have been developed into an 85 project work plan and it was acknowledged that good progress had been made on the vast majority. Each objective was discussed in detail and points to note were as follows:

In relation to Workforce and Training, reference was made to the occupational health service, particularly the proactive health checks now offered and access to complimentary therapies for staff. Different ways of delivering services, developing new roles and the fantastic set of results from the NHS staff survey were also noted.

With regards Developing Services, ensuring people with complex needs can be treated locally and developing schemes to facilitate this were discussed including alterations to the Konar suite. Securing funding for the Access Team, to meet increased demand, and for last year's Project of the Year, "Safe Space", were mentioned. The smooth transition concerning the replacement electronic patient system was referred to and the snagging problems anticipated for the next six months. Praise was given to the Head of Performance and Business Support and the Programme Manager for their work on this major project.

The Chief Executive mentioned a positive tweet from Claire Murdoch, National MH

Director of NHS England, following her visit to NAViGO, and the successful mental health showcase conference, as part of the Communications and Promotion objective. Partnership work for services such as integrated care and perinatal care were highlighted showing the benefits which can be secured by working together.

Whilst discussing work being undertaken with members, carers and volunteers, reference was made to Your Voice, Nexus, the Police and YMCA and NAViGO developing a carers' strategy and its links with the carers' support centre.

High Quality Care was discussed in relation to the two inpatient units that had received an outstanding rating from CQC, namely Rharian Fields and Konar suite and praise was given to the teams on those units. The Community Mental Health Teams were also congratulated for receiving their "good" rating from CQC.

Tukes providing vulnerable people with employment, training and independence was mentioned and the Training Hub and cleaning services highlighted. The trading arms were discussed including the Grimsby Garden Centre and its three year development plan. Income has increased and reinvestment will be made into core services from any surplus generated by the garden centre. Reference was made to afternoon tea and choir concert planned 6th December following the successful event this summer, and all profit from this to be donated to the Gardiner Hill Foundation, Navigo's charitable arm. Floral Hall as an events venue was referred to and that the first wedding has been booked. NAViGO Extra has received a good CQC rating and the work being undertaken with local companies by Simply You to address anxiety and stress in the workplace was stated.

Various awards and accolades were mentioned including: Leadership Awards for Freedom Nwokedi and Ellie Walsh; reaching number 61 in The Sunday Times Best non for profit Companies Awards; in the top 10% for the NHS National Staff Survey and Positive Practice in Mental Health Awards for WHiSE, both Sequoia and Springboard were highly commended.

In conclusion, the Chief Executive said it had been an outstanding year; a year of financial stability. Staff and service users have pride in what we do together and we continue to be happy in providing services that our family and friends would be happy to use. NAViGO's choir then spontaneously sang "I'll get By with a Little Help from My Friends".

The Chairman said that Jane is an outstanding leader to a round of applause from the audience.

He wished Angie Dyson a fond farewell stating that by her intelligent commissioning she has been instrumental in helping Navigo develop its services for the people of N E Lincolnshire. He said she would be missed and would always be part of NAViGO before presenting her with a bouquet of flowers. Angie said she had been proud to be a Commissioner and congratulated Navigo on the organisation's success.

5 Receiving the annual accounts and Reports – Simon Beeton Finance Director

Group accounts were laid before the meeting for NAViGO Health and Social Care CIC, NAViGO Extra Limited and NAViGO Nurseries Limited for the year ended 31 March 2018.

The Finance Director stated it had been a solid financial year enabling the organisation to stabilise; the organisation's total income amounted to £29m, of which £27.5m was required to provide the services and after deducting tax of £313k a surplus of £1.3m was generated. This was due to income from the eating disorder service and savings from out of area placements, both of which could not be guaranteed in future years.

The overall financial position is £10m assets (including £6m cash), £5m creditors, £1.3m tax and £3.2m in share capital and reserves. The Finance Director stated that the reserves are at a level to be expected of an organisation of NAViGO's size and that monies have been committed for the replacement electronic patient record system and estates purchases including Stannage Lodge and the ground floor of NAViGO House All of which will be funded in 2018/2019 from our reserves.

6 Resolution

The Special Resolution to alter the articles of association was unanimously passed as follows:

present article 86A is deleted and the new article 86A below is adopted:-

The purpose of the Community Members is to ensure the voice of service users and carers are heard at both the Membership Board and the CIC Board and therefore:

- Any Community Member may nominate for election any other Community Member as a Community Representative as long as the nominee indicates in the approved form, their willingness to act as a Community Representative;
- The election will be run on the basis that each Community Member has four votes,
- Of the four seats on the Membership Board for the Community Representatives, three will be reserved for service users who have experience of secondary mental health services within the 5 years prior to the election or current carers of users of mental health services (in accordance with such relevant regulations as the CIC Board and Membership Board may have in place from time to time in relation to such matters), and

- The fourth seat on the Membership Board for the Community Representatives is not a reserved seat but could be for someone who has a general interest in mental health.

7 Results of Voting on Project of the Year

Results of the Project of the Year were as follows:

- 1st NAViGate (63 votes)
- 2nd Older People's Hub (45 votes)
- 3rd WHiSe Choices to a healthier lifestyle (41 votes)
- 4th Restoring our Veteran's mental health (37 votes)
- 5th Gateway to better health care (13 votes)

This year up to £80k is allocated to the winning scheme.

8 Chairman's Awards

Team Award

This award was presented to the team with an innovative model providing person centred care. The team was praised for taking great pride in their environment and for receiving an outstanding rating from CQC. The award was given to the Konar Suite.

Individual Award

The individual chairman's award was presented to a person that has made a significance difference to the occupational health service. She was described as positive, encouraging and bubbly. The winner was Polly Barber.

Volunteer of the Year

The Volunteer of the Year Award was presented to a person who has been volunteering for many years. She was described as reliable, uplifting and a person who helps others to fulfil their potential. The winner was Mary Hutton.

Group of the Year

The Group of the Year Award was presented a group formed exclusively for young people with the intention of reducing stigma surrounding mental health. The award was presented to Nexus.

9 NAViGO Community Membership Award

The NAViGO Community Membership award was presented to the person with passion and enthusiasm who was described as a dedicated role model; the winner was Suzanne Brown.

10 Service Area Display Boards

The Membership Representatives announced the winner of the service area display boards as the Early Intervention Team; they were impressed by the

interactive stand with “hearing voices booth” and the service user involvement. Praise was given for the high standard of all display boards.

11 Closing Remarks

The Chairman said the AGM was a collective celebration of NAViGO’s success and achievements and that the organisation must strive to embrace the changes ahead whilst preserving local services.

Thanks were given to the Board Members, the Membership Representatives, seminar presenters, carer’s choir, NAViGO’s choir, all departments for their display stands, the estates team, Tukes, Corporate Affairs Team and to the audience.

APPENDIX

ATTENDEES

COMMUNITY MEMBERS - 65

STAFF MEMBERS -145

OTHER ATTENDEES -60

TOTAL ATTENDANCE - 270

KEY NOTE SPEAKER

Reverend Richard Coles

DIRECTORS

Tom Hunter (Chair)

Jane Lewington (Chief Executive)

Simon Beeton (Finance Director)

Dr Aamer Sajjad (Medical Director)

Mike Reeve (Operations Director)

Richard Melling (Staff Representative Non-Executive Director)

Kathryn Lavery (Non-Executive Director)

Andrew Waterhouse (Non-Executive Director)

Julie Salt (Community Representative Non-Executive Director)

CORPORATE AFFAIRS/COMMUNICATION

Julie Gray (Head of Corporate Affairs and Company Secretary)

Amy Quickfall (Engagements Officer)

Carol Bell (Corporate Affairs Assistant -Governance, Quality & Membership)

Kelly Moore (Volunteer Coordinator & OPMH Engagement Project)

Ebony Chapman (Corporate Affairs -Communications)

Ellie Stevenson (Marketing Assistant)

Janice Dobbs (Carer's Assessment Officer)

Lynsey Ford (Legal Affairs Manager)