

MINUTES OF THE ANNUAL GENERAL MEETING OF DEVIZES OPENDOORS ON 18.01.22

1. WELCOME

John Saunders, Chair, welcomed all those attending this meeting.

2. ATTENDANCE & APOLOGIES

Attendance

Noel Woolrych	Trustee
Richard Oliver	Trustee
John Saunders	Trustee and Chair
Jonathan Hunter	Trustee
Pat Taylor	Volunteer and Chair of the Operations Committee
Patrick Wilson	Volunteer
Liz Evans	Trustee
Laurie Smithson	Member
Sue Buxton	Trustee and volunteer
David Buxton	Volunteer
Craig Moore	Guest
Iain Wallis	Trustee
Rachael Ross	Trustee
Angie Carpenter	Deputy Co-ordinator
Catherine Dawson	Member
Jodi Postlethwaite	Co-ordinator

(9 physically present, 7 by video link)

Apologies

Alix Thomas	Trustee
Margaret Foster	Volunteer
Mike McClland	Volunteer
Sue Johns	Volunteer
Mike Smith	Volunteer
Karin Cardiff	Trustee
Pippa Gold	Member
Lisa Green	Volunteer

3. MINUTES OF LAST AGM

The minutes were proposed by Liz Evans, seconded by Jonathan Hunter and approved by the members.

4. ANNUAL REPORT

John Saunders highlighted aspects of the report, which had been circulated. It covered the past 15 months, since October 2020.

4.1 Introduction

The past 15 months have not been easy but have made the organisation stronger as it has grown through the challenges.

4.2 Guests

Numbers dropped since Oct 2021 but are now increasing again. The rough sleeper numbers are currently 2.

4.3 Volunteers

Jonathan acknowledged the value of the continuation of the work of volunteers during the pandemic and described it as a testament to the work done to encourage current and new volunteers. Those who finished their volunteering during the pandemic were also thanked for their work and a special mention was made of Clive Duffield.

4.4 Staff

Becky Young, Centre Administrator started work recently and is 'on the ball' regarding Health and Safety matters and is responsible for those relating to the premises. The return from illness of Angie Carpenter, Deputy Co-ordinator has been very much appreciated. Two staff, Heather Smith-Serjeant and Rosina Voumvoulakis have both left during the past year.

4.5 Premises

John commented on the tremendous amount of work on the new premises that has been carried out by volunteers, including Pat Taylor and her husband Pete, and the trustee who has been the Works Manager, Noel Woolrych. Liz complimented those trustees who had particularly promoted the idea of taking on a full-time lease of new premises, especially Sue Buxton. Pat Taylor also described the contributions of the volunteer Irene Taylor as a 'tower of strength' for the organisation.

4.6 Financial Support

Thanks were made to the approximately 30 monthly donors and those who have made single donations.

Grants from Lloyds Bank Foundation and the DCMS (Department for Digital, Culture, Media and Sport) have been gratefully received. Now in the second year of income from Lloyds (£25K per annum) which have made operation viable. Further funding streams are now required.

4.7 Purpose and priorities

The values that have been agreed are now posted on the notice board in the centre for all to see. John referred to the 4 priorities for moving forward and the action points that have been agreed.

The annual Trustees Report was proposed by Sue Buxton and seconded by Laurie Smithson. It was unanimously approved.

5. ANNUAL ACCOUNTS

Richard Oliver, Treasurer, highlighted some details from the accounts for year ending Oct 31st 2021, that had been circulated. The annual income for the year was approximately £60k compared with £40k the previous year. Regular giving had increased by 20%. Income fell from £20k to £9k. Grants from Lloyds Bank Foundation and DCMS allowed the leasing of new premises. Spending increased from £23k to £52k, of which about £20k was on the ease and work on the premises. The end of year surplus was £8k as opposed to £17k the previous year.

Laurie asked how much was being spent on the new premises compared to the previous leasing of St John's Parish Rooms. Richard replied that it was about the same as it would have been if St John's was used about 6 hours per week more than it had been. John referred to concerns about the increase in fuel prices but that it would have impacted on the previous premises anyway.

Pat suggested contacting the U3A regarding the opportunity for organisations to hire the hall, to increase income. Staff will take up that suggestion.

Approval of the accounts was proposed by Jonathan and seconded by Angie and they were unanimously approved.

The recording of appreciation of Dave Buxton's help with the application to the Devizes Area Board for funding was requested.

The approval of J.S.Weeks for reappointment as auditors was proposed by Laurie and seconded by Dave and unanimously agreed.

6. TRUSTEE ELECTIONS

Three trustees stood down, Iain Wallis, Rachael Ross and Richard Oliver. All were willing to stand again and no other proposals were received.

The proposal was that all three be re-elected. Sue proposed and Angie seconded. It was unanimously approved.

John then referred to one of the priorities for action that had been agreed which was the encouragement of people to shadow trustees and be prepared to take over specific roles in the future, when necessary.

This part of the meeting was then closed, at 8.05pm.

7. SUGGESTIONS FOR TRUSTEES TO CONSIDER

John asked for any suggestions for Trustees that would then be discussed at the next Trustee meeting.

7.1 Advertising

Laurie asked that advertising be kept in mind and for all to keep telling other people about the service. John spoke about the use of leaflets currently, given to volunteers and guests and given out at the Shambles. Other suggestions made were using connections with CAP, Devizine and the council's 'Messenger'.

Discussion followed about whether and how the organisation could help with vulnerable or needy families in the wider sense. The general view was that Opendoors was able to welcome any adult with the need for conversation about how to find help and be put in touch with other organisations where necessary. Citizens Advice are not offering face to face appointments, the Hub closed during Covid and offers no 1-1 support currently. Dependency should not be encouraged but the availability of frequent open sessions to allow discussion, friendship and information to be given is very important to people.

Summary

1. It is very important to publicise the service to potential volunteers and guests.
2. The client group to focus on must be the most vulnerable and those who are homeless.

8. CONCLUDING REMARKS

8.1 Values

John was asked by Rachael to read out the values he had referred to earlier in the meeting. They are

- Inclusiveness
- Respect
- Listening
- Confidentiality
- Encouragement

8.2 Acknowledgements

Jonathan acknowledged the importance of the work that Angie did during the pandemic at the Wharf to keep the service going, and the work of the Canal and River Trust to help that happen including the storage offered. He also acknowledged the work of Sue, Pat and the Operations Committee to 'keep the show on the road'.

Richard acknowledged John's contribution to the whole service including the writing of the Annual Report.

8.3 Priorities and action plan

Catherine Dawson and Laurie requested copies of the working document.

Action John will send it to all members.

John then thanked all those who had attended the meeting and thanked Noel for setting up the equipment to enable it to happen.

Liz Evans

25.01.22