

WINSLOW BIG SOCIETY GROUP (WBSG)

Notes of AGM held on Thursday 8th November 2018

Bowls Club, Winslow

Attendees: 67 people attended including committee members, Town Councillors and volunteers.

Apologies: received from Diane Rutter, Mike Skidmore, Jeff Robbins, Celia Clayton, Maggie Ley, Jenny Cordner, Dave Corp and Brenda Otter.

Notes of 2017 AGM these were taken as a true record.

Matters arising:

- A Hard of Hearing group had been suggested, which is now up and running.
- A newsletter for volunteers was now produced twice a year.
- Norden House staff were now up to date with WBSG events with periodic meetings.

Chairman's report: Vron read out her report. There were no questions or comments.

Treasurer's report: Zoe thanked David Chandler for auditing the annual financial report. There was £3,035 in the bank.

Reports on activities: the following statements and comments were made.

- The Hard of Hearing group is not just a social get together but is helpful to those attending by providing useful information. The Town Council lend their portable loop system and it was agreed that this group should campaign for other organisations to either borrow it or buy one themselves. The St. Laurence Room is particularly bad for those who are deaf.
- Keith reported that the Telephone Befriending Service is growing into other localities. He also explained that the Social Prescribing Directory, that Vron has been working on with the local GPs, is now complete and will be available when the problems of GDPR are sorted out.
- Vron proposed that WBSG might extend the Summer Playschemes to the Easter holidays to help local needy families.
- The Young Citizen of the Year needs an Ambassador to help take it forward.
- Vron explained how the WBSG managed to purchase the new community disabled vehicle. Following a question as to how the annual costs were to be met, Vron agreed that they would have to find sponsorship, although there is already sponsorship for 2019. It would be possible to have logos on the side of the car. Insurance costs £1,000 pa.

Other ideas and feedback:

- Group for partially sighted.
- Tea dances.
- Possibility of nursery aged children going into Swan House. Ria Greig, Activities manager at Swan House said she was actively looking this and was in touch with local nurseries and schools.

Any Other Business:

- It was mentioned that Checker Trade did not have a good reputation for finding reputable tradespeople. Trust in Blue was much better and was checked by the Police.
- The meeting closed at 4.30pm.



Annual reports for the Annual General Meeting, 8th November 2018.

Chair's report.

This year we have not only continued to run our existing activities, but also commenced 3 new projects. These are our Afternoon Teas, Hard of Hearing Group and the purchase of a community vehicle for wheelchair users. All these have started in response to an identified need, so as with our other projects we hope this means ongoing success. Doing our homework is a big part of how we work, so that we are not imagining need, but seeing or hearing about it.

The year started on a sad note with the loss of Richard Pullinger, one of our drivers and a Coordinator too for the Community Car Scheme. We miss him greatly and are thankful that we had the pleasure of working with him, even if for only a relatively short time. We are so pleased that Betty his widow keeps in touch, and for the very generous donation that she gave us in his memory from the funeral collection.

The year has also had some other milestones. We have just become registered with the Charity Commission as a Charitable Incorporated Organisation. This is similar to a charity, which strengthens our liabilities, but for complicated reasons means we now don't elect Officers to the Committee at our AGM, but having said that, we always welcome new blood to join us. We had the free services of a management consultant who helped us with this, and has provided free advice since too.

We have worked closely with the NHS in the North Locality to lead on some of their activities including setting up a Directory of Services for North Bucks. We have a strong voice for the voluntary sector with our 6 GP practices too, enabling us to be sure we identify the real needs of our communities in the North. This has also enables us to link with the Patient Support Services Team (Over 75's team previously), so that when volunteers identify a concern with a customer, we are able to pass it onto the team for action. Our thanks to all our very observant volunteers who provide us with such valuable information.

The year we have also revisited the issue of safeguarding in general. We have risen to the challenge of GDPR by ensuring all our customer and volunteer information is protected, and only keeping personal data that we really need. Please see a Committee member if you have not completed a GDPR form as a volunteer. We are also aware that our customer group is vulnerable and becoming more frail, and need this year to look at whether we can provide further help for volunteers in this respect.

Our work with the NHS has enabled the telephone befrienders to benefit from further training with other health care professional s in recognition and management of anxiety and depression. We have arranged for a further short session on this to be delivered to all our volunteers by our new mental health nurse in this locality at our annual thank you event next Spring. Date to be fixed.

Many people help us to flourish, and I'd like to mention a few by name. John Allibone who has taken some excellent photos for us for our publicity, Celia Clayton who does magic with posters for us, Mark Mackenzie our new Coordinator for the wheel chair vehicle, and Chris the Library Manager who is always so helpful to us when we hold our activities there. Also to Simon Garwood from the Local Area Forum for so efficiently helping and supporting us to receive the grant to purchase the new vehicle with, and Winslow Town Council for their



ongoing support and financial help also. A special mention goes to Keith Hofgartner who originally helped us set up the Befriending Service, but now has developed our website and is always offering his expertise in so many different ways. Thanks also to Graham White from Prevention Matters for his support. Thank you to you all and to those I haven't mentioned specifically.

We have 2 other projects in the pipeline, one is a Parkinson Support Group, for which initial meetings have now been held, and the other is teaming up with a local person to support her in setting up regular activity sessions for teenagers in the town, covering sport, trips out etc. This fills the one age group which we don't cover at all, and will also enable us to help her with publicity, advice and DBS checks that we can do for her.

We are hoping over the winter to work with Winslow Lions to provide 2 or 3 film shows, as another option of getting people out and preventing loneliness and isolation, which are so much in the news today.

We are also looking at setting up a sitting service for carers to enable them to get out to the shops, hairdressers or just for a coffee.

So there will be plenty of other jobs on offer for volunteers. We now have almost 100, most of whom we have recruited through personal recommendation, using the strapline of "an hour a month". So if you enjoy what you do with us, please tell your local friends or new neighbours etc. What a great way to get to know others, and to feel you are helping those less able. There is also a list of vacancies for very specific small jobs that we need help with, available today.

Finally as always, my thanks to my hard working Committee, who never fail to turn up trumps, and keep me on the right road!

Vron Corben, Chair.

PROJECT REPORTS.

Friendship Lunches

We are very grateful to Philip at the Bell who caters so well for our needs. We are able to offer two choices of main course plus a vegetarian option each month. Also there is always the option of a healthy fresh fruit salad for those who want to avoid a 'naughty' dessert. We have over 60 people on our list and regularly have around 50 diners including a good mix of male and female, singles and couples. Friendships are made and helpful information shared each month.

Winslow Community Car Scheme (WCCS)

In its 5th year of operation, the car scheme continues to run well, providing an invaluable service for people for both for their individual and social needs e.g. Health Centre trips or attend Big Society events. Financially it remains in credit.

The necessity to implement the GDPR regulations triggered housekeeping updates on passenger and driver records. Ongoing checks will be maintained to ensure compliance with the regulations.

The success of the scheme means that we are constantly on the look out for more drivers.



While most people enjoy the flexibility of driver commitments – no fixed day of the week or time – there is also scope for fixed commitment volunteers for the start and finish times of the large monthly big society events, the Friendship Lunch (2nd Tuesdays), Afternoon tea (3rd Tuesdays) and Singing for Pleasure (4th Thursdays).

We are delighted that the new adapted car will mean that our passengers who become wheelchair bound and unable to use basic cars, will still be able to get around. We look forward to working together.

Hard of Hearing Group

This new group was launched in February 2018 and meets monthly on every first Thursday afternoon in the library. Designed for people with hearing difficulties but also open to 'hearer's'. It provides a friendly social meeting where ideas and experiences can be shared over a cup of tea. All regulars have already learnt at least one thing to their own benefit. A number of speakers have come to meetings and added to our knowledge and helped with practical advice. Thanks to speakers from the Bucks Integrated Sensory Service, the Patient Support team from Norden House and Mr Too-Chung (retired ENT surgeon). Also thanks to Winslow Town Council for the loan of their Portable Hearing Loop for use at meetings and not least to the Library Service for permission to use the library.

Meeting numbers are relatively low but this means everyone can see each other's faces enabling lip reading to assist comprehension. That said, more members are most welcome.

Memories

Our monthly Memories session on a Monday remains very popular with 10-12 people attending. After more than four years we have inevitably revisited some topics more than once. In the New Year the group will look at bringing other ideas to the meeting such as, quizzes, photos, and slides. The dementia friendly Memories session on a Wednesday continues to be very successful, and we have introduced quizzes and music to the sessions this year which has been much appreciated. We have also purchased 3 dementia friendly picture books which have given participants great pleasure. Any people with dementia living at home are especially welcome.

Telephone befriending service

Currently we have 28 Telephone Volunteers and they are 'matched' with 27 active Befriendeds with 2 further matches on the waiting list. We now have a growing number of Befrienders that are outside of the Winslow area with Winslow making up nearly two thirds of the total. This reflects the geographical region that the Service covers.

We are piloting a closer relationship with Carers Bucks and they will be making referrals to socially isolated Carers through the Patient Support Workers with also the potential that some of the Carers may indeed be able to volunteer as Befrienders. We value this opportunity to integrate with another organisation outside of the direct surgery based contacts.

We continue to deliver a bespoke training package using the skills and resources that one of our volunteers, Marilyn Fairclough, an ex-counsellor has brought to the Team.



We continue to hold group meetings, 'Huddles' approximately every 6 weeks for training and exchange of experiences between the Befriendees and these are proving to be very popular (even if we don't provide cake!)

Drop-In for Parents /Carers

This continues on Monday mornings in term-time at the Community Library where Chris the new librarian has continued to make us very welcome.

Numbers have gone down a little since September, some of our regulars have left as their youngest children join nursery or school. However we have welcomed one or two new visitors and are continuing to make efforts to get others to come along.

Summer Play schemes

The 2 play schemes were again a great success with 70+ attending both sessions. Feedback is always positive, and it also helps us chat to families about their needs. We have since met with Winslow Town Council to ensure our publicity is even better for next year. Thanks also to the Town Council who once again have financially supported us in this venture, and Tree House Preschool who helped again.

Young Citizen of the Year

This was won by Elinor Luck. We hope to identify an ambassador for this project who can promote it more next year, and also work with the winner to promote the role too.

Cards and Games for Fun

We now have a steady core of participants, though numbers can fluctuate. Everyone enjoys themselves and on one occasion some members were gossiping so much they forgot to play a game. We currently don't always have enough participants to cover the room hire, so please spread the word. New members are always welcome. We have a few games but if anyone wants to suggest new ones we are always willing to try them out.

Exercise Classes

Classes are well established now. On the whole numbers are good and attendance very regular. Feedback is positive and we work in a relaxed atmosphere of inclusivity. Attendees ask questions freely, and the trainer does her very best to tailor the classes according to their wants and needs. She is extremely committed to the class members and does all she can to ensure that they enjoy the social side of coming to class as well as feeling improvements in their movement, strength and quality of life, and they reward her with their loyalty. She is also happy to be contacted by family members where needed too. I think we are a happy ship !

Monday classes have more spaces available, and Sandra our trainer would like to work to increase numbers slightly, particularly as hall hire costs have risen.

She is grateful for the support of WBSG in setting up and signposting people to the classes, and also to the car scheme for enabling people to access the classes.



Singing for Pleasure

Singing for Pleasure has remained very popular over the year with between 20 and 30 participants each month. We have introduced one or two new or requested songs most months as well as singing old favourites and seasonal songs as appropriate. We are most grateful to Jane Rennie who has accompanied us each month. Richard Preston has found the words needed –thank you Richard and Vron has printed 30 copies of new songs to use. Graham stores and searches for them each month- no easy task! Kay, Barbara and Angela take turns to research the songs we are using which gives a little background to each one on the day.

Gentle Walks

Weekly walks continue to go well, with a steady core attending, as well as new faces. Malcolm has continued to provide ideas for our publicity, and we have given our leaflets to walkers to promote this further. A successful outing to Howe Wood was arranged by Peter Alsford in the Spring, and we intend to repeat something similar next spring. Our annual donations this year has raised £75 towards the Bucks County Council Gentle Walks programme, which provides us with training etc. Our annual autumn meeting of walk leaders gives a chance for us to develop the programme further.

Afternoon teas

This is a new project, providing a more quiet intimate chance for people to meet and enjoy an excellent tea at the Bell Hotel. At present we have 12-14 attendees, and we are now located in the area used for Toby's Restaurant. Philip and his staff make the tables look very attractive, with lace table cloths and pretty china.

The Tea provided is excellent value and includes a selection of sandwiches, scones with jam and cream, cup cakes and gallons of tea.

Friendships have been made and everyone enjoys the Tea and plenty of chatter.

Community vehicle for wheelchair users

This is a new project which started in the summer. We have been lucky to have purchased a small vehicle which you can see outside the Hall today, which can carry a wheelchair passenger . Thanks to the Local Area Forum under the leadership of Simon Garwood, we were able to secure a grant for almost £7,500, which enabled us to purchase the vehicle and set it on the road for the first year.

Anyone living in the area of the Local Area Forum, which covers surrounding villages to Winslow, can use it.

We are encouraging partners to drive it, so they can take their loved ones out for the day etc, and this has already been enjoyed over the beautiful summer. A driver can also be hired for it, and costs are similar to those of the Community Car Scheme. We are now getting better known, but please spread the word.

We have a coordinator, Mark Mackenzie, who manages the phone, for which many thanks, and are looking to get a small group of people together just to oversee its running, possible



sponsorship etc. This will not be onerous. Thanks to Zoe who put a tremendous amount of work into this initially to get the project off the ground.

Communications projects.

Really Useful Guide (RUG)

This is currently being updated, and the new version will be on the website shortly. There is not an immediate intention at present to go to print, but this may happen in the future.

Publicity and Leaflets

We have a new supply of trifolds identifying all our activities which are available for circulation. If you would like some to hand out please ask us.

Social Prescribing Directory.

We continue to develop this important resource following the input from the Big Society and Carers Bucks, which lists all of the organisations and activities available to everyone in the North Buckinghamshire area. Currently this is a hard copy document for internal use but after the dreaded GDPR releases we can make this available on the new Patient Support Service Team website, to a wider audience.

www.NorthBucksPatientSupportService.info

3. Finance

Financial Report for year ending 31.8.18

The financial Statement for Year ending 31st August 2018 is attached with the Agenda Papers. If anyone has any questions please ask and I can provide any breakdown needed. The accounts have been reviewed by David Chandler and the Committee sends him our thanks for his help.

We generated a surplus on the Winslow Community Car Scheme of £742.52 due to the fact that not all our volunteer drivers claim their mileage costs back.

We received a large donation from Betty Pullinger following the funeral of our co-ordinator Richard. We also received donations from the Mayor of Winslow Town Council and several small donations from grateful users of our community car scheme.

We also received some money from Bucks County Council to help fund the Summer Playscheme, however we were unable to find a face painter so the money will be used to pay for the insurance to cover a face painter next year

Grants were received in 2016/17 to fund the exercise classes. These classes are now breaking even and the finances have been handed over to the Instructor from September 2018. We will still be including them under our Big Society Projects and helping with publicity for the classes.

Publicity and Printing Expenditure relates to the professional printing of all leaflets, and the costs of printing by WBSG members.

Winslow Big Society Group

Statement of Financial Activities for Year Ending 31st August 2018

Balance Brought Forward as at 1st September 2017	1,653.36	
	<hr/>	1,653.36
<u>Income</u>		
Winslow Community Car Scheme (net surplus)	742.52	
Donations	1,524.45	
Summer Playscheme	231.97	
Big Society Projects	149.70	
	<hr/>	2,648.64
<u>Expenditure</u>		
Exercise Classes	838.53	
Community Vehicle	20.00	
Publicity & Printing	347.64	
Other Expenses	60.36	
	<hr/>	1,266.53
Balance Carried Forward as at 31st August'18		<u><u>3,035.47</u></u>

Represented By

Bank Balance per Bank Statements 3rd September'18

Treasurers Account	3,035.47	3,035.47
Special Projects Account	0.00	0.00
		<u><u>3,035.47</u></u>

Prepared By :

Z Sutherland

Date :

17th September 2018

Treasurer :

Zoe Sutherland

The above Income and Expenditure Account has been prepared from the books and records of the Winslow Big Society Group together with information provided by the Treasurer. I am of the opinion these accounts have been prepared in accordance with the information produced and in accordance with the club rules.

Reviewed By :

D Chandler

Date :

06.11.18

Independent Examiner :

David Chandler