

# Minutes of the Tenth Annual General Meeting of the Guildford Institute

Held in the Institute's Assembly Room on Friday 10 November 2017 at 3.30pm

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## 1. Quorum

The Chairperson (Sandra Robinson) confirmed that the quorum requirement (one 25th of the membership) as set out in the Articles of Association had been satisfied, with 41 voting members present.

## 2 Proxy Forms & Applications for Membership

Twenty-three proxy forms had been received – a list is appended. Two proxy forms were also received after the deadline. These forms could unfortunately not be included in the appended list.

All membership applications received during the year had been approved by the Board of Trustees.

## 3 Minutes of the meeting held on Saturday 12 November 2016

The minutes of the ninth annual general meeting held on Saturday 12 November 2016 were approved. There were no matters arising.

## 4. Report of the Board of Trustees

The Chairperson (Sandra Robinson) presented highlights of the Trustees' Report 2016 - 2017.

### 125th Anniversary Celebrations

April 2017 saw the 125th anniversary of the Guildford Institute at its home in Ward Street. This special anniversary was marked by a variety of events and activities, which commenced on Saturday 22 April. On this date, the Institute had a stand in the High Street and hosted an Anniversary Tea Party. The latter was attended by 60 guests, including the then Deputy Mayor, Nigel Manning, and then Deputy Mayoress, Marsha Moseley.

A succession of 125th-anniversary-themed events took place during the remainder of the year. These included: a celebratory exhibition put together by the Library Volunteers featuring archive content, a special piano concert which also marked the 125th birthday of the Bechstein piano and a film showing of 'Grandad's Guildford'.

Also marking the anniversary year, former Institute Manager Trish Noakes had commissioned Margaret Westwood to produce *Surviving and Thriving*. The publication serves as an account of the Institute's recent history and follows on from

Russell Chamberlin's original book *Survival*, which was published in 1996. Grateful thanks were expressed to Margaret Westwood and her team for their hard work and the dedication they had shown in putting the publication together.

Contributions for the Institute's anniversary time capsule were also welcomed in advance of the capsule's official opening, which was to take place at the Members' Forum following the AGM. It was explained that contributions for the capsule are welcome from members and users of the Institute until the capsule's closing in the Summer Term of 2018 and it is hoped that these contributions will succeed in highlighting what the Institute was like in 2017 to future Institute users.

### **Strategic Plan**

The Institute's Strategic Plan has continued to guide developments this year. This ten-year vision for the Institute operates around five key strategic objectives to:

- Broaden the range of activities on offer
- Improve our image and make the Guildford Institute better known
- Strengthen our management and governance
- Improve our building and facilities
- Strengthen our financial position

*More detail of the Strategic Plan is available on the website in the section called **how we work** or feel free to ask in the office for a copy.*

In accordance with the Strategic Plan, a key achievement this year has been an increase of three days of staff cover per week. This has enabled there to be a greater focus on customer service and marketing, resulting in a large increase in social media followers, better local press coverage and greater staff presence on reception.

### **Courses & Institute Activities**

Working with 40 tutors, the Institute ran a total of 147 courses this year, with a total of 2,014 course places booked. The diversity of the course offer continued to grow during the year, with eight new subject areas added to the programme. Several of these new subject areas were 'instant hits', particularly the Cryptic Crossword courses and the Genealogy sessions. These new subject areas have succeeded in attracting new users to the Institute.

Excellent feedback was obtained regarding the Wednesday Talks, Visits & Special Events this year and the programme continued to be as eclectic as ever. More than 1,600 spaces were taken up on the Wednesday talk programme, with 24 of the 34 talks fully booked and many of the others almost full. Similarly, a total of 12 visits were offered to a variety of locations, with 380 attendees in total. As always, there was a balance between coach trips and 'make your own way' visits. Highlights of the

Special Events programme include a special talk from Richard Blair, the adopted son of George Orwell, and the ever-popular Christmas Lunches.

Grateful thanks were given to Chris Blow for all of the work he puts into organising the Young Musicians' Recital programme. As well as bringing new people into the Institute, these recitals also help to raise welcome funds.

### **The Library**

The Library Volunteers worked hard this year to put together a series of well-received exhibitions and displays for: the Institute's 125th Anniversary, Heritage Day, the Guildford Natural History Society's AGM & the Circle Eight Film Group Special Event. Another achievement of the year was the recruitment of Professor Colin Hales as a Library Outreach Volunteer. It is hoped that the recruitment of Colin will help raise the profile of the Library in Guildford and the surrounding area.

### **Updates in the Building**

The interior of the building was significantly updated in 2017. Redecoration took place in the Assembly Room, complete with the fitting of a new carpet and the purchase of new chairs. Each of the Institute's meeting rooms were then redecorated and re-carpeted. Two new portable air conditioning units were also purchased and it is hoped that these will provide some comfort during the summer months, particularly in the office and the Lecture Room, which often get excessively hot. The maintenance work has been very well-received by Institute users, including the room hirers.

### **Comings and Goings**

#### **The Staff**

Amy Mason returned from maternity leave in January 2017 following the birth of her second child, James. In line with the Strategic Plan, the Institute's Staff cover was increased and consequently Vicky Pursey was made a permanent, full-time member of the Staff team. Vicky is fulfilling her new permanent role admirably. In August of this year, we said farewell to Trish Noakes who had been in the role of Institute Manager for seven years. We are grateful for her very considerable contribution to the Institute and we are sorry to have seen her go.

#### **The Volunteers**

This year, the Institute said goodbye to Maggie Melhuish, Chris Fitton and Evie McLaughlin. Between them, they have given almost 15 years of volunteering service to the Library. The Institute also lost Maya Pednekar as a Volunteer in 2017. Maya volunteered on Reception for a year, before returning to India to work. It was acknowledged that the Institute simply could not operate as it does without its many volunteers and we are enormously grateful to all of them, past and present.

## **The Trustees**

In August, Martyn Kearney resigned as Treasurer for personal reasons. Martyn did a remarkable job in building up the Institute's reserves following the refurbishment programme. Thanks to his work, sound processes and control systems are now in place. We keenly feel his loss.

Sadly, the 2017 AGM also marks the end of Mike Wheatley and Terence Patrick's service on the Board of Trustees. Over the course of his nine years as a Trustee, Mike Wheatley has been very helpful in the refurbishment process and his knowledge of the financial sector has also been extremely useful. Sandra Robinson highlighted that Mike was of considerable support to her as a new Chair.

Terence re-joined the Board for a second time nearly three years ago, having previously served as a Trustee before becoming Mayor of Guildford. Terence has been a huge support to the Library Volunteers and has a keen interest in the archive. His family have a long history of involvement with the Institute and it is hoped that he will continue that tradition.

This year, the Board have been joined by Sophie Chapman and Susan Yearley. Both have already made significant contributions to the Institute.

## **Membership**

The Institute has continued to attract new Members during 2016-17. Nonetheless, at the start of the 2017-18 membership year, there does seem to have been a drop in numbers. The members present were encouraged to give any thoughts as to why membership levels may have reduced at the Members' Forum following the AGM. It was acknowledged that, due to changes in the Gift Aid regulations, Wednesday Talks are now free to all and are consequently now loss-making. It was posited that perhaps making the Wednesday Talks free to all may have made the membership offer less attractive.

## **Looking Forwards**

For 2017-18, the Trustees plan to:

- Continue to attract new users to the Institute. The course programme and activities that are on offer will continue to be diversified in order to continue to attract a fresh audience.
- Attract new people to the Library by broadening its use. One method of introducing new people to the Library is to offer Library coffee mornings for members. The first of these events took place in October 2017 and was a success. A second coffee morning will therefore be held in January, which members are invited to attend. Methods of marketing the Library, particularly the archive material, will also be built upon in the coming year.

- Offer a new and improved approach to marketing to raise the Institute's profile locally. A meeting is scheduled with a marketing consultant who will help the Board develop a tailored marketing strategy.
- Ongoing maintenance work in the building and efforts will be made to improve the Institute's Wi-Fi offer to make it more reliably accessible throughout the Institute.
- Recruit a new Honorary Treasurer, who will help continue to ensure our prudent financial management.
- Importantly, a new Institute Manager will also be recruited early in the New Year.

Sandra Robinson finished delivering the Report of the Board of Trustees by extending an enormous thank you to the Staff, Volunteers and Trustees, who have all worked extremely hard, particularly during the months leading up to the AGM.

## **5. The Financial Report of 2016-17**

- Mike Adams delivered the Financial Report of 2016-17 and highlighted that the Charity's accounts are prepared in accordance with the Companies Act of 2006 and the Charities Statement of Recommended Practice or SORP.
- For the accounting year just ended a new Financial Reporting Standard (FRS102) is in force and this has resulted in some minor disclosure changes when comparing to the detail in last year's financial statements.

### Income

- Total income at £257k has increased by 2% over last year's £251k.
- Room Hire has remained virtually static this year but we hope that the decorating improvements to some of the rooms will help improve this income, going forward.
- Courses are lower by £5k - partly due to a number of cancelled courses which occurred, due to illness, in the Autumn term. However, the level of take-up in the subsequent terms was lower than expected and we hope that an improvement in the variety of courses offered plus the revitalised decorations will cause a pick-up in the following year.

### Expenditure

- The Trustees have continued to maintain a tight control over expenditure, however, total expenditure is showing an increase of £36k of which £15k is the cost of the external decoration of the building.
- Staff Costs - costs are £10k higher than the previous year. The demands on the staff running the main office have increased considerably during the year and we have had to 'staff up' to cover this requirement.

- Premises Costs - show an increase of £28k, but £15k of this relates to the external decoration of the building, plus another £6K was spent on ongoing maintenance.
- Other costs are in line with those of the previous year.

### Summary

- In total, net incoming resources from our normal operations amounted to £43k less net outgoing resources of £2k on the restricted fund. This makes £41k in total, as reflected in the balance sheet.

## **6. Members' Questions**

In response to the financial documentation provided at the meeting, Trevor Jones enquired as to the difference between the 'restricted' and the 'unrestricted' funds. It was reported that the restricted fund is the fund through which project resources are collected and expended. This fund had net outgoing resources for the year of £2k – this figure being the difference between donations received and costs comprising of depreciation and expenditure relating to the Air Conditioning Project. The restricted fund totalled £461k at year end. In contrast, the unrestricted fund shows net incoming resources for the year of £43k. The unrestricted fund has a separate fund within it called the 'designated fund' which was initially set up by the Trustees 3 years ago towards the cost of the external painting of the building. At July 2016 this fund stood at £15k but was fully utilised in August and September of 2016 in covering the cost of the external decoration. The unrestricted fund totalled £402k at the year end.

Douglas Jack enquired as to the membership figures and how significant the drop in membership has been this year. It was confirmed that, at the time of the meeting, membership figures were down by roughly 80 members, but this is compared to the 2016-17 membership *year end* statistics. There are always new members that join during the membership year and so this discrepancy will certainly reduce. Russell Feaver made the comment that the Institute should aim to target a younger audience in order to boost membership. The issue of membership and membership benefits was to be picked up again in the Members' Forum.

Gordon Bridger asked about the remaining duration of the Royal Bank of Scotland's tenancy agreement. It was confirmed that the current lease comes to an end in 2020. The Trustees assured the members that they are looking at the issue of the lease renewal carefully and will be sure to explore all options to ensure that the best deal is sought for the Institute.

**The Report of the Board of Trustees and the Financial Report were unanimously accepted.**

## 7. Approval of the appointment of Auditors:

- To approve the appointment of A J Bennewith as Auditor
  - Proposed by Chris Blow. Seconded by Margaret Clements.

**APPROVED UNANIMOUSLY**

## 8. Approval of the re-election of Trustees:

- Sandra Robinson
  - Proposed by Chris Blow. Seconded by Susan Roche.
- Mike Adams
  - Proposed by Margaret Westwood. Seconded by Trevor Jones.

**BOTH APPROVED UNANIMOUSLY**

## 9. Approval of the re-election of Trustees:

- Sophie Chapman
  - Proposed by Michael Wheatley. Seconded by Lesley Scordellis.
- Susan Yearley
  - Proposed by Terence Patrick. Seconded by Janice Hurdle.

**BOTH APPROVED UNANIMOUSLY**

## 10. Any other business

There had been no items of business submitted by the deadline.

**The meeting closed at 4.30pm**

### **Trustees in attendance**

Sandra Robinson  
(Chairperson)  
Mike Adams  
Sophie Chapman

Janice Hurdle  
Terence Patrick  
Susan Roche  
Lesley Scordellis

Ali Venables  
Mike Wheatley  
Susan Yearley

### **Members in attendance**

Mike Adams  
Mavis Archer  
Chris Blow  
Gordon Bridger  
Jean Bridger  
Timothy Bryers  
Colin Callegari  
Neil Chambers

Stephanie Chambers  
Sophie Chapman  
Margaret Clements  
Russell Feaver  
Hilary Fletcher  
Beverley Hanrott  
Janice Hurdle  
Douglas Jack

Margaret Jack  
William Jackson  
H. Trevor Jones  
Jon Korndorffer  
Mary Korndorffer  
Anthony Marsom  
Duncan McMillan  
Roslyn McMillan

Valerie Monaghan  
Terence Patrick  
Graham Robinson  
Sandra Robinson  
Susan Roche  
Lesley Scordellis

Tom Sharp  
John Shorto  
Graham Thorp  
Jane Thorp  
Ali Venables  
Julia Wake

Roy Wake  
Margaret Westwood  
Michael Wheatley  
Reginald Wholey  
Susan Yearley

### **Patrons in attendance**

Nigel Manning (Mayor of Guildford)      Marsha Moseley (Mayoress of Guildford)

### **Non-Members known to be in attendance**

Nina Hammond      Amy Mason (Membership & Events Assistant)  
Bill Monaghan      Vicky Pursey (Acting Deputy Manager)  
Amy Rice (Acting Institute Manager)

### **Proxy voting forms were received from:**

Lawson Aldred	Valerie Helliwell	Barbara Payne
John Bannister	Monica Jones	Doreen Shaw
Richard John Clarke	Sybil Jubb	Peter Slade
Sandra Cumming	Marjorie Kirby	Linda Stevens
Sally Dewey	Kathleen Lamb	Jocelyn Willcox
Gaye Elvidge	Jackie Luben	Walter Willcox
Pamela Gray	Clifford Masters	Joan Wren
Robert Helliwell	Phyllis Morris	

### **Apologies – in addition to those submitting proxy forms:**

Gwyneth Craske	Pauline Read	Harry Wickens
Auriol Earle	Lady Gay Shepperd	Jean Wickens
Eric Earle	Anne Stortt	
Gwyneth Pickering	Jan Todd	

**Copies of these minutes are available in large font on request**