

**MINUTES OF THE NAViGO HEALTH AND SOCIAL CARE CIC
ANNUAL GENERAL MEETING
HELD ON TUESDAY 24TH SEPTEMBER 2019
1.00PM AT GRIMSBY AUDITORIUM CROMWELL ROAD, GRIMSBY DN31 2BH**

1 Welcome and Introductions

Tom Hunter welcomed everybody to NAViGO's AGM and said that being the Chairman is an important part of his life and has been for the last eight years. A special welcome was given to the Mayor Councillor Terry Walker and Mayoress Hazel Chase. He mentioned the late cancellation of Guest Speaker Ollie Ollerton and that Barry Flintoft would update the audience on the progress of NAViGate, the wining scheme from last year's Project of the Year.

The Board Members were introduced in turn and addressing the audience he stated how much he appreciated seeing the NAViGO Family, consisting of service users, staff, carers, volunteers and external organisations. He mentioned how far it had progressed from the modest attendance at the initial AGM to holding the meeting in one of the biggest venues in NE Lincolnshire today. He said it was a privilege to be part of the organisation's success and stressed the importance of staying true to the cause of treating people with care and compassion.

A short video was played entitled, "We are NAViGO" containing clips from a range of employees and service users at various locations across the organisation. The Chairman said it captures the essence of NAViGO; engaging staff and service users in what we do and this being at the heart of the organisation.

2 Minutes of 26th September 2018

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

3 Keynote Speaker – Barry Flintoft

Introducing Dr Barry Flintoft, the Chairman said that he is NAViGO's former Director of Operations who took a career break to sail round the world and is the Captain and owner of the yacht used for the NAViGate project.

Barry began by explaining the circumstances in which he was approached to present today; it was whilst sailing under the Humber Bridge and humorously spoke of his delight at being asked to replace an SAS guest speaker. He then spoke of his career from joining the health services as a Social Worker initially for a six month period and remaining in the health service twenty years later. He also spoke of being part of the Executive team in 2011 that transferred NEL mental health services into NAViGO the Community Interest Company. After leaving NAViGO in 2015, he spent several years sailing around the world with his partner, returning last year when he began working with Monika Buffam on NAViGate.

He briefly mentioned aspects of the sailing he really enjoyed including visiting tropical beaches and snorkelling in Coral Reefs but found that what most people really wanted to hear about was what went wrong and what he learnt. He read entries from a journal he kept describing his first three passages and the lessons learnt in the early days. This was delivered with humour providing examples of conversations he and his partner had in overcoming the obstacles they faced. He admitted that things did not get any better on subsequent passages but his ability to cope did, as did his ability to become self-reliant. He said problems were due to his inexperience and that in everyday life unpleasant experiences happen and emotional resilience is important.

Barry shared the three top tips he learnt: firstly to do something every day that scares you a little bit, secondly to accept that things will go wrong and to think about the best thing you can say to yourself in the moment and finally to notice and appreciate dolphins! He elaborated on each in turn. Doing something that scares you might be a new NAViGO project, having a difficult conversation or even getting out of bed, whatever is a challenge to the individual. Small achievements lead to big changes. He said his biggest challenge was leaving his career as he had time to think and change his mind. He asked the audience to reflect on what they have done today and what will they do tomorrow.

He said when things go wrong it is easy to turn the problem into somebody else's fault and to give into anger and despair; he joked why didn't he stay chairing Clinical Governance meetings for NAViGO recalling the time he was in tears struggling to fix the water pump on his yacht. He said notice what you are telling yourself at the time such as "I'm useless". When you are using negative phrases there is nobody else to fight your corner. It can be overwhelming. At that point stand back, accept the bad times and believe good things about yourself.

At times he said he felt as though he was living a nightmare rather than "living the dream". He said everybody has problems and not to take the good things for granted. Recognise what is going well and be proud of yourself. For Barry this was seeing dolphins whilst sailing and he likened NAViGO to a dolphin leaping playfully in the surf.

He introduced Monika, NAViGO's Finance Manager, acknowledging her achievement in seeing the potential in sailing therapy and NAViGO's willingness to embrace the concept raised by a member of staff with a non-clinical background; such is the uniqueness of NAViGO.

Monika discussed NAViGate in detail explaining that it comprises both offshore and inshore sailing and, in relation to the latter, she outlined the work being undertaken with Sailability which is based at Covenham reservoir and provides sailing competencies for people with disabilities. She introduced two representatives from Sailability: Judy Templeman, Senior Instructor, and Robert Caudwell, President of European Union Water Management Association, who described it as a path of personal development; recognising that people are at

different levels and providing the individual with the time they need. Two competencies were summarised and attaining the valuable transferable skills of self-confidence, resilience, sense of humour, team work and communication skills were mentioned. Robert reflected on how the scheme had benefited him and he said that in his alternative employment it had improved his engagement with people whose homes had flooded and were experiencing stress and mental health problems. He said he was fortunate to be able to sail as a young man and appreciates the ability to “give something back”; he values the skills being developed and would like to provide support in maintaining these. Commitment from all three parties comprising volunteers, NAViGO and Sailability is required for its continued success.

Barry discussed the offshore aspect of sailing stating there had been 42 trips on the yacht, 150 people had been crew members and it has covered 761 miles. A project to develop “First Mates” had been undertaken to provide additional responsibility and training to crew members and that it had been a pleasure to see people grow and develop in their role. He said most of the time sailing is incredibly relaxing and there are often quiet times for reflection. He said few people get the opportunity to experience sailing on a yacht and to explore new places. A clip was played of the crew at sea and short interviews of what sailing means to them. One person spoke movingly about it bringing a smile to their face.

The Chairman thanked Barry, Monika and Sailability for the interesting and absorbing presentation.

4 NAViGO Annual Review – Jane Lewington Chief Executive

The Chief Executive addressed the audience to say she hoped they enjoyed the NAViGate presentation and that she found it fascinating and vowed for the scheme to continue.

The presentation began with a reminder of the five Membership Objectives, namely: continuing to develop services; focussing on communication and promoting the importance of mental health; developing our workforce, supporting members, carers and volunteers and delivering high quality care. Each was discussed in turn.

In relation to developing services, Open Minds was mentioned; the appointment of two IAPT trainees and the 41% increase in people starting treatment. Additionally the different types of support were mentioned in the form of Employment Advisors, to assist people in both finding and staying in work, and working with the nurses and the hospice in relation to long term conditions. Developments in Older People’s services were discussed, in particular partnerships such as the Dementia ICP and staff creativity in their ways of working. There was also mention of the new Janine Smith Suite, this being the concept of a carer for a person with complex dementia who challenged staff to develop a model to prevent her husband moving to a placement out of area. Capital funding was received and the ten bedded unit opened in July this year,

eight beds of which are currently in use. Future plans include shaping a solution for young people with dementia in the community.

Acute Services have developed in terms of the opening of Safe Space, a former Project of the Year which is delivered in partnership with Mind. Further developments include the availability of Addaction; undertaking CAMS research; strengthening MH liaison; creating the first leaver group for Sequoia and the improvement in Crisis accommodation. Developments in specialist services consist of a monthly recovery group for the eating disorder service, a second house for community rehabilitation, a hub at Brocklesby for rehabilitation and a strong MDT system.

An update was provided with regards Tukes and the increase in referrals by 37% as well as the number of members and volunteers that have been supported into employment. There was also mention of the new Individual Placement Support (IPS) service helping people into/remaining in work.

Workforce developments include two international recruitment fairs; the introduction of a development programme for Leaders; increasing staff training requirements (92% have received mandatory training and 91% have undertaken appraisals) and exceeding the target of 12 apprentices. Steps undertaken to improve staff wellbeing include roadshows, Simply You treatments and Walk the World/Americas.

Various events the organisation has been involved with to communicate and promote mental health include: the National Conference Positive Practice in Mental Health, Blue Monday, World MH day and the new Freedom to Speak Up Guardian role occupied by Claire Withers. Increased social media, activities in Floral Hall, sponsoring the Grimsby 10k, supporting a group of young dancers and working with Care4All in relation to learning disabilities were also mentioned.

Support has been afforded to members, carers and volunteers by groups such as Your Voice and NEXUS, a group led by young people. Carers have taken an active role in shaping our membership by instigating an amendment to the rules that accompany our articles concerning their representation on the Membership Board and service users are an important part of the organisation's recruitment process, sitting as part of the interview panel.

Measures implemented to deliver high quality care include the introduction of the Clinical Safety Dashboard; daily huddles for inpatient and community mental health teams and improvements to both supervision and learning from incidents.

Praise and thanks were given to Lisa Denton and Brian Edmondson on the smooth transition of electronic patient system from Silverlink to SystemOne, stating it was an exemplary piece of work and the best she had seen; everybody owned it and wanted to make it a success.

Accreditations, and awards were mentioned including the RCP College Centre for

Quality Improvement; Positive Practice in Mental Health Awards (for Older People, Adult Services, Children and Young People); NHS Parliamentary award for Annie Darby; MTI and WAST award for the Clinical Safety Dashboard and being in the top 100 Best Not for Profit organisations to work for as voted by the Sunday Times.

Positive comments were received from the Lead CQC inspector at the recent CQC inspection; she acknowledged that we are a people first organisation: both in our treatment of staff and people who use the services. The Chief Executive said this is a fantastic accolade and gave thanks to everybody saying it was a privilege to represent NAViGO and that you all inspire me to do the best I can for the organisation.

The Chairman thanked Jane saying it was inspiring to hear from her and that we are fortunate she is part of the Executive team.

The Finance Director was welcomed onto the stage and he drew the raffle, stating the proceeds of the ticket sales will be donated to the Gardiner Hill Foundation. The winning ticket was number 183.

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 and NAViGO Extra Limited for the year ended 31 March 2019.

The Finance Director stated income had increased to c£30m and investments have been made in the following areas: IAPT expansion; early intervention in psychosis; ADHD and autism; rehabilitation services; enhancements to crisis services and perinatal mental health. He further stated that c£2m had been spent in enhancing our services including the expansion of the Cedars; development of the complex care unit; the purchase and renovation of the new inpatient eating disorder unit; launching Safespace; relocation of Simply You; opening NAViGO House café and the implementation of SystemOne.

An update in relation to the trading arms was provided including £1m turnover at Grimsby Garden Centre and supporting 80 service users; NAViGO Extra generating a surplus; Respect receiving BILD accreditation; an increased demand for Simply You treatments, Floral Hall operating as an events venue and Workplace Wellbeing obtaining new customers and partners. He encouraged the audience to support the cafes reminding everybody that the monies are reinvested into the organisation.

Total income was £31m, and a surplus of £1.5m generated after deduction of the £376k tax liability. The overall financial position is £11.9m assets, creditors of £7m and share capital and reserves of £5m.

6 Resolution

The Chairman declared an interest in the resolutions to be voted upon and exited the room whilst the Chief Executive discussed the same.

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

present article 39 is deleted and the new article 39 below is adopted:-

The Directors may terminate the Chair's appointment at any time. In any event the Chair must retire at every fourth AGM following his or her appointment as Chair, but he or she shall be eligible for reappointment as Chair for up to a further four years at a time or (if shorter) the remainder of his or her term of office as Director

present article 66 is deleted and the new article 66 below is adopted:-

No person is entitled to hold the position of Non-Executive Director for more than 10 years.

The Members' Resolution was passed to extend Tom Hunter's term of Office until the Annual General Meeting in 2020.

7 Results of Voting on Project of the Year

Results of the Project of the Year were as follows:

- 1st Restoring our Veteran's Mental Health (83 votes)
- 2nd NAVIGATOR (37 votes)
- 3rd BYOPS -Build Your Own Protective Shield (30 votes)
- 4th NAVIGROW (27 votes)
- 5th NAVIGOLF (18 votes)
- 6th NavigoHub (11votes)

The results of the recent Membership Representation elections were announced:

Staff Representatives

- Dr Kate Pawlowska
- Richard Melling
- Kelly Moore
- Mark Peplow

Community Representatives

- Yasmin Salt
- Courtney Peet
- John Tucker
- Pam Bendle

The Chairman welcomed the new Membership Representatives and presented flowers to the two retiring Community Representatives Julie Salt and Marie Fitzgerald and Staff Representative Claire Withers; he thanked them for the work they had undertaken during their time in their respective roles.

8 Chairman's Awards

Team Award

This team was described as implementing a major infrastructure change, the project management of which was exceptional, business continuity was maintained and it was delivered on time and within budget. The winner was announced as the Performance Team.

Individual Award

This person has transformed the services he manages which were not meeting the needs of the people it looked after and was in need of change. He said the services have now received a good rating from CQC and the change is truly remarkable. He said this person is an inspirational leader and professional practitioner. The winner was Michael Palmer.

Volunteer of the Year

This volunteer is an individual who has a significant amount of life experience during her short life and has confronted her own mental health difficulties. She helps run the youth group Nexus and is an inspirational young lady. The winner was Courtney Peet.

Group of the Year

This group has been operating for over 10 years and comprises both service users and carers. It produced a publication in January of this year for "Bright Blue Monday" which was widely distributed. The winner was the Creative Writing Group.

9 NAViGO Community Membership Award

The NAViGO Community Membership Award was presented by retiring Community Representatives Julie Salt and Marie Fitzgerald, to staff member Tracey Greetham, as voted by the Community Membership.

10 Service Area Display Boards

Two winners were announced in relation to the Service Area Display Boards this year; one for clinical areas and one for infrastructure. The winning teams were: the Older People's team and the Workforce team, as chosen by the Membership Representatives.

11 Closing Remarks

The Chairman said that he always enjoys NAViGO's AGM and that it is different to any he has been to before. It enables us to celebrate collectively our achievements acknowledging that it had been a successful year. Looking to the future there are two areas of concern: resources and organisational turbulence. He said he is hopeful that mental health will gain the priority it deserves and receive appropriate resources. He noted that the organisation is in a good position and there is a great opportunity whilst mental health has a high public profile. He said he would do all he could to embrace organisational change taking place in the NHS presently alongside maintaining the unique organisation that NAViGO is, providing local services to meet the needs of our community.

APPENDIX

ATTENDEES

COMMUNITY MEMBERS - 54

STAFF MEMBERS -170

OTHER ATTENDEES -98

TOTAL ATTENDANCE - 322

KEY NOTE SPEAKER

Dr Barry Flintoff
Judy Templeman
Robert Caudwell

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)
Kaye Borell (PA to the Chief Executive)
Nicola Carroll (Corporate Affairs Team Administrator)
Amy Quickfall (Engagements Officer)
Jackie Griffiths (Patient Experience Lead)
Kelly Moore (Volunteer Coordinator & OPMH Engagement Project)
Ebony Chapman (Corporate Affairs -Communications)
Ellie Stevenson (Marketing Assistant)
Bradley King (Corporate Affairs -Digital Content)
Helen Lingard (Estates Admin Assistant)
Lynsey Ford (Legal Affairs Manager)