



62nd Annual General Meeting
 Minutes
 Hft Trust Limited
 6th November 2024 1pm

Online meeting held on Teams and in person at
 5/6 Brook Office Park, Folly Brook Road, Emersons Green, Bristol BS16 7FL

Charity number: 313069 Company number: 734984

In Attendance:

- Amanda Bunce- Chair and Trustee
- Tim Tamblyn- Trustee
- Annemarie Strong- Trustee
- Lesley Hutchinson- Trustee
- Michael Butler- Trustee
- Paul Morgan- Trustee
- Irfana Malik- Trustee
- Jonathan Laredo- Trustee
- Hugh Piper- Trustee
- Paul Morgan- Trustee
- Stephen Veevers- Chief Executive Officer
- Simon Hubble- Chief Corporate Services Officer
- Tracy Hampson- Director of Operations
- Kate Jenkins- Director of People
- Kate McSweeney – Deputy Director, Communications and Fundraising
- Joanna Grainger- Director of Housing (Interim)
- Alison Joyce – Head of Governance
- Jessica Flowers- Executive Assistant and Governance Officer

A separate list of attendees who are Members has been maintained.

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| Meeting started: 13:00 | | |
| 1. | Welcome and introduction | |
| | AB welcomed all to the 62 nd Annual General Meeting and explained the | |



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| | <p>nature of today's meeting.</p> <p>The meeting was noted to be quorate.</p> <p>16 proxy votes were received ahead of the meeting.</p> | |
| 2. | Chairperson's Report | |
| | <p>Two stories were shared; one from staff and one from a person we support.</p> <p>The Chair presented a review of the year, which included the highlights of a number of events and news appearances. The Members were also advised that the Chief Executive Officer had been nominated for a national award as an influential voice of Social Care.</p> | |
| 3. | Review of the Year | |
| | <p>The Chief Executive Officer provided an overview of the year and progress against Hft's turnaround plan.</p> | |
| 4. | Finance Report | |
| | <p>The Chief Corporate Services Officer provided an overview of the 2024 accounts (which had been shared with the Members prior to the meeting) and the current financial situation, and explained the improved position from the 2023 accounts.</p> | |
| 5. | Formal Resolutions | |
| | <p>Ordinary Resolution 1 To confirm the minutes of the 61st Annual General Meeting</p> <p>24 votes in meeting 19 proxy votes received 0 abstentions Resolution passed.</p> <p>Ordinary Resolution 2 To confirm the minutes of the Extraordinary General Meeting held on 11 July 2024</p> <p>21 votes in meeting 18 proxy votes received</p> | |

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| | <p>2 abstentions</p> <p>Ordinary Resolution 3 To receive the Financial Statements for the year ended 31 March 2024, together with the Reports of the Board and the Auditors</p> <p>23 votes in meeting 19 proxy votes received 1 abstention</p> <p>Ordinary Resolution 4 To confirm the re-appointment of the Auditors, RSM UK Audit LLP, and to authorise the Trustees to agree their remuneration</p> <p>24 votes in meeting 19 proxy votes received 0 abstentions</p> <p>Ordinary Resolution 5 To re-elect Paul Morgan to a third term of office of three years</p> <p>27 votes in meeting 19 proxy votes received 1 abstention (Paul Morgan abstained due to conflict of interests)</p> <p>All resolutions passed by majority of votes.</p> | |
| 6 | <p>Questions</p> | |
| | <p>A number of questions had been received in advance of the meeting:</p> <p>1) Why are the families of those in Hft residential care that were threatened with a termination of contract last July with a cut-off date of August 2024, still waiting for a response? Whatever the issues, why have Hft not kept the families informed?</p> <p>The Chair acknowledged how distressing this must be for families who are waiting for news. The work happening to ensure that Hft is receiving the right level of funding involves detailed costing exercises and regular negotiations with local authorities which takes time. The families were reassured that Hft is working hard to get the right outcome and will update families as soon as there is news or developments to share. If families have specific questions or concerns the mailbox tocfamilies@hft.org.uk is</p> | |

monitored daily and emails will be responded to within two days.

- 2) I would like to know how successful the negotiations have been with local authorities to achieve an increase in fees. In particular, what happens in a residential scheme where one or two authorities say no to increases?

The CEO advised that Hft has successfully negotiated an increase in funding for 43% of the placements. This work is detailed and there is much left to do. Until Hft has concluded negotiations with all funders the organisation is unable to share details of any individual services as that may prejudice negotiations, but committed to continue to update when individual contracts had been successful concluded or significant changes in the position.

- 3) Hft is, and I think always has been, a membership organisation. What role does the organisation see members playing? Some families are not aware that they could join as a member. How does Hft promote membership to families?

The Hft Board have been discussing the role of the Membership in relation to the broader engagement. A number of engagement mechanisms are in place, including Trustees and the Executive attending our services. The Annual General Meeting is a formal event but Hft would be willing to consider holding a mid year event to provide an update if that would be helpful. The Chair invited Members to share any thoughts or suggestions on how Hft could raise awareness of the Membership, and asked Members to share the information with their networks. Hft look at ways to increase the visibility of Membership on the website.

- 4) Over many years I have raised the issue of communication with managers and members of the executive team. Everyone I have spoken to has always shared the values and culture that I would like to see - one that seeks to recognise that families are a central part of the lives of the people Hft supports. But this is not always evident in practice. I am particularly concerned about communication around medical issues. My current experience is very good, but I am aware that this is not always the case for many other families. What is Hft doing to disseminate good practice around communication with, and inclusion of families, to the front line of service delivery?

Hft is working with colleagues to make sure they understand the importance of involving and communicating with family members regarding the care and support of their loved ones. Hft ensures that support colleagues have regular supervision discussions which focus on how they live Hft's values day to day, and this includes putting the care and support of the people we support at the centre of what we do, including their circle of support. It was also noted that information sharing is subject to the consent of the individual where they have capacity.

A Member had also asked for a call to action be made, and for members to sign the open letter to the Chancellor from NCVO and ACEVO around the impact of the Budget on the social care sector.

A link to the letter and a UK Government Petition here on the same matter were provided in the meeting and will be put on the Annual General Meeting web page that Members have access to.

Questions were invited and a Member expressed concerns about the way she had been contacted regarding the potential termination of a contract. The CEO apologised for the distress and said that it was very difficult to judge when to contact family members and how to do it in these situations. He advised that the feedback would be taken on board.

There were no further questions from those present.

Close: 14.10