**Minutes of the Eleventh Annual General**

**Meeting of the Guildford Institute**

Held in the Institute’s Assembly Room on Friday 9 November 2018 at 3.30pm

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|  | **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 61 voting members present. This was a 49% increase on the number of people who attended the AGM in 2017.  |
|  | **Proxy Forms & Applications for Membership**Nineteen proxy forms had been received – a list is featured at the end of this document. All membership applications received during the year had been approved by the Board of Trustees.  |
|  | **Minutes of the meeting held on Friday 10 November 2017** The minutes of the tenth annual general meeting held on Friday 10 November 2017 were approved. There were no matters arising. |

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|  | Report of the Board of TrusteesThe Chairperson (Sandra Robinson) presented highlights of the Trustees’ Report 2017-2018. **125thAnniversary Celebrations** The Institute’s 125th anniversary year came to a close in April 2018. The end of the celebratory year was marked by a popular talk on the history of the Institute by David Rose. At this event, the Institute’s time capsule, featuring contributions from members, tutors, course attendees, staff and trustees was officially sealed. The capsule has since been carefully stored in the Institute’s archive, ready to be opened in 2042 – the Institute’s 150th anniversary. The anniversary celebrations provided a stimulus for the offering of several extra events, all of which were extremely well-attended, and succeeded in acting as a publicity tool for the Institute. **Strategic Plan** The Institute’s Strategic Plan continued to guide developments throughout the 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

In accordance with the Strategic Plan, key achievements this year have included a widening of the Institute’s activity programme. This has led to increased sales and the Institute successfully attracting new customers. There has been a significantly greater focus on marketing during the year, including increased emphasis on publicising the Institute’s unique Library. Finally, the Institute has also succeeded in raising its reserves in advance of the RBS lease renewal date in March 2020, so as to further protect the Institute. **Courses & Institute Activities** 2017-18 was the Institute’s most successful year ever in terms of course numbers and income. Working with 43 tutors, 174 courses were offered this year, with a total of 2,330 course places booked. The diversity of the course offer continued to grow during the year, with six new subject areas added to the programme, five of which became fully subscribed. The new subject areas succeeded in attracting new attendees, for example 33% of those enrolled on the new Art Interpretation sessions were new to the Institute, as were 18% of the Film Studies’ students. 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. This year saw the Institute offer a talk that became the most over-subscribed event ever: Professor Opitz’s talk on Memory had 91 people on the waiting list. The Institute did, however, continue to lose money by offering the Wednesday Talks programme this year. A total of 12 visits were offered to a variety of locations, with 348 attendees in total. As always, there was a balance between coach trips and ‘make your own way’ visits. Highlights of the Special Event programme this year included a fully-subscribed talk by Virginia McKenna OBE in Autumn 2017 and *Tying the Knot* – a special event in May 2018, marking the marriage of Prince Harry and Meghan Markle. Long-standing events continued to grow in popularity this year, which the annual Christmas lunches attracting 30 more attendees than the previous year. Similarly, attendance to the Young Musicians’ Recitals rose by 34% and grateful thanks were given to Chris Blow for all of the work he puts into organising this part of the programme. **The Library**The Library Volunteers have worked hard alongside the Staff and Trustees this year in order to successfully increase visitor numbers to the Library – although the Institute would still like to see an increase in archive usage and book borrowing. The introduction of termly Members’ coffee mornings have proved successful and well-received by those who have attended. The Library Volunteers have produced a variety of displays for internal and external bodies, including at G Live. The Library space has also been made greater use of throughout the year, with various room hirers and clubs regularly using the room as a meeting place: this helps to ensure that the Institute’s building resource is being used as efficiently as possible. Sandra Robinson thanked everyone who had so generously donated to our *Treasures of the Guildford Institute Library Conservation* appeal. The appeal was extremely successful, raising £3,400 (including Gift Aid). In addition to providing funds for necessary preservation materials and equipment, these donations have enabled us to fully restore 19th and 20th century books of historical importance and local significance. We will continue to restore further ‘treasures’ from our archive during the 2018-19 financial year. **Updates in the Building** A large-scale Wi-Fi upgrade was completed in the Institute this summer, meaning that a fast and stable internet connection is now available throughout the building for the first time. It is hoped that this will ensure that the Institute continues to be an attractive room hire and course delivery venue into the future. Smaller-scale maintenance has also continued to ensure that the building remains in a good condition and will continue to take place into the future.  **Comings and Goings** **The Staff**2017-18 has been a year of change for the Institute. Following a robust selection process, Amy Rice was selected as the new Institute Manager in January 2018. Vicky Pursey left to go on maternity leave in March and her daughter, India Rose, was born in May. Sarah George took over as Vicky’s maternity leave cover in March 2018. Emma Sutcliffe began working at the Institute in May as the new Programme and Deputy Manager, having previously worked at the Museum of Farnham. Steve Coombes left his position as Caretaker in February 2018 and was replaced by David Querzola in March 2018. As a result of the above changes and the staff shortages, temporary staff were employed: the Institute was fortunate to receive support from former Deputy Manager Jan Todd, in addition to Cheryl Carlisle. Sandra expressed her gratitude to the Staff and Trustees for all of their hard work during this transition period.In September 2018, the Institute ran its first ever Staff Away Day, which assisted in bonding the new team together and provided the opportunity for the whole team to consider the Institute’s strategic goals and methods of improving the experience for Institute visitors. A training session on customer care was provided in the afternoon for the Staff team and Volunteers. **The Volunteers**In 2017-18, we sadly said goodbye to Library Volunteer, Sylvia Oliver, following a relocation. We were grateful to be joined by Sue Baker on Reception on Tuesday mornings. Michaela Graichen, a BBC journalist, also began assisting the Institute with communications and publicity. 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.Special recognition was given to three Volunteers in particular – Olive Edwards, Colin Callegari and Pam Keen. Each of these three volunteers had their ten-year anniversary of volunteering at the Institute during 2017-18. The Institute is exceedingly fortunate to be able to rely on such committed volunteers. **The Trustees** This year, we lost three Trustees. Lesley Scordellis resigned following a relocation in June 2018. She was a Trustee for nine years and was instrumental in raising the necessary funds to enable the ambitious redevelopment of the building in 2013, including the installation of the lift. Susan Roche and Janice Hurdle resigned at the 2018 AGM, having both also relocated. Susan had been a Trustee for over six years. As a quantity surveyor, Susan provided valuable advice on the maintenance of the Institute’s historic building and has been an excellent support to Amy Rice in her new managerial role. Janice Hurdle has been a Trustee for three years, and focused on the development of the Institute’s programme of activities. During her time as Trustee, the Institute’s course programme in particular expanded significantly, and a far greater focus was placed on the integration of the Library into the rest of the Institute’s programme. This year, the Board have been joined by Janet Crowe, Lisa Taylor and Michael Jackson. Each of these Trustees have already made contributions to the Institute. **Membership** Membership figures in the 2017-18 financial year had remained approximately static when compared with the previous financial year. Nonetheless, the Institute Staff and Board have continued to discuss our membership offer to ensure that it remains attractive. We would be grateful for any feedback that members would like to offer on the current membership package. **Looking Forwards**For 2018-19, the following will form some of the key areas of focus: * After more than 30 years’ involvement in the Beano, Leone Palmer has sadly decided to retire following the serving of the 2018 Christmas lunches. Leone’s daughter, Emma, has decided to focus on her art career and so the Beano will close in December. The Institute is currently reviewing proposals that have been received for the future of the Café and will ensure that the Assembly Room will continue to offer vegetarian food for the community. We’ll be sure to update our members as soon as we have news on this important change.
* The Institute also plans to continue to upgrade its online presence during the coming year. For example, the spring brochure will be made available on the website for the first time with clickable links, making booking easier than ever.
* Our internal software systems will also be upgraded in order to reduce staff admin time going forward.
* As ever, we also plan to continue to upgrade our building and facilities to ensure that the Institute is kept up to date as a course delivery centre and a room hire venue.

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 during another year of change for the Institute.  |

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|  | **The Financial Report of 2017-18** * Mike Adams delivered the Financial Report of 2017-18. The following bullet points outline the key items of note:

Income * Total income at £342k compared to £307k in 2016-17.
* The success of the GI programme contributed significantly to this difference, with a £20k increase in course income compared to the previous year being the most significant change.
* Mike Adams also highlighted an extremely significant donation made by Tom and Margaret Sharp during the 2017-18 year. Mike thanked Tom and Margaret for their considerable generosity.
* Other areas of income, including room hire and membership income, remained virtually static.

Expenditure * The Trustees have continued to maintain a tight control over expenditure, with total expenditure growing from £266k to £268k during the 2017-18 year.
* Significant increases in expenditure were seen in the area of temporary staff, which was £9k this year compared to no expenditure in the previous year. This was to cover a period of staff shortage.
* Accountancy fees also increased significantly during 2017-18 as a result of additional support being required in the absence of a Treasurer.
* Changes in providers meant that savings were made in areas such as insurance, utilities and, following a suggestion at the 2017 AGM, also in postage costs.
* Other costs are in line with those of the previous year.

Summary * In total, net income for the year was £74k compared to £41k in 2016-17.
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|  | **Members’ Questions**Gordon Bridger congratulated the Board and management on the successful year that had been reported in the meeting. He then enquired about the possibility of the Institute offering a programme of alternative film screenings. It was discussed that the Institute would certainly be open to this suggestion, but would need the assistance and expertise of volunteers in order to help run these events, as the Institute office doesn’t have the resources to dedicate to such a significant programme addition at the present time.Margaret Jack enquired as to whether the Institute planned to keep making use of AJ Bennewith & Co accountants for the preparation of management and end of year accounts, in addition to the Audit. It was highlighted that Michael Jackson, who was formally standing for re-election as a Trustee during the meeting, would be providing some accounting advice to the Institute going forwards and therefore it was hoped that the Institute’s reliance on AJ Bennewith & Co would be reduced. In response to the financial documentation provided at the meeting, Trevor Jones enquired as to the reason why there were no costs under ‘long term maintenance’ during the 2017-18 financial year, compared to the previous year, which had seen £15,000 expenditure in this area. It was explained that this large sum in the 2016-17 accounts was a result of the Institute painting the exterior of the building during that particular financial year. This large-scale job takes place every five-to-seven years. Maintenance conducted during the 2017-18 financial year was primarily represented under ‘repairs and renewals’ in the accounts. Gordon Bridger queried the predicted financial impact on the Institute of the upcoming loss of the Beano caterers. It was confirmed that the Institute was committed to finding a new caterer to provide food and beverages for Institute members, course attendees and the local community, and that this will continue to provide some income for the Institute. The Institute had received proposals from various interested parties and is currently reviewing these. Jean Bridger asked if the Institute planned to run the restaurant during the summer months. Mike Adams highlighted that the viability of the restaurant during the summer months, when the Institute tends to be significantly quieter, may continue to be an issue – particularly at first. The Institute is aiming to extend the opening times of the restaurant beyond the opening times of the Beano however, if this is beneficial for all parties. **The Report of the Board of Trustees and the Financial Report were unanimously accepted.**  |
|  | **Approval of the appointment of Auditors:*** To approve the appointment of AJ Bennewith & Co as Auditor
	+ Proposed by Chris Blow. Seconded by Margaret Jack.

**APPROVED UNANIMOUSLY** |
|  | **Approval of Trustees standing for re-election:*** Alison Venables
	+ Proposed by Margaret Westwood. Seconded by Chris Blow.

**APPROVED UNANIMOUSLY** |

1. **Approval of the re-election of Trustees appointed to serve as Trustees since the previous AGM:**
* Janet Crowe
* Proposed by Michael Adams. Seconded by Janice Hurdle.
* Lisa Taylor
* Proposed by Susan Yearley. Seconded by Liz Markwell.
* Michael Jackson
* Proposed by Chris Blow. Seconded by Mike Adams.

 **ALL APPROVED UNANIMOUSLY**

1. **Any other business**

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

**The meeting closed at 4.37pm**

**Trustees in attendance**

Sandra Robinson (Chairperson)

Mike Adams

Sophie Chapman

Janet Crowe

Janice Hurdle

Michael Jackson

Lisa Taylor

Susan Yearley

**Members in attendance**

Mike Adams

Lawson Aldred

Mavis Archer

Maurice Barham

Linda Barnes

Marjorie Beardsley

Chris Blow

Gordon Bridger

Jean Bridger

Trevor Brook

Timothy Bryers

Joan Butler

Colin Callegari

Neil Chambers

Stephanie Chambers

Sophie Chapman

Gwyneth Craske

Janet Crowe

Auriol Earle

Eric Earle

Olive Edwards

Nicholas Farbridge

Penny Farbridge

Ann Fearey

Janice Hurdle

Douglas Jack

Margaret Jack

Michael Jackson

Tessa Johnson

Trevor Jones

Lisa Kearney

Martyn Kearney

Jon Korndorffer

Mary Korndorffer

Kathleen Lamb

Liz Markwell

Robin McDermott

Valerie Monaghan

Phyllis Morris

Pamela Palmer

Gwenyth Pickering

Carol Prouse

Graham Robinson

Sandra Robinson

Margaret Sharp

Tom Sharp

Doreen Shaw

John Shorto

Lisa Taylor

Avis Thorniley

Graham Thorp

Jane Thorp

Monica Turnbull

Anthony Walker

Margaret Walker

Margaret Westwood

Michael Wheatley

Reginald Wholey

Phillip Wilkinson

Joan Wrenn

Susan Yearley

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| **Patrons in attendance** Mike Parsons (Mayor of Guildford) **Non-Members known to be in attendance**

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| Amy Rice (Institute Manager) | Emma Sutcliffe (Deputy Manager)  |
| Sarah George (Marketing & Events Assistant) | Amy Mason (Membership & Events Assistant) |
| Jo Patrick (Library Volunteer) |  |

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**Proxy voting forms were received from**

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| Susan Baker  | Robert Helliwell  | Vanessa McClure |
| John Bannister | Valerie Helliwell | Peter Slade |
| Jenny Cousins | Sybil Jubb | Linda Stevens |
| Juriana de Geus | Jean Jupp | Jocelyn Willcox |
| Richard Deacon | Jackie Luben | Walter Willcox |
| Sally Dewey | Lois Marchi |  |
| Gaye Elvidge  | Peter Marchi  |  |

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

Sheila Davidson

Beverley Hanrott

Pauline Read

Lady Gay Shepperd

Harry Wickens

Jean Wickens

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