

The following is a summary of the Chair's Report for 2019 AGM delivered on 3 July 2019 by David Lansdowne.

I want start by restating our strategic aim:

The Waverley Day Centre supports older people who live within CV8, helping them to maintain independence by providing a safe, caring and engaging daytime environment and giving support to their families and carers

We think of those who attend Waverley as our clients. That is literally true but it also means that both paid staff and volunteers focus on making sure everyone attending gets great satisfaction from the service and wants to keep coming back.

The Waverley Day Centre started out in 1984, by coincidence the year I moved to Kenilworth – almost 35 years ago. For all those years, Waverley has offered a safe, warm and friendly environment together with nourishing meals and stimulating activities. Of equal importance is the companionship it provides both from other clients and our dedicated staff and volunteers.

Most clients take advantage of the minibus service we provide to pick them up at the beginning of the day and deliver them home safely at the end.

None of this would be possible without the outstanding leadership of our manager, Anne Cross. Anne has been at Waverley for more than 20 years and is highly regarded by clients, staff, volunteers and other – excuse the jargon – stakeholders. Just to demonstrate Anne's leadership: earlier this year she celebrated a special birthday by taking a three week vacation. During that time, Waverley continued to deliver excellent service. The staff and volunteers knew what to do and did it all admirably.

Anne will be delivering her own report after me and I will let her give more detail on the way everyone performs. As Chair, I am privileged to enjoy the support of Anne, the staff, volunteers and fellow trustees.

I used the term stakeholders earlier. One of those is Warwickshire County Council which continues to support us; in particular by allowing us to use this building at a peppercorn rent. I also want to thank the many local politicians who support and promote the Waverley Day Centre. In particular, I want to pay tribute to our patron, Dave Shilton. There are many other supporters of Waverley. Susette Garrett has been a staunch supporter over many years. We also appreciate greatly the continuing support for our minibuses from Phil Sylvester and Rotary. The Lions have been great supporters over the last year and Round Table have also made a contribution.

You will see from the annual accounts that we made an operating loss in the 2018/19 year. The balance sheet, though, is in good shape. Our Treasurer, Jeremy Eastaugh will address this further in his report.

Last year I spent some time talking about our decision to support an Admiral Nurse in Kenilworth. We did this for a two year period and Louise Gillard-Owen was an outstanding nurse, helping people with dementia and, in particular, their carers. I mentioned that our experience with Dementia UK was not exactly as expected although we did manage to persuade them to help fund an additional year for Louise which came to an end in January this year. There was also support from the Lions and others. As a result, Kenilworth had Louise's service for three years. Dementia UK have taken a policy decision to provide a service to a wider area but at a level, in my opinion, less useful than that provided by Louise. As a board of trustees, we felt we had done more than enough to "kick start" the service in Kenilworth. However, on a personal basis, one of our trustees, Tony Dalton, tried very hard to raise interest in an Admiral Nurse from various parties in Kenilworth. It is a disappointment to see that as a town Kenilworth could not support an Admiral Nurse. It is also a disappointment that Dementia UK ended their direct association with Kenilworth.

Moving on, we explored the possibility of providing an outreach service to older people in Kenilworth but who simply want a briefer time than the full day we currently offer. We have concluded that there are other groups offering something similar and we were unlikely to add anything. We will, of course, keep this under review.

We are keen to ensure the best possible use of these premises. Several organisations use these facilities but we could certainly take more.

I will close by saying we still need volunteers; that is befrienders, minibuss drivers, kitchen volunteers, fundraisers and, of course, trustees.