 **Paper B**

###### **ANNUAL GENERAL MEETING**

## **Minutes of the Annual General Meeting held at 2.00pm on Tuesday 13 September 2016 in the Enterprise Suite, South Green Park, Mattishall, Norfolk NR20 3JY**

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| **Members Present:** | Helen Jones (Chair) and proxy for Jonathan Bolton and Jeffrey Prosser, Dr Ann Anka (School of Social Work, UEA), Bett Barrett (Vice-President of Age UK Norfolk), Stephen Burke (Co-opted member/Trustee of Age UK Norfolk), Chris Carter (NIC [Norfolk Independent Care]), Roy Dickinson (Vice-Chair of Age UK Norfolk), Stephen Drake (Co-opted member/Trustee of Age UK Norfolk), Margaret Drury (Age Concern North Norfolk), Susan Fraser (Co-opted member/Trustee of Age UK Norfolk), Tanya Kelskes (Royal Voluntary Service – Norfolk Branch) – proxy for Ben Long, Dr Derek Land (Civil Service Pensioners Alliance [Norfolk]) / Norfolk Carers Support), Barbara Lock (Age Concern Swaffham and District), Emily Millington-Smith MBE (President of Age UK Norfolk), Jonathan Moore (Equal Lives), Sam Morton (Vice-President of Age UK Norfolk), Chris Mowle (Co-opted member/Trustee of Age UK Norfolk), Kate Platt (Great Yarmouth Older People’s Network), Jack Sadler (Norfolk Association of Local Councils), Pam Spicer (Norfolk Deaf Association) – proxy for Aliona Derrett, Sue Spooner (Vice-President of Age UK Norfolk), Lynda Turner (Breckland Older People’s Forum) and Cllr Sue Whitaker (Norfolk County Council Adult Social Care Committee) |
| **In Attendance:** | Zena Aldridge (Dementia UK), Tim Allard (Norfolk Carers Support), Clayton Anderson (Age UK Norfolk), William Armstrong (Healthwatch Norfolk), Ann Baker (Norfolk Council on Ageing), Stewart Branch (Age UK Norfolk), Lynda Brandish, Mike Brandish, Trevor Brown (Wymondham Dementia Support Group), Chris Bushby (Big C), Helen Chapman (Age UK Norfolk), Diane Collins (Age UK Norfolk), Mary Crampton, Graham Creelman (Norfolk Council on Ageing), Catherine Cross (EDP), Matthew Cross (Broadland District Council), Margaret Dixon, Diane Fernee (WDSG), Hazel Fredericks (Norfolk Council on Ageing), Fred Garner, Nicki Gibson (Age UK Norfolk), Verity Gibson (Norwich Older People’s Forum), Sue Greaves (Age UK Norfolk), David Gunby (AUAN), Mike Herbert, Tricia Hicks, Michelle Jay (Age UK Norfolk), Dave Jones (Norfolk County Council), Karen Knights (Age UK Norfolk), Deborah Lawrence-Bell (Norfolk County Council), Mary Ledgard (Norfolk Council on Ageing), Hilary MacDonald (Chief Executive of Age UK Norfolk), Dorothy MacKim, Phil Marler (Hugh J Boswell), Simon Marshall (The Norfolk and Norwich Association for the Blind), Alice Marshall-Chalk (Price Bailey), Sally Martin (Age UK Norfolk), Cllr Shirley Matthews (Norfolk Council on Ageing), Eamon McGrath (Age UK Norfolk), Jo Mountjoy-Dixon, Ruth Nobbs (South Norfolk CCG [Clinical Commissioning Group]), Jocelyn Rimmington, Richard Rimmington, Alison Rowland (John Lewis Norwich), Kate Rudkin (Age UK Norfolk), Chris Schofield, Susan Simpson, Paula Skelton (Age UK Norfolk) – minute taker, Chris Stone (AUAN), Christine Stuart, Ann Taylor (Age UK Norfolk), Frances Thorne (Age UK Norfolk), Emma Tipple, Liz Waddy (South Norfolk CCG), Peter Walker (Norfolk Council on Ageing), Susan Walker (Good Companions Sunday Club, Ashill), Paul Ward (Age UK Norfolk), Alan Watling (The Geoffrey Watling Charity), Jean Watson and Michael Wild (Age UK Norfolk) |
| **Apologies****\*denotes voting member:** | Cllr Tim Adams (Cromer Town Council), Cassandra Andrews (Age UK Norfolk), Linda Andrews (Sainsbury’s), John Archibald (Victory Housing Trust), Heather Ashman (John Lewis Norwich), Richard Bacon MP, Paul Beddoe (The New Eccles Hall School), Henry Bellingham MP, Erica Betts (Breckland Older People’s Forum), Priti Biswas (UEA), Hannah Bloom (Age UK Suffolk), Jonathan Bolton\* (Co-opted member), Gary Bugdale (Price Bailey), Cllr Beryl Bunning (Watton Town Council), Anne Bunting (The Norfolk and Norwich Association for the Blind), David Button\* (Age UK Norwich), Chair of Walsoken Parish Council, Chair of Leziate Parish Council, Marion Coleman\* (West Norfolk Carers), Rob Cooper (South Norfolk CCG), Dr Sue Crossman (West Norfolk CCG), Major General Sir William Cubitt (High Sheriff), Jennie Cummings-Knight (Age Concern North Norfolk), Janice Dane (Norfolk County Council), Mark Davies (Norfolk and Norwich University Hospitals NHS Foundation Trust), Aliona Derrett\* (Norfolk Deaf Association), Mrs P Dixon, Sue Fage (Costessey Park Golf Club), Dr Peter Forster\* (Vice-President of Age UK Norfolk), John Frosdick (Cromer Town Council), Simon Green\* (Co-opted member/Trustee of Age UK Norfolk), Sera Hall (Norfolk County Council), Ray Harding (Borough Council on King’s Lynn and West Norfolk), Georgina Harris (Steeles Law), Winifred Hepper, Joyce Hopwood\* (Norwich Older People’s Forum), Dorothy Hosein (The Queen Elizabeth Hospital NHS Foundation Trust), Gemma Hoskins (Steeles Law), Liz Humphrey, Rex Humphrey, Renata Hutton Mills\* (South Norfolk Older People’s Forum), Peter Jarrold\* (Vice-President of Age UK Norfolk), Karen Joy (Norfolk CCGS/Norfolk County Council), Brandon Lewis MP, Ben Long\* (Royal Voluntary Service – Norfolk), Grant Long (Norfolk Motor Company), Derek Maddeys\* (Original Subscriber), Lin Mathews (Age UK Norfolk), Alex McAnulty, Helen McDermott, Jacqueline Middleton\* (Age UK Norwich), Cllr Elizabeth Morgan (Norfolk County Council), Sheila Oxtoby (North Norfolk District Council), Gary Page (Norfolk and Suffolk NHS Foundation Trust), Nigel Pickover (Archant), James Porter\* (Norfolk County Council Unison Branch [Retired Members Section]), Jeffrey Prosser\* (co-opted member/Trustee of Age UK Norfolk), Susan Ringwood (Age UK Norwich), Graham Robinson\* (Co-opted Member/Trustee of Age UK Norfolk), Paul Slyfield\* (Treasurer of Age UK Norfolk), Helen Taylor (Age UK Suffolk), Pat Taylor, Samantha Taylor (Age UK Norfolk), Dr Wendy Thomson (Norfolk County Council), Peter Threadkell\* (SSAFA), Elizabeth Truss MP, Sue Watkinson\* (James Paget University Hospitals NHS Foundation Trust), Susan Watling (The Geoffrey Watling Charity), Alison Welsh (UEA), Christine Wilby (Old Buckenham New Companions), Helena Wilkinson (Price Bailey), Carole Williams\* (Co-opted member), June Wilson (WI), Pat Wilson\* (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) and David Wright (James Paget University Hospitals Foundation Trust) |

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|  | **Welcome by the President of Age UK Norfolk, Emily Millington-Smith MBE, to the 69th Annual General Meeting** |
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|  | The President welcomed everyone to the Annual General Meeting (AGM).The President went through a number of items relating to housekeeping and explained that the guest speaker, Professor Alistair Burns, would be arriving later on during the meeting.  |
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|  | **Apologies for Absence** |
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|  | The Chief Executive reported that 75 apologies had been received including from the Treasurer.  |
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|  | **Norfolk Council on Ageing Membership to 2017 Annual General Meeting (Paper A)** |
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|  | A paper showing the membership of the NCoA had been circulated prior to the meeting. |
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|  | **3.1 Declaration of Results of Uncontested Elections for Honorary Officers** |
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|  | The Chief Executive explained that Honorary Officers positions (Chair, Vice-Chair and Treasurer) were elected to on an annual basis, with voting members of the NCoA invited to nominate individuals to each position. The Chief Executive reported that nominations for one individual had been received for each of the positions, meaning the elections were uncontested. 1. **Chair**

The Chief Executive invited members to confirm the election of Helen Jones as Chair. A vote was taken and the Chief Executive confirmed that Helen Jones had been elected as Chair.1. **Vice-Chair**

The Chair invited members to confirm the election of Roy Dickinson as Vice-Chair. A vote was taken and the Chair confirmed that Roy Dickinson had been elected as Vice-Chair.1. **Treasurer**

The Chair invited members to confirm the election of Paul Slyfield as Treasurer. A vote was taken and the Chair confirmed that Paul Slyfield had been elected as Treasurer. |
|  | **3.2 Declaration of Results of Uncontested Election for Elected Trustees** |
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|  | The Chief Executive explained that three elected Trustees retired each year and were eligible for re-election providing they had not served for more than six years as an elected Trustee. Each year, voting members of the NCoA were invited to nominate up to three individuals for the elected Trustee positions. The Chief Executive reported that nominations for two individuals had been received, meaning the election was uncontested. The Chair invited members to confirm the election of Stephen Burke. A vote was taken and the Chair confirmed that Stephen Burke had been elected as a Trustee.The Chair invited members to confirm the election of Stephen Drake. A vote was taken and the Chair confirmed that Stephen Drake had been elected as Trustee.The Chair noted that of the three Trustee positions up for election, there was one vacancy. She said that a recruitment process would take place to fill the vacancy.  |
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|  | **3.3 Confirmation of the NCoA: 13 September 2016 to 2017 AGM** |
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|  | The Chief Executive reported on a number of changes to NCoA membership during the year:* Crossroads Care East Anglia had closed.
* U3A Wymondham Group had left membership.
* Independence Matters had joined.
* The Great Hospital had joined.

The Chair reported that Jonathan Moore was the representative for Equal Lives. The Chair noted the recent death of John Bracey who had represented the Broadland Older People’s Partnership (BOPP) on the NCoA. She said that Age UK Norfolk was saddened to hear of Mr Bracey’s death and paid tribute to his long service on behalf of older people.The confirmation of the NCoA membership was proposed by Mrs Fraser and seconded by the Vice-Chair, and confirmed by members. |
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|  | **Approval of the Minutes of the Annual General Meeting held on 08 September 2015 (Paper B)** |
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|  | The minutes of the AGM held on 08 September 2015 had been circulated prior to the meeting.The Chair invited members to vote on approving the 2015 AGM minutes and members voted in favour. The Chair signed the minutes. |
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|  | **Annual Report of the Trustees 2015-2016** |
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|  | The Chair reported that a copy of the 2015-2016 Annual Review and Annual Accounts were contained in the pack left on members’ chairs. |
|  | **5.1 Highlights of the Year – Hilary MacDonald, Chief Executive** |
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|  | The Chief Executive reported that 2015-2016 had been a busy year with an increase in the number of older people contacting the charity for help. The highest increases had been experienced by the Information and Advice Services, LPA (Lasting Power of Attorney), Telephone Befriending and Pabulum.The Chief Executive said that the increases had put pressure on the resources available to the charity and she thanked the staff and volunteers for their hard work and dedication.The Chief Executive reported that the charity had piloted five projects during the year:* An Integrated Wellbeing Coordinator pilot which sat alongside Admiral Nurses in South Norfolk.
* A collaborative dementia support service piloted in five GP practices in West Norfolk.
* An Information and Advice bus in Breckland.
* A Care Navigator Service in partnership with Independence Matters in West Norfolk.
* Provision of Information and Advice in 13 GP surgeries in South Norfolk.

The Chief Executive reported that Age UK Norfolk had achieved the Age UK Organisational Standard which is endorsed by the Charity Commission. Also, an overall rating of “good” from CQC (Care Quality Commission) in all areas had been achieved by the regulated services operating out of Grays Fair Court. The Chief Executive reported that the ISO 9001 Standard had been awarded for a further year.The Chief Executive referred to the expansion of the charity’s retail portfolio during the year, with the opening of a central warehouse, distribution centre and shop in Dereham. The portfolio also included shops in King’s Lynn and Sheringham.  |
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|  | **5.2 Showcase Item: “Age UK Norfolk’s Advocacy Service”, Sue Greaves,  Money Matters and Advocacy Assistant Manager, Age UK Norfolk** |
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|  | Ms Greaves reported that she had been involved in advocacy work since 1993. She explained that advocacy was a highly principled activity, with independence, empowerment, inclusion and human rights being crucial elements of the work. She said it enabled the enjoyment of rights, choices and interests and was key to ensuring older people had access to information and advice, and most importantly, it ensured that older people had their voice heard. Ms Greaves explained some of the reasons why an older person may require the advocacy service:* Protection from abuse.
* Combating age discrimination.
* Obtaining and changing services.
* Securing and exercising their rights.
* Being involved in decision-making and being heard, particularly around care and living arrangements, and at times of major change in their life eg bereavement.

Ms Greaves explained that the advocacy service was provided from a number of settings and essentially, wherever it was needed:* In an older person’s own home.
* In care homes.
* In hospitals.
* In day centres.

Ms Greaves said that as well as providing advocacy with the bigger events in the lives of older people, support was also provided around utility companies, banks, boundaries and issues with goods and services.Ms Greaves reported on two case studies where volunteers had provided advocacy for:* A lady who returned from hospital to find her two dogs missing. The volunteer tracked the dogs down as they had been taken away by an animal charity due to neglect. The volunteer had helped the lady come to terms with this being the right decision as she was no longer able to look after the dogs.
* A gentleman who was helped by a Money Matters Service volunteer to work his way out of debt. This had ultimately allowed him to purchase an electric wheelchair which helped relieve his depression as it enabled him to be out and about.

Ms Greaves referred to the other advocacy services provided by the charity:* Bereavement.
* NHS Complaints.

Ms Greaves said that the culture of advocacy was also embedded into other services provided by the charity including BTU, Housing Options and LPA.Ms Greaves said that the charity was only able to run its advocacy services thanks to the service of its volunteers. She said that there were currently 85 trained and police-checked volunteers. Ms Greaves said that because of workloads, more volunteers were always needed and she invited members to consider becoming a volunteer and said she would be available to talk to anyone who may be interested after the meeting finished.Ms Greaves finished her presentation by reporting on a volunteer who had recently advocated for a gentleman who was struggling to manage his financial affairs after his wife went into care and he was living on his own. He had a care fee debt of £5,000. After contacting the DWP (Department of Work and Pensions) the volunteer had discovered that the gentleman had inadvertently deferred his state pension. The DWP offered him the usual £118 per week plus an extra £93 on top because of the deferment or a lump sum of £52,000.Ms Greaves concluded by saying that advocacy was important because it was something that any individual, whatever their circumstances, could find themselves in need of at some point during their life.  |
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|  | **5.3 Future Plans – Helen Jones, Chair** |
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|  | The Chair referred to the charity’s five-year financial plan which set out plans to develop income generation. She said that the success of the new furniture store in Dereham was pivotal for future plans for retail. The Chair reported that it would allow the charity to extend its retail portfolio into furniture and homewares, provide storage, sorting and preparation areas for other locations, plus an operational base for home collections and house clearances which would provide stock for all the shops.Referring to the increase in demand for services, the Chair thanked the staff, volunteers and Trustees for their hard work and dedication. The Chair spoke about the importance of demonstrating social impact and said the charity was developing its use of the Edinburgh and Warwick Wellbeing Scale, which would help with securing funding.The Chair reported that whilst some funding was received from Norfolk County Council (NCC) for the Befriending and Information, Advice and Advocacy Services, it did not cover the total costs. The Chair said the charity was grateful for the funding received, but she said that given the demand for these services, work would take place during the year to secure additional sources of funding for the services, plus the work to develop dementia friending communities across the county. The Chair reported that work would take place to acquire the Investing in Volunteers Standard and the Approved Provider Standard for Mentoring and Befriending.The Chair thanked Jonathan Bolton who had resigned as Chair on 31 March 2016, having served as a Trustee, Vice-Chair and Chair over six years. The Chair also thanked Anni Hartley-Walder, who had resigned earlier in the year, for her service as a Trustee for three years. The Chair thanked Chris Schofield, former Head of Human Resources and Training, who had recently retired after 20 years of service. The Chair reported that 2017 would mark Age UK Norfolk’s 70th anniversary and she invited Mrs Fraser to report on the celebratory events that were planned:Mrs Fraser reported that the main celebratory event would be a Charity Ball to be held on the evening of 25 February 2017 at Norwich City Football Club. There would also be a fashion show in March. She said that the charity would like to have 70 year olds, both male and female, to model at the fashion show and she invited members to volunteer. Mrs Fraser reported on the luxury items available for auction at the Ball and said that there was further information available in the packs left on members’ chairs.  |
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|  | **5.4 Adoption of the Annual Report 2015-2016 – Proposed by the Chair** |
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|  | In the absence of the Treasurer, the Chair presented this item.The Chair thanked the charity’s finance team and the auditors, Price Bailey, for their work in undertaking their first audit of the Annual Accounts. The Chair presented a summary of some of the key figures from the accounts:* There was a deficit of £11,504 during the year but this included an accounting gain of £202,000 from restating the pension deficit, as is required by the accounting standards.

The deficit had been funded from the charity’s reserves.The Chair reported that during the year there had been a fall in the value of service contract income but income generated from trading had increased by £28,400 to £151,792. Donations and legacy income had increased by £34,000 to £208,591.The Chair reported that the charity continued to working towards achieving its five-year Strategic Plan which would move it into surplus and start to rebuild reserves. The Chair referred to the balance sheet and noted the cash position showed a healthy figure of £1,502,651, although this was down on the previous year’s figure.The Chair reported that total reserves were £1,472,231 which included unrestricted reserves of £1,165,559. The Chair noted that the charity’s policy was to hold free reserves equating to three months operating expenses plus potential redundancy costs and the pension liability. She said the five-year financial plan included measures to address the current shortfall.The Chair concluded by reporting that the Annual Review and Annual Accounts would be published on the charity’s website the following morning and said there were spare copies available if anyone wished to take additional copies with them.The Chair invited Alice Marshall-Chalk from Price Bailey to say a few words. Ms Marshall-Chalk noted that it was the first year that Price Bailey had undertaken the audit and commented that it had gone very well. She thanked the finance team for their support during the audit and said Price Bailey was looking forward to working with the charity again the following year. The Chair invited any questions about the Annual Accounts and none were received. The Chair proposed and Mr Drake seconded the adoption of the Annual Report 2015-2016 and this was agreed by members. The Chair declared the 2015-2016 Annual Report duly approved and adopted.  |
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| **6.** | **Proposal for the Appointment of the President of Age UK Norfolk (Paper C)** |
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|  | A paper containing a recommendation from the Board of Trustees to appoint Mrs Millington-Smith as President for a further year had been circulated prior to the meeting. The Vice-Chair proposed and Mrs Fraser seconded to appoint Mrs Millington-Smith MBE as President for a further year and this was approved by members. The Chair congratulated the President on her re-appointment and thanked her for her work during the year on behalf of older people in the county.  |
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| **7.** | **Proposal for the Appointment of Vice-Presidents of Age UK Norfolk (annual appointments only) (Paper D)** |
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|  | The Chair reported that in line with the charity’s Standing Orders there was the ability to appoint annual Vice-Presidents. Members agreed to appoint the following to the annual position of Vice-President:* Bett Barrett.
* Dr Peter Forster.
* Sam Morton.
* Sue Spooner.

The Chair congratulated the four Vice-Presidents on their re-appointment. |
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| **8.** | **Appointment of Auditors and the Fixing of Remuneration** |
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|  | The Chair proposed and Mr Mowle seconded, to appoint Price Bailey to undertake the 2016-2017 annual audit. This was agreed by members. It was also agreed that the fixing of remuneration would be delegated to the Board of Trustees.  |
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| **9.** | **Schedule of Dates for NCoA Meetings 2016-2017 (Paper E)** |
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|  | A schedule of dates for NCoA meetings during 2016-2017 had been circulated prior to the meeting. The Chair proposed and Mr Mowle seconded the 2016-2017 Meeting Schedule, and members agreed the schedule of dates.  |
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| **10.** | **Any Other Business** |
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|  | **10.1 Housekeeping** |
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|  | The Chair asked members to return their badges at the end of the meeting. She also drew members’ attention to the literature in the packs left on their chairs. The Chair asked that if anyone had arrived late to ensure that their name was registered so they were included on the attendance sheet.  |
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|  | **10.2 Volunteering** |
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|  | The Chair reported that application packs for volunteering were available on the reception desk if anyone was interested in volunteering for the charity or if they knew someone who might be. She said that volunteers were particularly required for the Money Matters Service.  |
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|  | **10.3 AUAN**  |
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|  | The Chair encouraged everyone to visit the AUAN (Age UK Across Norfolk) display next to the reception desk. She reminded that Age UK Norfolk benefited from the surplus generated by AUAN’s trading. |
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|  | **10.4 Donations** |
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|  | The Chair noted that there were collection tins available and invited members to make a donation. She said that the charity could also accept text donations. |
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|  | **10.5 Bake Off** |
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|  | The Chair reported that a Bake Off event would be taking place at the Head Office premises in Old Catton on 17 September 2016 and she encouraged members to attend. The Chair drew members’ attention to the flyer contained in the packs left on their chairs which contained full details about the event.  |
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| **11.** | **Professor Alistair Burns, Professor of Old Age Psychiatry at The University of Manchester and an Honorary Consultant Old Age Psychiatrist in the Manchester Mental Health and Social Care Trust** |
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|  | The President introduced Professor Burns.Professor Burns started his speech by saying that Alzheimers was the most common type of Dementia. He said that Dementia was a complex issue which affected people in different ways. Professor Burns said that it was also one of the most feared illnesses in people aged 50+ and still carried a substantial amount of stigma. He said that currently dementia costed the UK £26B per annum.Professor Burns said that dementia could affect anyone and referred to the news that the singer, Glen Campbell, was now unable to remember his songs from the past, due to dementia. He said that such high profile cases enabled a more open discussion about the illness. Also, the Prime Minister’s Challenge around dementia and preparing for the future had been helpful.Professor Burns spoke about the fear held by people about being diagnosed with dementia. He said that a common fear was that once diagnosed, they would automatically lose their driver’s licence. Professor Burns reported that dementia also affected the lives of family members who cared for their loved ones who had dementia. It was not uncommon for carers to have a long-standing illness including depression.Professor Burns spoke about the complex issues surrounding dementia and said that people with dementia were affected in a number of different ways. He said, however, that there was hope of a breakthrough in treatment to slow the progression of the disease. Results of a new trial were due out in October 2017. Professor Burns spoke about the “disconnect” that dementia caused to those who had it. He said it disconnected people from their families, their communities and themselves.Professor Burns reported that of those diagnosed with dementia, two-thirds reported a loss of confidence and almost half worried about being a burden. He said that a third left their homes less than once a week.Professor Burns said that despite the fears and stigma attached to dementia, there were things to be positive about:* Awareness was high.
* Diagnosis rates were up from a third to two-thirds.
* There were 600,000 dementia-trained NHS staff.
* Dementia tests were now included in routine NHS health checks to enable earlier diagnosis.

Professor Burns said that early intervention could help people and the key areas of work being undertaken were in prevention, diagnosis and support to enable people with dementia to live well and die well.Professor Burns paid tribute to Age UK Norfolk and its work including the Admiral Nurse Service and support to communities to create Dementia Friendly Communities throughout the county.Professor Burns responded to a number of questions and comments from members:* Who was usually the first to notice symptoms of dementia in a family member? Professor Burns said that generally it was another family member who first noticed and quite often they noticed emotional changes in their loved one.
* The stigma attached to dementia and mental health illnesses generally. Professor Burns referred to the success in overcoming the stigma attached to cancer, although he felt it would take longer with dementia. He said that education was the key.
* Personal experience of a family member being diagnosed with dementia. Professor Burns offered to speak privately after the meeting.
* The importance of planning ahead eg living wills, lasting power of attorney, discussing end of life issues and wishes with next-of-kin.
* Opportunities with the Join Dementia Research website: <https://www.joindementiaresearch.nihr.ac.uk/>

The Chair thanked Professor Burns for his speech and participation in an interesting discussion with members. |
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| **12.** | **Vote of Thanks by the President** |
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|  | The President thanked the following for their hard work and commitment to Age UK Norfolk:* NCoA members and associate members.
* Honorary Officers of the charity.
* Senior Managers.
* All staff, volunteers and Trustees.

The President also thanked South Green Park staff for their efforts today. |
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|  | The meeting concluded with the presentation of a bouquet of flowers to the President by the Chair, with the thanks of everyone for her continued contribution to improving the lives of older people in Norfolk.  |
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|  | There being no further business, the Chair closed the AGM at 4.00pm.Signed………………………………………………………..Position…………………………………...………………….Date………………………………………………………….. |
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