

# Annual General Meeting

The Westway Centre  
Wednesday 4<sup>th</sup> October 2023  
3:30-4:430pm



**Ralph Linsell (Chair of Trustees) Chaired the meeting attended by Trustees, Staff, Advisors, Members and Volunteers**

**Present:**

40 Westway members and volunteers

Trustees: Ralph Linsell – Chair, June Hopkins, Alison Williams

Staff: Mary and Tony (Joint Centre Managers), Angie (Admin) and Lisa (Admin/Grants)

Advisors: Annette Evans (Caterham Valley PC) and Julie Porter (TDC)

## 1. Welcome, Apologies and Introductions

Ralph welcomed the members present and introduced the Trustees, Staff and Advisors.

Apologies had been received from Caroline (Trustee). Congratulations to Caroline on the birth of baby Tobias in September!

## 2. Westway Vision and Mission

June reminded the meeting of the Westway Vision and Mission:

Our Vision: A centre for the community, where people can contribute  
– where they feel safe and valued.

Our Mission: To work with and support local people. To work with partners to help build and inclusive, healthy and sustainable community.

### 3. Summary of the last 12 months

June reported on highlights from the last 12 months:

- **Centre Lease:** A 15 year lease had been signed with Tandridge District Council, enabling the Westway to apply for more grants, have lease agreements with our sub-tenants.
- **Volunteers (334) and Members (500)**
- **Staffing:**
  - The centre has 3.1 full time equivalent staff.
  - Employment arrangements had been reviewed and updated.
  - Welcome to: Tony, Angela, Lisa and Lorraine,
  - Mary has taken on Joint Centre Manager role with Tony
  - Goodbye to Claire, Pam, Maria, Jo & Jackie
- **Warm Hub:** The centre had operated a 'Warm Hub', opening every day from October to March except for 4 days during Christmas. The Hub had been manned by volunteers and the Salvation Army on Sundays, and had provided a warm space and given out, food, gloves, warm wheat bags. Thanks to Caterham Hill and Caterham Valley Parish Councils for having supported the Warm Hub, and also to Whyteleafe Village Council.
- **Outreach:** We have supported people with many needs over the last year e.g. shopping, Meals on Wheels, allowance claims, minor repairs to homes, help with making and keeping medical appointments, gardening.

### 4. Financial Report

Ralph reported on the draft accounts for last financial year (31 March 2023) and forecast for the current financial year (to 31 March 2024).

- Accounts for 2021 and 2022 are published (<https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5147367>)
- Draft 2023 accounts are being prepared: income at 265K (grants, hires, donations and fund raising and membership and expenditure at 189K (salaries, overheads and costs of activities). An audit will be carried out shortly.
- The forecast annual funding requirement is 265K and current base income of 106K (income from subtenants and hires, membership activities and fund raising). This leaves a funding gap of 159Kpa.
- An application to the National Lottery is currently being considered and discussions are being progressed with partners regarding long term funding streams. Other grants are actively being identified and applied for.

## 5. Future Plans

Tony updated:

- **Kitchen:** key equipment would be improved and replaced shortly (Your Surrey Fund). It was hoped that this would enable cooking classes to be facilitated.
- **Fund raising:** planned events planned included a Bingo Night and a Quiz Night.
- **Holiday activities:** Following the success of the Lego Club, this would continue and further holiday activities were planned for families with children.

Mary updated:

- **Programme:** The programme continued to be developed, following on-going review and feedback received. The intention being to provide for varying and changing needs across the community. The current programme for September and October would be reviewed and the next programme communicated shortly.
- **New activities** were planned, including the introduction of a **Gardening** Group.
- **Outreach:** Please continue to ask for support needed, if Westway can't help it will signpost to where support is available. Assistance could be provided with attendance allowance which lots of members were entitled to, especially in respect of mobility issues.
- **Information sessions planned:** Marie Curie, Action for Carers
- **Next Training sessions open to members/ volunteers:** Human Trafficking, Using Sum Up, and Mental Health



## 6. Questions

### a. Gates/ parking

A question had received regarding the locking of the inconvenience of the rear gates (Park Road) being locked. Tony responded that gates would be open from 9am where possible.

### b. Cups

A member expressed concern at the staining on some of the cups used in the coffee shop. It was hoped that the dishwasher would improve this and coffee shop volunteers would keep an eye on the state of cups being used.

### c. Evening events

A member noted the difficulty of attending evening events when transport, such as dial-a-ride was not available. In reply it was noted that the aim was to provide both daytime and evening events to suit as many people as possible. A full programme of events was provided for members to attend during the day. Other events were planned or community use facilitated in the evenings and weekends.

### d. Transport

The new Surrey connect on demand bus service was now available in Tandridge. Tony and Mary agreed to provide information in the next Programme. <https://www.surreycc.gov.uk/roads-and-transport/buses-and-other-transport/community-transport/surrey-connect>

### e. Social media

Ailsa noted that it was not possible to share Westway posts with her other networks: It was agreed that the necessary setting should be reviewed by the Westway Team and tested with Ailsa so that this could be facilitated.

When asked a majority of members present indicated they did use Facebook, but few used either Instagram or X.

Lisa noted that personal recommendation were really powerful and encouraged all to share Westway events personally. Everyone could help to spread awareness of Westway activities and services by personal recommendation.

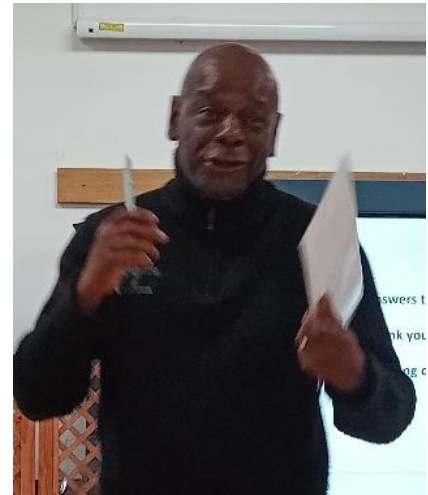
## 7. Thank you and special recognition

Ralph thanked all the volunteers who gave so generously of their time supporting of the Centre.

A special recognition award was presented to Leroy who has done such a fantastic job volunteering regularly the Centre for many years.

Leroy responded: *'...every single day has been worth it, an honour and a privilege, you may think I have helped you, but you help me so much, I can't thank you enough....'*

Many members added thanks and appreciation to Leroy, for *'cheering everyone up'* in particular.



## 8. Opening of the Pam Douce Room

Ralph announced that the 'glass room' had been renamed in honour of Pam Douce who had dedicated so much of her time and effort into helping keep the Westway going over the years and was sorely missed by everyone that knew her.

Members of Pam's family joined the meeting and visited **The Pam Douce Room**, now with a plaque and a picture to remember Pam.

Members joined Pam's family in remembering Pam.



## 9. Close

Thank you to all who attended.

The Westway is not a building it is a community.  
The Westway is all its members, volunteers and staff, trustees and advisors who contribute to it 😊.





## Appendix

### Summary Westway impact and outcomes

*[from Survey of Westway Centre Users and Volunteers carried 5 weeks summer July 23: 91 responses]*

#### Survey headlines

	<b>Agree or strongly agree %</b>
<b>Westway <u>activities</u> have benefitted my wellbeing</b>	<b>86</b>
<b>Westway <u>services</u> have benefitted my wellbeing</b>	<b>91</b>
<b>Westway has helped me feel part of the community</b>	<b>91</b>
<b>Volunteering at the Westway has been a positive experience</b>	<b>91</b>
<b>Volunteering at the Westway has benefitted my wellbeing</b>	<b>89</b>
<b>Volunteering at the Westway has helped me feel part of the community</b>	<b>94</b>

#### Outreach services

<b>Beneficial</b>	<b>%</b>
<b>100</b>	

#### Examples of positive feedback 'Words to describe the Westway'

*Centre of our community  
Caring and strong community presence  
Gives people a feeling of belonging  
Would be devastated if the centre closed. It is wonderful and appreciated  
Helps people be part of the community, who would otherwise be at home.  
A vital service for local senior citizens  
Nice friends and company. 2nd Chances. Don't want it to close  
Being there if needed Life saver after losing my wife  
I feel part of a welcoming centre and enjoy volunteering here  
A good social hub A good place to come and meet others  
Brilliant local asset for all to use Fantastic community asset Essential resource  
A very positive experience providing companionship and wellbeing  
The Westway is part of Caterham on the Hill and it's residents  
Very good for wellbeing feeling like someone cares and help when needed  
During the pandemic, it was a place of shared experience  
...and it felt as though the community was in it together.  
I hope it will always be there for the community, we must not lose it  
Great Community to belong to  
A wonderful community centre that is a true lifeline to so many in Tandridge  
... - improving users mental and physical wellbeing beyond belief.  
Important place for older people Joining the community together  
The Westway is a valuable asset to the community  
...with all the activities and services and social groups that are available.  
Much needed centre for the whole community A wonderful community asset  
Deserves a bigger presence in the community across all age groups  
Welcoming and easy to park. Open all week Uplifting A Refuge Community service  
Community Passionate Community  
Love it Caring Excellent Friendship Great Very Good Relaxed Happy  
Very friendly and lovely staff Enjoy Involved Welcoming and friendly  
Friendly & Helpful Therapeutic & Reassuring Welcoming Very friendly  
Meal services are great  
Keeps me happy!*