

COMMUNITY ACTION MALVERN & DISTRICT

ANNUAL GENERAL MEETING

WEDNESDAY 23rd OCTOBER 2019, PRIORY LODGE, MHDC, AVENUE ROAD
10.00AM

Chris Kirk, Chairman, welcomed everyone to the meeting.

Corinne Phillips then opened the meeting with:

1. Apologies were received from Les Barnes, Colin Corfield, Richard Potter, Martin Young, Derek Bradley, Helen Bowen, Nick Hubble, Jane Dawson, Karen Sutton, Carola Bennison, Nigel Thompson and Russell Emery.
2. Minutes of the last meeting – The minutes from last year's AGM which took place on 24th October 2018 had been circulated prior to the meeting. These were considered an accurate record and were approved. Chris Kirk proposed and Mary Wetherall seconded.
3. Matters arising

There were no matters arising.
4. Annual Report

a. Chief Officer's Report – Jacci Phillips

Here we are again, another very productive year has come and gone. We have continued to enjoy successful working relationships with Malvern Town Council, Malvern District Council and Worcestershire County Council, who support us to continue our work. All have provided funding that has underpinned our basic costs.

However ongoing political uncertainties at national and local level have meant that future funding is as unpredictable as ever. The worry about the Department of Transport's review of the section 19 permits is ongoing. Although we have had some reassurance for the time being, there will inevitably be some changes we will have to make to even continue the work that we do with our minibuses.

We have continued to work with Malvern Dial A Ride to provide the CB3 and more recently the CB4 also known as The Dyson Linker. Our other bus routes are also going well and there is scope to look at one in the Suckley, Alfrick area in the new year.

I would also like to extend my thanks to The Manor Park Club and in particular Andy Nicholls. Andy and his trustees have continued their generosity in providing free parking for our vehicles.

We've worked hard to make ourselves as accessible to as many people as possible, attending lots of different meetings, fetes and giving talks about the work we do.

This year has seen the start of a new venture in our Men's Shed. This is a project that I hope will dovetail into our charity and glue itself firmly into the base of our community – did you see what I did there?

Again, we have been very privileged to receive lots of donations this year and Friends of Community Action are still working tirelessly to raise money on our behalf. It is truly wonderful to have so many people passionate about our charity. The Friends of Community Action really are a very small team who do everything but I would personally like to thank the two who do 100% of all the Friends events from inception to the post-mortem, so thank you to Susie and Malli. These two ladies really do go above and beyond.

Yet again the team in the office have all worked extremely hard to make sure that we do everything we can to help our clients. Staff sickness hours this year were slightly down at 198. This year we have said goodbye to Yvonne and hello to Julie, who has joined us for Friday mornings and holiday cover. And of course none of this would happen without our fantastic volunteers, from someone who does one lift a week to trustees and receptionists who give up many hours a week. Thank you one and all. Our volunteers are nothing short of fantastic, every single one of them.

Now, let me hand you over to the team now for their reports

Ken Allcock asked for clarification on what Section 19 permits are. Jacqui explained that these are the permits we run our minibuses on. We are able to use them with no tax and use volunteer drivers. Section 19 permits have been under review by the government for the last two years as they wanted to change the way that they are given out. We have been given indications that we are still able to use them for what we are doing at the moment

b. Jane Dawson – Car Service (report delivered by Julie Briggs in Jane's absence)

The Community Car Service has seen a very busy year again and has carried out 9672 single journeys by a fantastic team of 52 volunteer drivers. They have travelled a very impressive 77,000 miles! I would like to personally thank every one of our drivers for all their help and support over the last year, often spending hours waiting for passengers at appointments. They really are all absolutely wonderful!

We have gained around six new drivers this year, but have lost several due to retirement or ill health, so actually have a smaller number than at this point last year. We are continually looking to recruit new drivers and would urge any prospective volunteers to contact us.

Our clients continue to travel chiefly to medical appointments, but also to other destinations such as shopping and visiting relatives. Many of these journeys would be very difficult or more expensive without our services and are considered an essential lifeline to the outside world.

I would like to thank our fantastic team of volunteer receptionists, who help me out so much with taking bookings for the car service. They really make all of our lives so much easier in the office and we would be absolutely lost without them.

Thanks also to the exec for all their hard work with the running of Community Action, and for the many hours which they dedicate to the charity. Congratulations also to Susie, Malli and all the other members of Friends for their continued fund-raising efforts, which continue to make such a valuable contribution to us.

I would like to officially welcome Julie Briggs to the office. Julie started last October as a replacement for Yvonne Kennedy and covers for myself on a Friday morning and while on holiday. This has been working very well and Julie is a great asset to the office.

Lastly, thank you to all the other members of staff in the office for all their help during the year. I think we make a great team and deliver excellent customer service to our clients, which at the end of the day is what really matters.

c. Aileen Burton – Shoparound

Trips	113
Passenger journeys	2,248
W/Chair + accompanied clients	177 = 40% increase

Shoparound continues to be a much loved and appreciated service CA offers to our local elderly. The small volunteer team of 8 drivers and 12 escorts provide a door to door unique service.

The figures during 18-19 overall were up mainly due to better weather and less cancelations. Although we travelled to the regular destinations we also arranged 84 clients to view the one off special poppy display at Hereford Cathedral which everyone thoroughly enjoyed.

Film club shows a film on the second Thursday of each month at The Cube. Our guests have a lunch first at The Café and then see film such as 'Hello Dolly', 'Paddington Bear', 'Funny Face' and 'Pillow Talk'.

TEA CLUBS

Trips	17
Passenger journeys	966 = 32% increase
W/Chair + accompanied clients	106

Tea Club seems to be even more popular than ever. Our passengers can quite often feel cut off and isolated at weekends. The tea clubs offer a chance to be out with company and enjoy a spread of homemade food. We are supported by 11 hosts groups through the year, the tea are offered freely sometimes with entertainment and food but always with a smile.

All our services only exist with the wonderful support of the volunteers.

d. Sarah Kilburn – Minibus and Wheelchair Vehicles

The minibuses do continue to provide an excellent service to the local area and for events such as coffee mornings and church groups. The two wheelchair cars are still used regularly for medical appointments and social outings. We continue to operate the Tewkesbury bus every Wednesday and the Cheltenham and Gloucester bus every Thursday. We run the CB3 shared with dial a ride round robin 4 days a week which picks up around Upton-upon-Severn and brings into Malvern and return. We also have the Upton Shuttle every Friday morning. These are all crucial services enabling people in outlying villages to have vital links with larger towns.

There have been no major incidents with the vehicles and more importantly no insurance claims.

Bus A (VW) is looking very tired and there are plans underway to replace it. I would like to say a big thank you to Chris Kirk who has provided so much time keeping the vehicles road worthy and to Nick Hubble who performs weekly checks to oil and water. Chris seconded this.

We have recruited new volunteers over the year but we have lost the same number of volunteers due to ill health and the fact that some do retire when they get to 70 as the DVLA requires a medical. We do cover the cost of the medicals at age 70 but acknowledge that the DVLA don't make it easy. There is an ever increasing demand for drivers as volunteers are busy and some are not as available as used to be. But without our volunteers we wouldn't be able to operate these much needed services so I would like to thank all our volunteers – drivers, receptions, Friends, Trustees and my colleagues in the office.

e. Corinne Phillips – Administrator

GDPR

This year new data protection laws came into force. This meant that staff and volunteers phoned all clients to make sure they are happy to stay on our database. We also held training presentations for all volunteers to ensure everyone knew how the new laws affected their operating routines, etc. Every volunteer signed statement to confirm they had received training. As part of initiative we also updated all our volunteer handbooks and each volunteer received updated handbook. Particular thanks and praise to Margot van de Weijer who works tirelessly to ensure database is kept up to date and that the signed acceptance forms are return to us. Thank you Margot.

Helping Hands

Still helping a few clients under this project and are most grateful to the volunteers who are providing this service on our behalf.

Volunteer Coffee Mornings

These are arranged every few months and enable the volunteers to meet up both with each other and with the staff. They continue to be very well attended and are a great success.

Volunteer Christmas Party

Once again the Volunteer Christmas Party was hosted by Duncan Ironmonger at The Swan at Newland kindly over two nights in January 2019. Overall there were over 100 people attending and everyone thoroughly enjoyed the fantastic food and company. We are very grateful to Duncan and all the staff at The Swan for their very generous hospitality. Duncan even arranged a table magician for added entertainment.

Community Newsletter

This incorporates the Friends Newsletter and is published approximately three times per year. More and more of our volunteers are also using it as a way of publicising their own churches events, etc. and feedback is positive. It is also sent to other organisations and charities on our mailing list and is well used.

Website fully operational and we continue to post up to date news and events on the site.

Friends Coffee Mornings with Stalls

Last year we decided we would offer stalls at each of the Friends Coffee Mornings as such we have had regular bookings from Malvern Lions, Alzheimer's Society (Christine Stowe), Macular Society, Pamela Balchandani and Jigsaw (Mental Health Carers). The Crime prevention team is also invited

to promote awareness to our clients. The fact that we get regular returns from other charities speaks for itself in that they find it a useful way to promote themselves and gain extra funds and also that they enjoy the morning!

Reception

Once again our team of volunteer receptionists have done (and continue to do) a fabulous job of answering the phones and taking bookings and anything else that we throw at them. They rose to the GDPR challenge for which I am extremely grateful. They step into the breach and often go the extra mile and we are very grateful to all of them. This is very sincerely meant.

Thanks also to Friends, trustees, and executive committee for all their hard work. We really do appreciate the time and effort they put in to help us.

f. Susie Forbes - Chair of Friends

In its 12th year Friends donated £13500 to Community Action with an additional £3276 from gift aid making a total of £16776. This is the equivalent of buying 2 wheelchair cars. Chris said the comparison was helpful and without them we would really struggle.

Susie said we should congratulate our small committee and congratulate them all. Everyone thanked Susie on behalf of Friends for their work.

At the beginning of 2019 we had several members of Friends coping with serious illness causing us to almost cease fundraising activities for several months. However we won't be beaten. Coffee shop at Prospect View was temporarily halted but is now back on track and is the shopfront platform for CA in addition to raising funds. Particular thanks to Maureen Bouchet who is the driving force behind coffee shop.

We host an extremely successful quiz n chips evening 2-3 times per year thanks to Malli Wadge who also tirelessly produces a bi monthly quiz paper which is always popular. The Christmas raffle is also always successful.

We continue to do our lovely stall at food markets, selling our cook book and doing demonstrations for recipes. There are only a very small number of cook books left and we are now in profit.

We feel that our profile in the local community is quite high and public awareness of CA is constantly increasing. Last year we joined the fair share community scheme and are currently collecting waste food from Tesco which we can use for coffee mornings and coffee shops.

We have just negotiated a waste food bin from waitrose via the fair share scheme and we await with interest how this compares to Tesco. We have also teamed up with a company that recycles crisp packets going well.

Easy fundraising continues to raise money via online shopping. Anyone who doesn't use it please look out for it. We are listed as one of their registered charities under the name Community Action Malvern and district.

Several local businesses continue to support our fundraising events and we are very grateful for their input. Five years ago we devised a legacy leaflet and did a launch with several local solicitors. It was always going to be a slow burn but 5 years on we are seeing the results. This year CA received several legacy donations from amounts ranging from £500 to thousands of £s.

In December 2018 Malli Wadge received a well-deserved award via the Lions from Countess of Wessex for her amazing contribution as a volunteer in our local district. We are extremely proud of her.

Margot van de Weijer asked if the Co-op still supported us. Susie explained it is a rolling scheme and we can apply every 6 months or so. We should think about applying again soon.

Ken Allcock asked if the number of passengers on the bus routes justified the expense or sending a bus out. Jacci said the CB3 only had one spare seat yesterday it just depends what day it is.

5. Financial Report

Financial Report 2018/19

- Community Action's 2017/18 accounts have been completed and have received a clean opinion from our independent Examiner.
- The accounts run to 19 pages. This is necessary because of the requirements of the Companies Act and of the Charities Commission resulting from our dual status as a limited company and a charity. There is a lot of detail in the accounts, but I would draw your attention, in particular, to the report on the activities in the year on pages 3 to 6, the Income & Expenditure Account on page 9 and the Balance Sheet on page 10.
- In financial terms the year was one in which the positives greatly outweighed the negatives and we recorded a surplus of £13,278 compared with a deficit of £1,317 in 2017/18.
- Our total income for the year was £213,000, which was £2,368 more than in 2017/18. Within this total, our income from donations was more than £8000 higher than the previous year, including £5000 more from the Friends of Community Action, but our other income, consisting of fares and local authority grants and contracts, was down by more than £5000. The main reason for this was a reduction in the income from the CB3 bus contract because the service operated for fewer days per week.
- Total expenditure was £199,722. This was 5.8% down than last year, mainly because we reduced our staff costs. Of our total expenditure, 47%

was spent on staff costs, 37% on vehicle running costs and 16% on other overheads.

- Turning to the Balance Sheet, we ended the year with net assets of £220,353, consisting of Fixed Assets £13,518, Bank Balances of £208,035, less the excess of creditors over debtors of £1,200. Our Bank Balances increased by £28,666 but it should be borne in mind that we have not replaced any of our vehicles for more than three years.
- The current financial year has been more difficult so far, and I expect a small deficit or break-even. As always, our financial support from the local authorities is vulnerable to cuts resulting from the authorities' financial situation, but the uncertainty regarding the Section 19 permits has diminished. We remain in a strong financial position to withstand any adverse external factors.

Alan Turpin thanked Julie Savage for all her help in preparing the accounts etc.

Philip Wetherall asked about the Reserves Policy. He said as far as he could see Community Action didn't have a reserves policy but other charities he is involved with have about 6 months of trading in reserve. Chris Kirk explained that the aim is always to ring fence and amount equal to 6-12 months running costs. Although that is not listed in black and white it is always in the back of the trustees' minds that we will not go below a certain amount. The trustees policy was to build up reserves equal to 1 year's costs and that still remains the ethos.

Alan Turpin said we are constantly trying to strike a balance between running the charity so that we ensure we are here next year etc but not accumulating so much we can be criticised for not using our funds for the local community.

Philip said he understood and thanked Alan and Chris for their explanation.

Ken Allcock asked if we should think of how we could present this in future reports. It was agreed we should return to putting a line about reserves in the accounts.

The accounts were proposed and seconded and thus approved.

6. Appointment of Auditors

It was agreed that Elizabeth Eyre would be Auditor.

7. Election of Committee Members

Chris Kirk explained that prior to the AGM he circulates the trustees and representatives to ascertain if they wish to stand again. This year Carola

Benion has indicated that she wishes to resign as her other work load has increased. Chris thanked her for all her help over the last 6 years as a trustee.

Sadly, Brian Regimbeau passed away at the end of last year. He spent 10 years on the Committee and will be missed by all who knew him.

We lost David Watkins in the last election but gained Cynthia Palmer. Chris welcome Cynthia to the Committee. John Raine has also kindly agreed to continue.

There are 7 trustees and 3 representatives which is adequate for decision making.

Chris Kirk announced that he will step down in a year's time. He has served for 9 years and the constitution says the maximum any member can serve is 10 years.

Jacci Phillips proposed Chris stands for another year. This was unanimously seconded.

The Executive Committee are as follows:

Chris Kirk - Chairman

Alan Turpin – Treasurer

Cynthia Palmer - (Town Council rep)

Cllr John Raine (County Council rep)

Mary Wetherall (Churches Together rep)

Karen Sutton, Russell Emery, Nigel Thompson, Mike Amery and Nick Hubble.

8. AOB

Nothing raised.

9. Chairman's comments

Thanks to everyone who works/volunteers for CA or is a partner with us. All help is very much appreciated. Having said I am standing down I won't be going away I will still be around as a volunteer. The Men's Shed is an exciting proposition and means that we can diversify from purely transport. If we can get into other streams that will help us with longevity. We desperately need our own health and safety person. Corinne and Jacci will take a Health and Safety course next year. Sarah will have take an advanced motorist course so that she has further authority to talk to new drivers.

Friends have done wonderfully with such a small amount of people. Their drive and dedication is quite something.

All our volunteers are brilliant and we wouldn't be able to do what we do without them.

We are moving up with GDPR. HR is now outsourced but is still in its infancy. We have to spend money to professionalise the charity.

If the government approve our section 19 permits going forward and we are able to operate on these we will get another bus next year. However this will have to wait upon that decision.

We have increased working hours for Sarah and Corinne – so that Corinne can set up the Men's Shed and Sarah can take over a lot of the vehicle checks/maintenance.

Jacci has no fund raising work at the moment. She is, therefore, looking for something else to do and we are looking towards some sort of big fund raising project she can get involved with. We would very much like to get into inter-generational stuff to enable us to diversify.

Thank you to Julie Savage for all her hard work.

Philip Wetherall expressed thanks to Chris and all the team.

10. Provisional date for next AGM 28 Oct 11am, Priory Lodge. Cynthia offered to book the same room from 10am - 12md.