ANNUAL GENERAL MEETING

**Held on Wednesday 19th June 2019 at 6:00pm at the Claygate Centre for the Community, Elm Road, Claygate KT10 0EH**

**MINUTES**

**Present**: Janis Fletcher (Chair); Robert Fulton (Treasurer); Jill Ainsworth (Trustee); Christine Andrews (Trustee); Julian Rye (Trustee); Julie Crook (Administrator); Ruth Lyon (Patron); Tannia Shipley (Councillor & Observer); Melanie Bussicott (EBC); Gail McKenzie (EBC); Trudy O’Keefe; Debbie Beach (Walsingham Care); Fiona Monaghan; Barbara Shaw; Yvonne Clarke; Anita Davidson; Martin Jancar; Ludmilla Simmerling; Sue Davies; Julia Milburn; Jo Butler; Georgina Graham; Monica Mulvaney; Mabel Jones; Monica Baughen; Joy Woodhead.

**Chair’s opening remarks:**  Janis Fletcher (JF) welcomed all attending the AGM.

**Apologies:** received from Virginia Andrews, Skye Hallam, Tracey Baker, Lindsey Jacobsen, Richard Callum, Kate Wratten, Keith Crabb, Charlotte Chatwin.

**Election of Officers:** JF explained that it was a legal requirement for one third of the Trustee/Directors to seek re-election by rotation. Accordingly, Christine Andrews (CA) and Janis Fletcher (JF) were standing for re-election. There were no other nominations. The meeting unanimously agreed.

**Appointment of Hon. Examiner:** Mr Gordon Manickam has agreed to continue as our independent examiner, proposed by RF and seconded by JF and unanimously confirmed.

**Minutes of the last AGM held on 13th June 2018:** The meeting agreed unanimously that the minutes be accepted as a correct record.

**Matters Arising:** There were no matters arising.

**Special Resolution:** RF explained that currently under the Objects, CHEER’s operations are limited to East Elmbridge and neighbouring areas. With the expansion of our befriending services into West Elmbridge, it is proposed to amend Article 4 of the Articles of Association to remove “East Elmbridge” and replace it with “the Borough of Elmbridge”. The meeting agreed unanimously and the Chair signed a certificate to this effect which will be sent to the Charity Commission.

**Treasurer’s Report and Approval of Accounts:** RF introduced the accounts and reported that receipts were ahead of budget attributable to grants awarded for expansion into West Elmbridge (£11,402) and the Parkinson’s Group (£3,500) together with unrestricted donations including Esher Catholic Church, St Christopher’s Womens’ Fellowship, an anonymous donation of £2,000 and Primary Aggregates.

Salaries were over budget due to the effects of the Manager’s sickness absence, but were offset by lower than forecast expenditure on Parkinson’s and office supplies.

The result was a deficit of £3,494 against that budgeted of £19,575.

RF thanked Elmbridge Borough Council, the Partnership Fund, Walton Charity and Walsingham Care for their continued support and grant awards.

JF thanked RF for his report and his excellent work as Treasurer. The meeting unanimously agreed to approve the accounts.

**Manager’s Report 2018/2019:** JF introduced Julie Crook who had offered to give the Manager’s Report.

JC stated that had been another busy year and the headline figures and feedback showed it was another successful one.

In posing the question of how we measure success and what we do, she described the steps CHEER takes when a referral is received and what happens during a visit to a new client. She showed how we gain a unique view into people’s lives to help us assess which of our services a client might need, whether it be help with a benefits claim, providing a volunteer befriender to help overcome loneliness and isolation, or simply a recommendation for a community alarm, or invites to our events.

JC then reported that we had completed a total of 135 home visits and secured £317,000 in benefits claims. We ran 19 events from an intimate afternoon tea at Squires Long Ditton to a large New Year’s Lunch attended by 54 clients. At the end of March 2019 we had 22 active befriending relationships in East Elmbridge with an additional 12 from our expansion into West Elmbridge.

JC thanked all the volunteers and trustees and said how much we appreciate their dedication and commitment. She gave an example of help the volunteers give to their friends and family members.

The answer to how we measure success – the happy smiling faces of the clients!

**Chairman’s Report 2018/2019**: JF commented that it had been another successful year for CHEER with the fantastic results outlined by JC in her report.

Alongside the work to deliver our core services, JF mentioned the completion of operational projects such as the award of the Approved Provider Standard, the expansion into West Elmbridge, and the continuing success of the Parkinson’s group in providing a supportive and friendly environment for the participants and their carers.

There had also been some challenges with staff shortages so our success very much due to the dedication of our staff and the help Yvonne Clarke gave us by working extra hours on benefits work. We could not have achieved these results without the staff and our wonderful volunteers and trustees.

Looking forward to the next financial year, JF said that we will be recruiting new staff and we are also very pleased to welcome the clients and volunteers from West Elmbridge into the CHEER family.

JF then gave thanks to the staff for their dedication and commitment, and to the volunteers and trustees who willingly give up their time and skills to make sure that CHEER continues to change people’s lives.

She also thanked Elmbridge Borough Council, Walton Charity, the Partnership Funds, Walsingham Care and the Annual Grants Committee for their grant awards; Melanie and Gail and the Community Support Team for their continued support; Tannia Shipley and Andrew Burley for supporting us as Councillor Observers; Trudy O’Keefe and staff in the Claygate Centre for their help and use of the Claygate Centre for Parkinson’s Group; organisations and individual donors who are so generous with their donations; the organisations working in partnership with CHEER.

**Any Other Business**: Melanie Bussicott, on behalf of the Council, gave thanks to the CHEER team and also personal thanks. She commented that she welcomed working with CHEER on their services.