

TEDDINGTON & HAMPTON WICK VOLUNTARY CARE GROUP

Minutes of the 39th Annual General Meeting

2:30 p.m. Sunday, 12th October 2014 at Teddington Methodist Church

1. **Welcome by Chairman:** – Mary Taverndale welcomed everyone to the meeting.
2. **Apologies for Absence:** – Hannah Lawrence
3. **Approval of Minutes of 38th Annual General Meeting:** – The Minutes were approved.
4. **Matters arising from the minutes** – there were no matters arising.
5. **Co-ordinator's Report** – Ali Fox

Ali thanked everyone for coming along to the AGM and read her report to the meeting:

- (a) With regard to the general figures:

Overall the figures have risen by 1% (3,897 trips this year, 3,859 last year) Doctors appointments have risen by 7.8% Personal shopping for clients who have just come out of hospital or are completely housebound for health reasons has risen by 35.7% Misc has risen by 12% , we think this is due to the fact that one of our volunteers provides a 'handyman service' for our clients and this is recorded under 'Misc'. Befriending has risen by 32% Clinics have dropped by 26% and trips to local hospitals has dropped by a staggering 62% However, 'Other hospitals' has risen by 137% This is probably due to NHS cuts whereby people are having to travel further a field for treatments. The numbers on the Tesco shopping bus have fallen by 5% Social events have fallen by 26% The client base at the end of Aug 2014 is 307 whereas last Aug 2013 it was 297. We have 84 volunteers (2/3 are active) whereas last year we had 74. So bizarrely, we have gained 10 clients and 10 volunteers throughout the year.

- (b) A burglary took place at the church on 8th July. £114.83 was stolen from our office safe. The door to the office was completely wrecked and had to be replaced by the church. The replacement door is much more robust than the last one. Other churches in the area were also targeted. The police arrested a man regarding the incident.
- (c) The office experienced some problems with the BT email system recently. This was due to BT upgrading their systems. So many apologies if this caused any disruption to our service; it was certainly very frustrating in the office when we were very busy not to be able to use the email system. The problems have now been resolved.
- (d) We will be issuing our Winter newsletter at the beginning of December and this will contain the outings planned for the Spring. As numbers are down on last year we are always trying to think of new places to go and things to do so if anyone has any suggestions please do let

us know. Some of our outings are always more popular than others. On Tuesday, 19th August we visited the Swan at Thames Ditton for a pub lunch by the Thames. This was very well subscribed with 26 clients attending. So we will probably repeat this event at some stage and we have already planned a bell ringing trip and a visit to Strawberry Hill House for the Spring. There will also be a New Year's lunch at Fulwell Golf Club and Miriam's pantomime. A big thank you to all our volunteers who deliver our newsletter by hand saving us on postage costs.

- (e) The events we have planned for the next couple of months are: A Christmas coffee morning on Sat 22nd Nov and a Christmas party with carols on Sat 6th Dec. Two dates not to be missed. Our last coffee morning held on 20th September raised £120.00 Many thanks to all our volunteers who gave up their Saturday time to help us and many thanks to all our clients who supported us by attending.
- (f) Moving on to shopping buses – We have become very short of bus drivers due to volunteers retiring or health issues. We have written to the Twickenham fire brigade, Fulwell and Twickenham bus stations and have put posters up in schools asking if any of their staff or retired staff would be willing to give up some of their time to drive a shopping bus. One of our volunteers very kindly put an article in the Teddington Society Tidings so that we may attract more bus drivers or volunteers.
If anyone knows of anyone who may be interested in becoming a volunteer bus driver please do tell them about us. Training is provided. Also if anyone knows anyone, maybe a friend or neighbour who may like to join us as a volunteer, again do tell them about us.
- (g) Regarding the befriending scheme – We continue to co-ordinate the befriending of 7 of our existing clients. However, as of June of this year we pass on any new clients who require befriending to the Hampton & Hampton Hill Voluntary Care Group who have a dedicated member of staff based in Ellery Hall. This is funded by the county council under the new tender agreement.

Ali asked the meeting to join her in putting their hands together to show appreciation for the ladies in the catering team.

6. **Treasurer's Report** – Dave Rayner

A full breakdown of Accounts for 2012/13 and 2013/14 and Budgets for 2013/14 and 2014/15 was issued to all attending the AGM and copies are available on request.

DR read through the 'Receipts and Payments' (please find attached).

Notes regarding receipts – The befriending income has ceased due to the fact that the Group has now handed befriending over to the HHHVCG.

Grants have been short since Hampton Fuel Allotment stopped allocating funds to the group, this is a challenge for the Committee going forward.

The £500.00 compensation was due to the delay in issuing a credit card for AF.

DR explained that he had been having an ongoing dispute with HMRC whereby they had paid a tax refund into an old account. Therefore, a new claim had not been submitted and would not be submitted until the dispute had been resolved.

Notes regarding 'Payments' – DR noted that 'Salaries' had increased, but this would be due to the fact that the stats had increased as already covered by AF.

DR explained that the rent charge for 2013 had been overlooked and that the same had happened again this year.

DR explained that the stationery and postage costs were very low due to the volunteers hand delivering newsletters and through the office using email instead of hard copy mail.

DR had budgeted for driver training for a couple of bus drivers bearing in mind that we are short of bus drivers so we will need to train new volunteers.

DR went on to say that the theft (which had already been covered in AF's report) had not been worth our while to claim on our insurance due to the excess.

DR summed up by saying that monies from our current account had been transferred to the capital reserve accounts – Investec – offering a high rate of return, but not accessible and Cater Allen – accessible, but not such a high rate of interest.

DR said that we need to secure the year ahead as we have experienced a £8,080.69 loss this year and obviously we cannot sustain this level of loss. He explained that the situation had been caused by Hampton Fuel Allotment not granting us any money (due to the fact that a new person had taken over the role of Michael Ryder and he did not agree that we should receive monies when we were holding money in a capital reserve account). The new person said that we must have less than £10,000 in reserve, but DR pointed out that it is risky to do this as if a crisis were to occur there would be nothing to fall back on. DR went on to say that we need to find a replacement for Hampton Fuel Allotments. In the past we have received grants and legacies as 'one offs' which help to make up the monies. David London expressed concern that we will have to close down if we don't find funding soon. MT said that Morrison's Solicitors had selected us as their chosen charity so this could be hopeful.

Karin Sumption said that HHHVCG would be interested in joining us. MT stressed that they run their group as a business whereas our group is run as a 'fun' charity. MN said that HHHVCG make an annual subscription charge whereas we do not. DR stressed that when he first took on the role of Treasurer there was less than £1,000 in the bank, he went on to say that a lot of charities would like to be in the position that we are in.

Jane Oliver praised the service offered by the group and thanked David London for the regular drives he provides.

7. Election of Managing Trustees

MT informed the meeting that DR was standing down as Treasurer. MT presented DR with a gift from the Committee and thanked him for his tremendous help over the years. MN thanked DR for all of his help on behalf of the office.

MT proposed Sally Howland onto the Committee. The Committee voted unanimously.

Election of Officers:

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| (a) Chairman – Mary Taverndale | Nominated by: Linda Jephson
Seconded: Unanimously |
| (b) Treasurer – Sally Howland | Nominated by: Mary Taverndale
Seconded by: Linda Jephson |
| (c) Secretary – Linda Jephson | Nominated by: Geoff Howland
Seconded: Unanimously |

The Committee members are as follows:

Mary Taverndale, Sally Howland, Linda Jephson, Eva Eldridge, Chris Harle, Hannah Lawrence, Graham Shortell, Brian Slyman, Karin Sumption, Geoff Howland

8. Any Other Business

Jane Oliver suggested that the group charge a small annual fee i.e. £5.00

MT said that she was against charging an annual subscription as she believed that doing so would put clients off of giving donations. DR said that during December and January a lot of cheques and monies are received from clients expressing their gratitude for the service.

Tanya Mathias (Councillor) said that the group is unique and needs to keep doing what they are doing. She suggested that the group engage with councillors, the Mayor and Deputy Mayor in order to spread the word about the service offered.

There was no other business and accordingly the Chairman brought the meeting to a close.