

**Minutes of HIP Annual General Meeting**

**11.30hrs on Thursday 22nd March 2018**

**The Gladstone Suite, Crewe Arms Hotel, Nantwich Road, Crewe, CW2 6DN**

1. **Welcome**

Crawford Thomas (CT) welcomed everyone to the HIP AGM meeting and introduced himself, the trustees (Nick, Ian and Deirdre) present and HIP employees (Edie, Lisa and Maggie). A separate attendance sheet was completed for the thirty three (33) members present.

1. **Apologies**

Apologies received and accepted from Tom Mitchel and Beth Fisher.

1. **Chairperson’s Report**

CT provided an overview of the relevant reports to be presented to the meeting and thanked the trustees, HIP employees and volunteers for all of their hard work over the past year. During the year three of our trustees (Helen Bichard, David Higham and Anne Mansfield) have resigned due to professional and personal reasons and CT thanked them for their contributions to HIP while trustees. We have also been joined by Ian Skaife as our new Treasurer and CT thank Ian for taking on this important and challenging role. CT noted that in the 5 years since he had been Chair of the Trust Board he had seen HIP grow from a small group of volunteers who organised a limited number of social events, into a structured registered charity that has both a Strategic Plan and an Operational Plan, was being professionally managed, growing in terms of membership, financial resources and services offered. CT stressed that our members are at the heart of everything we do. The past year had been another year of significant development for HIP and that key points in relation to our progress was going to be presented to the AGM by the secretary, operations manager and treasurer.

CT then invited Nick Ankers (NA) to present the Secretary’s report.

1. **Secretary’s Report**

Nick Ankers (NA) then presented the Secretary’s report by summarising the role and responsibilities of the trustees as required by the Charities Commission for the governance of all charities. NA pointed out that the trustees’ role is to lead our charity and make decisions about how it is run on a day to day basis and developed into the future. Our priority is to help and support our members; survivors of brain injury, family, carers and to deliver on our objective that nobody should feel alone or isolated and do what we can to improve on members overall quality of life. All trustees are unpaid volunteers.

Since the last AGM trustees have held five meetings which were spaced at regular intervals throughout the year. Each of the meetings has been well attended by trustees and all the meetings were fully quorate. NA informed member that the board of trustees is now in the process of reviewing the make-up of the trust board with a view to keeping it fit for purpose into the future as HIP grows and develops as an organisation. We will be considering how many trustees are required, the skills that are needed on the board and the need for balanced representation of our membership. It is planned to have this work completed in the year ahead and a further update will follow.

NA then referred to the importance of the 5 year Strategic / Business Plan to the work of the trustees. Prior to our last AGM in 2017 trustees had been focused on developing our first Strategic / Business Plan 2017/2022 to lay the foundations for the longer-term development of HIP. This was agreed at our AGM in 2017. NA explained that the Strategic / Business Plan provides the foundation for the work of trustees in the following key areas in both day to day activities and growing our organisational infrastructure to meet future needs:

* Finance – Core part of trustees’ responsibilities and NA explained that our Treasurer will be giving a more detailed update later in the AGM.
* Membership – Seeking to grow HIP in a measured and manageable way and to ensure that we focus our resources on our members.
* Communication – Working to improve the way we communicate with our members, families, carers, our sponsors / partners and the wider public. Also ensuring that we can meet the standards set for personal information by current and future data protection rules.
* Staffing Requirements – Ensuring that we recruit, train and retain staff in appropriate roles as we continue to grow as an organisation (operational manager, activities coordinator, fundraising, administration / operational support). Trustees also recognise the essential role of our volunteers who support us in providing our services.
* Policies and Procedures – That we have established appropriate guidelines in relation to how HIP operates as an organisation. Examples include; Health and Safety, Conflict of Interest, Safeguarding, Ethical, Recruitment, and Incident Reporting.
* Performance – Monitor how well we are doing in areas of finance, membership and communication.
* Risk Management – these are set out in our business plan and we review them in order to protect HIP’s interests. Key aspects include; loss of key people, finance, accommodation, health and safety and safeguarding issues.

NA then explained the importance role of the operational plan that had been developed by our new Operations Manager, Edie Jardine, during the past year. Trustees had to agree the operational plan, which details how we are starting to deliver the Strategic Business Plan and then provide necessary support to our operational manager in implementing the plan. The agreed current priorities are to establish our organisational infrastructure upon which our future services be delivered in the following key areas;

* To increase income by 25% and in particular to increase more predictable revenue sources so that we can plan growth with confidence that we have the necessary funds to deliver the plan.
* Establish a clear staffing structure within HIP, with defined roles, that support the growth of the charity in terms of membership, funding and the provision of social activities.
* To provide an accurate database of membership which ensures members can benefit from a wide range of resources and support provided by HIP.
* To overhaul the website and implement an internet search marketing strategy with our new partner, Prodo Digital. This partnership offers many potential exciting prospects for HIP.

NA then concluded that the work carried out during the past 12 months to develop HIP as an organisation, both strategically and operationally, is resulting in the positive growth of HIP so that it is better placed to provide valuable support to members, family and carers of those who are living with the challenges of life with a brain injury. Trustees are all looking forward to building on these achievements in the period ahead.

The secretary’s report was warmly received and there were no follow up questions from members.

CT thanked NA for preparing and presenting the report. He then invited the Operations Manager, Edie Jardine, to present her report.

1. **Operations Manager Report**

Edie Jardine (EJ) presented a power point presentation to the AGM that detailed the key activities that had been organised during the past year. These included the coffee mornings, bowling competitions, outings to a variety of venues including; Chester Zoo, Ellesmere Port Boat Museum, Cholmondeley Castle sponsored walk and the Climb Snowden event. A number of courses had also been organised including, cookery class, archery, ICT skills and various arts. HIP members had also taken part in the Chester Boat race event. EJ then provided an overview of work to promote HIP and its work, including an interview of Red Shift radio, various social media messages and information on the website. There had been a number of key sponsors during the past year who had made significant contributions to HIP. These included; The Co-Op in Nantwich, Lloyds Bank, Birchall Blackburn Solicitors and Prodo Digital. EJ informed members of the partnership with Prodo Digital and the potential to raise extra funds via a social media marketing initiative which would provide links to local businesses.

EJ provided a brief overview of the impact of the new General Data Protection Regulations on how HIP will be managing members’ information into the future. EJ informed members that they will be contacted in the months ahead to ask them to confirm their preferences in respect of their information held by HIP.

EJ concluded by thanking Lisa, Maggie, the trustees and volunteers for all of their help and support over the past year and expressed confidence that the next year will be a positive year of growth for HIP.

A member from the audience (Peter from the Crewe coffee morning group) asked that members note that a legal representative would be attending the next coffee morning to provide legal advice to members if required. This was noted.

CT thanked EJ for preparing and presenting her update. He then invited the Treasurer, Ian Skaife, to present his report.

1. **Treasurer's report**

Ian Skaife(IS) then provided an overview of the past years finances. IS gave credit to Anne Mansfield for all her work as treasurer prior to his taking over the role. IS explained why the total income had been lower than the previous year and referred members to a single sheet financial summary sheet that had been circulated to AGM attendees at the start of the meeting. This sheet contained all of the relevant financial information and a list of eight key notes of explanation as follows:-

* Anne Mansfield did all the main work to prepare for the Trustees before retiring in January.
* We didn't hold a fundraising Ball in 2016-17 so income was down.
* Our main event of the year was Snowdon Climb and although well attended it had some significant costs. This was not intended to be a fundraiser, but more about a challenge for survivors & publicity for brain injury awareness week.
* We did get a large donation from Santander which we put towards our IT courses.
* We spent more on our coffee mornings and social events, which is good as these play a vital role in bringing our members together.
* Salary costs were up as we recruited Lisa to help Clare with organising events and fundraising.
* Overall we made a £5,562 loss during the year, but still had £28,303 in our funds at the end of July 2017
* A full set of the accounts is available from Ian at the meeting or by request afterwards.

IS also presented his assessment of HIP finances the forthcoming year and pointed out that we have already raised more than during the previous financial period.

IS then proposed a resolution that: Those members of HIP present at the AGM thanks Anne Mansfield for the work in preparing the accounts and Gerald Sidery (independent examiner of accounts) for his examination. They agree the accounts and instruct the Treasurer to file them with Companies House and Charity Commission.

***There was a vote by means of a show of hands and the resolution was unanimously approved.***

1. **Appointment of Independent Examiner of Accounts**

IS then proposed a resolution: That Gerald Sidery of Sidery and Co. be appointed as HIP’s independent examiner of accounts for the current financial year.

***There was a vote by means of a show of hands and the resolution was unanimously approved.***

1. **Consideration of Notices of Motion received (if any)**

CT than asked if there were any additional Notices of Motion for the AGM meeting to consider? There were none proposed.

1. **AOB**

CT then asked if there was any other business for the AGM meeting to consider? There was no other business.

1. **Closure**

CT the thanked everyone for their attendance and closed the meeting at 12.32hrs.