

**Age Concern Durham County trading as Age UK County Durham
(Registered Charity No 1122008)**

Minutes of Annual General Meeting for 2020-21

Held on Tuesday 18 October 2022, 11.30am at Betjeman Resource Centre, DH9 6UD

Present

Paul Phyll, Tony Armstrong, Jeff Watson, Denise Elliott, Mark Local, Natalie Davison-Terranova, Emma Hignett, Robyn Holmes, Lisa McCallum, Hilary Jamieson, Sharon Vasey, Julie Nicholls, David Holloway (Ribchesters Chartered Accountants), David Haw, Roger Hindle

1 Welcome and Chair's opening remarks

The Chair, Paul Phyll, opened the meeting and welcomed everyone. He thanked David Haw, who retired as chair earlier this year, for all his hard work and dedication over the years.

David Haw thanked all staff and volunteers for their support for Age UK County Durham.

Work has begun to return to normality since the pandemic and Age UK County Durham continues to evolve and develop its service provision to meet the needs of older people in the County. In particular, the cost of living and energy increases have had a major impact on the organisations work.

Age UK County Durham will continue to develop and improve its work for the benefit of older people by remaining financially stable and responsive to the demands on its services.

The Chair thanked to his fellow trustees, the Chief Executive Officer, staff and volunteers who have worked tirelessly to deliver the organisations programmes of work.

Thanks were also given to the organisation's funders, partners and members of the public for their donations and support.

2 Apologies for absence

David Marrin, Age Concern Wolsingham (proxy form received), Age Concern Easington (proxy form received), Age Concern Stanley Dance, Deborah Peat, Haitham Alkanon, Wendy Bryan, Peter Dawson.

Only members are eligible to vote on items seven and eight on the agenda.

3 Minutes of the previous Annual General meeting held Friday 22 October 2021

Accepted as a true record attendance using proxy forms received and by all voting members in attendance. The Chair will sign the minutes which will be filed at Houghton House.

4 Matters arising

There were no matters arising.

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5 Chief Executive Service Review

Chief Executive Officer, Robyn Holmes noted that this year's annual report was in a new format and gave a presentation to expand on the figures shown in the report.

- Although the covid crisis is not as severe, Age UK County Durham continues to experience its impact and is responding and adapting its services to expand its reach in the County. Plans are being developed to provide more services in Teesdale and Weardale and to engage with those aged between 50-65 as well as maintaining the support from those aged 65+.
- The information and advice service supported clients in claiming £3,482,850 in unclaimed benefits during 2021-22
- Mental health and wellbeing services are still very much in need, AUKCD supported 639 clients during and the work is continuing
- Dementia sessions, funded by the Age UK national charity, have been a great success and this work is being developed to provide day sessions at Bishop Auckland College from November 2022 onwards
- The Falls Prevention pilot set in extra care settings has been a huge difference to the confidence of those taking part
- The Help at Home project has helped 405 clients with shopping, gardening and small DIY tasks
- The intergenerational work is being embedded into all our work
- Activities are still very popular with 1123 taking part in a variety of exercise groups
- The Bike Loan scheme was supported by an amazing volunteer who made sure all the bikes for loan were checked and maintained, this is no longer running and the bikes have been moved to our Superstore

Robyn Holmes thanked the trustees for their guidance and support. She is very proud of the staff team who have been very responsive and willing to adapt to new requirements and roles when needed. Age UK County Durham's work could not continue and grow without the help and support from all its volunteers, they are integral to all the work we do.

The support from funders and partnership working is also invaluable and of great benefit to the organisation.

6 Presentation of Annual Report and Accounts

David Holloway from Ribchesters Chartered Accountants was pleased to report that Age UK County Durham was in a financially sound position at the end of March 2022. Income generated in 2021-22 totalled £1.072million which included an increase in retail sales and successful funding grants from new funding streams. Expenditure was £882K - 88% of income generated was spent on direct delivery.

Lisa McCallum, Finance Manager, thanked Ribchesters for their audited accounts.

7 Review of auditors

Auditors are appointed on a three-year cycle. Ribchesters Chartered Accountants (a locally based company) have completed one year as the organisation's auditors and it was proposed that they continue for a further two years. This was agreed by all members

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present and including Age Concern Easington's proxy vote (Age Concern Wolsingham abstained by proxy for this appointment).

This was approved by all voting members present with no abstentions or objections.

8 Election of Trustees and Honorary Officers

David Haw retired as Chair this year and Maggie Pavlou resigned as a trustee.

The Board recommend the following to join the Board of Trustees

- Denise Elliot
- David Marrin
- Emma Hignett

This was approved by all voting members with no abstentions or objections.

The Board has received nominations for Honorary Officers and recommend them to the members for acceptance

- Chair – Paul Phyll
- Deputy Chair – Denise Elliott

This was approved by all eligible voting members with no abstentions or objections.

Mark Local will resume his role as Treasurer.

9 Closing remarks

The Chair thanked everyone for attending and noted that the organisation has continued to maintain a very high standard of work throughout the last financial year.

He thanked all staff, trustees and volunteers for their hard work and support.

Thanks were also expressed to Age UK County Durham's funders and partners.

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