



The Kent MS Therapy Centre
 Bradbury House, Merton Lane (North)
 Canterbury Kent CT4 7DZ

**Minutes of the Annual General Meeting
 held on Friday, 17th November at 1.00**

Present:

List of Members available for inspection – please ask at Reception
 Staff – Heather Jordan, Danielle Bradford, Victoria Wilsher and Adrian Gray our new appointed Financial Controller
 Board – Hilary Brian, Ian Bryant, Martin Lawrie, Jill Tompkins

Apologies for absence:

Board - Andrew Lawrie, Sharon Wilding, Terry Hughes, Jo Mills
 Members – John & Vivien Commerford

Chair of Board of Trustees, Hilary Brian, introduced those Trustees present to the membership and mentioned new Trustees and staff.

She confirmed that this meeting was quorate

ACTION:

Minutes of previous meeting – had been circulated, no objections raised or amendments requested
 In future Minutes of all meetings will be published on the website
 Tony Meire approved the minutes of the 2016 AGM

Presentation of Annual Accounts – Adrian Gray

Adrian had prepared a summary of last year’s accounts and put them out for members to read prior to the meeting. He went through this in detail and with welcome humour. He fielded questions and highlighted the need for a realistic budget to be set for next year as our reserves are reduced and we need to re-establish our financial security by driving up our cash reserves. He acknowledged that this is a function of the move from our beloved ‘shack’ to our new Centre but that we need to raise our accounting to a new level.

Questions and comments from Members:

Anne Moon asked where a lost came from in the accounts to which Adrian answered we had spent more than we earned.

Richard Curzon asked how we intend to build up our surplus reserve to which Adrian replied the need for the Trustees and Moira and members to work on how we bring in our fundraising goals and look at the role the volunteers can play in helping us increase our reserves.

Adrian also stressed the need to make better use of Gift Aid claims.

Consideration also taken on how we advertise the Centre to promote our fundraising and income.

Tony Meire asked about any external sources of income we could raise by offering our facilities out. The difficulty here is that in order to save money when we built the Centre, No VAT was paid so we are unable to rent the facilities out to external income streams. Clarification needs to be sourced on what benefits and donations we can earn from our Centre without causing a problem with the tax man.

Arlene McManus also asked if we could open up more of our facilities to members without the need for staff, eg the pool but have a suitably trained volunteer to hand. Hilary replied we would need to look at insurances and what we can permit volunteers to do without a staff person around.

Gwen Stewart said the account feedback was very good.

Hilary explained that due to last May’s AGM not being quorate, a second had had to be reconvened in November.

This year’s accounts had had to be filed with Companies House and the Charity Commission but this meant that members had not had the opportunity for questions before the filing.

She proposed that AGM’s be moved back to their usual time in the Spring to afford members this opportunity

Unanimously approved

<p>Re-appointment of Independent Examiner Roland Parry of Magee Gammon had met with Hilary and assured her he had no concerns about 2016 accounts. She had explained our strategy for 2018 (new Finance trustee and in-house management accountant) with the different approach to accounting. He felt this was sound and would be happy to continue, offering his expertise at any time, suggesting he meet with Adrian Gray. Hilary proposed that Roland be re-appointed</p>	Unanimously approved																																				
<p>The following Trustees were co-opted onto the Board during the year Ian Bryant, Terry Hughes</p>																																					
<p>The following Trustees were appointed as Executive Officers Hilary Brian – Chair Jill Tompkins – Treasurer for further 6 months Terry Hughes - Company Secretary</p>																																					
<p>The following Trustees resigned in the last 12 months Leo Wilde, Peter Walker, Sam Rouse, Dean Lipscomb</p>																																					
<p>Election of Officers and Trustees</p> <table border="1" data-bbox="89 779 1329 1308"> <thead> <tr> <th>Nominee</th> <th>Role</th> <th>Proposed</th> <th>Seconded</th> </tr> </thead> <tbody> <tr> <td>Hilary Brian</td> <td>Chair of Trustees</td> <td>Charlie Potts</td> <td>Sue Lawson</td> </tr> <tr> <td>Andrew Lawrie</td> <td>Vice Chair of Trustees</td> <td>Tony Meire</td> <td>Louise O'Boyle</td> </tr> <tr> <td>Terry Hughes</td> <td>Company Secretary & Operations Trustee</td> <td>Tony Meire</td> <td>Philip Coulson</td> </tr> <tr> <td>Jill Tompkins</td> <td>Treasurer</td> <td>Arlene McManus</td> <td>Louise O'Boyle</td> </tr> <tr> <td>Sharon Wilding</td> <td>Marketing Trustee</td> <td>Gwen Stewart</td> <td>Rosemary Hobbs</td> </tr> <tr> <td>Jo Mills</td> <td>HR Trustee</td> <td>Anne Moon</td> <td>Louise O'Boyle</td> </tr> <tr> <td>Martin Lawrie</td> <td>Members' Trustee</td> <td>Sheila Underwood</td> <td>Gwen Stewart</td> </tr> <tr> <td>Ian Bryant</td> <td>Finance Trustee</td> <td>Charlie Potts</td> <td>Paul Stewart</td> </tr> </tbody> </table> <p>The members were reminded that Trustees are not paid and therefore are not part of the Governance costs.</p>		Nominee	Role	Proposed	Seconded	Hilary Brian	Chair of Trustees	Charlie Potts	Sue Lawson	Andrew Lawrie	Vice Chair of Trustees	Tony Meire	Louise O'Boyle	Terry Hughes	Company Secretary & Operations Trustee	Tony Meire	Philip Coulson	Jill Tompkins	Treasurer	Arlene McManus	Louise O'Boyle	Sharon Wilding	Marketing Trustee	Gwen Stewart	Rosemary Hobbs	Jo Mills	HR Trustee	Anne Moon	Louise O'Boyle	Martin Lawrie	Members' Trustee	Sheila Underwood	Gwen Stewart	Ian Bryant	Finance Trustee	Charlie Potts	Paul Stewart
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<p>Chairman's report Hilary thanked Staff and Volunteers for all their hard work – a resounding round of applause broke out in gratitude Members' input was much appreciated in fundraising and voluntary work to support their own Centre Hilary also thanked her fellow Trustees for their support of her She reported the increase in services and equipment available to members One person being interviewed had commented on how 'loved' the Centre looked. When one first enters the grounds the beautiful, well-kept gardens make an immediate impression. David Tompkins also received a round of applause. More physio hours were now being provided and hydrotherapy was again available Hilary highlighted that the Centre's computer server had been hit by Ransomware but was able to assure Members that none of their personal data had been compromised. Safer systems were now in place and no money was paid to those responsible for the Ransomware She wanted to make Members aware that there are new laws relating to how we look after our Members' Data (GDPR) and this will appear in our communications next year. The Members Survey results will be published shortly. Generally there was satisfaction and we need to keep improving our communication methods between members, the board, staff, volunteers and others.</p>																																					

	<p>Concerns over the WIFI speed have been noted and action is being taken to try to address this on-going problem. The wireless service may get a little slower before it gets better because we may need to limit the bandwidth on the WIFI to protect the business until there is a solution to our broadband problem that is affordable. Our achieved speed of around 4 Megabits per second is due to the distance from BT's distribution cabinet to our building. It is optical fibre to the cabinet and the copper to the building.</p>	
	<p>Questions from Members</p> <p>None had been fielded in advance and none asked at this stage</p>	
	<p>Views on dogs in Centre</p> <p>2 members wish to bring their dogs into the Centre and as this is such a difficult area in which to find consensus Hilary wanted to bring it out for open discussion. There is a split in Members' views so Hilary agreed to amend the current policy, taking into consideration legal requirements and how other MS therapy centres manage animal visitors. This will be discussed at Board and feedback to members via their representatives on the Board, Jill Tompkins and Martin Lawrie.</p>	<p>Hilary</p>
	<p>Date of next AGM</p> <p>Friday 18th May 2018</p> <p>Final question from Robert Moon on how many members we have - Hilary replied 550.</p>	

These minutes were agreed to be a true reflection of events and signed by the Chair.

_____ Date _____