

Annual General Meeting of EnhanceAble Minutes

Geneva Road Centre, 13 Geneva Road, Kingston upon Thames, Surrey, KT1 2TW

Tuesday 30th January 2024

1:30pm

Present:

Angeline, Julian, Steve, Thea, David, Gurjit, Veronica, Mahmood, Eleanor, Steven, Samanta, Steve, John, David, Dan, Rachel, Hannah, Robbie, Leanne, Toni, Mark, Jina, Majeed, Claudia, Upuli, Julie

1:30pm Welcomes, apologies and introduction

Virtual apologies from Hannah

1:40pm Minutes of last AGM & Matters arising

Accepted

No matters arising

1:50pm Chair & Trustees report

We are on a journey, our journey has continued, we continue to do great things with great skill care and love, we are proud of Enhanceable and our customers. We recognise and are acknowledged in the wider community. We have done lots of good things over the last year and continue to do good things. We look to create new solutions for people, eg. our CLICK cafe has gone from strength to strength, this equally applies to Geneva, afterschool groups, Space, in the community and Rainbow.

The board of trustees continues to develop strategy to bring Enhanceable from strength to strength.

Thanks to Megan Templeton who stepped down as trustee this year and welcome to Graham Hutchings. Thanks to our customers, SMT, staff and volunteers. Thanks to our wonderful parents and carers, all of our funders inc. RBK and donors Jem corp and st. pauls players. Thanks to volunteers.

2pm Senior Management Team Report

SMT is Julie, CEO, David, Deputy, Thea, HR Manager and Gurjit as Head of Finance. Gurjit looks after the money.

Happy to attend my 24th AGM with EnhanceAble. Much has changed in this time, with more changes on the way.

When I started we had under 20 staff, we now have nearly 100; we have worked so hard to achieve that, well done everybody.

Geneva is working hard to recreate itself with a new model for activities to take account of the wide range of interests and abilities of the people who attend.

Space and Living are now both under the extremely competent and experienced leadership of Jina as registered manager of both services. We are currently waiting for a new tender decision about Space, but as the owners of the property we are able to be highly flexible in how we provide our services.

Rainbow House is now in its final year of the initial 3 year contract and is going to have a one year add on. This time has flown by and I must thank David for his role of responsible person for the service and congratulate the management team. We must also congratulate the registered manager, Chloe on the birth of her daughter Lizzie.

Our children's groups are running well as is the CLICK cafe and hub. We are working hard to increase our CLICK opening times to make it available to more people. I would like to thank Philippa and the fabulous staff and volunteers at CLICK.

I am looking forward to the coming year and the exciting changes to come. We are very agile, the SMT is very good with change and the managers flex too. I feel very confident that this time next year we will have some really exciting things to look back on.

Thank you trustees and fellow managers for your continued support and loyalty.

Goodbye Toni, Operations and Payroll manager, we are incredibly sorry to say goodbye, we will miss you you have been wonderful.

Questions:

Mahmood - raised a question regarding food and drinks going cold. JH explained food cannot be heated up in the microwave.

Robbie - I like coming here

Dan - disagrees with Mahmood, food is warm.

2:05pm Finance Report & Appointment of Auditors

Accounts for last year to March 2023 - full accounts are on the website. We did very well last year, everyone worked extremely hard even with the cost of living crisis and high interest rates. Our income was up 17%, we had £2.5 million turnover for the first time; 17% up on previous year, but unfortunately, costs have gone up extremely, especially salaries. We are a London Living Wage employer which is £11.95 per hour. Salaries increased by 15% to nearly £2 million. We made a surplus of £210k for the year, this will be invested in coming projects.

Cash at the bank has increased by £265k to £1 million in the bank - this has been earmarked. The last 3 years have been very good, we have made a surplus every year. Results by service, Geneva Road is doing really well, bit of a blip last year but income has increased by £93k which is a 21% increase. Living is keeping its own, covering its costs making a little contribution, more of our face in our community not about making money. Space is doing well, turnover has increased, very busy but correlating staff costs so contributed less to the surplus but they were understaffed in the previous year. Groups holding their own, income has dropped, 20% less income on new contract. Charity shop we cover the costs. Rainbow House doing really well, staff costs have increased but contributing 11% surplus over last year. CLICK is covering its costs, thats all it needs to do.

Thankyou everyone, especially Upuli. .

Questions:

Mahmood - where does our money go that we pay for food? It goes to Geneva Road accounts. Toni does the shopping at Tesco and it gets delivered. The cost of the shopping and cooking and paying Fran and Tracey is much higher than what you pay, thats because we think it's really important that people should be able to get a hot meal at lunchtime if they want it. We spend the money that people give, we don't keep it.

Samanta - is it ok if I order food and pay later? Yes.

Dan - point out that there is a contribution to overheads in food costs.

2:10pm Election of Officers and Executive Members

Trustees:

Mark Martin proposed by Steve Norton and seconded by Julian Rice

Hannah Piper proposed by Angeline Garvey and seconded Mark Martin

Angeline Garvey, Julian Rice seconded Steve Norton

Steven Norton proposed by Julian Rice, seconded Angeline Garvey

New - Graham Hutching, proposed by Julian Rice, Seconded by Mark Martin.

Chair - Steve proposed by Angeline Garvey, seconded by Mark Martin

Company Secretay, Julian proposed by Angeline Garvey, seconded by Steve Norton

Accounts - Julian Rice proposed an agreement, all agreed

Auditors - agreed to retain.

12.20pm AOB (notice to Chair before the meeting)

n/a