

## **Annual General Meeting 23/24 of EnhanceAble Minutes**

**Geneva Road Centre, 13 Geneva Road, Kingston upon Thames, Surrey, KT1 2TW  
(Or Google Meet)**

**Thursday 30th January 2025**

**2pm**

### **Present:**

Julie, Thea, Justine, David, Julian, Angeline, Steve, Carrie, Jina, Clementina, Upuli, Dan, Jill, Steve, Simon, Stuart, Claudia, Diana, Graham, Eleanor, Stephanay, Alison, Agnes, Ohakalala, Monicah, Aimee, Mark, Anthony, Ernestina, Doris, Richard

### **2pm Welcomes, apologies and introduction**

Apologies from: Gael McIver, Gurjit Sekhon

### **2:10pm Minutes of last AGM & Matters arising**

Accepted

No matters arising

### **2:15pm Chair & Trustees report**

Dan questioned which year this AGM related to and it was confirmed it was for the financial year 2023-2024.

The chair talked about all of the Enhanceable services including Geneva Road, Living, Kids services, Space, Rainbow, CLICK and the charity shop. The Chair referred to the new children's home, Aquila House, explaining that it will be fully open soon. The Chair also mentioned Raeburn House; Enhanceable are providing a package of care for 4 young women in their home.

The Chair also noted that Franceta Grant had celebrated 25 years at Enhanceable this year and both congratulated and thanked her for her long service and looked forward to the next 25 years!

The Chair thanked the board of trustees and welcomed Alison, the newest member of the board. He also gave special thanks to the SMT, Julie, David, Thea & Gurjit

The Chair went on to thank all of our staff, all of the families of those we support, all our stakeholders and especially mentioned St. Pauls Players, from whom we have received a £4k donation this year.

Finally the Chair thanked, most importantly, our customers. Without our customers, Enhanceable doesn't exist, he thanked them for coming and supporting Enhanceable.

The Chair noted he looked forward to the coming year.

## **2:25pm Senior Management Team Report**

Julie Hagarty explained Enhanceable have had 3 new services come online this year, the smallest being Raeburn Avenue (part of Living) - a 4 bed home for 4 women living in the borough. Julie noted that Jina and her team have made the most fantastic job of setting up Raeburn Avenue and that the women and their families are delighted.

Secondly, and most financially significant - Aquila House has opened. Enhanceable bought the house in Epsom and refurbished it. It is for 4 children/teenagers to live in until they turn about 19. At the moment there is 1 child living there and 3 others have been referred to move int. It has been lots and lots of work, Julie explained that Enhanceable converted 2 flats into a big house. Julie especially thanked David, who is the responsible individual of Aquila and Gurjit who did liaison with the builders. Julie noted that she and Thea had the most enjoyable job of buying furniture for the house Julie explained that everyone in the SMT really supported each other during this process and also thanked Carrie who helped with all the utilities.

Julie went on to mention that Enhanceable had successfully obtained a lottery grant for CLICK cafe. Enhanceable initially ran and funded a pilot for CLICK with Philippa as the

coordinator alongside her management role. In January 2024 Enhanceable got a grant for £230k for CLICK for 2 years. Enhanceable have just finished the first 6 months - Julie noted how she was proud of everyone, including some volunteers present at the meeting. Julie explained that now Lesley is not here as she is running CLICK, was the new coordinator and thanked her. Julie explained that the CLICK volunteers and staff, including Omolara, Mamokete and Winner all work so hard - Omolara had never even been to a cafe before coming to CLICK and used the internet to research what to do. Enhanceable have seen a big increase in customers and are running lots of activities. After this meeting CLICK will serve scones and tea and coffee for us. Well done CLICK volunteers and managers.

Julie went on to thank the SMT for their wisdom and support. Julie noted that one of the things you learn when you are a senior manager is that you don't know everything - nobody knows everything, but explained that Enhanceable have a fantastic SMT at the moment, they all know different things and they all work hard to support each other and without that, Enhanceable would not have managed what it has managed today.

Julie also thanked the Enhanceable managers who are outstanding. Justine used to be a manager here years ago and she has come back very recently and has done a remarkable amount of work in her short time. Stephanay, a new assistant manager of Geneva this year, this is her first management job in care and she has done so well. Tina is the assistant manager at Living and is doing a fabulous job there. Carrie does almost everything and is great at it.

Finally, Jina who has been here 18 years, started at 19 years old but has climbed the ranks and now manages both Living and Space which is a very big job so well done you are brilliant.

Julie explained that the managers are the backbone of Enhanceable; it's okay to have senior managers but you need the managers, if you didn't have them then none of it would work.

Julie thanked our most fabulous staff team, they are so loyal and committed and they do everything with good will and we are so thankful.

Finally Julie thanked our customers who bring light to her days; thank you for choosing us, you could choose other services and we are so grateful that you are here. Julie noted that whenever she does an appraisal they always mention that they do this job for the customers. You are a wonderful bunch.

## **2:35pm Finance Report & Appointment of Auditors**

The year to March 2024 has been busy and financially a good year for the charity.

Everybody has worked incredibly hard in a difficult economic climate, with the cost of living crisis and higher interest rates .

Income:

- Group total income in the year increased by 9% (£220 000) to approximately £2.7m

Expenditure:

- Group total expenditure in the year increased by 14% ( £309 000) to £2.6m
- Salaries increased by 13% to £2.1m
- Enhanceable is a proud London Living Wage employer and as a result the hourly rate increased by 10% to £13.15

Net result in the year:

This resulted in a net surplus of £147,000 a decrease of £63,000 over the previous year.

Cash at bank has decreased by £139,000 to £866 000. Reserves were used to pay a deposit for Aquila House of £85 000 in Mar 2024.

The only other major capital expenditure was £20,000 on new flooring and fire exit doors for Geneva Road

As the last 3 financial years have made a surplus we remain in a healthy cash position.

By service the results are as follows:

Geneva Road Ltd - Day Centre Service

Income from charitable activities increased by £209,111 (41%) to £724,411. This resulted in a net surplus of £140,388 for the year ended March 2024.

EnhanceAble Living - Domiciliary and Outreach Care Service

Income from charitable activities increased by £57,705 (24%) to £296,052. This resulted in a net surplus of £2,722 for the year ended March 2024.

EnhanceAble Space - Adult Respite Care Service

Income from charitable activities decreased by £76,395 (13%) to £530,337. This resulted in a net surplus of £32,580 for the year ended March 2024.

EnhanceAble Children's Services - Kite , Ribbons and Flyers

Income from charitable activities decreased by £7,263 (16%) to £36,497. This resulted in a net surplus of £6,797 for the year ended March 2024.

EnhanceAble Children's Services- Rainbow House

Income from charitable activities increased by £1,225 (1%) to £979,743. This resulted in a surplus of £317,115 for the year ended March 2024.

I would like to thank everyone for all the help, especially our lovely Upuli, for her hard work and dedication.

Questions:

Dan - what is the 5 year increase?

Roughly £1.2mil to £2.7mil. Julie explained that when she joined Enhanceable there were only 16 paid staff members - this has grown to 110 as the services grew over time.

## **2:45pm Election of Officers and Executive Members**

Trustees:

The Chair introduced Alison who joined the board since the last AGM. The following trustees were elected;

New - Alison Walters proposed by Mark Martin, seconded by Angeline Garvey

Chair - Steve Norton proposed by Julian Rice, seconded by Jill Davis

Company Secretary - Julian Rice proposed by Graham Hutchings, seconded by Angeline Garvey

Treasurer - Graham Hutchings proposed by Julian Rice, seconded by Jill Davis

No one to stand for re-election this year.

Accounts - Graham Hutchings proposed an agreement, seconded by Angeline Garvey

Auditors - Cooper Parry, took over previous firm called Haines-Watts. Gurjit recommended to retain. Steve Norton proposed to retain, Mark Martin seconded.

## **2:50pm AOB (notice to Chair before the meeting)**

Simon - bins not changed after lunch before CLICK.

Julie explained that we had someone who liked to do the bins but they haven't been for a while. Stephanay will sort this out.

Simon - Is there a way to stop the kids running through CLICK on a Monday as we are worried about hot things etc? Julie asked Simon to sit down with Lesley and help write a risk assessment about kids running through and how to stop it happening and stop it being dangerous.

Steve: Read a Poem by Spike Milligan

Smiling is infectious

**3pm Cream Tea Reception**