



the care forum

The Care Forum Annual General Meeting
Tuesday 23rd November, 2021

Virtual Attendance via Zoom Video Conference

1. Angus Claydon, Director of Operations at The Care Forum (TCF) welcomed everyone to the meeting and explained how the meeting and voting would work.

Apologies

Robin Butcher (Trustee), Kath Tobin (WECIL), Claire Wickham (CFD), Martin Green (Age UK South Gloucestershire), Rosa Huai (Chinese Community Wellbeing Society), Jonathan Charlesworth (E.A.C.H).

2. David Cottam, Chair of the trustees for The Care Forum asked for the approval of the minutes of the AGM held 8th December, 2020 and matters arising

The acceptance of the minutes was proposed by Jenny Allen, seconded by Steve Barnes and accepted by voting members.

There were no matters arising.

3. Chair's Report from David Cottam.

The full Letter from the Chair can be found in the Annual Report 2021, which is accessed on TCF website.

Some changes that have taken place at TCF in the past year:

- Morgan Daley departed as CEO and Kevin Peltonen-Messenger was appointed as the new CEO.
- Engaged external facilitators to assist staff and Trustees to embed cultural change and to help think about what TCF might look and feel like in the future.
- Replaced the Trade Union recognition agreement with a staff forum.

It was not an easy decision but the Board decided not to go ahead with the proposed merger with Voscur, the people that TCF support and seek to empower would be

best served by TCF remaining as a stand alone charity. There has been a positive response from funders and commissioners following this decision.

The main achievement has been surviving the challenges of the last year and coming out with a clear focus with dedicated and enthusiastic staff, dynamic leadership, a Board that is passionate about TCF and it's future commitment to serving those whose voices are so often not heard.

David thanked Kevin, CEO for his energy, commitment, drive and strong vision for a vibrant and modern TCF and also to the team that support him.

4. Review of the Year by Kevin Peltonen-Messenger, CEO at The Care Forum.

The last year has seen many challenges in the Healthcare system but TCF has become integral to the decision making around health and care systems across the West of England. The main highlight is how TCF have placed the voice of citizens and of the VCFSE system at the heart of the developing health and care systems across the West of England.

How TCF have done this:

- delivering a volunteering value of over £482,000 across all projects
- engaged with over 12,500 people,
- supported over 1100 organisations
- over 100 volunteers are connected to TCF projects
- delivered over 250 hours of strategic representation across the system

TCF have been through some internal changes which has made the organisation stronger-the IT and HR is now outsourced.

The dedication and compassion from every member of the staff team has allowed TCF to move forward as an organisation.

There is a huge amount of change happening across the sector and TCF are committed to ensuring that people have their voice within that. Over the next year TCF will do their best to ensure that the voices of the often voiceless get placed at the heart of decision making.

Kevin thanked the Trustees for their commitment to the organisation and to the business support team, affiliates and wider partners.

Further details about each project and the whole organisation impact can be found in the Annual Report 2021, which is accessed on TCF website.

5. Treasurer's Report and Appointment of Auditors by Steve Barnes

From April 2020 to March 2021 income was £717,162, a reduction of £416,162 on the previous year. This was due to the Bristol Aging Better and Bristol Community Health projects coming to an end along with the loss of the Healthwatch Bristol and South Gloucestershire contracts. Expenditure was also reduced to £814,686, down by £258,260 on 2020. A reduction of 63% for Income & 76% for Expenditure.

Charity policy is to keep 3-6 months operating costs in reserves to ensure a sound financial plan to sustain its charitable work and protect from insolvency. The target for reserves at TCF is between £349,000 and £697,000.

Unrestricted reserves at year end were £469,667, covering 4.04 months.

- 60% of expenditure is staff costs
- 22% goes straight out to partner services
- 8% on rent, IM&T and professional fees
- 90% is direct costs
- 10% is management/ admin costs

David Butler from the Auditors Bishop Fleming spoke and confirmed that the accounts have been signed off and due to the reserves they are happy that TCF are financially robust going forward. They are comfortable that the financial controls and systems that TCF have in place are appropriate for the size of organisation.

The financial report was proposed by Steve Barnes, seconded by Jenny Allan and accepted by voting members.

Auditors Bishop Fleming were proposed by Steve Barnes, seconded by Audrey Heard and accepted by voting members.

6. Election of Members of the Board of Trustees

David Cottam announced that Angela Bragg has joined as a new Trustee.

The voting members accepted Angela's appointment 4 votes + 7 postal votes.

7. Angus Claydon and David Cottam Closed the Meeting.

2022 AGM provisional date is Tuesday 22nd November.