

**Minutes of the 37th Annual General Meeting of the
KEW COMMUNITY TRUST
held at St Luke's in The Avenue on Monday 7th October 2019**

Welcome and Apologies.

TRUSTEES

Present: Sally Durant (Chair), Janet Chesterton (Treasurer), John Armitstead, Georgy Evans, Lucinda Evans, Shahareen Hilmy, Bernie Jackman, Margaret Marshall, Rory McPherson, Diana Ormond, Stephen Robinson, Bridget Towers, Shiona Williams

Apologies: Mark Boyle and Rita Kamat

PATRONS

Apologies: John Cooke, Sir David Durie, Chris Stephens, Baroness Tonge

STAFF

Present: Patrick Boateng, Judi Braddock, Siobhan Cockerill, Caroline Hart, Lisa McTaggart, Vicky O'Neill, Nicola Patel

Apologies: Bernadette Bird, Blake Borland, Daiva Krovikova

OTHER TRUST MEMBERS

Present: Valerie Booth, Bill Cottle, Stephen Eagleton, Celia Evans, Robert Guy, Jeff Harris, Angela Holt, Caroline Jackson, Mark Jackson, Serge Lourie, Geoff Williams

Apologies: Veronica Edwards, Venetia Harper, Teresa Hartley, Wendy Huebner, Michael Lowe, Joanna Stewart

OTHERS

Present: Eva Archer, Geoffrey Archer, Andrew Brown, Joan Brown, Cllr J-F Burford, Jill Clarke, Andy Cook, Barbara Cook, Martin Cross, Helen Daftary, Peter Duck, Guinevere Duff, Rosalind Eagleton, Christine Ellis, Susan Goddard, Christopher Harrison, Sue Kirkpatrick, Linda Mahoney, Loraine Martin, Cecily Napier, John Napier, David Polya, Liz Robinson, Janet Somers, Geoff Stanton, Ann Tilt, Fiona Timmis, Vince Webb, Julia Welchman, Malcolm Welchman

Apologies: Simon Aubrey-Jones, David Beales, Julie Broad, Ian Craigie, Jeremy Elloy, Yvonne Fife, Val Farmer, Jenny Grundy, Ellie Kinnear, Janet McAllister, Rob McRae-Adams, Claudine McCreadle, Jonathan Monckton, Verna Parsloe, Helen Whitton

WELCOME: The Chair, Sally Durant, extended a warm welcome to everyone present. The Chair outlined the agenda for the evening: to carry out the business of the AGM; to listen to the guest speaker, Peter Bain, give a talk entitled “Move-Think-Move”; and then everyone was invited to join the Trustees to enjoy refreshments and learn more about the work of the Trust.

1. To receive and approve the Minutes of the AGM held on 4th October 2018. The Minutes were agreed to be correct. **Approval proposed by Georgy Evans and seconded by Bridget Towers. Approved unanimously.** Minutes signed by the Chairman.

2. To receive the Report of the Trustees from the Chair

The Chair presented the Report of the Trustees:

“The Avenue Club, which is the main charitable purpose of Kew Community Trust, continues to offer a fantastic range of activities to its members as well as providing a welcoming venue. Some of the new activities on offer, such as Opera and Film Lectures, Art History and talks on the History of London, are proving to be very popular and the Club’s overall membership now exceeds 500.

Many of the Club’s activities are aimed at helping members to stay fit and well and Pilates, Yoga, Line Dancing, Tai Chi and Aerobics classes continue to be popular. Members are able to arrange Strength Training sessions on an individual basis and the Club also offers Gentle Exercise classes for less mobile members. The additional space freed up by the Marwood Room has enabled the Club to re-introduce table tennis and a second table has been bought so that more members can play at the same time.

Our Monday Transport & Carer Day continues to enable less mobile members to come to the Club in a shared taxi and be looked after by a carer provided by the Club. The trustees consider this service to be very important but it is expensive. To help with this, a Masquerade Ball was held in December which was great fun and raised enough money to cover the cost of the Transport & Carer Day for at least a year. We’re very grateful to all the local businesses and individuals who supported this event.

The Avenue Club’s outings are a highlight for some of our members and this year they have been able to visit Broughton Castle, the Lightbox Gallery, Greenwich, Bentley Priory and Dorney Court.

The updated website for the Avenue Club lists all the regular activities on offer with details of times and instructors or service providers as well as providing information about talks, concerts and outings which have been arranged for members.

There have been some staff changes during the year. Vicky O’Neill joined the Trust in March 2018 as part time assistant to Nicola Patel, our Chief Executive, and has become a valuable member of the team. Steve Cotton, our cook, left in June 2018 and we now employ a catering assistant, Blake Borland, who works fewer hours and

prepares meals from an outside business 'Cook' who give us a very generous discount. Patrick's roasts on Thursdays continue to be very popular with members. Roxy retired from the Avenue Club last September and has been replaced by Siobhan Cockrill who brings extremely useful technology skills to the team. Nicola went on maternity leave in December and Judi Braddock was recruited as Interim Chief Executive. Judi's knowledge of the building and her membership of the Parish have helped to ensure a smooth transition of the role and we are very grateful to her for doing such an excellent job.

I would like to give everyone advance notice of 2 important staff anniversaries which will be occurring next year. On 5th June, Lisa will have been with the Avenue Club for 20 years and on 30th November Patrick will have worked for the Trust for 30 years. It sounds as though 2020 will be the year for celebrations!

The Trust's obligations under its lease from the Diocese and the Parish require the Trust to keep the centre in a good state of repair and compliant with all government regulations. The Trust has a close working relationship with the Parish of St Luke's and we are grateful for the support they give us. We have recently been advised that substantial work to some parts of the roof may be required in the not too distant future. A drone survey has been carried out and we are awaiting further advice.

The Main Hall was refurbished in summer 2018 and the fresh new look has been much admired. The snagging works for the Marwood Room have been completed including further work which was necessary to address a serious drainage issue.

Unfortunately, replacement of the blue signs at the 2 entrances to the car park has proved to be quite a saga. These signs are shared with the Parish and discussions about the wording were rather protracted, mainly due to changes the Trust was introducing in its marketing strategy. Agreement was reached a while ago but the Parish then discovered that it needed a Faculty to approve the new signs. As soon as this comes through, the order will be placed. The new signs should last a lot longer than the old ones as they will be metal, rather than wood. In the meantime, the wooden notice board on the road has fallen into disrepair so that will be replaced at the same time.

Users of the Centre will have noticed recent improvements to the Alexandra Hall and work is in progress to create an extra toilet outside the Alexandra Hall and refurbish the existing one and the toilet on the floor below.

When not used by the Avenue Club, the Trust lets the Avenue Halls to a wide range of hirers, such as Monkey Music, Kew Karate Club, Richmond Music Festival and Richmond & Twickenham Photographic Society. The main hall is regularly used for community events such as hustings and police information sessions and in March it was turned into a cinema for the showing of a film mainly shot in Kew, 'Great in Britain, The Movie'. The screening was attended by many of the actors in the film as well as by Avenue Club members and other locals who appeared as extras. The Avenue Halls

continue to provide different sized venues for charity events, private parties and wedding receptions.

We are delighted that a new venture, 'Meet In Kew', supported by the Trust, is proving to be a great success. It has now been running for a year and the 'Summer Specials' have been particularly popular (maybe something to do with the Pimms on offer). Anyone who lives or works in Kew is invited to come to a social evening in the Main Hall at any time from 7-9pm on the second Thursday of every month. There is no charge and drinks are available for a small donation. We are grateful to Shiona, Pam & their team of volunteers for all their hard work in organising these events. Any profits will be donated to the Trust and I understand that approximately £500 has been collected over the past year. We hope that this venture will make a valuable contribution to the other activities by the Trust which foster a sense of community in Kew.

Another new venture which the Trust has recently become involved with is a Community Centres Network within the London Borough of Richmond upon Thames. The vision is that all the Community Centres within the Borough will work together to create a brand for the Network and launch a marketing campaign to promote their joint offer. RPLC has funded the initial stage and leaflets were distributed at the 'Full of Life Fair' last Friday. The next step will be to develop a framework for the Network to bid jointly for funding.

The Trustees review the operation of the Trust with guidance from the Chief Executive and Avenue Club Manager at regular management committee meetings. The trustees and senior members of staff attended a strategy meeting in March to discuss the challenges facing the Trust and to set objectives for the years ahead. Spending half a day together also helped to integrate the six new trustees who joined the Board last October. We were very grateful to Helen Whitten, an Avenue Club member, for facilitating this meeting for us. The Trust's Vision and Mission Statement were considered at the meeting and it was agreed that further work was needed before these could be updated. A Communications Sub-Committee has been re-formed which will consider how the Trust should promote itself. Further work will also be carried out to inform the trustees as to how the Trust can best meet the needs of its members and the local community.

I would like to take this opportunity to thank some important groups of people:

1. Our staff:

- Nicola, our Chief Executive, and Judi, our Interim Chief Executive. We were delighted that Nicola's baby, Aurelia, arrived safely on 21st December and that she continues to thrive.
- Vicky, assistant to the Chief Executive.
- Lisa, who runs the Avenue Club, and Caroline & Siobhan, her assistants.

- Patrick, our site supervisor.
- Blake, our kitchen assistant, who also helps Patrick with late night events, and Daiva, our cleaner.
- Sadly, our bookkeeper, Janet Griffiths, who was with us for many years, had to resign earlier this year due to ill health. We have taken the opportunity to upgrade the job to Finance Manager, working the equivalent of 1 day a week, and we were pleased to welcome Bernadette Bird to the team in July.

We are very grateful to all our staff for their hard work and caring attitudes which make the Avenue Club a very special place.

2. Our volunteers, some of whom are here tonight. They make a big difference to the Club and the time they give is much appreciated. I'd particularly like to thank the Avenue Club's volunteer drivers, Andrew Brown, Neil Henderson & Paul Gunn who enable outings in RAKAT buses to take place. Many of our members wouldn't be able to come to the Club without a lift from a KNA or RGN driver so I would like to thank them too.

3. Finally, my fellow trustees for their hard work, enthusiasm and support throughout the year for which I am very grateful."

3.To receive and approve the Accounts for the year ending 31 March 2019 and the Report of the Management Committee and Accountants thereon.

The Treasurer was very pleased to present her report as Treasurer to the members of the Trust:

"The accounts for the year to March 2019 are available to review online via a link on the KCT website and also on the Companies House and Charities Commission websites.

I'll start by outlining the headline figures for the financial year ending 31 March 2019:

- Income was £365,000 (+14%)
- Expenditure £343,000 (+13%)
- Net income before gains on investments £22,000 (+36%)
- The unrealised gain on revaluation of investments £212,000
- Movement in funds for the year £234,000
- Total funds at year end were £3.6m of which £3.06m comprised the general fund.

Looking first at the income for the year:

It was a year of growth for KCT in both Lettings and Avenue Club activities facilitated by the Marwood Room and investment in additional staffing capacity to manage both activities.

Lettings income increased by 21% to nearly £100,000 which reflects a pick-up in bookings for wedding receptions and other significant celebrations whilst maintaining the strong core of some 22 regular hirers.

Income from Avenue Club activities increased by 22% to £58,000 which reflects the growth in membership to over 500 people and the success of the 24 regular activities now offered by the Club. However, total Avenue Club income was broadly in line with the previous year as no further grant funding was sought for the Monday Transport & Carer Day other than the generous contributions from the Kew Midsummer Fete and Kew Village Market. Additional funds for this important service were instead raised at the very enjoyable Masquerade Ball held last December.

This year KCT has offered reduced costs to some Avenue Club members who may find it difficult to pay for classes and this support will continue in the current year.

The Community Independent Living Scheme (or CILS), which has provided funding for the running of the Avenue Club for many years, was recommissioned by the London Borough of Richmond in 2019. Age UK Richmond was awarded the Health and Wellbeing contract which KCT will be part of. The contract starts on 1st November 2019. The total contract budget was reduced and given KCT's financial resources, we were asked to accept a 75% reduction in funding to £10,000 per annum. The Trustees agreed that it was beneficial to remain in the CILS contract and that it was appropriate for the charity to take a relatively larger reduction in funding than other local charities which may not have similar financial backing. The effect on the current financial year will be a reduction in income of £12,500 and the full effect will be evident in the year to March 2021.

KCT has once again benefitted from the ongoing support of many regular individual donors, from St Anne's and St Luke's churches and from a legacy from the Estate of the late Nick Upton. These contributions are very much appreciated.

The investment in CCLA's Charities Investment Fund produced income of £95,000, a yield of 3.3% in the year which is in line with the Fund's intended distribution. The total return was 11.5% which exceeded the Fund's benchmark. One of our trustees, Rory McPherson is an investment manager and monitor's CCLA's performance for KCT. He advises that the Fund has performed better than similar funds over the last year. A formal review of the investment is due on its third anniversary in June 2020.

Moving on to the costs for the year:

The main increase in costs has been the investment in staffing to manage the additional facilities and activities. The appointment of a part-time assistant to the Chief Executive, to help manage Lettings and to provide cover for holidays and sick leave,

together with an overlap of costs during the handover to Judi when Nicola went on maternity leave, accounts for the main increase in Administrative Expenses. Similarly, we increased the cleaner's time for cleaning the Marwood Room extension and extended the basic hours of one Avenue Club Assistant.

Utility costs increased sharply in the year with the additional usage of the premises and following the expiry of the existing utilities contracts. The new contracts reflect the increase in market rates. The Chief Executive and Trustees will continue to monitor and control costs and regularly review existing contracts for value.

As outlined in my report last year, the plan for refurbishing the building is well under way with the Main Hall completed last year and the Alexandra Hall and adjoining toilets the projects this year. Other expenditure on major improvements comprised guttering and drainage works and improved storage facilities.

Plans for the future:

KCT is likely to face significant costs in the coming years for repair and / or replacement of the roof and lift. The refurbishment programme will continue with work on the corridor next on the agenda.

The Communications Sub Committee is currently working on a new plan to promote the activities of KCT. Once this is agreed, trustees will set a budget for any resulting actions.

With the reduction in CILS funding, and ongoing costs to maintain the premises, KCT will focus on generating income to cover its costs whether that be through lettings, fundraising or donations and on maintaining good controls over costs.

A review of KCT's policies by the Governance Sub Committee is underway to ensure they are fit for purpose, properly implemented and comply with Charities Commission requirements.

To conclude:

Having invested in staff and infrastructure, and having managed the growth in activities, KCT is well placed to continue delivering on its charitable purpose of running the Avenue Club and the Avenue Halls for the benefit of the community.

I would like to thank:

- Janet Griffiths who was KCT's Bookkeeper for many years and unfortunately left earlier this year for health reasons. We wish her well.
- St Luke's PCC, the Trust's landlord, for their ongoing co-operation
- And finally, Judi, Nicola, Lisa and all the staff for their help in what was a very busy and successful year."

There were no questions on the Report and Accounts.

Approval of the Report and Accounts was proposed by Stephen Eagleton and seconded by Serge Lourie. Approved unanimously.

4. The Meeting was then asked to authorise the Management Committee to appoint P K Group as the Trust's reporting accountants and to agree their remuneration.

This was proposed by Stephen Robinson and seconded by Diana Ormond. Approved unanimously.

5. Re-election and Election of Trustees

The Chair explained that 2 of the trustees were retiring by rotation and would not be standing for re-election.

Shahareen Hilmy has been a trustee for 9 years which the trustees have agreed should be the maximum length of service for governance reasons. Shahareen has been a valued member of the Avenue Club committee and plans to stay on that committee in her capacity as an Avenue Club member. The Chair presented Shahareen with a small gift as a token of the Trust's thanks.

The other trustee retiring was the Chair herself. She is the last trustee to have served for more than 9 years, having been one for 16. She was asked to be Chair in 2007 when Valerie Booth stepped down but the timing wasn't right for her then so Michael Lowe was persuaded to do it on the understanding that Sally would follow. Sally has been Chair for 7 years and is delighted to be transitioning from trustee to Avenue Club member so that she will be able to enjoy this wonderful facility.

Margaret Marshall, as Vice-Chair, was tasked with the job of finding the Chair's successor and the Trust was grateful to her for the time she had dedicated to this. Unfortunately, none of the current board of trustees felt able to take on the role but the trustees were delighted that Jeff Harris has agreed to become a trustee and chair. Jeff has lived in Kew for many years and he worked as an accountant for many years until becoming chief executive and then chair of Alliance Unichem. After the merger of Alliance with Boots, he became chair and non-executive director of various FTSE 250 & other companies. He was Chair of RPLC from 2002 until 2010 and then Chair of Age UK Richmond from 2013- 2017. The trustees had spent the last few months getting to know Jeff and feel that his experience and personal qualities are such that he will make an excellent Chair. The Chair invited Jeff to stand up and identify himself.

The Chair asked if anyone had any questions for Jeff. There were none, but attendees were invited to speak to him after the meeting if they would like.

The trustees also proposed the election of Angela Holt as a trustee. Angela has lived in Kew for 25 years and she worked in the design and advertising industry as a creative

for 15 years, after graduating from Kingston University with a degree in Graphic Design. After taking a break to look after her children, she has worked for the past 10 years as an interior designer. Angela is also a volunteer driver for KNA. The trustees think that Angela's skills will be very useful to the Buildings Sub-Committee.

In addition, Mark Boyle, Janet Chesterton and Lucinda Evans were retiring by rotation and offered themselves for re-election,

The Chairman asked that all the above should be approved under one proposal: ***this was proposed by Serge Lourie and seconded by Robert Guy. Approved unanimously.***

6. Any Other Business

Margaret Marshall thanked Sally Durant for giving so much to KCT over the past 16 years as a trustee and as an amazing Chair, during which time Sally had steered the charity as it had grown beyond expectations. As Sally was aware, the trustees and staff are planning a special thank you evening for Sally and Ian in a few weeks' time.

Margaret reminded everyone of some of Sally's achievements for KCT:

- She renegotiated the lease of the building with St Luke's PCC securing KCT's future
- She tackled grant funding from LBRUT in 2014 for participation on the Community Independent Living Scheme, known as CILS. The result of this was the Avenue Club's staff's funding until earlier this year
- She oversaw the expansion of the building and resulting growth of the Avenue Club's activities, lettings and additional staff to manage all of these things
- Her legal experience, many leadership qualities, tact, calm, and good humour, sometimes during problematic times, kept the Charity on a steady course for which everyone was grateful
- One tiny detail Margaret remembered when the Trust was selling some of the precious contents of Sheila Marwood's house: Sally was like a dog with a bone, determined to realise the last farthing for KCT, from items Sally offered on eBay!

Margaret said that everyone at the Trust was going to miss Sally, and Margaret gave her a huge thank you from everyone. Margaret read out a card received from the past Chair, Michael Lowe, who was unable to attend the AGM. Michael thanked Sally for all her hard work and effective chairmanship. The Trust and the Avenue Club had gone from strength to strength under Sally's chairmanship.

Judi Braddock presented some flowers to Sally, with thanks from all of the staff.

The Chair thanked everyone and said that she had told Jeff Harris that she was very happy to provide any advice he required.

The Chair declared the formal part of the Meeting finished and welcomed the guest

speaker: Peter Bain. Peter is an extremely eminent neurologist at Imperial College London & Charing Cross Hospital who also happens to live in Alexandra Rd and to be a friend of many at the AGM. He's an expert in movement disorders, particularly tremors & Parkinson's Disease and he lectures at conferences all over the world. The title of Peter's talk was 'Move – Think – Move'

Following Peter's talk, and questions and answers on it, the Meeting was declared closed.