



**HARROGATE & AREA COUNCIL FOR VOLUNTARY SERVICE LIMITED
ANNUAL GENERAL MEETING**

**Thursday 13 October 2022, 11am
Friends Meeting House, 12a Queens Parade, Harrogate HG1 5PP**

1. WELCOME

John Fox, HADCA Chair, welcomed all present to the AGM. John gave a special welcome to Civic Guests Chair of North Yorkshire County Council, Cllr Margaret Atkinson; Mayor of Pateley Bridge, Cllr Ian Skaife; Deputy Mayor of Knaresborough, Cllr Mark Flood; Leader of Harrogate Borough Council, Cllr Richard Cooper; Chair of the Harrogate and Area Constituency Committee, North Yorkshire County Council, Cllr Pat Marsh and guest speaker Jan Garrill, Chief Executive of Two Ridings Community Foundation.

Also Present

Cllr Chris Aldred, North Yorkshire County Council; Ian Bergel, HADCA Trustee (Washburn Heritage Centre); Helen Bourner, HADCA Trustee; Jean Burton, Bilton & Woodfield Community Library; Sue Cawthray, Harrogate Neighbours Housing Association; Liz Cluderay, Artizan International; Sam Corderoy, Harrogate Hub; Lawrie Coulthard, Harrogate Male Voice Choir; Nanci Downey; Georgina Dickinson, Harrogate High School; Ann Duncan, Harrogate Borough Council; Frances Elliot, HADCA; John Fox, HADCA Trustee (Friends of Harrogate Hospital and Community Charity); Revd Alan Garrow, St Peters Church Harrogate; Cllr Sam Gibbs, HADCA trustee; Carl Good, Lifeline Harrogate; Helen Hirst, Hempsons; Lizzie Hughes, HADCA; Angela Jones, HADCA; Katie Lee, HADCA; Liz Meade, Stronger Communities Delivery Manager for Harrogate District, North Yorkshire County Council; Liz Milner, Nidderdale AONB; Chris Murray, Harrogate Skills 4 Living; Ceri Naylor, HADCA; Phil Newby, HADCA; Victoria Pilkington, HADCA trustee; James Plummer, HADCA trustee (The Avalon Group); Matthew Pollard, Ripon Cathedral; Alistair Ratcliffe, HADCA trustee (Rotary Club of Harrogate); Dave Rowson, Mind in Harrogate district; Caroline Shead, HADCA trustee (Macmillan Support); John Sheepy, Parkinsons UK Harrogate & district branch; Ruth Skaife-Clarke, Harrogate Lifeline; Jennifer Sonley, HADCA; Jo Thackwray, HADCA; Theva Thevarokiam, Dignity Through Education; Bruce Warnes, The Shears Foundation; Karen Weaver, HADCA; Andrea Whitton, North Yorkshire Horizons; Andrew Wilkinson, Friends of Harrogate Hospital and Community Charity and Harrogate Gilbert & Sullivan Society.

2. APOLOGIES

Cllr Victoria Oldham, Mayor of Harrogate Borough; Chris Skaife, Mayoress of Pateley Bridge; Wallace Sampson, Chief Executive, Harrogate Borough Council; Ann Allen, HADCA Trustee;

Derek Benbow, FOLK (Friends of Knaresborough Library); Alex Bird, Harrogate Dramatic Society; Michelle Brannen, Business in the Community; Cllr Philip Broadbank, North Yorkshire County Council; Avril Crack, Jennyruth Workshops; Tracey Gresty, Stroke Association; Phyl Hughes; HADCA trustee (Ripon Cathedral); Cllr Peter Lacey, North Yorkshire County Council; Sian Lockwood, St Peters Church Harrogate; Cllr John Mann, North Yorkshire County Council; Francis McAllister, Harrogate Homeless Project; Zoe Metcalfe, Police, Fire and Crime Commissioner for North Yorkshire; Nicky Newell, Jennyruth Workshops; Veronica Ridsdale, JWP Creers; Cllr Michael Schofield, North Yorkshire County Council; Jackie Snape, Disability Action Yorkshire; Les Sudron, Happy Wanderers; Jackie Terry-Schuhmann, Dancing For Wellbeing; Linda Thompson, DWP; Cllr Matt Walker, North Yorkshire County Council; Cllr Arnold Warneken, North Yorkshire County Council; Richard Watson, Whixley Jubilee Project.

3. MINUTES OF 2021 AGM

The Minutes of the 2021 AGM held on 14 October 2021 were accepted as a true record, proposed by Helen Bourner and seconded by Alistair Ratcliffe.

4. MATTERS ARISING

There were no matters arising.

5. TRUSTEES' ANNUAL REPORT & FINANCIAL STATEMENTS 2021/22

HADCA Chief Executive, Frances Elliot and Chair of Finance Committee, Ian Bergel, presented the Report & Statements on behalf of the Board.

The Impact Report, available at the meeting and shared electronically before the meeting, summarised the charity's work and was available on the HADCA website along with the Trustees' Report and Financial Statements.

Overall Purpose

HADCA provided both community action services and support for individuals. Everything the charity did was underpinned by a commitment to connecting and collaborating to support people to live active and fulfilling lives, whatever challenges they face.

Local voluntary & community sector information services

Supported by a strategic grant from Harrogate Borough Council and a smaller grant from Ripon City Council, HADCA's trusted local information service, with website updates, regular e bulletins, newsletters, networks, promotion and social media work extended reach and impact beyond what might be expected from such a small staff team.

The Where to Turn and Volunteering Directories were kept up to date and the information held and the way it was made available regularly reviewed. For example earlier in the year a website page had been added to provide up to date and accurate information on local support for Ukrainian families and their hosts, especially at a time when the whole situation was changing rapidly and quite confusing.

This winter, details of local “warm spaces” were being added to ‘Where To Turn’. The team worked hard to get positive and accurate messages out about the vital role of the voluntary and community sector, both formally and informally. The HADCA network gave the charity a depth and breadth of reach and the aim was to be the go to organisation for sharing information from charity, public and even private sector partners delivering services and support which benefit local people.

Support for local community & social action

HADCA continued to host a number of very well supported networks bringing together people from a wide range of local VCS organisations. These had mostly remained online and were very effective in sharing news, issues and good practice and sometimes led to new projects and funding. Two current examples were the NHS funded Community Fit project launched in the spring in partnership with North Yorkshire Sport and the Heritage Lottery funded City of Ripon Volunteering Project, partnering with the National Trust and Nidderdale AONB. Working innovatively to boost volunteer numbers was at heart of both projects, and learning from this work would be shared.

Harrogate Community House

Community House, which celebrated its 25th Anniversary this year, formed a vital base for the community action work HADCA undertook, as well as for 15 charity tenants. The building was fully open without any Covid restrictions, with just one office being available. Groups from all sectors hired the meeting rooms and the friendly and knowledgeable reception team welcomed a wide range of visitors and responded to enquiries on many and varied topics. If they didn’t know the answer they would find someone who does!

THE LOCAL FUND for the Harrogate District

HADCA worked closely with Harrogate Borough Council and Two Ridings Community Foundation to grow THE LOCAL FUND, supported by THE LOCAL LOTTO. Getting funds in and giving them out to grass roots community organisations easily and quickly gave a real boost to dedicated community activists, quietly making a positive difference in their communities. Not everywhere in North Yorkshire had such a resource and HADCA would be doing whatever it takes to ensure the last 5 years of work is sustained in 2023 and beyond.

Supporting people to live safe and well-supported in their communities

HADCA has focussed on helping people reconnect with their local community, conscious that so many people had been missing company and had lost mobility and confidence during the extended time at home. A group which would achieve both of those things had been established in Ripon, where a gap was identified. Many small positive changes had already been observed for the people attending the group. The team have told people who live in other places about similar activities in the areas they live. HADCA offered for volunteers to accompany people in their first forays back to supermarkets or other venues.

Thanks to our bulletin updates and the team knowing the area so well, we have kept track of what was reopening at different times and kept people informed. We know that this has made a huge difference to people.

Practical Support

During the year HADCA continued to provide shopping and prescription collection services. However the team worked with people to explore their range of options for the longer term to find solutions that would work for each person, and so that by the end of the financial year, these services had stopped.

Wellbeing calls continued from the office, to check in on people who the team thought might have been finding things particularly hard for different reasons. The people we had matched up at the start of the pandemic to speak regularly on the phone in Harrogate continued to have that connection. We had provided this because the demand was so huge at the start of the pandemic, but in the long term other local groups provided that support. We referred people to emergency food support, the local assistance fund and to Resurrected Bites.

HADCA's role as a place to go for information (physically or virtually) had long been established and the team would continue to work with Stronger Communities and the new council to develop a shared understanding of what Community Anchor Organisations of different shapes and sizes might look like in North Yorkshire, seeking to be formally recognised in that role for Harrogate.

Pre-pandemic services returned to 'business as usual', welcoming 36 new volunteers throughout the year, at a time when many of the people who had been able to volunteer the previous year were no longer able to do so. Services including driving, DIY, odd jobs, decorating and befriending were important because they prevented people's needs from escalating, but also because they enabled people to retain their mobility, their social connections and to feel better about getting through the week.

One request to the Help at Home service to remove some rubbish from a property resulted in the team removing 78 black bags of rubbish in a day. Having good working relationships with other agencies and having the skills to be able to help in a range of different ways meant the person had not been evicted and had a much better home environment.

Getting out into the community and getting information to people who don't know what's out there was key. There had been a focus on signing people up for the Priority Services Register, which paid dividends when there was a water supply problem in Ripon recently and when there were power cuts in Jennyfields several months ago. People knew that they could call HADCA on an ongoing basis – if they're weren't sure who could help, or if they were being passed around between groups and the team were there to help work out where to turn.

Frances shared slides with statistics and quotes to help summarise how HADCA had helped and connected people during the year.

Finance

Chair of Finance Committee, Ian Bergel, presented the accounts, which had been approved by the Board of Trustees at their meeting on 20 September 2022.

HADCA had finished the year with an overall surplus of £9k, being less than the previous year when the surplus had been £39k.

This year income was £434k, a reduction from £459k last year and expenditure was marginally up from £420k to £424k.

The trustees were pleased with the overall results.

Reserves

The trustees agreed that it was necessary to hold reserves to cover the contingencies of costs in the event of the charity being wound up, working capital where contracts were paid in arrears and to finance new or existing activities until adequate external funding was obtained. An amount of 3 months running costs was considered sufficient and £110k to £150k was adequate to cover contingencies. As at 31 March 2022, reserves were £132k which would help HADCA face ongoing challenges in the next year and beyond.

Funding

Main sources of funding were the Wellbeing and Prevention contract with North Yorkshire County Council, and vital annual core funding support from Harrogate Borough Council. Income was also received from NYCC to support HADCA's work as a Community Support Organisation.

Ian thanked HADCA's funders and supporters, including trusts and businesses, all of whom were acknowledged in the Impact Report. Ian also thanked the fundraising members of the HADCA team, who did an excellent job.

Risk management

HADCA maintained a risk register, with trustees ensuring that all major risks were reviewed on a regular basis and that systems and procedures are in place to manage these risks. Health and safety, data security and safeguarding were agenda items at every board meeting and there were lead trustees for safeguarding.

There were no questions and The Report and Financial Statements were approved by members present.

John concluded by asking that everyone share information with HADCA to help with signposting and filling any gaps in services in these challenging times. It was important to stick together and look out for family, friends, neighbours and colleagues.

On behalf of the trustees, The Chair proposed a vote of thanks to all HADCA staff, especially Frances and Karen who had led the charity during a difficult year; all the dedicated

volunteers who gave their time and energy; HADCA trustees who were responsible for legal and financial matters and devoted their time and experience; members for all they did in the community; North Yorkshire County Council, Harrogate Borough Council and all who generously funded HADCA's work.

6. SPECIAL RESOLUTION TO AMEND ARTICLES OF ASSOCIATION TO SPECIFY THAT MEETINGS MAY BE VIRTUAL OR HYBRID, AS WELL AS IN PERSON

The resolution was unanimously passed, proposed by Helen Bourner and seconded by Andy Wilkinson.

7. ELECTION OF BOARD OF TRUSTEES

The following trustees were nominated for election and were appointed:

Ian Bergel (Washburn Heritage Centre) (re-election)

Caroline Shead (Macmillan Cancer Support) (re-election)

Trustees at their first meeting after the AGM were able to elect Honorary Officers.

As John had served his full 6 year term (including 4 years as Chair), a new Chair would be elected by the board at the next meeting in November. Helen Bourner had agreed to take on this role.

John was thanked for his years of service and for his fantastic contribution to the charity and to the wider Harrogate community, in many different volunteering roles.

8. APPOINTMENT OF AUDITOR

The existing Auditors J W P Creers were re-appointed, proposed by Ian Bergel and seconded by Helen Bourner.

9. CLOSE OF AGM

The Year Ahead

Frances concluded by looking to the future and a challenging time ahead for local communities. An updated 'You are Not Alone leaflet' leaflet, produced by Harrogate Borough Council, was available. The advice from Citizens' Advice was to get in touch and to try again if you couldn't get through at first. Frances asked everyone to encourage donations of food to Resurrected Bites and local Food Banks to anyone looking for ways to support in their local communities.

'Warm Spaces' were listed in the searchable Where To Turn directory, including local libraries as they had always been a safe and warm space where all were welcome. This was an emergency response and HADCA was keen to destigmatise people going to places for this reason, but not to normalise the need.

For leaders of groups, Community First Yorkshire and The Cranfield Trust were good sources of practical support for groups in challenging times. The HADCA team were good listeners and might be able to connect members to someone locally who could help with whatever

challenges were faced. The backdrop of local government reorganisation brought change for many of the key partners HADCA had worked with for a long time. The team looked forward to contributing towards the creation of community networks, as they were always keen to find out about very local issues affecting people and always tried to track unmet needs and identify who might be able to meet them, or to work in partnership to take things forward. HADCA's focus was still on being the local team with the ear to the ground but also the helicopter overview of how things connect together, where the gaps are and who might fill them. HADCA faced funding challenges ahead like many organisations, but were fortunate to have a skilled and dedicated team to work together to meet them.

During a challenging year ahead for all local members, partners and the people in local communities, HADCA would be there working alongside them, to ensure that people had access to the support they needed and to nurture the culture of volunteering and neighbourliness that had long existed in the district.

John thanked the HADCA staff team for their work all year round and particularly to Angela, Lizzie, Katie and Phil in preparing documents and presentations for the meeting.

After the conclusion of the formal business, Jan Garrill, Chief Executive of Two Ridings Community Foundation, gave a presentation 'Let's Plan the Future and Create Something New.' Jan looked at the cost of Living and recession, its impact on organisations, people and philanthropy; local giving and place based funds and finding the positive.

Signed
(Chair)

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