



Sway Welfare Aid Group

Registered Charity No. 261220

Minutes of SWAG Annual General Meeting held on 12 November 2018 at 7:00p.m.

Attendees: Pat Fleat (Trustee); David Golby (Organiser); Jeremy Stevens (Treasurer); Jon Hartley (Chair); Vanessa Edwards (Secretary); Mike Green (Driver coordinator); Clive Potter (SRISF); Anne Johnson (Over 60s Club); Ian Chislett-Bruce (HVCG); Ted Fleat; Mick Monaghan; Sandra Managhan; Sheila Butler; Sue Marshall (Over 60s Club); Mac Hall; S. Young; Dave Hyde; Jemima Noble; Jane Self; Steve Self; Jeremy and Melanie Seacombe; Kevin Cripps (SPC); Sandie Cripps; Dr. Brian Curwain (HVCG); Jo Cryer (SRISF); Leigh Webb; Carol Webb; Ian Lennox; Charlie Fay; Tony Oakhill; Gillian Anderson; Rosalind Rule; Barry Rickman (SPC)

SPC: Sway Parish Council

SRISF: Sway Relief in Sickness Fund

HVCG: Hordle Voluntary Care Group

(1) Special presentation on the Appletree Careline personal alarms service

The meeting commenced with a special presentation by Sue Wilks of the New Forest District Council's Appletree Careline (AC) personal alarm service.

Sue gave a lively and enthusiastic introduction to AC's history and services. AC monitors some 1,850 customers in and about the New Forest, including Romsey, Southampton, Christchurch and Ringwood; in addition the Eastleigh Centre installs but doesn't monitor units. AC will support and work with any charity.

The following points may be of particular interest to Sway residents:

Anyone living alone and relying on a personal alarm is recommended to fit a key safe in an unobtrusive place so emergency medical services can have access to the house if necessary. Without a key, only the police have legal authority to forcibly enter. The [Blue Lamp Trust](#) will fit a key safe.

The cost of an Appletree Careline personal alarm is £35 one-off installation + £3.65 per week rental OR £149 purchase price + £1.85 per week monitoring and maintenance. In cases of financial need, customers may benefit from alarms that have been donated or provided at a cost of £1.85 per week only. They need to be in receipt of Pension Credit Guarantee Credit to qualify.

AC offers fall detectors (pendant or bracelet) and CO and smoke detectors which send messages that are monitored. Batteries in the home units last approximately five years. The unit notifies the customer and AC when the battery power falls below a certain level; AC can then check and replace the batteries if necessary. Batteries in the pendant alarms last approximately seven years.

For safety away from home, AC is about to launch 'One Touch' personal alarms, although as these rely on mobile signals they may not function in some areas. Some customers rely instead on a waterproof wrist band showing an emergency number to call and a unique client ID number; the bands are available in three sizes at a cost of £25 each.

The chair and audience thanked Sue for a very enjoyable and informative presentation.

2) Apologies for absence: Jane Pitts – Lunch Club; Margaret Whitney; Derek Whitney; Ray Champion; Jennifer Clarke; Colin Denman; Mary Llewellyn; Peter Mann; David Moynagh; Deborah & Rick Walker.

3) Approval of Minutes of the Public Meeting of 21 May 2018 and any matters arising

The Chair referred to the previously circulated minutes and said that there were no action points arising.

The members gave their approval to the minutes, the motion being proposed by Mike Green and seconded by Ted Fleat.

4) Election of trustees

The Chair informed the meeting that all five current trustees had confirmed their willingness to stand for re-election for a further term of twelve months. There being no other nominations for the role, the Chair invited the members to re-elect the current trustees, namely David Golby, Jon Hartley, Jeremy Stevens, Pat Fleat and Vanessa Edwards, as SWAG's trustees for the next financial year. The motion was approved unanimously, Barry Rickman proposing and Mike Green seconding.

5) Election of Independent Inspector of Accounts

The Chair recorded the Trustees' thanks to Ray Champion, who is stepping down as the Independent Inspector of Accounts. Sandie Cripps was elected as his replacement, the motion being proposed Jeremy Stevens and seconded by Ted Fleat.

6) Organiser's Report

The Chair invited David Golby to present his report on the charity's activities and achievements since the previous meeting; this is reproduced in full below. David began his presentation by paying a brief tribute to driver John Perryer who had sadly passed away.

Organiser's Report

The last year has been one of mixed fortunes for SWAG. During the early part of the year we identified a small number of new clients in desperate need of our help and support. Again these were younger individuals and families who needed to turn to the charity for assistance. This said, we had few, if any, approaches for financial assistance over the second half of the year. We did however see a significant and growing demand for our hospital and surgery medical transport service. In the year we made 385 individual hospital or surgery trips, a staggering 47% increase over the previous year. Our lunch club also continued to provide a valuable service to the more elderly in the village serving 564 lunches during the year. It was frustrating that much of your Trustees time over the latter part of the year was consumed by ensuring the charity's compliance with the new General Data Protection Regulation [GDPR], which came into force in March. We fully support and endorse the rationale behind this new European wide law and have made significant steps to ensure that we are fully compliant. It is however very disappointing that larger "oversight" organisations, including the Hampshire Good Neighbours Network [GNN] to which we are affiliated, appear to push down their compliance responsibility to small local charities, run by volunteers, rather than providing useful help and support in this area.

Thanks to the continuing generosity of the people of Sway, we received donations and legacies amounting to £17,622. The cost of our charitable activities including heating and financial grants totalled £22,691. We were able to sustain this level of expenditure thanks to the continued strong returns on our investments of £8,643. In addition to our transport and lunch club clients, SWAG was able to help twenty-five individuals, families or organisations financially during the year. This is explained in more detail later.

Fund Raising

The charity remains indebted to a local charitable trust that has again sponsored our heating grants for the fifth consecutive year. Despite having increased our previous level of heating grants to £500 p.a. at the start of the year the continuous upward trend in utility pricing, particularly electricity, has eroded much of this increase. We have therefore decided to further increase our heating grants, starting at Christmas, to £540 annually.

The village response to our 2017 Christmas appeal this year was gratifying and showed a 42% increase over the previous year. In total the appeal raised £4,716 including Gift Aid. We would like to thank all of those who contributed. Clients who used our medical transport services during the year also gave generously, raising £6,021, a near 50% increase over last year.

During the year SWAG was very pleased to receive several additional donations, including from some of our drivers who generously refunded their mileage payments. Of particular note is the continued support from The Open House Coffee Mornings group who kindly donated £795.

Your trustees have continued to invest the charity's endowment fund to seek to maximise income whilst protecting the capital investment. Despite the volatility in the market this year we generated income from these investments of £8643, an increase of 6.7% over last year.

Charitable Activities

During the year, the charity helped twenty-one individuals or families with heating grants or other forms of financial support. There continues to be a trend of young people and families requiring the support of the charity. Additionally we made financial grants to four charitable status organisations in accordance with our objectives of providing welfare help across our community to the maximum number of people.

Our medical transport service continues to provide an invaluable service to people who need help in getting to their hospital and doctor's appointments. We are, as always, extremely grateful to our coordinator, Mike Green and his two fellow coordinators, Richard and Colin, who have managed this service so admirably over the last 12 months and taken in their stride an amazing 47% year on year increase in our trip volume. Whilst three of our drivers retired this year Mike and his team have successfully recruited four new drivers, bringing our active volunteer driver strength to forty-eight people.

The automated help line service launched two years ago continues to be a great investment. The majority of the calls to us concerning transport requests are diverted directly to our on-duty coordinator. The voicemail options on both this service and for those callers seeking financial help have been invaluable, enabling us to offer a prompt and secure service. This is particularly important in view of the additional requirements placed on us regarding the protection and confidentiality of personal information by the new GDPR legislation.

SWAG's twice-monthly lunch club had another very successful year. Over the last 12 months the lunch club served 564 meals to an average of 25 clients per sitting. The renowned Christmas Lunch was again extremely well attended and was yet a further highlight to the year's activities. This is only achievable by the hard work and dedication of our lunch club team of 13 lead cooks, 24 assistant cooks and two greeters so professionally coordinated by Deborah and Jane. Several of our clients provide help with transport to get their less able friends to these lunches. In addition, our volunteer drivers provide door-to-door transport for a small number of our less mobile clients.

Future Outlook

We continue to investigate and look for new opportunities and potential services to ensure that the charity remains relevant to the needs of those people in Sway who require our help with both practical and financial assistance. We have previously reported signs that the age profile of the charity's clients, particularly those requiring financial assistance, is reducing. This continues to be the case albeit that new clients have reduced in number compared to previous years. Virtually all of our new clients this year have again been young families

who are struggling with the effects of unemployment, reduced income on maternity and excessive consumer debt.

Your trustees attach great importance to the successful continuation of the services in which we have an established record of success, and where demand in our local community for these services continues to be strong. We understand that with the popularity of the New Forest area the existing house stock within the village is limited, and that many so called affordable homes are being purchased and subsequently re-developed beyond the reach of local young families who desperately want to remain in the locality. In the longer term this shortage of housing stock is being addressed by government and the local planning authority with outline plans to build a significant number of new houses, hopefully many of which will be affordable for young families on restricted income. If this comes to fruition we anticipate a rebound in the need for financial support from this sector.

We are also seeing in our medical transport activities, an increasing number of hospital appointments being made at both week-ends and outside the long established normal working hours operated within outpatient services. We can only applaud this move in making our hospitals more efficient and cost effective to handle an ever growing number of patients. It does however present us with new challenges in asking our totally volunteer driver group to undertake medical drives on these days and at times normally regarded as traditionally spent with family or on leisure activities.

Yet again, the trustees wish to extend a truly deserved thank-you to our volunteer drivers and cooks, our many supporters and donors without whose help our services would not exist.

Finally, as Organiser, I must express my personal thanks to my fellow trustees for their continued commitment to SWAG and for professionally handling so diligently the increased complexity of issues placed on the charity by ever changing and more stringent legislation relating to data protection, safeguarding and other matters.

David Golby
Organiser

7) SWAG Public Meetings in 2019

The Chair proposed that the Public Meetings should move from three to two per year, namely the AGM in November and a second meeting in May, thus dispensing with the January meeting. The Trustees consider that the AGM should continue to be held in the evening but that Monday is not ideal due to potential clashes with SingSway; Tuesday was suggested as the preferred alternative. It was also suggested that the May meeting could be held in the early afternoon, which would give the option of a social event afterwards if appropriate; it was decided to try this.

The suggestion was approved by consensus. The dates for 2019 will be Wednesday May 22nd at 2:30 pm and Tuesday November 12th at 7:00 pm.

8) Adoption of Accounts

Jeremy Stevens presented the charity's Statement of Financial Activities for the year ended 30th September 2018 and the Balance Sheet as at the same date. The detailed accounts are reproduced in the Appendix at the end of these minutes. Jeremy reported that the accounts being presented had passed inspection by the Independent Inspector of Accounts.

Total income for the year amounted to £28,393, while expenditure amounted to £22,753, giving a working surplus of £5,640 before investment gains and losses were taken into account. The overall impact on funds was an increase of 3.6 % over prior year.

Donations

The charity experienced an overall increase of 12% in donations. The major positive trends consisted of a 50% increase in transport donations (which compares with a 47% rise in the number of trips undertaken) and a 42% increase in donations to the Christmas Appeal. Notable sources of other donations included £1150 in personal donations; £832 of drivers' donations (worth £1040 after accounting for Gift Aid), and £795 in donations from Open House, worth £994 after accounting for the benefit of Gift Aid for Small Donations.

Charitable Expenditure

SWAG had experienced an 8% reduction in grant making during the year under review. Sixteen families or individuals benefitted from heating grants amounting in total to £8,000, while five households received financial grants, for a total of £4,842.

In addition, SWAG had made grants to support the continuing activities of four organisations with charitable activities in the village, amounting in total to £2,255, an 80% increase over prior year.

Support Costs

Overall support costs increased by 17% this year due to increased printing and website costs needed to comply with the requirements of the General Data Protection Regulation (GDPR) and the purchase of new software for testing the transport database.

The Chair thanked Jeremy for his report and invited any questions from the floor. Kevin Cripps asked about the type of funds in which SWAG invests. The Treasurer explained that management of the charity's funds is distributed between four funds (three equities, one fixed interest) managed by three different fund managers. Each fund is however specifically geared to the aims and objectives of the charitable sector, being limited to investors who are charities. The results in a spreading of risk and a diversity of investments.

There being no further questions, the Chair invited the membership to signify their approval for adoption of the accounts. Approval was given unanimously, Mac Hall proposing and Clive Potter seconding.

9) Transport Coordinator's report

Mike Green, Medical Driver Service Coordinator, began by echoing the Organiser's tribute to John Perryer's long and distinguished service to the charity. He then turned to an overview of the service. He has recently taken on three new drivers and would like to recruit more, suggesting the possibility of distributing flyers in the village. September was unusually busy, with three drives on the 4th and eight on the 5th. One request for a drive was made on Bank Holiday Saturday for the following Tuesday and due to the holiday was not picked up until Monday evening; Deborah Walker kindly took the client. Mike reported that concerns about drivers being reluctant to drive to Saturday clinics in family time were counterbalanced by other drivers who preferred Saturdays because the traffic and parking were so much easier. He also recounted to the meeting the worrying tale of a driver who, when picking up a client after an operation requiring a general anaesthetic on his first drive, was required by the hospital (Princess Anne, Southampton) to sign a statement saying that he took full responsibility for the client's subsequent safety/security on the journey home, otherwise they wouldn't release her. The client was keen to get home as her 80-year-old mother lived with her and would otherwise be alone overnight. The driver signed the statement and the client was deeply grateful, but the situation is clearly unsatisfactory. Finally, Mike said he'd heard a reference to a 'hospital car' in the context of chemotherapy appointments and wondered whether anyone had any information about this.

The Chair suggested that the FaceBook site Hear Sway could be a useful way of canvassing new drivers. He agreed with Mike that it was unacceptable for a hospital to require a volunteer driver to sign a statement accepting responsibility and will raise the matter with GNN. We will also enquire what GNN know about a car service for patients undergoing chemotherapy.

Footnote: SWAG has now adopted a policy that patients recovering from chemotherapy treatment administered within the last 24 hours must be accompanied by a family member, carer or friend/ neighbour who is willing to

accept responsibility for the patient's well being while travelling with a SWAG volunteer driver. SWAG drivers should not agree to sign such disclaimers under any circumstances.

10) Lunch Club Report

As neither Deborah Walker nor Jane Pitts was able to attend the meeting, the Chair read out their report on the Lunch Club's activities since the previous meeting, which is reproduced here in full:

'The Luncheon Club year is drawing to a close once again - the end of our tenth year as organisers - and our job is as fulfilling and pleasant as it has always been.

Now for the statistics. From October 2017 to the end of September 2018, we have served 564 lunches on 23 occasions, with an average attendance of 24 on the day. The Christmas lunch - the highlight of our year - is always well attended, with 28 attending in 2017. At present, we have 31 members on our books (6 male, 25 female). Sadly we have lost a few members who have moved to alternative accommodation or who have passed away- always a sad time for us and our members. However, we have had 4 new members this year, one having just joined in the last session.

Our helpers number 44, including Bertie, who is the guardian of the dishwasher and a tremendous help on the day, setting up, washing up and keeping the kitchen tidy. We couldn't now do without him! There are 13 main cooks (who will take responsibility for cooking the main course and organising the meal on the day) with 6 of these main cooks prepared to do more than one session. Our special thanks go to them and, of course, to all our helpers. As always, we can do with some new blood and to that end, we have advertised for help in the November Sway News. Support and advice for new helpers is always available.

We have a healthy balance in our accounts and will be able to provide a lovely Christmas lunch as usual, as well as a Christmas gift for each of our members. There has been no difficulty with the increased meal cost this year and we have been able to purchase new cushions (5) to supplement those donated (15) during the year by one of our helpers. These have proved very popular and can be used by others using the Church Rooms.

Again many thanks to the SWAG drivers who get our members to the lunches and to SWAG itself for their support for the Luncheon Club.

Deborah Walker
Jane Pitts'.

The Chair thanked Deborah and Jane for their hard and much appreciated work over the last ten years.

11) Sway Relief in Sickness Fund Report

Clive Potter for SRISF noted that, looking back over the last few years, there had been significant swings in payment to organisations such as Oakhaven Hospice, Lymington Hospital, Sway Surgery, Brockenhurst and Sway Day Centre, Mencap and Jubilee Pavilion compared to grants to individuals. Organisations have benefited by a ratio of 2:1 compared to individuals. This may be caused by demographic changes in Sway or changes in staffing at Sway Surgery where SRISF used to get most of its new referrals. SRISF continues to publicise its services in Sway News. Clive closed with an invitation to anyone needing assistance to advise them of SRISF.

The Chair thanked Clive for his report and invited any further contributions from the membership before closing the meeting.

There being no other agenda items for the Public Meeting, the Chair thanked members for attending and declared the meeting closed at 8:25 p.m.

APPENDIX

Statement of Financial Activities for the year ended 30th September 2018

	Notes	Unrestricted Fund	Restricted Lunch Club Fund	Endowment Fund	2018 Total Funds	2017 Total Funds Last Year
		£	£	£	£	£
Income and Endowments from:						
Donations and legacies	2	17,487	135		17,622	15,683
Charitable activities			2,127		2,127	1,665
Investments		8,643			8,643	8,104
Total		<u>26,131</u>	<u>2,262</u>		<u>28,393</u>	<u>25,451</u>
Expenditure on:						
Raising funds	3	62			62	57
Charitable activities	4	19,980	2,711		22,691	21,124
Total		<u>20,042</u>	<u>2,711</u>		<u>22,753</u>	<u>21,181</u>
Net Gains/(losses) on investments		(578)		3,896	3,318	13,320
Net income/(expenditure)		<u>5,510</u>	<u>(449)</u>	<u>3,896</u>	<u>8,957</u>	<u>17,590</u>
Transfers between funds		<u>(691)</u>	<u>691</u>			
Net movement in funds		<u>4,819</u>	<u>242</u>	<u>3,896</u>	<u>8,957</u>	<u>17,590</u>
Reconciliation of funds:						
Total funds brought forward		24,361	269	220,997	245,626	228,036
Total funds carried forward		<u><u>29,180</u></u>	<u><u>511</u></u>	<u><u>224,893</u></u>	<u><u>254,584</u></u>	<u><u>245,626</u></u>

Balance Sheet at 30th September 2018

		2018	2017
		£	£
	Note		
Fixed assets:			
Investments - Endowment	6	224,893	220,997
Investments - Unrestricted funds	7	16,788	11,366
Current assets:			
Debtors	8	1,223	939
Deposit account		11,595	11,898
Cash at bank and in hand		741	741
Liabilities:			
Creditors: Amounts falling due within one year	9	(656)	(314)
Net assets or liabilities		254,584	245,626
		254,584	245,626
The funds of the charity:			
Endowment fund		224,893	220,997
Unrestricted fund		29,180	24,361
Lunch Club fund		511	269
Total charity funds		254,584	245,626
		254,584	245,626

Notes to the Financial Statements for the year ended 30th September 2018

1. Accounting policies:

- The financial statements have been prepared in accordance with SORP2016, the Financial Reporting Standards FRS 102 and the Charities Act 2011.
- Donations are credited to income when received.
- Income from investments is credited to income when received.
- Investments are stated at their market (bid) value at the balance sheet date.

2. Donations:

	Appeal	Trans- port	Lunch Club	Heating	Other	2018 Total	2017
	£	£	£	£	£	£	£
Donations received	3,839	4,915	135	3,000	3,263	15,152	13,218
In memoriam							230
Gift Aid recovery	877	1,106			487	2,470	2,234
	<u>4,716</u>	<u>6,021</u>	<u>135</u>	<u>3,000</u>	<u>3,750</u>	<u>17,622</u>	<u>15,683</u>

Donations in the Previous Year:

Donations received	2,650	3,273	30	3,000	4,264	
In memoriam					230	
Gift Aid recovery	660	741			833	
	<u>3,310</u>	<u>4,014</u>	<u>30</u>	<u>3,000</u>	<u>5,327</u>	

3. Costs of fundraising:

	2018	2017
	£	£
Appeal	42	37
Lottery Licence	20	20
	<u>62</u>	<u>57</u>

4. Charitable activities:

	Direct	Support	2018 Total	2017
	£	£	£	£
Hardship grants to individuals	4,696	146	4,842	6,289
Heating grants to individuals	8,000		8,000	7,650
Grants made to organisations	2,255		2,255	1,256
Transport service	4,197	687	4,884	3,522
Lunch Club	2,540	171	2,711	2,407
	<u>21,688</u>	<u>1,004</u>	<u>22,691</u>	<u>21,124</u>

Notes to the Financial Statements (continued)

Allocation of Support Costs:	2018		2017	
	Related £	Allocated £	Related £	Allocated £
Grant making		146		186
Transport service	544	143	483	149
Lunch Club	128	43		37

6. Investments - Endowment:	2018	2017
	£	£
Carrying value at start of period	220,997	207,021
Unrealised gain/(loss) on investments	3,896	13,976
Carrying value at end of period	<u>224,893</u>	<u>220,997</u>

7. Investments - General Funds:	2018	2017
	£	£
Carrying value at start of period	11,366	12,022
Additions at cost	6,000	
Unrealised gain/(loss) on investments	(578)	(656)
Carrying value at end of period	<u>16,788</u>	<u>11,366</u>

8. Debtors:	2018	2017
	£	£
Gift Aid refund due	897	723
Un-credited cheques	55	20
Pre-payments:		
Room hire for Lunch Club	135	108
Room hire for Over Sixties Club	100	60
Room hire for AGM	20	20
Postage	16	8
	<u>1,223</u>	<u>939</u>

9. Creditors:	2018	2017
	£	£
Accrued mileage costs	656	307
ID Card charge due		7
	<u>656</u>	<u>314</u>