**MINUTRES OF THE ANNUAL GENERAL MEETING OF**

**THE HARMONY THERAPY TRUST**

**HELD ON 6TH JULY 2019 AT THANNINGTON RESOURCE CENTRE, CANTERBURY**

**IN ATTENDANCE:**

**DAWN COCKBURN (DC) Founder and President**

**ROB NELSON (RN) Therapist Chairman and Trustee**

**LYN BASELEY (LB) Events Co-ordinator and Trustee**

**GILL BALL (GB) Funding Co-ordinator and Trustee**

**CAROLE ANN ALEXANDER FROST (CF) Trustee**

**GILLIE MARSHAL HOWELLS (GMH) Finance Manager**

**JEAN MACKENZIE (JM) Minute Taker and Events Diary Secretary Volunteer**

**VOLUNTEERS: Kezlyn Mothersole (KM) - Social Medial and Events Manager**

**Sharon Rowley (SR) - Referrals Volunteer**

**SPORTS FUNDRAISER: Jeff Payne (JP) - Dartford and Gravesham Area**

**THERAPISTS: Jenny Addis (JA), Sue Burnham (SB), Ann Cockrane (AC), Wendy Collinson (WC), Angela Davies (AD) and mum Betty,**

**Isabelle Durkalec (ID), Dawn Johnson (DJ), Shelly McCann (SM), Vikky McLelland (VM), Geraldine Penfold(GP),**

**Sandra Robertson (SR)**

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| **ITEM**  **1**  **2**  **3**  **4**  **5**  **6**  **7**  **8**  **9**  **10**  **11**  **12**  **13** | The Meeting was opened by DC at 13.15pm who chaired the meeting.  Apologies for absence: Fiona Allen, Fazlin Blakemore, Pauline Jackson, Derryn Morton, Tim Patmore, Rosemary Petch, Donna Robbins, Chrissy Viggers.  **MINUTES OF AGM 2018 – copy attached - addendum 1**  Agreed as approved and signed by DC as being a true record of the meeting (with the only amendment being the date of the AGM being held).  **MATTERS ARISING FROM MINUTES - NONE**  **PRESIDENTS REPORT – copy attached – addendum 2**  With our 10th Anniversary coming up in 2020, we need to ensure we are in the 21st Century also. With this in mind we have organised assistance with Event Organising and planning. It is important that we keep these Events going to raise awareness about the Trust. Without everyone’s support we will not be who and what we are today.  We lost two members of our Team, Rita Couzin stepped down as Treasurer in November and we were very sorry to see Julie Murby leave us in October to go to Devon to be near her family. They left a big void in our team.  Gillie came in and joined us as Finance Manager and is excellent in what she does especially with Excel reporting. IT was a problem in October 2018. In January we got a new IT provider so now we could start a new way of working. Referrals are dealt with on Monday/Wednesday/Friday. Invoicing is getting sorted in one week (as long as correct paperwork is attached). We are talking with clients to ensure we refer them on to the correct Therapist.  Welcome to all our new Volunteers, without them we would not be who we are.  When we presented the Oasis Harmony Cup this year, at the Oasis Academy, The Head of Sports had requested Sam Billings to present the prizes. We approached Sam to ask if he would be our Sports Patron, he agreed, and has already donated some money to Steve’s Big Bike Ride.  In our first year the Trust treated 9 people. In 2018 we treated 763. This could not be done without you and it makes us a great team.  DC requested that as many events as possible be carried out to gather funds together to make our 10th year the best ever.  The Kent Police Choir are going to hold an event for the Trust on 30th May 2020, the location is to be confirmed. They will charge us £250.00 but we can sell tickets and raise more funding. They will also look at making us the Charity of the Year for 2020.  The THTT page on Facebook is there to be used, please keep your information coming in so that we all know what is being planned. This has been the best attended AGM, next year will be even better.  Thank you to everyone.  Break for lunch 13.50 - 14.15 resumed  **CHAIRMAN OF TRUSTEES REPORT – copy attached – addendum 3**  Lots of changes over the last year as mentioned by DC. We have been joined by Gill Ball who has great skills from previous experience in fund bidding and marketing. As DC was able to organise the Office in Sheerness the task of referral allocations has shifted from me and allows the Trustees to get on with the work they need to do.  The policies of the Trust have been updated and expanded within an annual reviewing framework.  We have already produced a draft Business Plan and will proceed to produce a fund-raising strategy, in order to give us a stronger finance base.  Data Protection processes need reviewing and the original paperwork processes set up in 2010 have been outgrown. We are looking for a Customer Relationship Management (CRM) software solution. Premier Charity Solutions seem to be the best option for us as they originally were designed for an organisation in London whose processes are similar to those of Harmony. Meaning only slight modifications.  This would enable all office documentation to be on one system and streamline the system for everybody. We are looking for fundingr this from an application to the Funding For All donations body.  The Trustees are aware that several training bodies are now offering FHT recognised certification in Cancer/Oncology Massage. Some of our Therapists already hold these qualifications and we feel it should be a requirement for all our massage therapists. We have monies set aside for training. We plan to set the training up within the near future, using a training company called Amethyst Trust Training.  **FINANCE MANAGERS REPORT – copy attached - addendum 4 + accounts**  The Chartered Accountants are happy with 2018/2019 accounts – passed to Trustees for approval.  One of my skills as an accountant is Data Analysis, which I really enjoy. We have treated 483 women and 148 men. I am wondering how we can encourage more men to take up the offer of Therapy. Not just the patients but their carers need our help also.  We need to investigate the interest received on the Savings Account. We receive very poor interest at present, we can get better.  GMH asked JP how we can make men more aware that Therapy can help.  **EVENT TRUSTEES REPORT – copy attached – addendum 5**  My thanks to Jean and Kezlyn for joining our team. We have had many events over the year and support has been fantastic. We held a photographic competition and presented some lovely prizes to the winners. The contestants have been kind enough to allow us to use their photographs and we have made card sets, a pack of six cost us £2.50 to produce we could make them cheaper if we made in bulk. We need to set a price for re-sale. It was suggested £6.00 would be good.  We will be producing a quarterly newsletter which will keep everybody up to date on events held and upcoming events.  Kezlyn will be hosting her first event at the Fox and Goose, Bapchild which is going to be a Quiz Night.  **FUNDING UPDATE REPORT – copy attached – addendum 6**  I have now found my feet with the Trust and have completed the following tasks over the last year.  **Policy Review** – All policies have been reviewed, some updated, some rewritten and some new. Age UK Herne Bay and Whitstable were very helpful by sharing their policies with me and we used them as templates for our own.  **Organisational Health Check** – Set up by Swale Volunteer Centre to work with charities and help them identify areas where they can provide support. After several meetings we signed up with Fresh Perspectives, an organisation that helps find younger trustees and matches’ them with charities.  **Funding Applications** – We have already received funding from Aviva and Ecclesiastical. I have applied for Members’ Money, funding from NHS since they refer to the charity on a regular basis. Also, Carol Keating Foundation for funding therapist training and am awaiting their response.  Three other applications were unsuccessful. We are meeting with the Lottery Fund also and have been advised to request smaller sums proportional with our turnover, we may then be accepted.  **Business Plan** – With the Chair of Trustees, we have put together a business plan, so that we may work strategically to plan and organise activities. This is still work in progress as we need feedback.  **Marketing and Fundraising Plan** – This will form an integral part of the Business Plan.  **Trustee Role Description** – This will assist the Trustees to identify their responsibilities and code of conduct.  **BUSINESS PLAN UPDATE – copy attached – addendum 7**  All attendees were requested to break up into 3 groups and give ideas and comments on:  Short Term Outcomes  Medium Term Outcomes  Long Term Outcomes  The thoughts and ideas are listed on the attached addendum and we would request that you read through these ideas to assist with the promotion of the Trust in every way possible.  **RELECTION/ELECTION OF TRUSTEES** – All agreed that the Board should stand as is, but New Trustees are always welcomed. Details were given out on how to apply.  **DATES FOR DIARY** – **copy attached – addendum 8**  List of current planned events had already been passed round at beginning of meeting and will be kept updated.  **ANY OTHER BUSINESS -** A request was made that a list of all Therapists be circulated to everybody so that if they need to contact each other for support the details will make it easier. The Therapists need support to enable them to work with us and for us.  **DATE AND TIME OF NEXT MEETING**  A date was selected of 16TH May 2020. This is to be confirmed nearer the date.  A big thank you for all those who attended today and making the meeting as successful as it has been. | **ACTION**  **DC**  **DC**  **DC**  **DC**  **RN**  **GMH**  **LB**  **GB**  **GB/RN**  **DC**  **JM**  **DC**  **DC** |