



Minutes of the Annual General Meeting **Dog Assistance in Disability**

Venue: Avon Business and Leisure Centre, Cannock
Date: 27th July 2019, 1.00pm

Members Present: Please refer to **Appendix 1**

Apologies: Please refer to **Appendix 2**

Staff in Attendance: Charlotte Evans (CE); Samantha Highet (SH); Mike McDonald (MM)

Minutes: Mike McDonald (MM)

Meeting opened 1.12pm by the Chair, SF.

Papers Circulated with the Agenda:

- Chair's Report, year ending 30th June 2018 (AGM19/01 – Appendix 3)
- Treasurer's Report, Year ending 30th June 2018 (AGM 19/02 – Appendix 4)
- Dog A.I.D. "Charter" (AGM 19/01 Appendix 3)

1. Attendance

SF welcomed everyone and reminded members to sign the meeting register to confirm attendance.

2. Apologies

Apologies for Absence were acknowledged as those members who had submitted written notification and/or appointed proxy representation. A list of those members is appended to these minutes (AGM19/03 – Appendix 2).

3. Notice

The Notice of the Meeting, as published on 10th June 2019, was taken as read.

4. Minutes of AGM 28th July 2018 / Matters Arising

Members were invited to comment on the Minutes of the AGM dated 28th July 2018. No comments made.

Therefore, it was unanimously **RESOLVED** that the Minutes of the Charity's AGM, dated 28th July 2018, be hereby received and adopted (**AGM19/04: Proposer Mary Smith; Seconder Yvonne Colclough**). The minutes were signed by the Chair and entered in the Charity's Minute Book.

5. Chair's Report – Year Ending 31st March 2019

It was unanimously **RESOLVED** that the Chair's Report, year ending 31st March 2019 be hereby received and noted (**AGM19/05: Proposer Mary Smith; Seconder Yvonne Colclough**).

6. Treasurer's Report – Year Ending 31st March 2019

Alongside the report, MF informed Members that the Membership Fee will rise from £26pa to £30pa from the 2020/21 Membership Year, reflecting inflationary increases.

It was unanimously **RESOLVED** that the Treasurer's Report, year ending 31st March 2019 be hereby received and noted (**AGM19/06: Proposer Mary Smith; Seconder Vivienne Sleightholm**).

7. Election of Trustees

Following adoption of fixed terms for Trustees, SF reiterated that the election at this meeting was for 2 x Client Representatives and 1 x Trainer Representative, details of which were issued to Members alongside the Notice. SF gave each candidate the opportunity to address the meeting.

Client Representatives: Ballot Results

<i>Votes Received:</i>	<i>Burnadette Clutton:</i>	<i>15 (including Proxy, 7)</i>
	<i>Teresa Cort:</i>	<i>30 (including Proxy 16)</i>
	<i>Ciara Doyle:</i>	<i>18 (including Proxy 11)</i>
	<i>Robert Moore:</i>	<i>22 (including Proxy 11)</i>
	<i>Total Votes:</i>	<i>85 (including Proxy 45)</i>

It was **RESOLVED** that **Teresa Cort** (nomination seconded by Margaret Russell) and **Robert Moore** (nomination seconded by Marye Arnett Clark) be appointed to the Trustee Board and was invited to complete the organisation's "Trustee Declaration". (**AGM19/08: Proposed Deborah Cornwall; Seconder Yvonne Colclough**).

Trainer Representative

SF informed the meeting that only one nomination had been received for the Trainer Representative.

It was **RESOLVED** that **Emma Davis** (nomination seconded by Donna Waring) be appointed to the Trustee Board and was invited to complete the organisation's "Trustee Declaration". (**AGM19/09: Proposed Deborah Cornwall; Seconder Yvonne Colclough**).

8. Election of Officers

SF reminded the Meeting that Clause 24 of the Charity's Constitution gives the Trustee Board the delegated power to appoint Honorary Officers from their number, which negates the need for further vote.

9. Any Other Business

Shipleigh Family Fun Day and Pet Dog Show 2019

Marye Arnett Clark addressed the meeting on behalf of the group who organised the recent event in Shipleigh Country Park, Derbyshire:

"Like a lot of you here, I'm often awake during the night and it was during one of these sleepless nights that I wondered why we were always paying to be at other people's events when they could be paying us to come to ours and that was how this whole thing started. I shared the idea with Carolyn and we then took it to Mike to see if it would have the backing of the Charity. As my vision had been for this to be run by a team we asked Rob, Rhiannon and Kathie to join us straight away, then at a later date Bel and Burnie.

Our event was booked at Shipleigh Country Park for Sunday 30th June. Thankfully it was lovely weather after weeks of rain. We started setting up at 7.30am but time flew passed and it was soon time for the local mayor to open the event. Including our dog A.I.D. stands we had a total of 42 stands on the day ranging from children's rides, various caterers, other charities and professional stallholders. As well as the Pet Dog Show we had the Derwent Valley Gun Dog Display Team and a local dance troop doing displays plus some of our dogs demoing. It was lovely to see so many clients and trainers turn up to support us on the day! It meant so much to the planning team that you all gave us your support. Thank You.

The original idea was for us to run the first event, which involved starting from scratch with everything - Booking Forms, Terms & Conditions, Health & Safety, flyers, posters, registering the event with the local council, checking all the ratings and registering all the caterers, and finding out how to do all these things. We'd then put a package together, including online spreadsheets etc and everything needed for other clients to then be able to have access to all this and be able to run events in their own areas, so if anyone does want to do this then please do get in touch.

The Shipleigh 2019 Planning Team would also like to thank Mike for all his help throughout the lead up to and during the day of the event, it was greatly appreciated.

All it now leaves us to do is the hand over this cheque for the profits from our event."

The group then presented a cheque for £1817. 91 to SF and MM.

There being no further business the meeting closed at 2.00pm and SF thanked everyone for their participation.

Signed as a true record of the Meeting:

SANDRA FRASER, CHAIR

DATE: _____

**Minutes of the Annual General Meeting, 27th July 2019
Dog Assistance in Disability**

APPENDIX 1:

ATTENDEE LIST (MEMBERS / TRUSTEES / STAFF)

Jenny Butler	Marye Arnett-Clark	Burnadette Clutton	Yvonne Colclough
Deborah Cornwall	Teresa Cort	Amanda Devlin	Ciara Doyle
Chris Evans	Sandra Fraser	Maggie Furmanek	Carolyn Greenhalgh
Dawn Jackson	Caroline Lewis	Tina Meaney	Isobel Michael
Rhiannon Moore	Robert Moore	Rebecca Naylor	Margaret Russell
Vivienne Sleightholm	Lesley Smith	Mary Smith	Lynn Stacey
Colin Whitt	Belinda Williams		

ATTENDEE LIST (SUPPORTERS / OTHER)

Michael Butler	John Cornwall	Paul Evans	Rob Moore
Ian Sleightholm	Keith Sleightholm	Linda Whitt	

ATTENDEE LIST (STAFF TEAM)

Charlotte Evans	Samantha Hight	Mike McDonald
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APPENDIX 2: APOLOGIES RECEIVED

Janice Arthur	Kelly Astley	Zoe Axford	Peta Brandwood
Emma Capel	Anita Castellina	Jill Doran	Louise Downing
Sophia Duke	Emma Frith	Lisa Hardy	Patricia Hoad
Stephen Jordan	Szilvia Kamerada	Julie Lenane	Sarah Lees
Deborah Longbone	Chris Mancini	Lise Marron	Geneve Muckell
Liz Orme	Chantelle Rae-Bradley	Sarah Ridley	Kate Ring-Holmes
Megan Taylor	Pauline Thompson	Carole Tindall	Natasha Turner
Kathie Ward	Keith Warwick	Edward Williams	

**Eligible Members were given the opportunity to appoint a Proxy to vote on their behalf
– 23 Members chose to do so**



Annual General Meeting: 27th July 2019

Chair's Report 2019

Tales of the Unexpected

This year our charity has continued to grow and still progresses well thanks to all involved.

The Office. Supporting Roles!

We have seen an increase in workload over this period which has meant an increase in staff numbers; we have recruited another part time employee to cover additional administration needs for the benefit of members.

Mike has settled in well and has been promoted from Operations Manager to CEO; it was felt that his overall management and dedication warranted this recognition. As part of our strategy Mike is also covering Grant Funding and will continue to do so whilst we review our approach to Income Generation - it may mean that we recruit a professional Fundraiser in the next 12 months.

Trainers and Assessors. The Cast!

We are very lucky to benefit from a wonderful and very experienced team of voluntary trainers across the country, who increased fully qualified Assistance Dog numbers up to 102 by year end. Today I am announcing a Recognition Scheme, where we will send a lovely bouquet of flowers each month to a trainer nominated by their clients ... just to say thanks! So keep a look out for how you can nominate your trainer and let's show them how much they are appreciated!

Sponsors and Partners. Our Co-stars!

We are thankful that we continue to be supported by Natural Instinct who cover our workwear and newsletters – and the Charity is also deeply grateful to Keith Sleightholm of Pro-Trainings who continue to share their training courses on Dog health.

Events – Full of surprises with (not quite) a cast of thousands!

At Crufts this year I was very proud to be honoured with a presentation of the Robert Killick Award for my contribution to Assistance Dogs. Some conspiring had been done without my knowledge, but I do say thank you to those, the recognition means a lot to me.

The stand was well attended and we had an array of new stock and some wonderful unique handmade merchandise made by some of our very clever clients. This helped to generate more money over the 4 days. Many thanks to those who contributed.



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APPENDIX 3: CHAIR'S REPORT Y/E 31ST MARCH 2019 cont.

The first Shipley Dog A.I.D. Family Fun Day in June was opened by the Mayor of Heanor & Loscoe. The event was a huge success with a great pet dog show and demonstrations from some of our clients – in fact, the day completely organised by a group of clients who are here today and I believe we will hear from them later. Thank you from all of us for the hard work that you put into this event. It was a huge achievement.

Following on from last years' announcements concerning further 'Engagement' via different approaches, we need to thank Tesco's and Sainsbury's.



Sainsbury's Whitchurch, Shropshire made us their 'Charity of the Year'

Through many attendances at the store by Chris and Paul Evans with Beau, Sarah Parker with Nuka and Caroline Lewis with Sera and support staff, the final total of money raised was £5,050.97! Appearances in the store also resulted in additional support from the public.

The staff were amazing and always there to help.

Many kind trainers and clients also got involved in both South Wales and the Midlands with the Tesco's token scheme, we came top in many stores, this has raised an amazing £20,000 in total. Thanks to you all.

Newsletter – Twists and turns and intrigue

Who will be our next editor? Thank you to Alice who has had to move on, she was lucky enough to be offered a dream job in London and moved there to progress her future. Good Luck Alice.

So who has the graphic design talent and experience to take on this opportunity? You will have to wait until the newsletter falls on your doormat!

New Initiatives – the plot thickens!

In March we piloted a National Lottery funded "Intensive Residential Course" with 6 teams over the course of a week. The people came from areas where we have been unable to provide a trainer. One gentleman came all the way from Northern Ireland! The feedback was good and the venture has informed us of how we can diversify and find new ways of working so that we help more people. This will mean that future plans for a residential centre of our own would see the charity fulfil many peoples' dreams of having an Assistance Dog. We are actively seeking funding to expand on this "Intensive" Scheme and will announce opportunities in due course.

Trustees – the Plot Writers!

A huge thank you to all, they have been extremely supportive particularly over the past year when so many internal changes have taken place and our new CEO has settled in. In particular, I would like to say thank you to Lillie Abbott, Peta Brandwood, Stephen Jordan and Pauline Thompson who stand down this year. I am very grateful for their past support and know they will still be helping the charity progress in their various roles within the charity. For those ex-Trustees who remain in an active, supporting role, we will be introducing the title of "Board Associate" and will give further clarity on this in due course.

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APPENDIX 3: CHAIR'S REPORT Y/E 31ST MARCH 2019 cont.

As a consequence of an ongoing review of our governance structures, processes and procedures, and to enable us to face anticipated future challenges within the Third Sector, the Board adopted 3-year terms of office for Trustees, in order to give stability and consistency to the overarching leadership of our charity. Individuals will be able to stand for a second term if they wish to, with the approval of the Board. Based on a Board Skills analysis, we also intend to "cast" our net wider when recruiting new trustees to benefit from external expertise and knowledge and bringing a fresh approach to all that we do.

Our Strategy – The Plot!

During the year, we revisited our organisational strategy, developing 3 overarching themes:

- Fit for the Future
- Making Connections
- Aiming for Excellence

These themes were then broken down into specific actions to drive the Charity forward. Mike will cover this in more detail in our next newsletter which should be interesting reading!

We have also recently introduced a Dog A.I.D. "Charter" to voice a commitment to how we interact with each other, either in person or on line. We hope that all members, volunteers and supporters will subscribe to this in the manner in which it is intended ... we are growing but we want to maintain our 'family feel'

Recognition – Our Oscar ... and a bit of an unexpected twist!

A few months ago we received an email to say that we were to be given the "Shinning World Compassion Award" along with a gift of \$15,000 from Supreme Master Ching Hai!!

In June, Mike and I attended a presentation at Stoke Mandeville Stadium – the event will be broadcast on her own TV channel and we were showered with gifts. At the same time our client Ruth Spur and her dog Willow were also recipients of an award, or rather Willow was, for her outstanding services to her owner.

This all came about through an article in a magazine where Ruth had shared how Willow helps her to manage her disability. It underlines the importance of sharing our stories and we are so grateful to clients who unselfishly do this.

So you never know who is watching and taking interest in what we do!

My final thanks must go, naturally, to our Patron Roger Jefcoate CBE, DL – who sadly cannot be with us today but continues to support our cause with great gusto ... and of course you, our wonderful clients – who give us our reason for being ... **you are "The Stars"!**

It's been a very successful year and we're already working on the sequel!



APPENDIX 3: CHAIR'S REPORT Y/E 31ST MARCH 2019 cont.

The graphic features a red background with a white scalloped border at the bottom. On the left is a circular logo with a dog and a person in a wheelchair, surrounded by the text 'Assistance In Disability' and 'Dog A.I.D.'. To the right of the logo, the text 'The Dog A.I.D. Charter' is written in white, with three white stars to its right.

The Dog A.I.D. Charter

To create a safe and supportive environment we ask all members, volunteers, staff and supporters to agree to the following:

- ✓ We will all respect the diverse range of people within our community including those who are protected by equality law due to:
 - disability
 - gender (respecting all genders)
 - sexual orientation (being LGBTQ+)
 - race including colour, nationality, ethnic or national origin
 - religion, belief or lack of religion/belief
 - being pregnant or having a child
 - age
 - being married or in a civil partnership
- ✓ We will all respect any personal or sensitive information and not pass it on to others without the permission of the person that disclosed it. The only exceptions to this are to protect against abuse or to protect people or property from harm.
- ✓ We will always ask permission before taking photographs (particularly of children) and showing them to other people including posting on social media such as Facebook.
- ✓ We will not tolerate violent or abusive behaviour or use language that is threatening or offensive towards others.
- ✓ We will take personal responsibility for our actions and behaviour – which includes within any Dog A.I.D. premises, at events, online or on social media
- ✓ We will all help ensure health and safety by reporting any risks or hazards and not doing things that put people or property at risk..
- ✓ We will all respect the property of Dog A.I.D. and share responsibility for keeping it in good condition for the benefit of everyone.

APPENDIX 4: TREASURER'S REPORT Y/E 31ST MARCH 2019



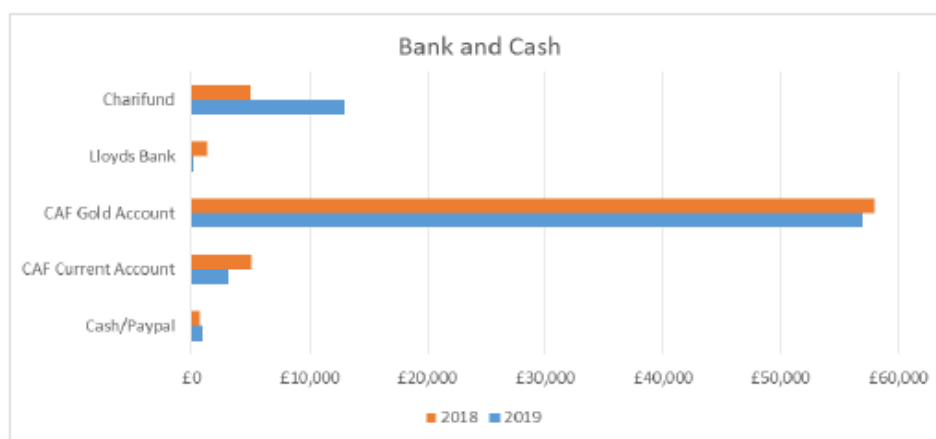
Dog A.I.D TREASURER REPORT for the nine months ended 31.3.19
Maggie Furmanek, Treasurer

During the nine months ended 31.3.19 the charity generated a net surplus of **£4,259**.

The charity became a CIO and the assets were transferred to the new charity at the start of the financial year. We took the opportunity to change the end of the financial year therefore this is a nine month period. **Income** (excluding the transfer of assets) for the nine months was **£128,279** and **expenditure** was **£124,020**.

As at 31.3.19 our **funds available** were **£74,032**. These can be broken down as

	<u>31/3/2019</u>	<u>30/6/2018</u>
Cash/Paypal	£961	£643
CAF Current Account	£3,109	£5,096
CAF Gold Account	£56,961	£57,954
Lloyds Bank	£1	£1,303
Charifund	£13,000	£5,000
Total	£74,032	£69,996



This year we invested further **£8,000** into Charifund units to enable us to gain a higher investment return than the bank accounts. It is intended to continue to increase this investment.

An immense thank you to **all** our donors, we would not be able to carry out our valuable work without you. Grants totalled **£45,640** and we also received legacies amounting to **£28,855**

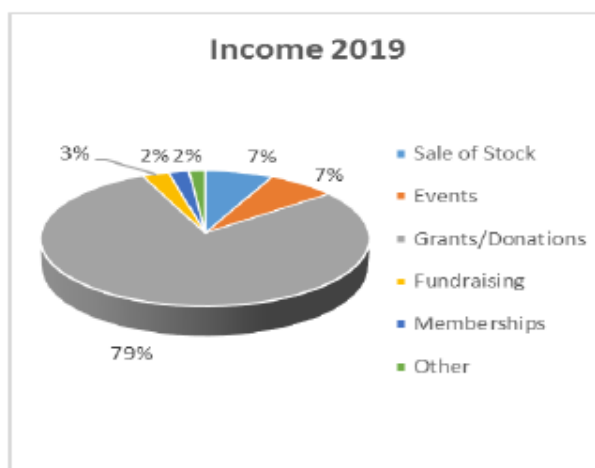
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APPENDIX 4: TREASURER'S REPORT Y/E 31ST MARCH 2019 cont.

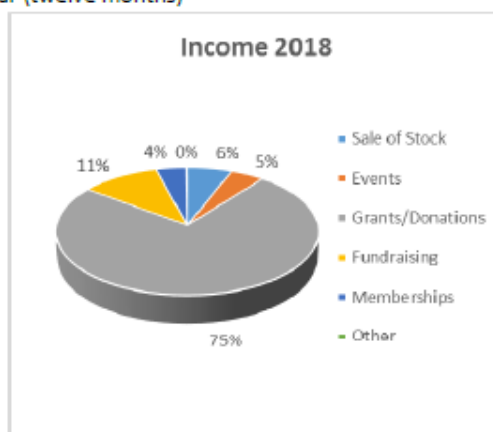
including legacies from the estate of the late Judith Rose and the late Rita Sunman for which we are very thankful. Donations and grants over £2,000 were received from

Thomas Horne	£3,000	Edith Murphy Foundation	£2,000
Winkworth Sherwood	£6,000	Hawthorne Charitable Trust	£2,500
Childwick Trust	£3,000	Hampshire/IOW Tampon Tax	£5,000
Hospital Saturday Fund	£2,000	Claire Milne Trust	£2,790
National Lottery	£10,000	Trustees of the Spear	£2,500

Sources of income for the nine months were



Comparing this to last year (twelve months)

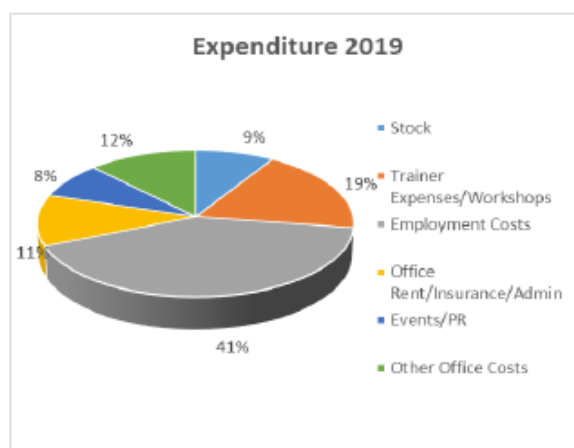


Our employment costs have increased as the Charity continues to grow. Increased staff costs reflect the full year effect of our first full time employee, our Operations Manager (subsequently promoted to CEO), who is continuing to help drive us forward, increase our profile and strengthen the charity. I would like to thank the Office Team whose great work is vital to the smooth operation and growth of the Charity. Within expenditure is the cost of the intensive workshop funded by the National Lottery Grant.

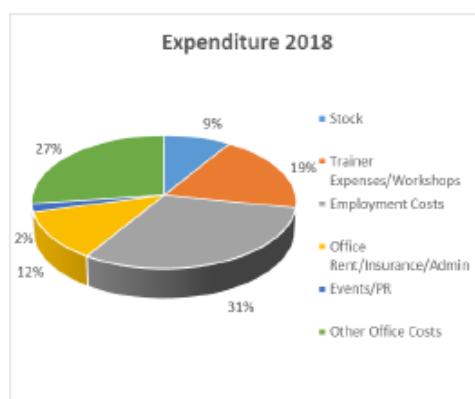
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APPENDIX 4: TREASURER'S REPORT Y/E 31ST MARCH 2019 cont.

How our money was spent in the nine months



Comparing this to last year (twelve months)



We have been able to use our resources to further increase our number of trainers and clients

	<u>2019</u>	<u>2018</u>	<u>2017</u>
Fully qualified assistance dogs	102	79	75
Clients in training	111	113	89
Clients in the application stage	9	18	19
Trainers	107	92	91

We are so very appreciative of all our wonderful **volunteers**. In the nine months to 31st March 2019, we estimate that the value of all your time you give us, which we gratefully receive, to be approximately **£622,560** (twelve month equivalent £835,000), an increase over the previous year which was £830,000. You are all amazing, thank you.