

Signpost Broadway AGM
Monday, 4th September 2023

Welcome and Thanks:

Helen thanked the URC for allowing us, yet again, to use their lovely premises.

Service: Thanks to Rev. Jo Williamson

Attendees: Helen Rushmore; Sue Jones; Pat Wallace; Peter Rushmore; Jonny Evans; Marilyn Watts; Jean Hughes; Yvonne Bostock; Jo Williamson; Simon Williamson; Dominique Hardiman (Parish Council); Ben Price (Wychavon District Council); Barrie Parmenter; Gill Parmenter; Emma Sim; Geoff Slater; Judith Pilling; Sue Smith; Paul Watson.

Apologies: Graham Jelfs; Helen Broomfield; Tricia Moody; Lindsay Roach; Emma Sims; Jos Robson; Kevin Beasley; Lisa Chapman; Liz Wilkes; Dr Martin Ling; Rev. Michelle Ward; Councillor Roz Rogers; Sylvia Parker; Tricia Moody; Dr Joan Reading; Lizzie Stevens

Introduction:

The Chair, Helen Rushmore, will be overseas in October and November so it was decided to hold the AGM two months earlier for her to present the meeting.

The past ten months have been very busy with twenty-three meetings, multiple Defibrillator and First Aid courses, a new Bereavement Support Group, the arrival of NHS Onside using our premises, the upgrading of all our Policies and Procedures, the development of the Volunteer Hub, articles in every Issue of the Broadway magazine and yet more volunteers.

In March 2023 we finally saw the launch of our new website which took one year in the making. It has proven to be a great success and recently has recorded over 2,465 visitors with 4,160 visits. We have asked Tom Prater of Broadmark services if he can download some software to

enable us to work out exactly which pages are getting the most attention, hopefully the Volunteer Hub.

We have been delighted in developing a closer relationship with our contacts at Wychavon District Council which has led to other agencies being introduced to us plus assistance in gaining yet more funding.

Perhaps most significantly, we have appointed our very first paid, self-employed, position of Administrator which helps us futureproof Signpost going forwards.

Minutes of 2022 AGM: Approved.

Matters Arising:

We now have in place a strict two volunteer on Rota Duty at any time policy which has proven most effective.

Age UK utilised our premises for several months, and we have agreed they will be in contact should there be another initiative to attend our premises.

TALK Judith Pillings gave a brief talk about the new Bereavement Support Group. With a background as a Bereavement Counsellor for fourteen years with St. Richards Hospice, Judith outlined the setting up of the first Group in June, the process, and the outcome. The next group will take place in October as long as there are a minimum of six participants.

Chairman's Report:

- **Volunteers:**

Last November we had 11 volunteers. Since then, we have welcomed onto the Team a further six: Jeff Salter; Judith Pilling; Sylvia Parker; Tricia Moody; Emma Sims and Steve Clayton. We are interviewing another volunteer later in the week.

The office is open two days a week, Tuesday, and Thursday from 10 am to 1 pm. We now always have two volunteers on at the same time. If this is not possible then the office is closed.

Agencies using Signpost offices:

CAB:

We no longer have CAB present at Signpost offices.

Other groups, agencies, charities:

On **28th March** NHS Onside started using our premises to run a series of eight-week courses with up to 16 people attending at any one time.

Relate:

Relate continue to use our premises on a weekly basis.

Broadway United Charities:

Have used our premises on a couple of occasions to meet with people needing to be assessed for financial assistance.

- **Number of Clients:**

We want to show how many people are IN the Signpost office each session of a course/appointment/visit etc. but these might be the same people. In other words, we record each visit. For RELATE couples attend each week for possibly months but we want to show how many people are in the office weekly.

Figures given today are only for the past ten months.

2018	203 clients
2019	192 clients
2020	85 clients
2021	49 clients
2022	252 clients (incl. 89 for courses) + 205 telephone/email enquiries/discussions
2023	390 clients (including 33 for the CPR courses and 21 for the First Aid courses and 31 for the Bereavement Group)

	2018	2019	2020	2021	2022	2023
Photocopying	62	67	28	12	35	25
Blue Badge Applications	10	3	1	5	11	17
Referrals to CAB	23	25	9	8	13	3
Referrals to Relate	3	2	0	0	1	2
Referrals to Age UK	3	17	6	3	8	8
General Enquiries	56	48	27	12	33	135
Transport Queries	4	2	0	1	0	3
Meetings					18	23
Bus passes	5	1	1	1	2	8
Telephone or email contacts	25	23	11	2	205	22
Benefits queries including Attendance Allowance	4	3	1	3	7	10
Tourist Information Board	6	1	2	2	0	1
Defib/CPR course					83	33
First Aid					6	21
Community Builder					3	0
Police					27	0

What is notable is the large increase in general enquiries.

We are also starting to record Postcodes to identify the number of villages outside Broadway using our services.

Interestingly, we have had a couple of holidaymakers popping in with general enquiries around paying for Care Homes for elderly parents and phone calls from concerned family members living far away requesting help with elderly, local parents.

So far this year, the largest number of clients have come, as usual, from the 70+ age group. NB: We do not ask our clients their ages but make an educated guess. We ask our volunteers to record these as much as possible.

Signpost Client Log Nov 2022- Aug 2023 (10 months only)

Month	Total	Photocopy	Blue Badge	Referrals			General	Transport query	Bus Pass	Defib courses	First Aid course	Tel or Email contact	Benefits query incl att allow	TIC	1-3 0-25	4 26 - 59	5 60 - 70	6 70 +
2022																		
November	29	4	1				14	2	2	4		2				1	4	10
December	16		1			1	9			2		3				5	1	6
2023																		
January	30	4	3		2		6			6	6	2	1			1	2	6
February	27	4	3			1	10		1	5		2	1			1	2	6
March	40	3	2			2	20		2	3	4	3		1		3	2	5
April	26	2					17			2		2	3			2	4	2
May	33	2	4	1		1	11			3	7	2	2			5	0	5
June	43	1	1	1			14			5	17	3	1			2	0	4
July	36	2	1	1		2	17	1	2	3	4	2	1			1	2	7
August	25	3	1			1	17		1	0		1	1			2	0	11
TOTALS	305	25	17	3	2	8	135	3	8	33	38	22	10	1		23	17	62
	2020	2021	2022	2023														
Signpost office			204	305														
Defibrillator and CPR Course			83	47														
First Aid Course			7	21														
Bereavement Support Group				31														
TOTAL FOR SIGNPOST ONLY	192	46	294	404														
Relate	327		408	240														
Age UK	48	2	8	2														
NHS Onside				104														
Community Support Worker																		
CAB	20	9	13															
Cancer Support	180																	
TOTAL OF OTHER AGENCIES	575	11	429	346														
TOTAL: Signpost plus all Agencies				736														

Note: An enlarged copy of the above page may be found at the end of this Report.

The types of queries dealt with since November 2022 reflect this age group and include:

Nov- Dec 2022

- Bus pass application
- Photocopier
- Bus timetable

- Donations to foodbank
- Electric and gas debt
- Access to foodbank
- Directions
- Where to buy logs
- Recommendations for a joiner by elderly person
- Transport to hospital
- Visits for lonely, elderly person housebound
- Fire safety training course for volunteers 7 attendees
- Booking Defib course and First Aid courses
- Lost credit card
- Blue badge application
- Installing NHS App on someone's phone to allow access to medical records.
- Jubilee book purchase enquiry
- Council tax issue regarding possible reduction
- Donation to foodbank
- Scam phone call
- Transport request
- Discharged from hospital but no heating on at home.
- Tax return issues
- Volunteer registration
- Letter for police
- What to do when Blue Badge application turned down and no right to appeal

Jan 2023– end August 2023

- Power of Attorney forms needing filling in
- Request for Relate appointment.
- Enquiries about becoming a volunteer.
- How to purchase a mobile phone
- Attendance Allowance
- Advice on housing and care needs
- Business start-up loan information
- Lost Bus pass
- Lack of food and money
- Need to speak with Samaritans.
- Mental health issues
- Homelessness issues
- Eviction issues

- Threat of bailiff
- Problems with financing Care home payments
- P.I.P Appeal (Personal Independence Allowance)
- Council Tax discount required.
- Water bill problem
- Benefits help
- Overseas visitor visa query
- Dispute over gas and electricity bill
- Request for key to Disabled Toilet
- Jobs enquiries
- Need for a new fridge.
- Probate query
- Help with shopping.

November:

21st November Peter Reading ran a Fire Training course which was very thought provoking.

30th November. Sue Jones and Pat Wallace met with David Manning, Communities and Strategic Manager and Ben Price, Communities Officer of Wychavon District Council. Helen was unable to attend due to illness.

The issue of rent not being charged (just a contribution to costs) was discussed and the issues regarding the Leases. Sue and Pat outlined the various activities that Signpost organised and the other organisations using the office. Signpost expressed its wish to host other suitable groups using the premises. DM suggested we look at Pershore Wellbeing website to see what they do and told us more about the Household Support Fund at Wychavon which can assist with many things such as food; white goods; fuels etc. Referrals can be made via CAB, Vale Volunteers and Rooftop. DM also proposed that we start collecting the post code of users in the Day Book as a way of measuring how many other local villages are using our services.

The meeting was useful on both sides and helped consolidate our relationship with Wychavon Council.

30th November Signpost Xmas lunch was held at Russell's restaurant in Broadway and a good time was had by all. Kindly organised by Jos. Thank you.

December:

Yet again we had a lovely Xmas Advent window created by Jos Robson as part of the Living Advent Calendar Broadway window week. Thank you.

2nd December we interviewed a potential Volunteer which proved successful.

Sadly, we were informed by PC Ben Trowman that he had been told to stop the police surgeries at Signpost with immediate effect, due to lack of footfall.

January: No meetings

February:

16th February Flood Defence meeting chaired by Dr Joan Reading took place to explore potential future roles by members of the community should another flood or other disaster occur.

22nd February Defibrillator and CPR training course

March:

2nd March meeting with Judith Pilling regarding setting up a Bereavement Support Group. Judith is an ex-St. Richards Hospice Bereavement Counsellor with 14 years of experience of dealing with the bereaved. She proposed that we set up what is known as a 'closed' group that would run for six to eight sessions and once ended, the attendees could then follow this up with a potential meet up on a regular basis to support and socialise with one another. Sue Smith, Trustee and Member, volunteered to attend an online training course run by Cruse that would provide a basic overview on working with the bereaved. This was financed by Signpost.

2nd March met with Jessica Deplasco part of NHS Onside Advocacy group to arrange setting up a weekly set of eight sessions for local people for wellbeing classes.

15th March First Aid course

24th March meeting in Pershore with Wychavon District Council – Ben Price and David Manning surprised us by letting us know we had been successful in our application for a £10,000 Covid 19 award to employ a self-employed Administrator. Helen thanked Ben for his help in encouraging Signpost to apply for this award.

Helen took them through our new website whilst David and Ben provided information about various initiatives in the region including a quarterly charity meeting in Evesham which they felt we should be represented at.

They also suggested we should have a presence at the local Food Bank with our banner and leaflets for people attending as they were most likely to be the very people needing information and support.

They said they would like to see Wychavon develop closer links between similar volunteer agencies and proposed we set up a meeting with Pershore Wellbeing Hub as a cross learning opportunity.

27th March Helen met with Lesley-anne Avis, Vice Chair of the Board of Governors of Broadway First Primary school to discuss sources of funding. Helen put her in touch with both Ben Price and the Broadway United Charities.

28th March the first NHS Onside group meeting took place at Signpost.

29th March Helen met with Tom Prater to update the website and discuss uploading links to all the Broadway Magazine articles Signpost have written.

31st March Sue Jones; Yvonne Bostock; Jeff Salter and Helen met with founders of Pershore Wellbeing Centre, Drs Gillian, and Chris Perks.

This was a most informative meeting resulting in several useful contacts and discussions around governance and funding issues. They have been in close discussion with Wychavon about setting up more of a network amongst local charitable organisations and the possibility of sharing policies, procedures, and training so that local charities do not constantly have to reinvent the wheel.

We were given a visit of their three roomed premises on the High Street in Pershore where they have three volunteers on duty three and soon, four times per week. We noted they have double computer screens in each room which made us wonder if we too should consider having an additional screen at the front desk and more computer facilities in the rear room. However, customers at Pershore do not have lone access to the computer screens to avoid any potential inappropriate accessing of information.

Forging closer relationships with other similar organisations could be beneficial and informative and this is something we will be looking at.

April:

3rd April Dr Joan Reading, our Safeguarding officer, held a training course for the volunteers' highlighting issues regarding potential vulnerable clients and safeguarding the safety of all volunteers. This was most illuminating and highly relevant given that we have seen an increase in the number of 'vulnerable' clients coming into the office, albeit small but this is a very different scenario to our usual clients.

5th April Broadway Parish Council Community meeting. Jos Robson and Simon Williamson kindly agreed to man a stall at this meeting which helped to raise awareness of the work Signpost do.

23rd April a Sunday Community Service was held at St. Michaels church to celebrate the work of volunteers within the local community. Signpost was represented by Simon Williamson, Joan Reading, Jos Robson, and Lizzie Stevens. Thanks to all involved.

26th April Defibrillator and CPR training course

May:

8th May Signpost took part in the nationwide Big Help Out campaign aimed at raising awareness of volunteering during the King's coronation weekend. We held an open morning at the office and advertised beforehand. Only two members of the public popped in, but the good news is that both volunteered.

9th May Helen met with Helen Gray of Evesham Volunteer Centre to discuss what Policies and Procedures they had in place and agreed we would be happy to host their details on our Volunteer Hub and that they will feature a link to Signpost on theirs. Helen would like us to work more closely together going forwards.

17th May First Aid course

23rd May Defibrillator and CPR training course

25th May a second meeting with Judith Pilling regarding the Bereavement Support Group.

June:

8th June Meeting with Alice Thompson, Community and Beneficiary Engagement office of Nightstop, who wanted to come and tell us more about their work and how we might possibly be able to help them.

Nightstop are a local homelessness charity that supports young people aged 11-25 and cover south Worcestershire. Their mission is to prevent youth homelessness and raise awareness of the free services they offer. They can facilitate presentations, education sessions and attend team meetings. They wanted to know if we had suggestions on how they could reach out to a wider audience.

They would not be able to run their service without the support of their volunteer host families who take young people into their homes on a very short-term basis whilst they work to find them somewhere more suitable.

Nightstop are currently undertaking a county wide host recruitment campaign and would be very appreciative if Signpost could point them in the direction of any groups/individuals who may be interested in finding out more.

We had a very interesting discussion regarding them placing their details on our Volunteer Hub, agreeing to a joint article in the next edition of the Broadway Magazine and arranging a meeting for potential hosts in the Signpost office.

22nd June Sue Smith undertook a half day training course with Cruse on Loss and Bereavement Awareness prior to starting the Bereavement Support Group along with Judith Pilling.

24th June Our Summer fete was scheduled but unfortunately not enough volunteers meant we had to push the date back.

26th June The first Bereavement Support Group took place which proved to be a resounding success. Following the ending of the group the participants decided to continue meeting on a weekly basis.

29th June meeting with District Councillor Emma Sims regarding possible future funding opportunities for Signpost.

July:

22nd July our second attempt at holding a summer fete was cancelled due to the bad weather.

August:

3rd August Helen had a telephone meeting with Ben Price to discuss future funding of the admin position for 2024.

5th August we set a third date for the summer fete only to yet again be beaten by the rain. We decided to give up and Yvonne Bostock, Sylvia Parker and Lizzie Stevens kindly agreed to take our donations to a local Car Boot Sale to try to raise money that way. They raised a total of £172.16 which included the separate sale of some curtains for £82.

Costa Coffee Grant: We have Yvonne to thank again for accessing a community grant from Costa Coffee for the sum of £500.

September:

Helen will be placing a formal application to the Lord Lieutenants office for the possibility of a dignitary to Signpost to unveil a 25th Anniversary plaque.

On **Saturday, 9th September**, Helen along with her husband Peter and will be hosting a stall at the Evesham Volunteer Fair and representing the many local organisations in the hope of recruiting more volunteers.

On **Monday, 11th September** Peter Reading will be running another Fire Training course for the volunteers.

On **Tuesday, 12th September** Helen is attending a one-day course in Worcester, on how best to write grant applications to maximise success. Again, thanks to Ben Price for drawing our attention to this course.

October:

5th October Nightstop will be holding a meeting at the Signpost office for people interested in becoming temporary Host families for young people suddenly made homeless.

October/November Helen will be in the USA for up to six weeks due to a family issue necessitating her presence there.

Issues:

Since last November we have seen an increase in the type of queries especially regarding finances, lack of food and need for help with benefits. Additionally, we have experienced several clients presenting with issues of homelessness, both immediate and under threat of eviction and mental health issues. This has led to us liaising with new agencies with Support workers such as MAGGs in Worcester.

Futureproofing Signpost:

As a result of the £10k grant from the Covid 19 awards, we appointed Yvonne Bostock in the role of part time Administrator working a maximum of ten hours per week. This has been a great success and helped Helen reduce the number of hours she was working and free Helen up to concentrate on strategy and development of the organisation as opposed to the day to day running. She is now working more on the business as opposed to in the business.

The challenge we now have is in raising the amount of £10k every year to be able to keep this position in place. It is harder to find grants willing to cover for running costs of a charity as opposed to a specific project.

We have made and are in the process of applying for grants from the following Trusts and organisations:

Misses Barries Trust

Gordon Gray Trust

National Lottery

William A. Cadbury Trust

John Martins Charity

Wychavon Rural Fund

Broadway Parish Council

Broadway United Charity

Community First Malvern

25th Anniversary of Signpost:

Signpost Broadway was set up and registered as a charity in 1999. This means that in 2024 we will be celebrating 25 years as a charity.

We have started considering ways in which to celebrate this incredible achievement. Some ideas include a 25th anniversary Tea Party; a collection tin day which would require a licence but do people carry change anymore?; the unveiling of a plaque by a dignitary and celebration buffet; a book covering the history of Signpost's 25 years; profiles of 25 volunteers and/or Trustees; a sponsored walk.

Watch this space!

Kings Award (KAVS):

We have recently been nominated for the 2024 Kings Award for Voluntary Service. Although we are unlikely to be successful, it is a huge honour. Equivalent to an MBE, KAVS is the highest Award given to local voluntary groups in the UK and they are awarded for life.

Should our nomination prove successful we will undergo a due diligence procedure, carried out by the Lord Lieutenant's office.

If we are successful, we will be informed on 14th November 2024.

Administrator's Report:

Since starting the process of launching the Volunteer Hub back in Nov 2022 we now have 25 Organisations listed on the web site. These are:

Age UK
Broadway Arts Festival
Broadway Horticultural show
Brownies
Broadway Business Association
Broadway Car Show
GWSR
Broadway Library
Broadway Museum
Broadway Parish Council
Broadway Tourist Information
Broadway Tower
Broadway Youth Centre
Evesham Talking Newspaper
Freedom Day Centre
G R Museum
Hidcote Manor
Nightstop & Mediation
Relate
Rooftop
Royal British Legion
Signpost
Snowhill Manor
St Michael's Church
St Richards Hospice
Sue Ryder

It has not been possible to record all successful placements as many visitors to the web site will simply contact the organisation directly rather than going through Signpost.

We do however know that we have successfully Signposted 4 Volunteers to Charity shops in Broadway as well as one to Freedom Day Centre in South Littleton.

Tracey the Manager at Freedom sent this wonderful letter that I would like to share with you.

We really can't thank you all at Signpost enough, for your help in finding us a volunteer. The Volunteer is so lovely and keen to help with anything. It's turned out now that from helping volunteer for Freedom she's gone on to help at the mother and toddler's group at Badsey church too. So, a double success story.

Our focus for the Volunteer Hub is to continue to grow the list of Volunteers; we are currently planning to leaflet drop Parents / carers and Grandparents at local schools and clubs.

Helen will also be attending the Evesham Volunteer Fair on September 9th.

From September 2022 to August 2023, we had 33 people attend the CPR course and 21 the First Aid.

We have further CPR course's scheduled once a month, however due to commitments with the Ambulance service Robin will not be offering the first aid course until the spring.

Some of my other tasks carried out on a regular basis include:

- managing the Volunteer Rota
- dealing with Maintenance issues
- ordering stationery and supplies
- helping to arrange social events for signpost volunteers.
- updating the website diary
- updating Volunteer contact information
- arranging Volunteer Fire training
- arranging new office cleaner

- updating the Broadway Magazine and Facebook with course dates and relevant information
- keeping Volunteers informed of Diary dates, course dates meetings etc.

Treasurer's Report:

JULY 1st, 2022-JUNE 30th, 2023

This has been a year of many changes and after the previous one when the Covid Business Interruption Grant enabled us to modernise our premises we have made significant outlay on making our services more widely known. The grant of £2,000 we received last year from the Co-op was spent on a new and effective website, upgrading our desk top computer and a laptop, and purchasing a standing banner and leaflets for use in the various outside activities where Signpost has a presence.

We had new timers fitted to our heaters in the hope of reducing our electricity costs but, despite our best efforts, our bills were more than four times those of last year. On a more positive note, Wychavon was persuaded to waive our Service Charge for the next five years.

Our Chair made every effort to find a more reasonable telephone and broadband provider and hopefully this will show in next year's accounts. Our photocopier, which we owned and only paid per copy for maintenance, was many years old and we now have a re-conditioned one for which we will be paying a quarterly sum which includes all maintenance and troubleshooting. With our volunteer numbers increasing a training course in Listening Skills was held, led by the Relate counsellor, Helen.

For our income we were most grateful to receive a grant of £1000 from Broadway Parish Council, over £500 from our Fete and a few donations. The other organisations using our premises pay us a contribution to costs, which is even more necessary now with the increased heating costs.

The amount of work our chairman has devoted to Signpost over the time she has been in office was enormous and becoming intolerable. Fortunately, our relations with Wychavon are very good and mutually helpful, so they encouraged us to apply for another Covid 19 Recovery grant to fund a self-employed administrator. We were thrilled to receive

£10,000, and this is ring-fenced for this purpose. However, this gives a rather false impression of our funds when first looking at the accounts.

However, our COIF deposits remain as previously, and our current account looks satisfactory.

I have now been Treasurer since Signpost was founded and think that at the next AGM I should step down from this position. I hope that one of our members will agree to take over and we can work together before I hand over to them next year.

SIGNPOST- BROADWAY

Registered Charity Number 1082114

ACCOUNTS JULY 1st 2022 - JUNE 30th 2023

RECEIPTS

1000 Broadway PC	1,000.00
5168 Donations	105.00
25 St Orders	25.00
45 Relate	785.00
0 Com. Worker	285.00
0 Age UK	160.00
0 Fete	515.46
94 Copies	105.00
* Admin. Grant	<u>10,000.00</u>

12,980.46

Receipts	12,980.46
Less payments	<u>8,506.72</u>
Excess Inc/exp	4473.74

Opening bank balance	
Current account	10035.14
Excess inc	<u>4473.74</u>
	14508.88

Closing bank balances as at 31/06/2023

Current account	14508.88
COIF deposit	<u>4192.29</u>

Available funds	18701.17
* Less balance of Admin grant	<u>9105.65</u>
	<u>9595.52</u>

Accounts examined by

Margaret Deacon CPFA



Date 20.7.23

PAYMENTS

£

709 Insurances	781.90
570 Phone& broadband	704.51
452 Electricity	1555.89
77 Water	81.55
3676 Premises maint.	731.82
17 Copier- B/W	107.45
1126 Wychavon	0.00
176 Cleaner	279.00
0 Training	170.00
0 Publicity	360.20
0 Misc.	96.45
306 Computers	2743.60
Administration	<u>894.35</u>
	8506.72

COIF DEPOSIT ACCOUNT

Opening balance	4125.19
Interest	<u>34.23</u>
Closing Balance	4192.29

* On March 24th 2023 Signpost received a Grant of £10,000 from Wychavon Council to be used to employ a self-employed administrative assistant for up to ten hours a week. This sum is identified in the accounts as an earmarked reserve named "Admin Grant". In the year to June 30th 2023 costs were £894.35 leaving a balance of £9,105.65 in the earmarked reserve.

Accounts accepted.

Election of Officers:

The final duty of the evening is to arrange re-election to the positions of Chair and Treasurer.

Position of Chair: Helen Rushmore

Proposed by: Sue Smith

Seconded by: Emma Sim

Position of Treasurer: Sue Jones

Proposed by: Marilyn Watts

Seconded by: Pat Wallace

AOB: None

End of meeting

Thank you to the URC for letting us use their premises once again.

As always, a special Thank you to both Sue Jones and Pat Wallace for their continued support and encouragement over the year.

I would like to thank all the Trustees for their continued work and commitment to Signpost.

A huge Thank you to all our very dedicated Volunteers who have kept coming into the office, even when sometimes no one comes through the door but just in case. Also, a very big Thank you to Yvonne, our new Admin volunteer, who now works up to ten hours per week helping with the smooth running of the office.

Also, a huge Thank you to Robin Farnworth for his tireless work in promoting the use of the Defibrillator and CPR training and First Aid training.

Our relationship with Liz, Kevin, Lisa and all the Broadway Parish Council next door is important and appreciated throughout the year so thank you to them too.

Lastly, thank you to everyone for attending the meeting and again, to the URC for hosting this.

End of meeting followed by drinks reception.

Signpost Client Log Nov 2022- Aug 2023 (10 months only)

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