SIGNPOST BROADWAY

Annual General Meeting – Minutes

Date: Tuesday 1 September 2026
Time: 2.30pm
Venue: The Lifford Hall, Broadway

1. Attendance

Attending: Yvonne Bostock, Tillia Bostock, Jonny Evans, Sylvia Parker, Beverley Hall, Lizzie Stevens, Tricia Moody, Marilyn James, Barrie Parmenter, Jill Parmenter, Sue Jones, Kevin Beasley, Dr. Joan Reading, Dr Graham Jelfs, Sue Smith, Paul Watson, Ben Price, Steve Clayton

2. Welcome and Apologies

Apologies received from: Lorraine Braithwaite, Marilyn Watts, Steve Taylor-Gooby, Pat Wallace, Barbara Peacock, Jos Robson, Hayley Corbett, Mark Pickering, Simon and Jo Williamson, Rev. Shellie, Emma Simms, David O'Brien

3. Signpost Report

The meeting received a report covering the activities and development of Signpost Broadway over the previous 12 months.

3.1 Organisational Changes

The meeting noted that Helen had stepped down as Chair after eight years of dedicated service. We also acknowledged the loss of Sue Jones and Pat Wallace, whose knowledge, experience and commitment had been greatly valued.

Despite extensive efforts, Signpost had not been able to appoint a new Chairperson. In the meantime, the day-to-day running of the Signpost office had continued to be carried out by Yvonne Bostock, with the Trustees providing leadership, support and oversight.

3.2 Funding

The meeting noted that Signpost was continuing to use National Lottery funding, which had been awarded to support the Administrator position. This funding had been invaluable in supporting the day-to-day running and development of Signpost but was due to come to an end.

An application had been submitted to the Wychavon Resilience Grant to fund Yvonne's position for 12 months from November 2026. The outcome was expected after 16 September 2026.

Looking further ahead, Signpost planned to apply to the National Lottery for funding for 2027–2029. Alternative funding sources would also continue to be explored if required.

The meeting noted that securing sustainable funding remained a key priority, particularly to meet administration and managerial costs and maintain services to the local community.

3.3 Growth and Impact

The meeting noted that Signpost had experienced significant growth over the previous 12 months, with a reported **20% increase in the number of people coming through the office**.

Signpost continued to support residents from Broadway and surrounding villages. Enquiries covered a wide range of issues, including:

- Blue Badge and Bus Pass applications
- Pensions and benefits
- Mental health and dementia support
- Bereavement
- Housing and employment
- Transport
- IT and utility bills
- Legal and practical issues
- Volunteering and local activities

It was noted that even simple interventions, such as making a telephone call, helping with an online form or directing someone to the appropriate organisation, could make a significant difference to local residents.

3.4 Wychavon Wellbeing Hub

The meeting noted that becoming a **Wychavon Wellbeing Hub** had been a major achievement during the year. This had strengthened existing partnerships and enabled Signpost to develop new links and provide a wider range of support.

Citizens Advice:
Citizens Advice returned to Signpost in November 2025 and now provides a monthly drop-in session, supported by Beverley, an experienced Welfare Rights Adviser, and Signpost volunteer Marilyn. The sessions had been well attended and had assisted local residents with matters including benefits, Power of Attorney and neighbour disputes.

A referral pathway into Citizens Advice in Evesham had also been established, enabling residents to access further support throughout the month.

Onside Advocacy and Social Prescribing:
Signpost had welcomed Onside Advocacy and Social Prescribing, who provide a monthly drop-in service. Social prescribing assists people to access non-medical support to improve their wellbeing and address wider needs.

Worcestershire Parent Carer Forum:
Following an introduction by Hayley Corbett from Wychavon, three successful drop-in sessions had been held at Signpost. The Forum would now provide a monthly session, supporting parents, family members, guardians and foster carers of children and young people up to the age of 25 with special educational needs and/or disabilities.

3.5 Signpost Office

The meeting noted improvements to the Signpost office, including new sofas and a softer, more welcoming environment.

The changes had been particularly beneficial for partner drop-in sessions and were intended to ensure that Signpost remained a friendly, comfortable and approachable place for people who may be worried, lonely or experiencing difficult circumstances.

3.6 Volunteers and Training

The meeting acknowledged the contribution of Signpost's **15 volunteers** and welcomed new volunteers Lorraine Braithwaite and Steve Taylor-Gooby.

Two further volunteers were due to join the team in September. One would provide dedicated Saturday cover as Signpost began a trial of Saturday morning opening.

The meeting also noted the resignation of Sally Williams as Age UK Dementia Wellbeing Adviser. Her contribution to Signpost and local residents was acknowledged with thanks. Age UK was currently unable to provide regular drop-in sessions, although Signpost hoped this service would return in the future.

The meeting also recorded with sadness the deaths of former volunteers John Bissett and Eileen Cartmale and acknowledged their contribution to Signpost.

Several volunteers had completed Dementia Friends training through EDAA. Training supported by Wychavon District Council had also included mental health awareness, suicide awareness, safeguarding and lone working.

3.7 Fundraising

The annual fundraising event had been held at The Round of Gras in the form of a Bingo evening.

The event required £300 in sponsorship and 30 raffle prizes. Thanks were recorded to all sponsors and those who donated prizes.

The event raised **£1,691**. Particular thanks were given to the team at The Round of Gras for their support in making the event possible.

3.8 Volunteer Hub

The meeting noted that the Volunteer Hub remained steady, with **31 organisations** currently listed.

An example was given of a local resident who had been directed to the Tourist Information Centre through the Volunteer Hub and had subsequently become a regular volunteer.

3.9 Community Events

Signpost had supported community events during the year, including an event held in collaboration with Today's Our Day and Age UK at the URC.

The event featured an interactive singer and provided an opportunity for residents to enjoy music, refreshments and social interaction. The importance of such events in reducing isolation and bringing people together was noted.

3.10 CPR and Defibrillator Training

The meeting recorded its thanks to Robin Farnworth for continuing to run the monthly CPR and Defibrillator courses.

It was reported that **more than 800 people** had now received CPR and defibrillator training through these sessions, representing a significant achievement and an important contribution to community safety.

3.11 Community Support

Thanks were recorded to Broadway Magazine for providing Signpost with regular monthly space to promote its activities, services and events.

Thanks, were also given to Tom Prater for his continued IT support and to Lisa, Kevin and Joan (Parish Council) for their ongoing assistance and support. The meeting recorded its thanks and best wishes to Kevin on his retirement.

3.12 Financial Support

The meeting acknowledged the financial and practical support received from several organisations and individuals.

Thanks were recorded to:

- The National Lottery for funding the Administrator position.
- Emma Kearsey at Worcestershire County Council for her continued support, encouragement and funding.
- Wychavon District Council for its financial and practical support as Signpost developed into a Wychavon Wellbeing Hub.
- Broadway Parish Council and The Misses Barrie Charitable Trust for their generous financial support.

3.13 Looking Ahead

The meeting noted that, although the past year had brought significant change, Signpost had also experienced growth, developed new partnerships and created new opportunities.

Priorities for the coming year included:

- Building on existing partnerships.
- Securing sustainable funding.
- Continuing to develop Signpost as a Wychavon Wellbeing Hub.
- Maintaining a welcoming and accessible service for residents.
- Continuing to connect people with the appropriate information, advice and support.

The report concluded by thanking the volunteers, Trustees, partner organisations, funders and everyone who had supported Signpost during the year.

6. Guest Speaker – Citizens Advice

The meeting welcomed **Beverley from Citizens Advice**, who gave an interesting and informative presentation.

Beverley spoke about her **career background and experience in Citizens Advice**, and shared examples from her work, including case studies which demonstrated the types of

issues and circumstances faced by residents and the support available through Citizens Advice.

The meeting thanked Beverley for her presentation and for the valuable contribution Citizens Advice continues to make through its regular drop-in sessions at Signpost.

4. Treasurer's Report

Sylvia Parker, Treasurer, presented the **financial report** to the meeting.

The financial position of Signpost Broadway was outlined, including the income received and expenditure incurred during the year.

The meeting noted the financial report and the current financial position of the charity.

5. Questions from Members

5.1 Financial Position and Future Funding

Joan Reading noted that the accounts showed a **£10,000 deficit** and asked how the organisation intended to improve its financial position over the coming year.

Sylvia Parker and Steve Clayton responded that funding opportunities were already being pursued. An application had currently been submitted to the **Wychavon Resilience Grant**, with the outcome awaited.

It was also confirmed that Signpost intends to **re-apply to the National Lottery** when the current funding comes to an end, in order to secure continued financial support for the organisation.

The meeting noted that securing sufficient future funding would remain a key priority for the Trustees and Charity Manager.

7. Election of Officers

The meeting proceeded to the election of officers for the forthcoming year.

7.1 Treasurer

Sylvia Parker was proposed and duly elected as **Treasurer of Signpost Broadway**.

8. Close of Meeting

There being no further business, the meeting was formally closed.

Thanks were expressed to **all Trustees, Yvonne Bostock and the Signpost volunteers** for their continued commitment, hard work and support throughout the year.

Attendees were thanked for coming and invited to stay and enjoy refreshments together following the meeting.

The meeting closed with thanks to everyone for their attendance and support

Signpost

Registered Charity Number 1082114

Receipts and Payments Account

Year Ending 30th June 2026

RECEIPTS	£	PAYMENTS	£
Donations:	3895.00	Administrative Wages	15952.50
• Ms Barries Trust 2200.00		Insurance	2083.68
• Broadway PC 1100.00		Office Furniture	1348.88
• Anon donation 500.00		Shared Utilities/maintenance	781.28
• Office donations 145.00		Phone and broadband	628.22
• Mrs D Hardiman 50.00		IT Software Upgrades	451.20
Grants:	3500.00	Office cleaner	440.00
• Wellbeing Hub 2500.00		Photocopier rental and copies	370.32
• Emma Kearsey 1000.00		Bingo fundraising Event	350.00
Fundraising:	2908.22	Office supplies	207.18
• Bingo Event 1991.00		Training/DBS Checks	157.20
• Summer Fete 917.22		Accounts Inspection 2025	150.00
Louise Morrow – Office Hire	900.00	Stationery	147.49
Refunds	637.26	Christmas Party	102.20
TRTC/TLC - Office Hire	502.50	Float Monies	90.00
Charity Bond Interest	325.36	Dementia Wellbeing Event	80.25
Photocopier copies in office	88.00	Heating Service	72.00
		AGM Refreshments	46.60
		Poppy Appeal	25.00
		Bank Charges	1.12
	£12756.34		£23485.12

Funds available 1 July 2025		
Current Account	£29275.95	
COIF Account	£4664.06	
Total Funds at 1 July 2025		£33940.01
	Deficit for 25/26	£10547.17
	Funds at 30 June 2026	£23,392.84
Accounts at 30 June 2026		
Current Account	£8547.17	
Charity Bond	£10000.00	
COIF Account	£4845.67	
Total available funds		£23,392.84

Annual Visitor and Partner Agency Figures

Service	2023	2024	2025	2026
Signpost Office	305	374	553	**691**
Defibrillator & CPR Course	33	40	48	29
First Aid Course	21	0	0	0
Bereavement Café / Support	31	19	48	10
TOTAL – Signpost Only	**390**	**433**	**649**	**730**
Partner Agencies				
Admiral Nurse	0	0	3	2
Age UK	2	5	8	18
Broadway Village Garden Group	2	54	29	0
Citizens Advice	0	14	3	21
Onside	104	0	0	2
Nightstop	0	2	0	0
Relate	240	324	210	0
West Midlands Police	0	4	17	0
Parent / Carer Forum	—	—	—	11
TRTC /TLC				50

Monthly Referral Figures

Referrals	Sep -25	Oct -25	Nov -25	Dec -25	Jan -26	Feb -26	Mar -26	Apr -26	May -26	Jun -26	Jul -26	Aug -26	Total
Age UK – General	3	1	1	–	2	–	2	–	–	1	6	–	**16**
Citizens Advice (CA)	3	1	–	–	–	1	–	2	2	1	3	1	**14**
URC – Today's Our Day	1	–	–	–	–	1	–	–	1	1	1	–	**5**
Bereavement Café	1	–	–	–	1	–	–	–	–	–	–	–	**2**
Parish Council	–	–	–	–	–	–	1	–	1	1	1	1	**5**
Monthly Total	**8**	**2**	**1**	**0**	**3**	**2**	**3**	**2**	**4**	**4**	**11**	**2**	**42**