

**Citizens Advice Taunton**  
**Minutes of the Annual General Meeting**  
**4 September 2019**  
**Creative Innovation Centre, Taunton**

**Present:**

Julian Kupfer (Chair), Rob Cadwallader (Treasurer), 6 other voting members (and 3 by proxy), Jon Shoesmith (Chief Officer), Sue Lees (Deputy Mayor of Taunton Deane), Frazer Keith (Cyber Protect Officer, Somerset & Avon Police) 44 staff and volunteers, 13 Councillors and members of the community.

<b>1</b>	<p><b>Welcome</b></p> <p>Julian Kupfer welcomed all those attending the 2019 AGM which celebrated 80<sup>th</sup> anniversary of Citizens Advice. He thanked John Shoesmith, the management team, all staff, volunteers and funders. Due to their hard work Citizens Advice Taunton had continued its valuable work despite major cuts to core funding. Julian also welcomed the guest speaker, Frazer Keith the Cyber Protect Officer from Somerset &amp; Avon Police.</p> <p>Deputy Mayor, Councillor Sue Lees added her thanks for the work carried out for vulnerable people in the community.</p>
<b>2</b>	<p><b>Apologies</b> were received from the following Members: Rob Isaacs, Rod Young and Julia Hill.</p>
<b>3</b>	<p><b>Minutes of the last AGM on 5 September 2018</b></p> <p>The minutes of the last AGM were approved and signed. Proposed by Emma Rhodin, seconded by Ruth Evans.</p>
<b>4</b>	<p><b>Re-election of Trustees</b></p> <p>Voting took place for the re-election of Rob Cadwallader and the results were:</p> <p>7 votes + 3 by proxy. There were no votes against and no abstentions.</p> <p>Julian thanked Rob for his expertise and work as Treasurer.</p>
<b>5</b>	<p><b>Report &amp; Accounts for year ended 31 March 2019</b></p> <p>Rob Cadwallader's report on the last financial year is summarised below:</p> <p>The service was cut from 5 to 4 days to compensate for the loss of £80k funding from SCC. The financial situation has been helped by receiving a grant from Henry Smith worth £30k p.a. for 3 years, but we need to gain other funding before this ends. Rob thanked Somerset West &amp; Taunton, Henry Smith, Wessex Water &amp; Macmillan for their continued financial support. There is also an urgent need for an upgrade of IT equipment and funds need to be set aside to cover this.</p> <p>Core income this year was £297k. The core wage bill was £158k, which was a £32k saving from last year due to an operational restructure. Core operating income exceeded expenses by £28k leaving us with a surplus, but without the Henry Smith funding this would have been a deficit of £2k.</p>

	<p>The balance sheet shows just over £254k at the year end. There is £65k of restricted funds – for specific projects. The unrestricted funds include £115k designated for renovation costs, IT upgrade and possible collaborative bids with other CAs. The balance in general funds is £200k. This provides a contingency for any future cuts or unforeseen expenditure.</p> <p>Rob concluded by thanking Michelle Ferris and Eleanor Berry from Albert Goodman, our auditors.</p>
<b>6</b>	<p><b>Appointment of Auditors</b>  Rob Cadwallader proposed that Albert Goodman be re-appointed as Auditors for the current financial year. Proposed by Ruth Evans, seconded by Andy Kingston-James and carried unanimously.</p>
<b>7</b>	<p><b>Annual Review</b>  Jon Shoemith presented the Annual Review for 2018/19. The review celebrates the work of Citizens Advice Taunton. He thanked the 100+ staff and volunteers for their remarkable achievements in advising 7,363 clients and dealing with over 22,588 issues from 6 locations. Jon outlined the many services provided and key advice areas. The full annual review ‘Helping people find a way forward’ is available in electronic form and there are a limited number of printed versions.</p>
<b>8</b>	<p><b>Guest Speaker</b>  Frazer Keith gave an informative presentation on cybercrime and how to protect ourselves against it.</p>
<b>9</b>	<p><b>Vote of thanks</b>  Jon Gray closed the meeting by thanking all those attending for their support of Citizens Advice.</p>