

# **Minutes of the Annual General Meeting of York & District Citizens Advice Bureau**

**Held in the Boardroom, York St John's University  
at 18:00 on Thursday 24th October 2024**

## **Members:**

Mary Cannon, Joanna de Groot, Margaret Everall, Mike Hemmings, Vicky Ling, Janet Looker, Adam Middleton, John Nodder, Lauren Peel, Jane Rendell, Kate Robson, Phil Thomas, Cllr Andrew Waller

## **Others:**

Rory Allen, Jim Cannon, Connie Cullen, Eileen Day, Dick Hunter, Jenny Layfield, Vanessa Lindsay Smith, Gayle Loynes, Lewis McCann, Fiona McCulloch, Andy Mendus, Dave Roberts, Jo Trythall, Professor Rachel Wicaksono

## **Apologies:**

Julia Atwater, Simon Crack, Margaret Everall, Mike Galloway, Dawn Moores, John Short, David Skaith

## **Proxies:**

received from Simon Crack, Margaret Everall, Dawn Moores, John Short

## **Welcome:**

Joanna de Groot, the chair of Citizens Advice York, welcomed all attendees to the Citizens Advice York Annual General Meeting. She gave an overview of our achievements of the last year, with more people being helped with more and more complex needs. She thanked and congratulated staff and volunteers for their performance in the light of these increasing local and national challenges.

## **Formal AGM**

The AGM started at 18:10

## **Minutes of 2023 AGM**

The minutes from the AGM held on 25th October 2023, were agreed as a true record.

## **Matters Arising**

Cllr Waller expressed his special thanks for the outreach sessions run by Citizens Advice in wards across the City. He told the meeting that by holding such sessions, people who were unwilling or unable to attend in West Offices were supported in or near their homes, in non-threatening surroundings.

## **Adoption of the Annual Report and Accounts year ending 31st March 2024**

Phil Thomas, Trustee Treasurer, introduced the annual report and accounts, which had been circulated to

members for their information. He confirmed that the audited accounts had been approved by the Trustee Board on 10th October.

In his presentation he highlighted the increase in workload (from an average of 4,200 people a year between 2020 and 2023 to 7400 in the financial year 2023/24), and praised staff and volunteers for being able to achieve more with less money.

He also told the meeting of several new initiatives which should enable CAY to continue to expand its work, but in answer to questions he told the meeting that over the last couple of years reserves had been depleted by this increased demand, and that the Trustee Board was focused on increasing income streams to rebuild reserves and enable the anticipated demand to be met.

### **Appointment of Independent Examiners 2024-2025**

The meeting voted unanimously to reappoint Karen Wood from Outsource Accounting Services & Independent Examinations as the Independent Examiner of CAY Accounts

### **Election of Trustees**

Members unanimously approved the re-election of Joanna de Groot, and the appointment of new Trustees: Phil Thomas (Trustee Treasurer), Mike Galloway, Lauren Peel, and Kate Robson

### **Any other Business**

There being no other business, the AGM closed at 18:40.

### **Guest Speaker**

Joanna introduced the guest speaker Professor Rachel Wicaksono, from York St John's University.

Her presentation: '**The stories our clients tell us...': perspectives for CAY on its conversations with its diverse clients'** is available on the CAY website.

The presentation was then followed by a wide ranging discussion.

The meeting ended at 19:30 with Joanna thanking Professor Wicaksono and all attendees for their participation.

Andy Mendus (Clerk to the Trustees)