



Registered Charity No. 1207182 formerly Registered Charity No. 297887

Care Farnham

39th Annual General Meeting

Saturday 4th October 2025



Registered Charity 1207182, formerly Registered Charity 297887

Thirty Ninth Annual General Meeting of Care Farnham
4th October 2025
At the Centenary Rooms, St Thomas-on-the-Bourne Church
12 Noon

AGENDA

1. Welcome and apologies
2. Minutes of the 38th Annual General meeting
3. Chair's report
4. Treasurer's Report and Accounts
5. Management Committee Reports: Organiser, Volunteer Secretary, Duty Officer Roster, Transport Secretary, Publicity and Recruitment
6. Election of Chair and Trustees
7. Appointment of Independent Examiner
8. Any Other Business

Minutes of the 38th Care Farnham AGM
Held on Saturday 5th October 2024 at 12 noon
At The Centenary Rooms, St Thomas-on-The Bourne, Frensham Road, Farnham

The 38th AGM was opened by the Chair, Tim Young, who welcomed all those attending including the Mayor of Waverley, Councillor John Ward, Lady Mayoress Mrs Gillian Ward, the Deputy Mayor of Farnham, Councillor George Murray and the Friends of Care Farnham. He also introduced Henry Trezise who would be playing the piano during the serving of refreshments.

1	Apologies for Absence	Apologies have been received from 18 members of Care Farnham, including Trustees Dudley Pitman and Andrew Henderson.
2	Receive and confirm Minutes of 37th AGM	The minutes of the 37 th Annual General Meeting were agreed and signed
3	Chair's Report	Tim Young reported that Care Farnham is now carrying out twice as many drives as two years ago and is fulfilling most requests. The transition to Charitable Incorporated Organisation (CIO) status has now been confirmed modernising the constitution and protecting Trustees. Interaction with other similar schemes and with Surrey Community Action has been helpful and productive, not least in the positive response to the television interview which highlighted the work of the organisation.
4	Treasurer's Report	David Attfield reported that organising the new accounts for the CIO had proved challenging but everything is now in place under the new charity. A donation has been made to Frimley Park Hospital Stroke unit for the purchase of an exercise bike. Suggestions for further donations towards specific projects rather than day to day running costs for local charities are always welcome. Drivers were reminded that if they claimed 50p per mile for journeys then they were responsible for any tax liability on the "profit" over the 45p allowed payment. Thanks were expressed to Rob Walker for inspecting the accounts and to Judith Blacklaw for the receipt of client envelopes.
5	Organiser's Report	Numbers are back to pre-pandemic levels so thanks were expressed to both Drivers and Duty Officers for their hard work.
	Volunteer Secretary's Report	It has been a positive year for recruiting volunteers, with several new drivers and a couple of Duty Officers. New ID badges for Drivers were available for those who wanted them.

	Duty Officer's Report	Thanks were expressed to Duty Officers for signing up for duties well in advance, making the production of the roster much easier. Duty Officers were reminded to look at the notes on the front of the white folder to keep themselves up to date with any changes.
	Transport Secretary's Report	Rumours have been circulating regarding the rebuilding of Frimley Park although there is no definite information. Downing Street Surgery is due to be finished in November. Information about parking at RSCH was available. Tim Young reported that Care Farnham has taken out insurance to cover the excesses on the insurance policies of drivers, in the event of an accident whilst on Care Farnham business
	Publicity Report	It has been a good year for publicity. The village fairs proved productive so thanks to all who helped on those occasions. Personal contact still seems one of the best ways to recruit volunteers.
6	Special Resolution to dissolve the unincorporated charity	Tim Young outlined the special resolution and expressed sincere gratitude to the law firm Skaddens who guided us (pro bono) through the process of converting to a CIO. The resolution to dissolve the scheme Care Farnham (Charity no.297887) and transfer the assets to Care Farnham (Charity no.1202182) was proposed by John Townsend and seconded by Peter Seager. The resolution was approved unanimously with no abstentions.
7	Election of Chair and Officers	The re-election of Tim Young as Chair was proposed by Alfred Zbinden, seconded by Peter Seager and agreed unanimously. The re-election of the existing Committee, with the addition of new Trustee Jane Dempster, was proposed by Tim Young, seconded by David Gibbs and agreed unanimously.
8	Appointment of Examiner	The appointment of Mr Rob Walker as the examiner was agreed unanimously.
9	Any Other Business	The Mayor of Waverley, Councillor John Ward expressed his amazement that Care Farnham has been successful in recruiting volunteers and helping the local community so effectively, He commended the conversion to a CIO and thanked all volunteers on behalf of the people of Farnham. Tim Young thanked everyone for their commitment and praised the community of volunteers who make Care Farnham what it is. The meeting was closed and refreshments were served, to the piano accompaniment of Henry Trezise to whom thanks were expressed.

Care Farnham Annual Report 2024-2025

It's always a pleasure to write the introduction to our AGM reports. They reveal another positive year for the charity, outlining the hard work of all our volunteers on behalf of those who need our services and support in Farnham. The commitment of our Trustees is evident in all that you read here, as is their appreciation of the wonderful response of our Duty Officers and Drivers.

This has enabled us to meet almost every one of over 2000 requests made during the year, reflecting a continuous steady growth since the pandemic. Our combination of direct phone calls and WhatsApp use has been the key to this, even when requests have been made for lifts in the very near future. It is important to the Trustees that all our volunteers feel valued and that they are called on to contribute as much or as little as they would like, so please let one of the Trustees know if this is not the case at any time. Similarly, please let us know if our communication to you as volunteers could be improved.

When we take on new clients, we only do so if they provide an emergency contact number. This is essential on those (fortunately rare) occasions when a driver turns up to find no answer at the door. Having this additional contact number also helps as a means of discussion when a client's needs seem to be changing. We still have a number of existing clients without an emergency contact number and this is something we are looking to address over the next few months.

David Gibbs is a wonderful example to us all and it was a privilege to attend the event when he was presented with his Services to Farnham award: a highlight in many rewarding moments in my Care Farnham year.

It simply remains for me to encourage you to read these reports and be encouraged in turn by the achievements of all our volunteers (including you). I am most appreciative of the additional work and support of our invaluable Trustees.

Tim Young
Chair of Care Farnham Trustees



Treasurer's Report

I am pleased to report that the transition from our old charity to the new CIO (Charity No. 1207182) was completed and details were submitted to the Charity Commission.

During the past year donations for our service was £23.0k with expenses of £16.0k. Following donations to local charities and groups of £9.0k we ended the year with a small deficit of £1.7k.

Our accounts have been examined by Rob Walker. Rob has examined our accounts for the past 9 years and has agreed to do year 10 and then wishes to pass on the task. I thank Rob for his guidance and commitment to ensure our financial reports are accurate and in accordance with the Charity Commission requirements.

On the table is the complete documentation from last years accounts, should anybody wish to look through them. Please feel free to ask me if you would like any clarification

I would like to thank our Trustees and all our volunteers, for their ongoing support that enables us to provide the much-needed service.

A handwritten signature in black ink, appearing to read 'J. J. J.', is written over a horizontal line.



CARE FARNHAM CIO

Registered Charity No. 1207182

ACCOUNTS for the period ended 30th June 2025

Notes

1, 2

26th February 2024
to 30th June 2025

INCOME

Voluntary donations	22,639
Bank interest received	170
Other income	550
Total	<u>£23,359</u>

EXPENDITURE

Donations to local groups	3	9,100
Volunteer mileage and related claims		11,962
Stationery, photocopying and postage		284
Telephone		187
Insurance		741
DBS checks		251
Driver assessments		225
Publicity		186
AGM/meeting expenses		826
Volunteer retirement/other gifts		677
Website/Computing Services		226
Other expenditure		393
Total		<u>£25,058</u>

SURPLUS/(DEFICIT) for the year (£1,699)

BALANCE SHEET as at 30th June 2025

2025

Balance brought forward		0
Monetary transfers in	4	£29,693
Surplus (deficit) for the year		(£1,699)
		<u>£27,994</u>

Represented by		
Cambridge & Counties Bank		10,000
NatWest Deposit Account		15,170
NatWest Current Account		2,823
		<u>£27,994</u>

Notes 1 to 5 form part of these Accounts. Amounts are rounded to the nearest pound.

David Attfield
Treasurer

Rob Walker
Independent Examiner

7th August 2025

Notes:

1. The Accounts are produced on a receipts and payments basis.
2. This period was agreed verbally with the Charity Commission on 1st August 2025,
as the charity CIO was registered on 26th February 2024.
3. Donations to local groups totalled £9,100 and were as follows:

Phyllis Tuckwell Hospice Care	£100	Registered charity number 264501
Frimley Health Charity	£1,000	Registered charity number 1049600
Brightwells Gostrey Centre	£300	Registered charity number 1176651
Williams Club	£1,000	
Hive Helpers CIC	£400	Company number 13160651
The Hygiene Bank [Farnham & Aldershot branch]	£1,000	Registered charity number 1181267
Farnham Lions [Wenceslas Project]	£1,000	Registered charity number 1194914
Central Surgery [Farnham]	£4,000	GP Surgery
St Thomas-in-the-Bourne re Brambleton	£300	Registered charity number 1127825
Easter picnics		

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARE FARNHAM

I report on the Accounts of the Care Farnham CIO (registered charity number 1207182) for the period ended 30th June 2025 and its Balance Sheet on 30th June 2025 (together the "Financial Statements").

Respective responsibilities of Trustees and Independent Examiner

The Charity's Trustees are responsible for the preparation of both the Accounts, which are prepared on a "receipts and payments" basis, and the Balance Sheet, which includes information on the Charity's assets and liabilities at the end of the period.

The Trustees are responsible for maintaining proper accounting records that disclose, with reasonable accuracy at any time, the financial position of the Charity, and that enable them to ensure that the Financial Statements comply with the necessary regulations. They are also responsible for safeguarding the assets of the Charity and for taking reasonable steps for the prevention and detection of error, fraud, and other irregularities.

The Trustees consider that an audit is not required for the period ended 30th June 2025 and have decided that an independent examination is appropriate.

Scope of the Independent Examiner's report

As a formal audit is not required, I have examined informally the Financial Statements and supporting accounting records for the Charity for the period ~~ended and on~~ 30th June 2025. The procedures I have undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the Financial Statements provide a "true and fair view", and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

In connection with my informal independent examination, in my opinion I confirm that:

1. Proper accounting records have been kept.
2. The Financial Statements agree with those records.
3. No matter has come to my attention which would require attention to be drawn to enable a proper understanding of the Financial Statements to be reached.



Rob Walker, 7th August 2025

1 Homelands Copse
Lickfold Road
Fernhurst
Haslemere GU27 3JQ

Organiser Report

Another year has flown in a flash, and it is AGM report time, yet again. A year when Care Farnham hit national TV. It is time again to thank everyone enabling the cogs to keep on turning.

Once again, the annual statistics for 2023-2024 suggest another increase in actual jobs completed although the rise this year is not as steep as previous years. The rise in requests affects our duty officers sometimes resulting in busy shifts so if you chat to them in person at the AGM, give them a big thank you. Our drivers as always rarely let us down in fulfilling requests, last year we only had to turn down 10 requests.

This above figure is scrutinised as the waiting list over the year continued although by July this year, this list had been reduced to a minimum and we seem to have absorbed the workload from the extra 110 new clients and their requests. The role is now competently held by Jenny Lynn-Jones. Thank you, Jenny, for this smooth transition.

We welcome the introduction of the pilot project involving the HOPPA bus scheme which is now including requests to health destinations further afield, including Frimley Park Hospital. We must be pleased that our annual statistics (in agreement from the Trustees), and in collaboration with communication from the Dempster Trust locally, were helpful in proving this enhanced HOPPA service was necessary. We have yet to see if this has any effect on both jobs requested, and those wishing to join our waiting list, as this enables more choice for residents of Farnham.

Visits to those volunteers retiring from Care Farnham, with a token of our appreciation as they leave, continued throughout the year and we extend thanks to all our volunteers both past and present. Thank you, Liz and Tim, for your continued support with this undertaking.

Like volunteers, we sometimes have to say goodbye to some clients as their needs increase but not without the designated committee member following each one up with individual guidance as to what other transport means might be more suited. This suitability of clients is judged at each committee meeting and appropriate action taken. Although not an easy task, these events are rare but necessary to ensure the safety of both our volunteers and clients.

It is pleasing that both clients and volunteers continue to appreciate and support the service we have to offer, despite sometimes challenges to negotiate.

On a more mundane note, shredding of our redundant documentation continues with the helpful service offered by Shred on site to whom we give a small donation at each visit. This will need to continue until we consider a need to move to a less paper driven system which may be something of the future.

So, as this year ends, enjoy the AGM, a time to relax and feel proud, and we look forward to working with you all in the coming year.

Cathryn Trezise

organiser@carefarnham.org.uk



Volunteer Secretary Report

I hope that you have all enjoyed our wonderful summer with its never - ending sunshine. A little too hot at times for me I have to admit.

I would like to say thank you to all our drivers for coping with the ongoing challenging traffic problems that you are all having to negotiate on a regular basis. Frimley Park hospital has been a nightmare and in and around Farnham hasn't been much better! We soldier on.

Care Farnham had a tent at the Fairs in Rowledge, Frensham and The Bourne this summer which attracted in a lot of interest but unfortunately resulted in very few new volunteers. However, it is always good to raise our profile. We still feel that the most effective way of finding volunteers is still through word of mouth so please keep talking to family, friends, neighbours and colleagues.

It has been another busy year with volunteers coming and going. We have sadly said goodbye to twelve of our wonderful volunteers in the past year but, at the same time, we have welcomed into the fold fourteen new volunteers with a couple more waiting to be processed. I feel that we have been truly fortunate as many charities are really struggling to recruit volunteers. We welcome new drivers Richard Williams, Denis Zincke, Karen Lyall, George Murray, Douglas Blyth, Tersia Hopkins-Sarai, Pam Hoad, Glenn Greene (also a new DO), Hamish McGregor, Nigel Cuthbert, Simon Hill and David Ledbrook. We also welcome Carol Cole (a driver), Pauline Horton and Janet Radley as DOs.

Another gentle reminder that the DO roster is put onto the website at the beginning of every month so drivers can always contact the DO out of our opening hours if necessary. The contact details of the Trustees are also on the website and emergency contact numbers are on the back of your ID card.

Lastly, as always, a huge thank from the Trustees for the time and kindness that you give to all our clients enabling them to access medical appointments that would otherwise be difficult to attend.

Liz Ledger
Volunteer Secretary

Publicity Report

The demand for the services of Care Farnham continues to grow, so we are being faced with an increasing demand of new clients, we therefore have an increasing demand for new drivers and duty officers. Our aim continues to be to clear the current waiting list of clients as soon as possible.

This year, as part of our recruitment drive, we had a stall at the Rowledge Village Fair and the Frensham and Bourne shows. These proved successful in signing up some new recruits and in raising the profile of Care Farnham. I would like to thank all those who gave so much help in arranging, setting up and manning the stalls, in particular Alfred Zbinden (Rowledge) and David Birch (Frensham) and Peter Seager (publicity material).

Historically personal contacts have proved to be the most enduringly successful way of recruiting, so I would encourage us all to be alert to every opportunity of advertising this wonderful and rewarding voluntary work. Leaflets giving details of each job are available from me at any time.

I would also, at this time, particularly like to thank Liz Ledger for her wonderful work welcoming new drivers and duty officers to the fold.

Andrew Henderson
Publicity

Duty Officer Report

Hello,

Here we are at that time of year again of updates and giving thanks.

A big thank you to all the duty officers past and present over the year, for the fantastic job we've done. Lots of positive comments and thanks from our client base, which is nice to hear. Welcome to new and returning duty officers. We currently have 29 duty officers on file and a couple of new drivers wanting to join the ranks. We've had some retirements due to ill health etc. so if you know of anyone twiddling their thumbs, **PLEASE** encourage them to join us.

As a whole we've found the use of WhatsApp to be a big advantage. However we have seen non-WhatsApp drivers are being missed so please check driver cards first and if they haven't driven recently give them a call. Use WhatsApp as a last resort or for a same day drive. WhatsApp has also been useful for traffic updates (especially with the amount of roadworks over the summer) and for last minute illness of drivers and cars.

Could I please remind you that if circumstances change and you are unable to do your current month duty officer day that you try to find someone on the current or next month rota to swap with? Ring the Duty Officer on the day you make the change and ask them to update the current rota in the white folder. Please let DOs know either side of the changed day and let me know.

If you are feeling overwhelmed by the volume of calls during your day, turn the mobile phone to silent or off and use your landline/mobile.

We have had to change the policy for clients needing to use wheelchairs. If the client has it marked on their card or discloses it during the call, they need to find someone to accompany them to push them in the chair and get it in and out of the vehicle. If this isn't possible, they will need to find alternative transport, possibly the trialling Hospital Hoppa service.

We still have the waiting list in operation but are gradually adding new clients each month.

Please remember to sign up for the following couple of months of duties in the white folder.

Many thanks

Emma Fox

Duty Officer Roster



Transport Report

Here we are again, another year over.

Care Farnham welcomes new drivers and thanks all drivers for their commitment.

Thankfully the Frimley Park traffic problems have long since, finished only to be replaced with road works in various parts of Farnham, the worst area is, and will be until November, Downing Street. This is the only direct road from South Farnham to the northern side of town.

Downing St Surgery now renamed Central Surgery has finally moved to the corner of Victoria Rd and South St. The reserved parking space in Wagon Yard (Downing St may be useful for drivers dropping clients here.

Drop off at Frimley rules have changed: there is no stopping outside the Eye Department entrance so clients must either be dropped at the main entrance where waiting is restricted to 10 minutes or in the car park. Camera surveillance is used to enforce this.

The Royal Surrey Hospital now has camera surveillance in operation. According to rumour, most drivers tend to use Tesco, The Cathedral or the Hub Cafe.

The parking arrangements for clients attending East St dentist has changed slightly, drivers should park BEHIND the furniture store rather than alongside the store.

There have been two incidents both minor of clients tripping/falling and one minor vehicle accident. No injuries in any of them.

There have been further successful driver assessments this year.

Chris Blake

Transport Secretary.

Driver Appraisal

Hants CC, under their Driver Skills 60+ scheme, continued to provide driving appraisals for those volunteer drivers who qualify. This has proved very successful, however of late there have been delays in getting appointments due to a large volume of applications and a shortage of assessors. Hopefully this situation will improve in due course. This year six assessments (last year three) have been completed with successful outcomes. Three further assessments are in progress awaiting appointment dates.

Dudley Pitman

Driver Appraisal Organiser

