

THE NANCIE ROSS CENTRE

41st ANNUAL GENERAL MEETING

held on Tuesday 21 October 2025

Present:

Committee: Isobel Middleton (Chairman), Carol Francis (Treasurer), Nicola Baldwin, Annette Gray, Paul Isaac, Sue Lawes, Richard Mozley and Marian Bartley (Minutes Secretary)

Staff: Lorretta Keating, Penny Hammond, Edwina Harris, Alison Jeffs and Anna Kawaskowska.

Guests: David Baldwin, Ross Hailstone (Cookham Bridge Rotary), Mercia Hailstone (BE & Cookham Inner Wheel), Nigel Peach and Cllr Larisa Townsend.

Total: 18 (17 in 2024)

1. The Chairman (Isobel Middleton) welcomed everyone to the 41st AGM and thanked them for attending.
2. Apologies had been received from Julia Burley (Auditor), Rev James Dwyer, Martin Gallagher (Clare Foundation), Pat Grigg (volunteer), Frank Hynes (FHCC), Diane Oakley (staff), Alison Peach (Vice Chairman), Jacky Retallack-Hall, April Summers and Christine Thomas (FHCC).

3. Minutes of the last AGM

Copies had previously been circulated and there were no comments.

Proposed by Paul Isaac and seconded by Nicola Baldwin, the minutes were adopted by the meeting and signed by the Chairman.

4. Matters Arising

There were none.

5. Chairman's Report

"I want to begin with some words about Nancie, the founder of this Day Centre which now bears her name, and who sadly died on 14 June this year. Without Nancie this Day Centre would not exist, and over the last 41 years many local elderly residents and their families have benefited greatly from it. She continued to be involved as a trustee until it became too much for her, but her daughter Nicola carries on her mother's legacy as a trustee. Somehow Nancie persuaded me to be vice chairman and soon after I became chairman, so her advice and support were invaluable. So this board of trustees will continue to carry on Nancie's work, aided by a good team of staff and volunteers.

Following on from that, a huge thank you goes to Lorretta, our manager, and the team of staff for continuing to do a sterling job, and indeed the volunteers, without whom we could not function.

In the past year, up until the end of March 2025, we held 2 functions, one to celebrate the 90th birthdays of both Ken and Nancie Ross on the 1st June, attended by friends, former and present staff and trustees.

We were able to take clients on 2 river trips in May and June.

The official launch of the new minibus took place on May 8th and was attended by 30/40

guests. There were some initial problems with the bus, the side step was too high, and the battery went flat very quickly. Paul Isaac kindly liaised with the manufacturer to sort these problems out.

On September 21st 2024 we held a function to celebrate 40 years of the Day Centre, which was well attended. It was sad to learn that the Duchess of Kent died recently, as she very graciously performed the official opening ceremony of the centre all those years ago.

We were very sad to lose our long time carer Audrey Marren, when she retired in June, but wished her well for the future. We have not lost complete contact as she has happily been able to attend some functions.

Marian continues to do a sterling job applying to all sorts of companies and institutions for funding, and has been successful in many cases, e.g. Rothschild Foundation, Bekonscot, John Lewis, the Co-Op to name a few.

We were delighted to welcome Carol Francis as our new Treasurer, she has been working with Richard introducing some new ways of working. Our grateful thanks go to Richard for all his hard work as treasurer for many years, and it's good that he has remained as a trustee.

My grateful thanks, as always, goes to all my fellow trustees, who support me and share the load. This especially goes to Marian for all her amazing work as secretary, and to Alison who had to shoulder the load for a while. Unfortunately, she cannot be here as she has finally had an operation which had been previously cancelled several times, so best wishes for a speedy recovery go to her (via Nigel).

Altogether it has been an interesting year, with various ups and downs, numbers fluctuating as is normal, but ultimately it has been a good year."

Carol Francis proposed the adoption of the report, which was seconded by Edwina Harris.

6. Update on Day Opportunities Commissioning

Marian explained that she had asked Lorretta Keating, Day Centre Manager, to write a report which Marian read out:

"We became a provider for Day Opportunities in 2023. We started working with them after we lost our funding from Bucks Council in the hope that they would direct clients to us to ensure we had the necessary numbers attending the centre to continue delivery of the service. However, the reality is, we have not had many clients come to us through Day Opportunities. Currently, we have two clients each attending one day, which is paid for by Day Opportunities."

7. Treasurer's Report

Copies of the financial report had previously been distributed for reading. Richard, as outgoing Treasurer, reported that it had been a good year with an increase of £4,000 in the bank. There had been no great expenditure as the purchase of the minibus was included in the previous year's accounts. Richard reported that income had increased by £15,000 due to more clients attending and the increase of the daily fee in April.

At the beginning of the year, the number of clients averaged 9.5 but by the end of the quarter, the average attendance was 12 per day. Some days, we even received 15 or 16 clients so next year, the figures should look promising.

Richard asked if there were any questions and Cllr Larisa Townsend asked where the extra clients had come from. Lorretta informed the meeting that it was largely by word of mouth together with the presence of the new minibus which advertised the Day Centre. Nicola added that social media helped too.

A round of applause for Richard followed.

Paul Isaac proposed the adoption of the accounts which were seconded by Lorretta Keating.

8. Adoption of Independent Examiner of Accounts

Isobel informed the meeting that Julia Burley had again audited the accounts and thanks were conveyed to her. Richard would ask Julia (his neighbour) in the next few months whether she would be willing to audit the accounts next year.

RM

9. Election of Officers and Committee

Chairman - The current Chairman, **Isobel Middleton**, explained that any volunteer for this position would need to be on the Committee for at least a year in order to become familiar with the workings of the Committee and hoped that she could stand down next year (after 10+ years as Chairman!). She asked if anyone knew anyone who could take on this role, to let her know.

Vice Chairman - **Alison Peach** (absent) had previously agreed to continue as Vice Chairman on the understanding that she would not be automatically elected as Chairman in the future. However, Alison may be required to step in while Isobel was recovering from major surgery in the next few months.

Treasurer – **Carol Francis** (co-opted in December 2024) confirmed that she was willing to continue to be Treasurer.

Committee Secretary – **Marian Bartley** confirmed that she was happy to continue as Committee Secretary.

Other Committee Members: **Nicola Baldwin, Annette Gray, Paul Isaac, Richard Mozley and Sue Lawes** (co-opted onto the Committee in September 2025).

These **9** were proposed en bloc by Lorretta Keating and seconded by Nigel Peach. It was added that the Committee could co-opt new volunteers at any time.

10. Any Other Business

There was none.

11. The Chairman formally closed the meeting at 7.20 pm and thanked everyone for attending. Nicola conveyed the Committee's grateful thanks to Isobel for all her hard work and commitment to the Nancie Ross Centre.

Thank-you gifts were presented to Julia Burley, Lorretta Keating and Richard Mozley.

Refreshments were enjoyed after the meeting.

Statement of Assets and Liabilities as at
31st. March 2025 31st. March 2024

Opening balance 1st. April Cash and Bank	11,164.73	58,903.45
Total income	101,247.53	86,198.19
Total payments	97,413.32	133,936.91
Increase/ Decrease in Funds	3,834.21	-47,738.72
Closing balance 31st. March Cash and Bank	14,998.94	11,164.73
Held as Below		
General Fund (see page 1)	14,997.87	4,112.93
Minibus Fund	1.07	7,051.80
Held as Below		
Barclays Bank - Community Account	14,998.94	11,164.73
Cash on Hand	0.00	0.00
Outstanding Liabilities		
Total Available Funds	14,998.94	11,164.73

Signed E. Wray
Date 25 April 2025

Richard Moxley Honorary Treasurer

Independent Examiner's Report to the Trustees

I report on the accounts of the Trust for the year ended 31st. March 2024 which are set out on pages 1 and 2. As the charity's trustees, you are responsible for the preparation of the accounts; you consider that the audit requirement of section 43 (2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 43 (7) (b) of the Act, whether particular matters have come to my attention.

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide evidence that would be required in an audit and consequently I do not express an audit opinion on the view given by the accounts.

In connection with my examination, no matter has come to my attention:-

(a) which gives me reasonable cause to believe that in any material respect the requirements - to keep accounting records in accordance with section 41 of the Act; and - to prepare accounts which accord with the accounting records and to comply with the accounting requirements have not been met; or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Signed [Signature]
Date 14-301-25

Independent Examiner

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Independent Examiner

Flackwell Heath and Loudwater Age UK Day Centre		Registered Charity No. 1000080	
General Fund		12 months to 31 March 2025	12 months to 31 March 2024
Receipts	£	£	£
Donations - General	16,057.66		13,571.07
Grants	0.00		4,010.25
Fundraising			
Rita Liddiard - Walking & Fund Raising	219.47		1,775.94
Fund Raising	38.00		703.67
Net Fundraising	257.47		2,479.61
Clients	75,370.46		51,536.24
Transport Income	8,518.50		6,397.00
Visitors Lunches	83,888.96		57,933.24
Interest Received	0.00		0.00
Other Income	602.44		192.22
Sale of existing Mini Bus			6,533.80
TOTAL INCOME	101,247.53		86,198.19
Payments			
Salaries	69,058.88		68,710.85
Furlough Grants	0.00		0.00
Employee Pension	1,316.10		1,957.08
Food & Catering Costs	3,822.82		3,546.57
Part & Rates	870.00		1,005.00
Water Rates	670.49		763.73
Charities Insurance	1,548.81		1,334.72
Client Outings	520.80		584.00
Electricity	1,579.18		920.92
Gas (including Service)	2,347.68		1,247.30
Telephone	1,678.37		1,393.91
Computer charges	251.37		0.00
Stationery, Cartridges and Postage	21.50		0.00
Mini Bus Running costs to 30th September 2024			1,285.32
Repairs, Renewals and Cleaning	1,598.29		806.62
Premises Expenses	0.00		79.53
Equipment Maintenance	777.15		856.92
Training Courses	600.00		510.00
P P E Expenses	0.00		0.00
Professional Fees	540.00		60.00
Fund raising Exps.	0.00		0.00
Sundry Expenses	172.92		619.20
SUMUP Commission	300.74		116.84
Mini Bus Running costs from 1st November 2024	2,687.49		
Total expenses chargeable to General Fund	90,362.59		85,798.51
Mini Bus Running costs from 1st October 2023			5,326.47
Purchase of Minibus			42,811.93
Total expenses	90,362.59		133,936.91
Net Surplus / Deficit this year	10,884.94		399.68