



Minutes of the 2023 Annual General Meeting

Held at 1845hrs, 11/12/23, at Registered Charity Address

Item		Action
Attendance	Kate Rayner (KR, Trustee, Chair) Zoe Boustead (ZB, Trustee, Vice-Chair) Andrew Foster (AF, Trustee, Treasurer) Brendan Harrington (BH, Trustee, Secretary, Safeguarding Lead)	
Apologies	None	
AGM 2023/01	Chair's Report (KR)	

Background on the Charity

Cycling without Age Chester is affiliated with the global Cycling Without Age Charity. Kate Rayner and Zoe Boustead formed the Chester Chapter in the Autumn of 2019. We started to fundraise in January 2020 just as the Covid pandemic hit. We began our social media presence and fundraising activities in that same year but progress was slow due to circumstances. Fundraising continued in 2021 and with donations from friends and family alongside local charitable trusts including The Earl of Chesters Fund, Cheshire Community Foundation and the Cheshire West and Chester Council we purchased our first trishaw in December 2021. Fundraising continued via the Spacehive Crowdfunding platform and we purchased our second trishaw in March 2022. During this time we built contacts around the storage of the trishaw and where our rides would take place. We secured storage at the Upton Dene Residential Home and pilot training commenced in April 2022. Our first rides started in June 2022. On 07/07/22 we became a registered charity (no. 1199582).

Who we are.

Cycling without Age Chester has 4 trustees (a chair, a vice chair, a secretary and a treasurer). Our organisation offers free rides to the elderly in specially adapted trishaws. Our aims are to:

1. Reduce social isolation by providing a free activity within the community where the elderly can reconnect with people and nature.
2. Provide volunteering opportunities.
3. Increase the health and wellbeing of the beneficiaries and the volunteers.
4. Raise awareness and empathy for older people locally.

Our trishaws are currently housed at Upton Dene Residential Home where we ride in the Countess of Chester Country Park and Grosvenor Villas in Hoole where we ride around Hoole Village. In total we have 14 qualified pilots of which 9 participate regularly with rides.

Who we support

We offer rides to the elderly whose mobility is compromised and who therefore have lost the ability to get outside into the fresh air independently. Many of our beneficiaries have dementia and don't have an opportunity to enjoy fresh air and companionship. After Covid many elderly have become socially isolated and nervous and we help them to regain their confidence and improve their mental wellbeing. We allow family members to travel alongside beneficiaries as they can provide reassurance and familiarity. There is no upper age limit to receiving a ride although the passenger must be able to have the strength to sit up within the trishaw seat. We have received a lot of positive and heart-warming feedback from both beneficiaries, family members and carers.

Achievement and performance

Regular opportunities for the elderly to have rides.

We have managed to provide weekly rides fairly consistently from March to

AGM 2023/02	Secretary's Report (BH)	
	Various aspects of the Secretary's role have been performed by different Trustees throughout the year but largely by KR. AS such, relevant issues were covered in the Chair's report above.	
AGM 2023/03	Marketing and Social Media Co-ordinator's Report (ZB)	
	<p>Publicity Facebook and Instagram are out main channels to reach our audience. Although we publish to both simultaneously, FB has a stronger following for us. This is due to the age profile of our followers and the community-based bias of the platform. This audience base can be seen in the metrics of our channels. Our Facebook reach for the year has been 33,371 (112% increase on year before) compared with 408 (-2.4% on year before) on Instagram. Emotive and good news stories perform the best.</p> <p>Attraction Attraction of volunteers remains our biggest issue. To date we have relied on social media, word of mouth and being 'seen' when out and about. We have been shared to other platforms within Facebook and engaged with various stakeholder groups. More work needs to be done in the attraction area as volunteer management and recruitment will always need activity, particularly as some pilots have left the group due to various issues. It is proposed that we engage the help of the new Volunteering Development Officer at Cheshire West Voluntary Action. Administration, once pilots show an interest, appears to work well with google forms being easy to fill out and capture information. We have received 21 responses to our application form.</p>	
AGM 2023/04	Treasurer's Report, inc annual figures (AF)	

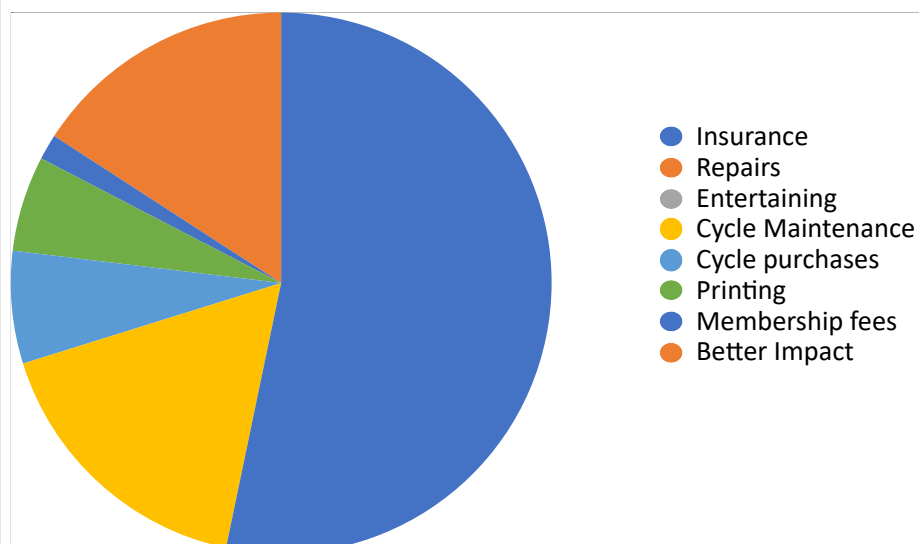
Accounts for the Financial Year January-December 2023

The opening balance for the Accounts in April was £887.69. This was money accrued through donations made to the charity up to that date.

Expenditure

The key challenge for each year is the ability of the charity to meet its obligation to pay the annual insurance for the trishaws which is a monthly cost of approximately £86. The other significant annual recurring cost is for our volunteer online booking system, Better Impact. Beyond that there are other smaller outgoings such as printing costs, purchase of hi viz cycling jackets and maintenance. Upgrading of gearing of the trishaws was provided at Bren Bikes and paid for by Chester Cycling Campaign. We have had two meet ups of the volunteers over coffee to maintain communication and try to ensure cohesion of the group. No costs have been incurred as the trustees picked up the bill themselves.

Cost breakdown year to date



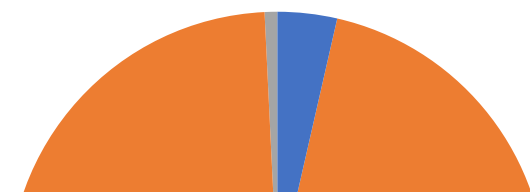
Income

The highlight of the year was the award by the National Lottery Community Fund as a result of our application for a third trishaw to be based in Blacon. They very kindly awarded us £9,500 and these monies were received into our account in December.

Also the Marjorie Boddy Trust awarded us £1000 in April for support with overheads such as insurance and purchase of our two bicycles to accompany the trishaws as we found the “walker-accompanied” model wasn’t working. Other small sums have been received by fund raising at summer fairs held in the various homes we support and kind donations by individuals.

Vauxhall Motors in Ellesmere Port awarded us £100 through the efforts of a volunteer, Dave Wetherall.

Breakdown of monies received



AGM 2023/05	Trishaws and Pilot Training Report (BH)	
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Trishaws

Our 2 trishaws have proven extremely reliable in their first year of use, with no mechanical problems encountered. Mileages done are uncertain but my estimate would be ~500 miles total. In line with our Governance statements, both trishaws have had a routine annual service, very kindly paid for by Chester Cycling Campaign.

Battery power support has never been an issue on any ride, probably because our rides are all relatively short. However, the mechanical gearing was not ideal (not low enough), so smaller chainrings were fitted at the time of servicing.

One trishaw is stored at Grosvenor Villas (Cedar Care Homes) and is well cared for and well used. But space for storage is not ideal as it is in a shed which is in almost daily use for their crafting activities. This means it is moved in and out frequently, even when not being used for a ride.

The other trishaw was initially stored at Upton Dene (Sanctuary Care) in a bespoke shed provided by the care home. During the year, it was moved to Hoole Community Centre for a while due to a disappointing fall-off in requests for rides from Upton Dene. It was moved back there later when the prospect of rides for care homes in Blacon developed. It is now in more frequent use. This trishaw is also the one used most often for training as the roads in the Upton Dene estate are quiet but varied which is better for training. Progression to rides in the Countess of Chester Country Park is also easier from there. The shed at Upton Dene is not ideal as it is cold and things do not dry out well if the trishaw gets wet.

Rides

We began offering rides in April 2022. We began with a system of offering rides to just 2 care homes (Upton Dene and Grosvenor Villas) so as not to stimulate more demand than we can match. Occasional rides were done as special requests for individuals or institutions. Demand built up steadily but then dropped off completely in October and didn't restart until March/April. It has been very encouraging to see that, by contrast this winter, regular activities have continued. I hope this is a sign that the care homes now trust us to keep their residents dry and warm, even when conditions are cold and damp. The trishaws are well equipped for this, with waterproof hoods and front cover blankets. Extending the period of use throughout the year rather than just spring and summer is a 'win-win' for the charity.

A particularly proud moment for us came when we were able to take a military veteran to attend the Remembrance Day Parade outside Chester Cathedral, both this year and last.

An attempt to develop our own online Ride Logging spreadsheet, hosted on Google Drive, didn't achieve its purpose, with only a few pilots being able to access it and/or devote time to uploading ride details. As such, we decided to pay an annual fee to access an online volunteer management system (Better Impact). This has proved to be an improvement on our own efforts but is still not delivering all we hoped for. For example, without complete inputs we are unable to extract summary data for no. of rides, passengers, miles travelled, volunteering hours, etc. We are extremely grateful to Rod Mountney who donated a considerable amount of his time to surveying what volunteer management packages were around for small organisations such as ourselves, and helping us come to a decision on which one to use.

Pilot Training

Introducing an online Volunteer Application form has produced a better flow

AGM 2023/06	Safeguarding Report (BH)	
	<p>Policies</p> <p>The CWAC Safeguarding policy was due for review in July 2022 but activities had only begun in April 2022 so this action was not pursued. The policy has now been reviewed and updated by the Designated Safeguarding Lead (BH). Only minor typographic or syntactical changes were felt to be needed.</p> <p>Summary of reported Safeguarding issues</p> <p>There have been no episodes where the formal safeguarding policy was triggered.</p> <p>There was one verbally reported issue when a family contacted a Trustee to say that their relative had felt anxious during a ride as the trishaw sometimes went a bit too fast for their liking. This issue was dealt with by a Trustee talking to the individual who piloted that ride. The volunteer pilot showed insight into the issue and undertook to keep this in mind in the future.</p> <p>A proportion of our beneficiaries have some degree of dementia. It is encouraging that this has not led to any potential beneficiary being refused a ride. I feel this is a testimony to the good job our pilots are doing in safeguarding the interest of these potentially vulnerable people.</p> <p>As a default, we encourage family members to accompany rides. This has proved a good way to enrich the experience for the family but is also a way to build confidence in our activities.</p> <p>We have also adopted a practice of, whenever possible, having a second volunteer to accompany the trishaw as a “walker”. Although this places more demand on volunteer time, it is helpful to both the pilot and the beneficiary. The walker can assist the pilot during potentially the riskiest point in the journey, namely getting the beneficiary into and out of the trishaw. We have also found that some beneficiaries, possibly due to hearing or cognitive issues, find it easier to chat to somebody walking alongside the trishaw than with the pilot, who is positioned outside their field of view behind them.</p> <p>Work plan for Safeguarding, 2024</p> <ul style="list-style-type: none"> • DSL should undertake refresher Level 3 safeguarding training in 2024. 	
AGM 2023/07	Any Other Business	
	<p>ZB announced that, with considerable regret, she will stand down as a Trustee after this AGM. All Trustees joined in giving her heartfelt thanks for the very considerable contribution she has made to establishing and growing CWAC to its present position.</p> <p>There was discussion of whether the 2024 AGM should take place in less than 12 months, in order to try and align better with our chosen financial reporting interval.</p>	



Accounts for the Financial Year to date of Cycling Without Age (Chester)

July 2022-December 2023

The opening balance for the Accounts in July 2022 was £492.21. This was money accrued through donations made to the charity up to that date.

Expenditure

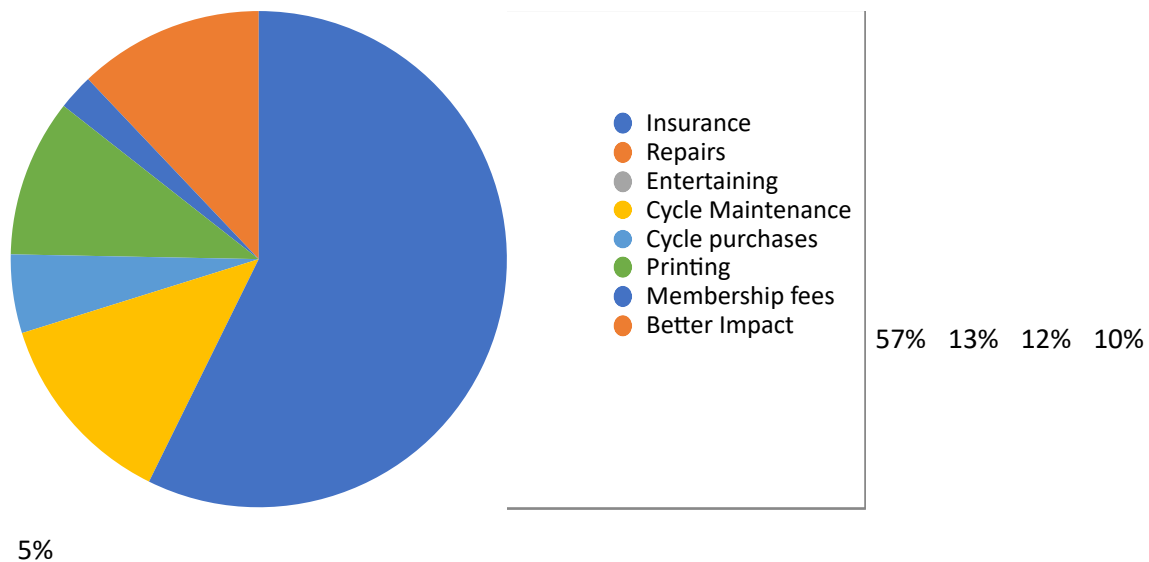
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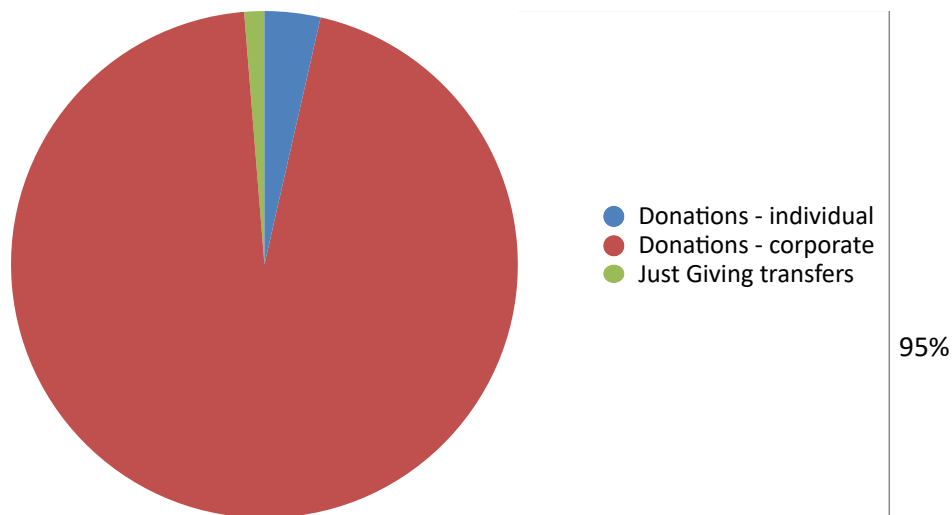
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Breakdown of monies received



Our assets currently are:

1. The two trishaws purchased for £8,500 each. With annual depreciation over two years these are now worth approximately £6,885 each.
2. Two bicycles purchased for a total of £110.

Financial challenges for 2024

We of course need to buy the new trishaw as soon as possible and provide evidence of such to the National Lottery. We shall then need to consider where and how the trishaw will be housed safely.

Accommodation of at least two of the trishaws will be an issue. The bike at Upton Dene is not kept in a dry situation and some consideration will need to be made to how this can be improved. The same will apply to the new trishaw.

Insurance costs continue to increase and with a third trishaw these continue to be a challenge to meet.

Better Impact is also a recurring annual cost.

Estimated annual overheads will be at least £2000.

Andrew Foster

Treasurer

Cycling Without Age Chester

