

Minutes of the Annual General Meeting of the Charity Retail Association (CRA)

Held on 19 November 2020 at 3pm by Zoom webinar

Present: Anne Webb (Chair of the Charity Retail Association (AW))
Robin Osterley (Chief Executive) (RO)
Members of the Charity Retail Association
Guests and observers

<p>1.</p>	<p>Welcome and introduction – Anne Webb, Chair, Charity Retail Association</p> <p>AW welcomed everyone to the Annual General Meeting. She acknowledged with regret the passing of Tony Hilton of Charity Fleetcare and David Beard of Barnardo’s and called for a minute’s silence to remember them.</p> <p>AW also announced this is her last meeting as Chair as she is stepping down.</p>
<p>2. a. b. c. d.</p>	<p>Approval of the minutes of the 14 November 2019 Annual General Meeting The minutes were approved unanimously, proposed by Glen Hall (Royal Mencap Society) and seconded by Keren Caird (Sue Ryder).</p> <p>Presentation of the annual report and statement of accounts for the year ended 31 March 2020 The accounts were noted by the meeting, with Chris Jestico (Salvation Army Trading Company proposing, Gareth Morgan (Farplace) seconding.</p> <p>Notification of retiring directors and elections to the Board Karen Bilsby (Rainbow Hospice) (Category A), Jane Flannery (British Heart Foundation) (category D), Chris Jestico (Salvation Army Trading Company (Category C), David Longmore (Barnardo’s) (Category D), Karen McKenzie (Douglas McMillan) (Category A), Jo Mewett (Cancer Research UK (Category D) and James Thurston (British Heart Foundation) (co-opted) (who also became Chair of the Finance Committee after Steve Biddle stepped down) were all elected during the 2019-2020 membership year.</p> <p>AW also acknowledged all who left their Board and finance committee positions and thanked them: Steve Biddle (co-opted), David Borrett (Sue Ryder), Julie Byard (Cancer Research UK), Roy Clark (Barnardo’s), Simon Dodd (The Donna Louise), John Egan (Naomi House), Graham Richardson (Ashgate), Allison Swaine-Hughes (British Heart Foundation).</p> <p>AW announced that she herself (representing Oxfam) and Dan Corns (St Richards Hospice) are stepping down as they have reached end of their terms and are not eligible for re-election.</p> <p>AW also noted that the CRA are grateful to Karen McKenzie for taking on the role of Company Secretary.</p>

e.	<p>Notification of new chair of Charity Retail Association</p> <p>RO announced that, after a vote by the board, the new Chair of the CRA board of directors will be Emma Peake from Air Ambulance Service Trading.</p> <p>RO thanked AW who took on the chair of the CRA just before a challenging time at Oxfam, immediately followed by the Covid-19 pandemic. He noted that she had done a marvellous job at leading the board and staff during a difficult time.</p> <p>Appointment of accountants</p> <p>RO advised that the CRA's accountants for 2019-2020, Moore Kingston Smith, were willing to continue and that he would like to propose them again for the 2020/2021 financial year. RO proposed, Karen Bilsby (Rainbow Hospice) seconded. Moore Kingston Smith were appointed unanimously.</p>
3.	<p>Review of the Year - Robin Osterley, Chief Executive, Charity Retail Association</p> <p>RO presented his review of the year, the year in question for AGM purposes being 2019-2020 – but as that was 7 months ago RO will be talking about more recent times too.</p> <p>Non-covid jobs done</p> <ul style="list-style-type: none"> • Charity Retail Safeguarding Scheme • Volunteering toolkit • TRUST • Progress on council waste charges (ongoing) • Readdressed strategic plan <p>Covid jobs done</p> <ul style="list-style-type: none"> • Organisation reshaped, all staff working from home • Closing/hibernation/reopening packs • 20 board meetings during this time • Recast meeting programme <ul style="list-style-type: none"> ○ Cancelled face to face and moved online ○ 75 members meetings run since March 2020 ○ Incredibly useful for imparting information and gathering information ○ Huge thanks to Julia and Alex • 2 paid online conferences (Conference 2020 cancelled with a view to planning for Sept 2021) • Reimagined the Charity Retail Awards • Led reopening activity rather than waiting for Government • Recast our research programme to identify the deficits – huge thanks to Olaia and Ina • Launched a volunteering portal – thanks to Wil-U, who did this free of charge • Become much more involved in the wider charity sector • Impressed civil society colleagues with our speed of movement and decisive action • Helped the sector as a whole to respond <p>Huge thanks to the flexibility and diligence of both staff and board, and also to members for their willingness and ability to work together.</p> <p>RO showed the membership table up to 2020, followed by the picture in 2021 – the CRA gained 35 extra members since March, which is 8.5% growth.</p>

	<p>Membership survey</p> <ul style="list-style-type: none"> • A quarter of the membership responded • 95% were satisfied or very satisfied. Two thirds of those said very satisfied, which doubled on 2018 • 98% would recommend membership • 97% say we are a valuable contributor to success of the sector <p>What's next?</p> <ul style="list-style-type: none"> • Replanning Annual Conference 2021 for September, unless it transpires along the way that we can't - the Board were very clear on this going ahead • Will combine face to face and digital conferences • Remain flexible • Work alongside members on the ecommerce agenda • Continue to promote the sector with Government etc • Huge thanks to Jonathan for his lobbying work and to Yasmyn for her media work <p>What next financially?</p> <ul style="list-style-type: none"> • Loss of conference will make 20/21 financials look very different with a substantial loss predicted • The reserves are healthy • Cashflow is positive • 2021/22 budget will need to be very carefully considered <p>Summary of the financial report</p> <ul style="list-style-type: none"> • Income grew by 5.3% in 2019-2020 • Staff costs have gone down • Operating costs are stable • Finished 2019-2020 with £39K profit. <p>RO showed membership income growth chart.</p> <p>Summary</p> <ul style="list-style-type: none"> • The CRA is still in excellent health financially, membership-wise, staff and board-wise, and strategy-wise • 2021 will need careful consideration • The reserves are still substantial and we are grateful for that – the reserves policy now stands at £300K • Thanks to all who help – board, volunteers, staff and membership <p>AW thanked RO and staff for support of membership.</p>
4.	<p>Keynote speech - Martin Newman, The Consumer Champion.</p> <p>Guest speaker Martin Newman gave a presentation on the subject of “How well do you know your pandemic customer?”</p>
6.	<p>Close of meeting</p> <p>AW thanked Martin for his presentation. She then thanked membership, RO and CRA staff, noted that the CRA was in safe hands, and wished everyone all the best for the future.</p>