

# CARAVAN AND MOTORHOME CLUB

Northern Home Counties Region

Annual General Meeting

Minutes & Accounts

November 2019

# CARAVAN AND MOTORHOME CLUB

## Northern Home Counties Region

Minutes of the twenty-third Annual General Meeting  
of the Northern Home Counties Region of the "Caravan and Motorhome Club",  
held at the Alameda School, Station Road, Ampthill, Bedfordshire MK45 2QR  
on Saturday 16<sup>th</sup> November 2019, starting at 3:00 pm.

### PRESENT

<b>Chairman:</b>	<b>Jackie Lee</b>
<b>Vice Chairman</b>	<b>David Rickard</b>
<b>Secretary:</b>	<b>Linda Allen</b>
<b>Treasurer:</b>	<b>Alan Cadman</b>

**87 Club Members Attended**

**1.0**

#### **NOTICE OF THE MEETING**

The Secretary read out the Notice convening the Meeting.

#### **WELCOME**

The Chairman extended a warm welcome to all those present, including: -

- **Rodney Lambert**, Nominated Member of the Club Council and Immediate Past Vice-Chairman of the Caravan and Motorhome Club with his wife Diane.
- **Adrian Hobbs** , Nominated Member of the Club Council and a Member of the Technical Sub- Committee with his wife Jackie.
- **Rosemary Lucey**, Independent Member with her husband, Norman

Past Chairmen of the Region present on the day were also welcomed:

- **Phil Batchelor** and his wife, Sue
- **John Moules**
- **David Grover** and his wife, Joyce
- **Ron Morgan** and his wife, Sue
- **Jennifer Preedy**, representing her late husband Derek

Chairman of the Centres constitutionally associated with the Region, in attendance on the day were welcomed as follows: -

- **John Moules** – Bedfordshire Centre
- **Kevin Allen** - Buckinghamshire Centre
- **Colin Brockwell** - Hertfordshire Centre
- **Colin Henderson** and his wife Lesley - Middlesex Centre
- **Gerry Swain** and his wife Judy – North London Centre
- **Andrew Knight** – Upper Thames Centre

	<p>The Chairman asked whether there were any objections from the floor to Adrian &amp; Jackie Hobbs acting as Tellers for the AGM. There were no objections.</p> <p>Members were asked to check the paperwork issued on arrival. This should comprise of an Agenda, a set of Minutes consisting of 11 pages, and a set of Accounts consisting of 6 pages.</p> <p>Agreement was given from the floor.</p> <p>Before moving on with the business of the afternoon, the Chairman requested that a moment's silence be observed, in memory of the friends and Members who are no longer with us.</p>
<b>2.0</b>	<p><b>APOLOGIES</b></p> <p>The Secretary advised that apologies had been received from Adrian &amp; Jane Dawson, Maurice &amp; Helen Dunne, Joan &amp; Terry Leonard, John Pearson and June &amp; John Taylor.</p>
<b>3.0</b>	<p><b>MINUTES OF THE 2018 REGIONAL ANNUAL GENERAL MEETING</b></p> <p>The Chairman asked if there were any objections to the adoption of the 2018 AGM Minutes. No objections were received.</p> <p>The minutes were then signed.</p>
<b>4.0</b>	<p><b>MATTERS ARISING</b></p> <p>The Chairman asked whether there were any matters arising from the last Minutes?</p> <p>There were no matters arising.</p>
<b>5.0</b>	<p><b>CHAIRMAN'S REPORT</b></p> <p><i>"Nominated Members, Ladies and Gentlemen,</i></p> <p><i>My report will cover the period from the November 2018 Regional AGM until the present moment.</i></p> <p><i>A significant change to the proceedings this year is that we do not have a Vice Chairman representing The Club with us today for The Northern Home Counties Regional AGM. Mr Rodney Lambert retired from his position of Club Vice-Chairman at The Caravan and Motorhome Club Annual General Meeting held at York Racecourse on 26<sup>th</sup> October 2019. Rodney had been elected to the position of Vice-Chairman in October 2010.</i></p> <p><i>I should like to thank him for attending today in his new role as a Nominated Member and I am sure his wealth of knowledge and experience will be available and offered to us as in the past. I extend the Region's and my own thanks for his total commitment, guidance and support over the years and wish him and Diane well. I am sure you will recall that Rodney was in addition to being Club Vice-Chairman, the Chairman of the Events Committee until October 2018.</i></p>

*Immediately after last year's AGM, my appointment as Regional Club Council Representative was ratified at the Regional Council Meeting.*

*A Divisional and Regional Forum took place on Saturday 12<sup>th</sup> January 2019 at East Grinstead House with three members of each of the Divisions / Regions invited to attend. I was accompanied by our Regional Secretary, Linda Allen and our Independent Member, Rosemary Lucey. Members of Staff from East Grinstead were also in attendance.*

*Grenville Chamberlain, Club Chairman, welcomed everyone to East Grinstead. After the minutes of the 2018 meeting were agreed, presentations were made by the Director General - Nick Lomas, followed by Brian Savage Director of Membership Services, Julie Constable, Head of Insurance, Natasha Shane, Head of Strategy and lastly Dr John Gass, who is the new Chairman of the Events Committee. After the presentations there was an opportunity to raise and to discuss any points of concern.*

*The Club Council has a meeting, that this year took place on Saturday 6<sup>th</sup> April at the RAC Club in London. Those invited to attend included the Officers, Members of the Executive Committee, Nominated and Life Members, Divisional and Regional Chairmen and staff members from East Grinstead. The Director General opened the meeting by congratulating the Club Chairman, Grenville Chamberlain on being awarded an OBE for his services to the Club and to Charity that was presented by the Prince of Wales at an earlier awards ceremony.*

*Grenville responded by thanking the Director General and everyone involved at The Club. He was quick to point out that his award was a credit to the Club and not to him personally. He went on to welcome everyone in attendance including several people attending for the first time.*

*Following signing of the previous minutes of the meeting held on 27<sup>th</sup> October 2018, under matters arising, it was confirmed that the demand for the off Motorway fuel discount card had been overwhelming. It was a superb member offer with over 153,000 members taking up this offer, making it possible to save between 5 and 10p per litre on fuel.*

*The Director General in his report talked about the increasing take up of electric powered vehicles and the future for towing; a close watch would be kept on the many technological solutions being explored by a number of companies / organisations. These include trialling putting small electric motors in each wheel, and hybrid powered chassis developments, along with various other innovations. Much thought and research will continue regarding the various charging connectors and the speeds of the charges and what will be considered the most appropriate to be used on sites.*

*The Director General went on to say that the five strategic goals of the Club were all progressing well. These included*

- Locations: to be the First Choice & Trusted Experts for Members.*
- Membership & the Provision & Expansion of Member Offers.*
- Strategy: To be the first choice and trusted experts in Club Sites, Insurance, caravan hire & value for money*
- Experiences with members providing photos and reports that encourage & inspire other members and finally:*
- To be a great place for staff to work*

*The Caravan and Motorhome Club returned to the popular venue of York Racecourse for the 2019 AGM which once again enjoyed good support.*

*It was reported that the Club had had another successful year in 2018 in which further progress in development and a strong balance sheet had been maintained. It was a record year in terms of investment in the sites network and important progress had been made in the IT infrastructure.*

*Whilst in 2018 the Club recorded a deficit, this was due to a combination of changes in the way earnings from Insurance and Caravan Cover was recorded and it was not helped by a lower-than expected site result. The replacement of the brokered third-party 5Cs insurance product with the Discretionary Mutual Caravan Cover produced Insurance and Caravan Cover products created a one-off adverse timing impact on revenues and surplus in 2018. A drop in revenue, even an explainable and temporary one, is never welcome but despite these results the financial strength and liquidity of the Club remains extremely strong and the outlook for 2019 is for a substantial bounce back into a surplus.*

*Apart from insurance and caravan cover and sites, the remaining areas grew their net surplus. The exceptionally high capital investment in 2018 of £23m has reduced the Club's cash levels back to a more typical historical level of £32m, so cash balances remain strong. Indeed net assets, already robust, have grown by £3m in 2018 to £138.6m.*

*UK Sites understandably receives the lion's share of all Club capital investment and, in 2018 this was recorded at an all time high of £17.2m. UK Sites revenue was up by 3.9% with occupancy of 2.4 million nights. The results could have been better had it not been for some very adverse weather conditions including the Beast from the East followed by the unusually high temperature throughout the summer.*

*The two new sites introduced into the network have been well received by the membership. Cayton Village is a 21.3 acre site near Scarborough and Bingham Grange a 25 acre site with 142 pitches near West Bay Bridport. A considerable amount of work has been done to bring these two sites up to the standard that members expect.*

*Major refurbishment has been carried out at the York, Troutbeck, Buxton and Tewkesbury Abbey sites, in addition to lesser work programmes carried out at a number of other Club UK sites.*

*The positioning of Yurts, Pods, and AirStream Caravans continues to be popular with Members, their families and friends. This is allowing a wider experience and enjoyment of the Great Outdoors for more people. 'Swift' continues to offer motor-home hire and a further suggestion has been made to look into the possibility of Caravan Hire.*

*The Club has continued to face significant pressure each year on operating costs. These are from unavoidable increases associated with GDPR compliance, increases in the National Living Wage and minimum wage and extra demands on site staff costs. Electricity costs have risen quite sharply as a direct result of an extremely well negotiated electricity tariff coming to an end.*

*There has been a continued increase in the choice of overseas sites available to those members venturing abroad. Overseas travel is competitively priced and because of this has resulted in 32,130 Ferry Bookings with 139,500 overseas nights and 16,544 Red Pennant Policies sold. The range of worldwide Motorhome and Caravan tour offerings is expanding year on year, providing all members with a wider choice of holiday places to explore and enjoy.*

*The Club has reported how valuable member surveys are in the way forward for the Club. They are aware of the pitfalls of small sample sizes, but Club Surveys attract a good sizeable response and are therefore credible.*

*Numerous 'Brexit' related phone calls flooded into the Contact Centre, whether related to pet passports, EHIC confirmation, port queries, driving licenses, vehicle insurance or exchange rates. Overseas travel could be affected by Brexit so there has been a lot of focus put on worldwide holiday programmes which is enjoying its first full year of trading in 2019.*

*The Caravan and Motorhome Club Training Courses remain as popular as ever taking place at various locations across the country.*

*Awards: The Club continues to carry out its annual Awards programme to drive forward their efforts to make better cars, caravans, trailer tents and motor-homes. Tow-Car of the Year, Caravan Design, Lightweight Leisure Trailer and Motor Caravan Design Awards all aim at helping members make informed choices for their vehicles whether buying new or second hand.*

*Marketing: The Club's Public Relations and Media team continue to work in the best interest of the membership and to try to ensure that The Club inspires and enable members to enjoy the great outdoors in the U.K. and abroad. A major focus for the marketing department is to improve member offers on similar lines as the Esso Fuel Promotion Card.*

*2018/2019 - The Caravan & Motorhome Club has joined forces with the National Caravan Council, The Camping & Caravan Club & The British Holiday & Home Parks Association to form the UK Caravan & Camping Alliance. This organisation has been set up to establish the value of the whole sector to national and local economies. Their findings will be published and disseminated.*

*For the third year in a row, The Club has retained the position of 1<sup>st</sup> in Travel Services & Hospitality category of the top 50 National Companies for Customer Service and was given the accolade of 'Most Improved Overall' for Live Chat - being voted 5<sup>th</sup> in the whole country and voted 'Member of the Year' because of the work with other contact centres to share best practices.*

*The Club was delighted to be recognised as Best Caravan Insurance Provider, Best Motorhome Insurance Provider and Customer Service Champion at the Insurance Choice Awards. In addition The Club was the winner of the 2018 ROSPA Leisure Sector Award.*

*A new Executive Secretary was appointed to The Club in May 2018 after the retirement of Martin Stringer, namely Mrs Emma McQuillan who had previously worked for Waverley District Council. She has settled well into her new role.*

*More recently at The Club AGM Dr John Gass was proposed and seconded as Vice-Chairman of the Club and the successor to Mr Rodney Lambert.*

*Club Membership: 2018 saw a slight drop in numbers at 351,000 members, but still achieving a 86% renewal rate. Despite this reduction, revenue was up by 2.3% to £15.6m due to a £1 per annum price rise.*

*Centres: Membership of the Club's Centres stands at 47,000 but active members probably account for 10,000. There were a total of 69 centres which did a great deal to encourage people to enjoy caravanning in a social and friendly environment and to provide holidays and weekends away at low cost. As mentioned in my report last year, sadly some Centres throughout the network are struggling; Herefordshire Centre has already gone into hibernation, two of the Scottish Centres have joined forces and it is unlikely that one of the Welsh Centres will be able to continue. Throughout the year Centres, Divisions and Regions have continued to raise much needed funds for a wide range of charitable causes.*

*The suggestion to Centres to hold a Festival Weekend over the weekend of 30<sup>th</sup> August to 1<sup>st</sup> September in an attempt to attract new members to rallying was taken up by only 10 Centres who ran 11 Rallies. The weekend was widely publicised in The Club Magazine and proved a success for those that participated. The Editor of The Club Magazine is keen for members or Centres to provide information of interest to other members for inclusion. Particular emphasis would be for Items that are planned for the future rather than items that have already taken place.*

*Moving forward The Club are proposing that Regions or Divisions become more involved in social media via Facebook pages. The primary aim of this exercise will be to provide members with a consistent resource at a Regional level, to raise awareness and encourage participation in Centres and Regional rallies and events. A Social Media Champion will act as the primary point of contact with the social media activity for the respective Region. Training and social media workshops will be offered to the nominated Champions that will be run by the Club's Governance and Social Media Team. It will provide hands-on practical training to support the function.*

*Region: Two delegates from each of the 7 constituent Centres together with Rodney Lambert Vice-Chairman of The Club, Joan Leonard and Adrian Hobbs both Nominated Members and Rosemary Lucey Independent Member have attended the 4 Council Meetings that took place during the year. They have all brought relevant questions and different experiences and findings to the table.*

*The new National venue at Ragley Hall was very successful seeing 120 outfits in our lines. The weather was kind and there was much going on both daytime and the evenings. The Region were extremely grateful to members of the Buckinghamshire Centre who once again took on the mammoth task of siting all vehicles in the somewhat sloping Northern Homes Counties Region Block.*

*The BBQ Chef of the Year that was introduced sadly saw a lack of interest. I will leave our Vice-Chairman to update you on the Regional Reception that took place in the National.*

*This year instead of there being a Marquee for the sole use of Divisions and Regions, we were allotted an area in The Club Information marquee. There were mixed feelings as to whether this was more beneficial to us. The idea of the Marquee is to encourage Club Members to drop in and find out what Regions and their constituent Centres do in the hope that they are encouraged towards registering with a Centre. Interesting material is required from Centres so that we can best attract Members to the many Rallies and Events available to them.*

*All Regions are looking to recruit Independent Members onto the Regional Councils, so if you have a neighbour or work colleague that may be interested in fulfilling such a role, The Club would be pleased to hear from them.*

*The Dealer Liaison initiative is still under review and has taken a somewhat backseat in view of the restructuring. It is felt that any approaches to Dealers should be channelled via the respective Centres.*

*Meet the Members was held at Bladon Chains site in Oxfordshire in June. I will leave David to give his report on the weekend, as he will do on the very successful Question Time held at Whaddon Church Hall, Bletchley.*

*I was very pleased to be able to attend the Buckinghamshire Centre Event to coincide with Windsor Horse Show which is a prestigious event that has been running for many years.*

*It is proposed to amend the name from Northern Home Counties Region to - Home Counties Region. It is felt that this name change reflects the area that our Region encompasses. The Home Counties are those counties of England that due to their close proximity to London and their connection to the London regional economy. The counties generally included are Berkshire, Buckinghamshire, Hertfordshire, Middlesex, North London extending to Bedfordshire and Upper Thames (Oxfordshire). Incidentally, there has not been a Southern Home Counties Region from which we need to be distinguished from. This change has been approved by the Club and will be ratified with the adoption of my report and will be adopted forthwith.*

*Thanks: I should like to extend thanks to John Pearson who has kindly kept our website up to date making all the Regional information available in a most professional manner.*

*I also extend thanks to my fellow officers who have supported and guided me throughout the past 12 months together with their respective spouses. That is to David Rickard Vice Chairman and Jackie, Linda Allen Secretary and her husband Kevin and to Alan Cadman Treasurer and his wife Audrey.*

*Thanks also to all the Council Delegates, for their loyalty and support aided and assisted by their respective spouses. Thank you for listening.  
That concludes my report on the last 12 months on the Region's activities."*

The Chairman asked if anybody was against the adoption of her report. There being no objections, the report was adopted. By adopting the report, the name change was ratified and the region will be known as Home Counties Region, going forward.

The Chairman asked if there were any discussion points. There being none, she moved on.

**6.0****SECRETARY'S REPORT**

*“Good afternoon Nominated Members, Ladies and Gentlemen,  
This is my first report as Secretary of Northern Home Counties Region.*

*The Regional Council has met on five separate occasions during the year, immediately after the Regional AGM at Wheatley Park School in November and in January, March, May and September, all at the Watermill Hotel, Bourne End near Hemel Hempstead.*

*On average, the attendance at the Regional meetings this year was 82.7%, slightly less than the previous year. It is interesting to note that six members recorded 100% attendance.*

*Early in the year, we were asked to complete a questionnaire on GDPR (that means General Data Protection Regulation) – which has major implications on how we deal with personal data. Many of the Council members had already completed training on this subject through their workplaces, although an e-learning package was also provided via East Grinstead for Centre Secretaries if needed.*

*At the National at Ragley Hall in May, my husband and I undertook the role of Block Marshal for the Region’s Lines assisted by Roger & Hilary Clarke from the Buckinghamshire Centre and Roger & Janet Sumner from the Middlesex Centre.*

*There were just over 100 units booked into the NHC block. Because of the slope and condition of the pitches, there were 30 unusable pitches in total, along with the new layout making it considerably more difficult to pitch. Once again, we provided tea and coffee for Members after pitching their units, which was appreciated by those who came for a hot drink and a chat. The region held a reception on the Saturday morning for all those associated with the Region.*

*The Secretaries’ meeting at the National covered three training sessions; on GDPR, Minute Writing and General Administration and Dealing with Centre Complaints and Disciplinary Matters. These are available on Box for Secretaries to access if required. Just to explain - Box is a cloud repository of documents etc posted by the Club and can be accessed by Chairmen and Secretaries.*

*The Caravan Club (trading as the Caravan and Motorhome Club) is registered as a data controller and as Regions and Centres are seen as an extension of the Club, they therefore fall into scope. This means that the Club, as the data controller, has an obligation to ensure both Regions and Centres are compliant with data protection law. Consequently, a Privacy Notice has been developed in conjunction with the Club’s lawyers and was now available to link to on the Centre and Regional websites.*

*Updated Centre Guidance, previously known as General Letters to Centres were published in August and is now available on Box. These incorporate changes required due to GDPR, a new Committee Code of Conduct and Complaints procedure plus several sections have also been updated.*

*A review of Divisions and Regions was launched, led by Rodney Lambert. Officers were asked to complete a questionnaire and the feedback was used to assist with the review. Whilst the full roll out of any changes has yet to take place, it has been agreed to reduce the number of Regional Council meetings to three; one following the Divisions and Regions Forum, one following the April Club Council meeting and the final one after the Club AGM.*

*We were also asked to ensure that the date for our 2020 AGM was held at least 2 weeks prior to the Club AGM, which is usually around the end of October. This would ensure any new Chairmen would be in place for both the Club Chairman's meeting and Club Council. This was discussed and it was agreed that it was impractical to move the date of the AGM in 2020, as the majority of Centre AGMs and their rally programmes had already been booked and confirmed. From 2021 and going forward, the Regional AGM will take place on the 2<sup>nd</sup> Saturday in October; therefore the 2021 Regional AGM will take place on Saturday 9<sup>th</sup> October, hosted by Buckinghamshire.*

*This concludes my report for my first year in office.  
Thank you"*

The Chairman thanked the Secretary for her report and asked if anybody was against the adoption of the report. There being no objections, the Report was adopted.

The Chairman asked if there were any discussion points.

There was a request for clarification on the date of the 2020 Regional AGM, as it appeared the date had been moved from November to October and as rally books were about to go to print, the date needed confirmation. The Secretary confirmed that the date would be 14<sup>th</sup> November 2020, one week earlier than originally published. The venue still needed to be confirmed and she would ensure this was circulated to Centres as soon as possible.

Going forward, the Centres would need to look at their programmes and review the date of their AGMs, as from 2021 onwards, the Regional AGM would take place on the 2<sup>nd</sup> Saturday in October.

Rodney explained that as part of the review, it had been decided that the regional AGM should take place before the date of the National AGM, as it was important that the Regional Chairman was in place and could attend.

There being no further points, the Chairman moved on.

## **7.0**

### **HONORARY TREASURER'S REPORT FOR 2018 FINANCIAL YEAR**

*"It is my duty as Treasurer to present a report on the finances of the Northern Home Counties Region of the Caravan and Motorhome Club and this relates to the Financial Statements for the year ended 31<sup>st</sup> December 2018. These statements comprise of Income and Expenditure Account, Balance sheet, the report from the Independent Examiners and the Statement of Committee Responsibilities and Accounting Policies. I trust everyone has a copy.*

*I would like to point out that the year ended with a surplus of £793 compared to a deficit of £4 for the previous year, a vast improvement. The main reasons for this is the region dropped one of its meetings, saving £438 over the previous year and the unspent element of the reimbursement of loss of equipment, which is slowly being replaced, of £230, from Ray Daniel's*

unfortunate incident when he had his caravan stolen. The balance made up other reductions in expenditure over the previous year.

On reviewing the Financial Statements, I would like to start with the Income and Expenditure account which is itemised on page 3 of the Financial Statements.

### **Income**

Income has increased in 2018 from £5,803 to £8,392, an increase of £2,589 and is the result of:

- Increase in the main grant from the Club by £1,300. You may recall from last AGM the Club had introduced a regime whereby regions holding excessive bank balances would have the grants cut. This occurred in 2017 and then the 2018 grant was set at same level meaning that the Region would not have sufficient cash to meet the performance of its responsibilities. The Region then had to apply for further funding in 2018 which it was successful in doing.
- Marginal increases in the Question Time, Meet the Members funding – £76 and a reduction for funding relating to the reception held at the National (based on members from the Region's area), these contra with expenditure further down the page.
- Further income received which has been new in 2018 relate to:
  - Return of a duplicate payment made for items covering Meet the Members and National reception (offset in expenditure) - £317
  - Additional grant to purchase new regional banners and sail flag (offset in expenditure) of £310
  - Reimbursement of the value of items in Ray Daniels' stolen caravan covering such items as the new banners, urns and other secretarial equipment (partly offset in expenditure) - £540
  - Charity collection at the last AGM paid into the Children in Need charity of £115

This gives the breakdown of the £2,589 additional income over that received in 2017. It is worth noting that some of this income is exceptional and will not be repeated in future years.

### **Expenditure**

Expenditure has increased over the year by £241 which includes the charity donation of £115.

The areas of expenditure to note:

- Regional Council meetings expenditure is £2,718 for 2018 which is a reduction of £405 as a result that only 3 meetings were held and not 4 as per the previous year. Whilst there has been a small inflationary increase in costs the venue is maintaining the 2019 costs through to 2020.
- AGM expenditure is similar to the previous year in total with a small increase of £84.
- Other meetings / Events have increased by £70 relating to increases in Meet the Members and Question Time but are offset partly by income. Most of these events are to promote the services of the Club and enable members to raise question to officials. These events have continued 2019.

*Other expenditure now includes:*

- *An events leaflet of £425 – this has reduced by £155 as a result of no additional print runs*
- *Banners were replaced at a cost of £630 with the region receiving grants from the Club to purchase these items.*
- *Officers' Official Duties reduced by £32 remain more or less the same as previous year and include:*
  - *Officers meetings in Wendover/Aylesbury - £199*
  - *Other mileage and sundry expenses – postage etc- £87*
  - *Charity payment to Children in Need - £115*

*In summary the Region has less expenditure over income received resulting in a surplus of £793.*

### **Balance Sheet**

*Moving to the Balance sheet shown on page 2:*

- *Current account shows a balance of £5,644 after accounting for any unpresented cheques and includes the receipt of the Grant for the 2019 Financial Year of £5,000 which is shown as Pre paid Receipts.*
- *VAT relates to recoverable VAT for the last quarter of 2018 and is paid by the Caravan Club in 2019.*
- *Regional Independent Examinations fee is recoverable from the Caravan Club and for transparency is shown as accrued expenses.*

*This arrives at a Net Asset position for the region, i.e. what the region is worth of £789. The financed section shows the balance brought forward from the previous year adjusted by the surplus from the Income and Expenditure account of £793, arriving at the Net Asset position of £789 surplus which shows the accounts are in balance.*

*The Statement of Regional Committees' Responsibilities, shown on page 4 outlines that the Committee has applied accounting polices laid down by the Caravan & Motorhome Club, have kept proper accounting records and that the financial statements have been prepared in accordance with applicable accounting standards.*

*The Independent Examiners report on page 1, to you, the members of this region outlines the Accountant's responsibilities and that there are no issues to report.*

*Finally, I must thank my wife for her support during the year in discharging my responsibilities as Treasurer."*

The Chairman thanked the Treasurer for his report and asked if anybody was against the adoption of the Treasurer's report.

There being no objections, the report was adopted.

The Chairman asked if there were any discussion points. There being none, she moved on.

The Chairman asked the Treasurer to give a resume of the current year to date, but advised that this information is not for discussion at this time.

**AGM 2019 – Resume 2019 Accounts**

*The Grant from the Caravan & Motorhome Club for 2019 has been restored to £5,000 which will be adequate to cover the current costs and programme for the region and this follows the issues experienced during 2018 with a lower grant and then having to apply for further funding.*

*As mentioned last year the contract with the hotel where the Region holds its meetings has been rolled forward with no additional uplifts in cost. Again in 2019 the Region has maintained 3 meetings and has planned the same for 2020. The costs for 2020 have been maintained at that of 2019 giving good value for money.*

*Other anticipated expenditure will be more or less in line with the previous year although we are replacing some of the items in 2019 that were lost .*

*The Region arranged Your Club in Your Region at Bladon Chains, Woodstock, Question Time at Bletchley and reception for members attending the National rally. The expenditure for these events is mainly covered by grants from the Caravan & Motorhome Club.*

*The Officers of the Council will continue to strive to reduce costs and continue to gain best value for money in every element of cost.*

*For 2020 the Region has been notified that the main grant will be maintained at £5,000 and the Question Time will be funded. The Meet the Members which has predominately been held on Club Sites has been dropped.*

*Hopefully the region will continue to help and support all Centres and I look forward to continuing for another year as your Treasurer.”*

The Chairman thanked the Treasurer for his resume of the current year to date.

8.0

**VICE-CHAIRMAN AND PRO REPORT**

*“Good afternoon, Ladies and Gentlemen, my report for 2019*

*The National 2019 was held at Ragley Hall in May, a new venue and set in magnificent grounds in Warwickshire and was well attended by our constituent Centres. We commenced with a Regional Reception being held on Saturday with 145 personal invitations sent to those Regional Members attending. Around 115 accepted the invitation to enjoy a glass of wine, frankfurters and cakes. On Sunday afternoon the Region entered seven charity stalls in the Party in the Arena event and money was raised for various Charities. My thanks are extended to our Members from Upper Thames, Berkshire, Buckinghamshire and Middlesex who ran the stalls.*

*Meet the Members was held at the Club Site at Bladon Chains, Woodstock on 7, 8 and 9<sup>th</sup> June with very changeable weather. The Officers all attended along with Independent member Rosemary Lucey and her husband Norman and Club Vice Chairman Rodney Lambert and his wife Diane. It was a good opportunity to talk to likeminded Members regarding their caravanning experiences. Wine and light refreshments were served at the gazebo during these sessions and were appreciated by all. The assistance of the Wardens was exceptional and were thanked for their help and co-operation.*

*Members Question Time was held in the Whaddon Way Church Centre in Bletchley on Saturday 14<sup>th</sup> September. A large and bright modern room with our own catering facilities - excellent. Invitations were sent out by the Club to all Members within a 2 hour drive of Bletchley via e-mail and an article appeared in the September edition of the Club's Magazine resulting in over 60 members attending. The meeting was followed by a complimentary visit to the nearby Bletchley Park Code Breakers Museum.*

*Questions were varied and interesting and the panel consisting of Jackie Lee, Malcolm Groves, Martin Spencer, Chris Newey and Julie Constable all responded well to the challenge and the audience were left satisfied with their responses. Light refreshments were served before the meeting to give Members time to visit Bletchley Park in the afternoon sun. A full list of the questions and a Report on the meeting will be found on our Regional web site. My grateful thanks are extended to Martin Finlay and John Moules for operating the sound system and roving microphones in a highly professional manner.*

*The Regional Website continues to be updated as regular items appear and I would like to express my personal thanks to the Webmaster, John Pearson, for his contribution over the past year. We have installed a counter to the site to monitor the volume of visitors and I can report a steady increase throughout the year as the information contained was extended and updated and today records 1525 visitors. The 2019 Regional Events booklet was published on the web site this year as an A4 printable document to supplement the A5 printed booklet.*

*The refreshments served on the Events this year have again been carefully selected to prevent waste and litter. All the containers have been recycled and no plastic cups, straws, plates or cutlery have been used. Bletchley Question Time was china cups, saucers and plates and these were supplied by the venue.*

*I would like to place on record my thanks to those who have helped and assisted me this year at all the Events organised and it has been a pleasure working with you all – thank you.*

*The 2019 Events Programme has gone exceedingly well this year. The most popular was the Windsor Event held at Windsor Racecourse in May and organised by the Buckinghamshire Centre in conjunction with the Royal Windsor Horse Show. Over 140 outfits attended with our electricity provided to 96 pitches. Our (The Club) electricity was also provided at Peterborough in May in conjunction with Truckfest and organised by the Hertfordshire Centre. 84 outfits attended this annual Event and sited within the Showground made a very convenient position to visit the many exhibits.*

*The event at Henley Royal Regatta, organised by the Upper Thames Centre was held in July and was extremely well attended. I hear there is a rumour that the Regatta is starting on Monday next year to accommodate the ever increasing number of entrants. This Region is proud to be associated with many other Events all of which provide interesting and varied activities, from Steam Fairs, Hill Climbs, County Showgrounds to Motorcycles and Aeroplanes and we thank the Centres that organised them.*

*Future Regional Activities for next year will include the National to be held at Belvoir Castle near Grantham. A popular venue and held during the Late Spring Bank Holiday. There will be a Regional Information Marquee where all Regional activities are displayed and this includes our constituent Centres Rally Programmes.*

*The Club have decided not to continue with Meet the Members therefore this will not take place. The Members' Question Time has been fully funded by the Club giving an opportunity to go ahead and arrange this once again and as Meet the Members has been withdrawn, we will be looking to bring Question Time forward into early May. I look forward to organising these events and you will be most welcome to enjoy and participate in them.*

*Looking at the back of the hall, there is centre information on the boards displayed – I'm quite impressed with the amount of information available and to those who put them on there, well done. Please bring them to the National in May and to the Regional AGM, wherever it will be in 2020.*

*This concludes my Report on the Northern Home Counties Region's activities for 2019."*

The Chairman asked if anybody was against the adoption of the Vice-Chairman and PRO's report. There being no objections, the report was adopted.

The Chairman asked if there were any discussion points.

It was suggested that if possible, the information from the centres could be given to the Vice-Chairman either after the meeting or before Flag on Sunday, to ensure it would be available at the National.

There being no further points, the Chairman moved on.

## 9.0

### **ELECTION OF OFFICERS**

The Chairman thanked the retiring Centre Delegates for attending the Council meetings and their support, enthusiasm and input and of course their spouses for allowing them the time to attend these meetings.

The Chairman also thanked her fellow Officers for all their hard work over the year and for their spouses for allowing them the time to undertake their duties.

She then asked that the floor show their appreciation in the customary way to say "thank you" for the work undertaken by the retiring Centre Delegates and Officers.

The Chairman and Officers then stood down and Rodney Lambert, Nominated Member was invited to take control of the meeting.

### **FINAL NOMINATIONS FOR 2019 / 2020**

<b>Position</b>	<b>Name</b>	<b>Proposer</b>	<b>Secunder</b>
<b>Chairman</b>	Jackie Lee	Linda Allen	Anne Moss
<b>Vice-Chairman</b>	David Rickard	Gerald Cox	Roger Clarke
<b>Secretary</b>	Linda Allen	Jackie Lee	Anne Moss
<b>Treasurer</b>	Alan Cadman	Steve Moulds	Lisa Dymock

	All nominations for the four Officer positions were duly elected to serve another term and were presented with their badges and window plaques.
<b>10.0</b>	<p><b>TO APPOINT AN INDEPENDENT EXAMINER</b></p> <p>The Chairman thanked the Auditor, PKB UK LLP for their services in the independent examination of the Regions' 2018 Accounts.</p> <p>The Treasurer was called upon to nominate the Independent Examiner for 2019.</p> <p>The Treasurer wished to nominate PKB UK LLP Beechey House, Crowthorne, Berkshire.</p> <p>The Chairman stated that PKB UK LLP had been approached and had agreed to continue in this role to independently examine the 2019 accounts.</p>
<b>11.0</b>	<p><b>PROPOSITIONS</b></p> <p>The Chairman stated that the Secretary had not received any propositions by the closing date of 24<sup>th</sup> August 2019 as required by the Regional Constitution.</p>
<b>12.0</b>	<p><b>ANY OTHER BUSINESS</b></p>
<b>12.1</b>	<p><b>Apologies:</b></p> <p>Mike Pope apologised for their late arrival that afternoon, but pointed out that the Caravan &amp; Motorhome Club website was still showing the AGM as taking place in Biggleswade, which is where they initially went to. The Chairman confirmed that the Club had been informed last February of the change of venue, but thanked Mike for raising this and assured him it would be looked into.</p>
<b>12.2</b>	<p><b>Precis of Minutes:</b></p> <p>Diane Cook asked if a short precis of the minutes from the regional meeting could be posted on centre websites as many members were not aware of what was happening. The Chairman stated that it was the Centre delegates' responsibility to feedback information from the regional meetings, and they would be reminded of this at the next meeting.</p> <p>She also pointed out several members had not received a direct notification about Question Time. The latter issue had already been raised with the Club and it was pointed out that as some members have indicated they do not want marketing from the Club, this would also affect e-mails containing such information being sent. Members were advised to check their marketing preferences.</p> <p>Sandie Evans wished to thank the Hertfordshire delegate as he did pass on the information and provided a short precis that was included in their newsletter.</p>
<b>12.3</b>	<p><b>HCIR donation:</b></p> <p>Alun Evans (Hertfordshire) raised concern that there appeared to be a lack of communication between the region and the Club about the donation made to the Salvation Army following the winding-up of the HCIR Committee. He</p>

stated all the relevant information / papers had been sent to the Club in March 2019 as requested. Those involved felt comments had been made regarding the way the donation had been processed that could be misconstrued and regarded as slanderous. Both Alun Evans and Mick Hicks (North London) felt that they along with Pete Smith (North London) were due an apology.

The Chairman was unable to comment on the situation at this time as it was now in the hands of the Executive Secretary at East Grinstead. Rodney confirmed that Emma McQuillan, Executive Secretary was dealing with the matter, with a view to bringing it to a conclusion. It was agreed that the Executive Secretary would be asked for an update and all involved would be kept informed.

#### 12.4

##### **Rodney Lambert:**

Rodney wished to put on record his thanks for volunteers, because without people volunteering to take up positions on committees and to run rallies, centres would not function. There were already centres who had indicated they would be unable to make up a committee next year, and several across the country that had either merged with another centre or closed.

There was an acute need for younger volunteers and the whole social life of the Club needs reinvigorating. In one centre, every rally officer was a committee member, and really there was a need for younger members to come through. There was a need to engage with the membership; for example, one of the rallies run as part of the Festival of Caravanning managed to recruit 7 new members. There are ways to encourage people to rally, and these need to be looked at in more detail.

Volunteers were also needed at our sites, so if anyone is interested, do come forward. Some of our centre members are now wardens and they make by far, the best type of warden, have a think about it!

The Club has spent a lot of money on a new booking system and two weeks ago, it went live with foreign travel, so ferries, foreign sites etc can now be booked online. In line with that system, there was a lot of work on-going to bring booking Club sites and CLs etc on board. If you're planning to travel overseas, have a look and let the Club know what you think.

As Chairman of the Events Committee, and again in 2019, he spent time presenting the certificates and medals from the various craft competitions. During that time, a trophy awarded for the best photograph went missing, but has recently been found. During that time, one of our members has won the trophy twice, but never received it; Rodney was therefore pleased to be able to present it to Jenny Cox (Upper Thames) as she won it this year. She has also had one of her photographs chosen to be on the cover of the 2020 Rally brochure.

Rodney went on to thank all for the support during his term as Vice-Chairman.

#### 12.5

##### **Thanks and Presentations:**

The Chairman thanked Rodney and for the kind words and support over the past year.

The Chairman thanked Phil and Sue Batchelor for booking members in and Martin and Bronya Findley for organising and running the sound system.

The Chairman also thanked the Bedfordshire Centre for all they had done.

	<p>Presentations were made to Rodney and Diane Lambert and to John Pearson (not present, taken by David Rickard on his behalf)</p> <p>The Chairman thanked everyone for attending.</p> <p>There being no further business, the Chairman closed the meeting at 4.40 pm.</p>
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**Linda Allen**

**Regional Secretary**

**Jackie Lee**

**Regional Chairman**