#  **THE GUIDE DOGS FOR THE BLIND ASSOCIATION**

**MINUTES** **of the** **EIGHTY NINTH** **ANNUAL GENERAL MEETING**

**Held On Tuesday 17 September 2024**

**At 1.00pm At the National Centre, Banbury Road, Bishop’s Tachbrook, Leamington Spa CV33 9QJ**

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| **Members Present:** | Jamie D Hambro | Chairman, Member & Trustee |
|  | David Adams | Member |
|  | Jill Allen-King | Member  |
|  | Amanda Ariss | Member |
|  | Paul Baker | Member & Trustee |
|  | Sandra Bannister | Member |
|  | Clare Black | Member |
|  | Alan Brooks | Member |
|  | Isabel Butler Stoney | Member |
|  | Catherine M Crofts | Member & Trustee |
|  | Christiane A B Elsenbach | Member & Trustee |
|  | Catherine Evans | Member |
|  | Joan Hattersley | Member |
|  | Peter Hattersley | Member |
|  | Lynne V Hill | Member & Trustee |
|  | Isabel F Hudson | Member & Trustee |
|  | Richard Hummerston | Member |
|  | Mark A T Johnstone | Member & Trustee |
|  | Tim Mack | Member |
|  | Patrick A Moran | Member & Trustee |
|  | Jane Sillett | Member |
|  | Peter Sillett  | Member |
|  | Michael J Wroe | Member & Trustee |
|  | Ranjit Sondhi | Member & Trustee |
|  | Brenda Wildish | Member |
| **In attendance:** | Roy Bannister | Guest |
|  | Sarah Bennett | CFO |
|  | Helen Bliss | Director of Transformation  |
|  | Phillippa T Caine | Association Secretary |
|  | Danielle Cranston  | EA to CEO  |
|  | Linda Hole | Guest |
|  | Sue Johnson | Guest |
|  | Chrissie Kennedy | Internal Communications Manager |
|  | Lisa Knight | Head of Community Fundraising? |
|  | Nicola Knight | Access Assistant |
|  | Charlotte Lake | Guest |
|  | Andrew Lennox | CEO |
|  | Phillipa Moran | Guest |
|  | Peter Osborne | Deputy CEO |
|  | Joanna Reckord  | Assistant Association Secretary |
|  | Ruth Roache | Communications Manager, Corporate & Campaigns |
|  | Charlotte Speedy | Head of Communications |
|  | Dee Steele | Guest |
|  | Kathryn Ward | Director of People |
|  | Kathryn Wildish | Guest |

| **MINUTE** |  |
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| **24/01** | **INTRODUCTION BY THE SECRETARY** |
| a) | Phillippa Caine opened the meeting by introducing herself, Jamie Hambro, Chairman, and Andrew Lennox, Chief Executive Officer. She thanked everyone for attending the meeting. |
| b) | She went on to explain the voting process and how questions would be managed at the end of the CEO’s presentation.  |
| c) | She confirmed that the meeting was quorate.  |
| **24/02**  | **CHAIRMAN’S WELCOME** |
| a) | The Chairman welcomed everyone to the Guide Dogs’ 89th Annual General Meeting and thanked the Members for attending.  |
| **24/03** | **APOLOGIES** |
| a) | Apologies had been received from Gareth Bowen, Maxine Brittain, Arthur Brooks, Terry Chambers, Jacqueline Cook, Marigold Deveson, Barbara Devlin, Helen Farrow, Arthur Graves, George Gurr, Ann Hales, Maureen Hammond, Richard Hummerston, Hilary Leckie, Jenny Pape, Anne Plimpton, John Murray, Gill Sheppard, Anne Skinner, Kerry Small, Jennelle Tilling, Irene Turner, Margaret Tyres, Audrey Ward, Emma West and David Wilson.  |
| **24/04** | **CHAIRMAN’S REPORT** |
| a) | The Chairman delivered his annual report. He welcomed everyone and thanked them for attending. He acknowledged that it had been a particularly difficult period for many people across the UK with rising costs, international conflicts and increasing demands on the charity sector impacting the lives of service users, volunteers and staff. The Chairman said that for more than 90 years, Guide Dogs had helped people with a vision impairment to live the life they choose and that had only been possible due to the commitment and passion of all our people – employees, members, volunteers and donors. He thanked everybody for their unwavering support, especially during the past 12 months.   |
| b) | The Chairman explained that he was switching from the usual AGM format and would provide an update on finances first to demonstrate the challenging climate we had been operating in before looking back at the achievements during the year. He highlighted the results for last year with total income of £144.7M 2% higher than the previous year (£142M in 2022), largely due to an improvement in our invested funds. Donations had further declined against a background of a continuing cost of living crisis. Legacy income was relatively consistent with the previous year, although we had seen a decrease in legacy income over recent years. Total expenditure of £145M was 13% higher than the previous year (£128.3M in 2022), largely due to inflationary increases. |
| c) | He went on to say that, based upon current trends, we were projecting a £20M deficit by 2026 if we took no action and, this anticipated shortfall, combined with a growing demand for our services, meant that there was an urgent need for the Transformation and Change Programme which was underway, to make cost savings, increase income and identify areas for improvement. The Chairman said that the Programme should be concluded at the end of 2024, and he was confident that the changes would have the required impact, reducing pressure on the charity and ensuring the future sustainability of our services. |
| d) | The Chairman explained that the focus had continued to be increasing our dog partnerships and reducing waiting times for a dog. He was pleased to report a 21% increase in new partnerships, 469 in 2023 compared with 387 in 2022. Puppy numbers had increased to levels not seen since 2019, with 1300 puppies placed with puppy raisers during the year. 71% of guide dog owners waited 2 years or less to be matched with their dog and 38% waited less than 12 months. |
| e) | He reported that investment had continued in the Guide Dogs Academy, which was launched in 2022, and notable progress had been achieved with the Academy expanding to 15 sites and with more than 80 new Guide Dog Trainers (GDTs) and Guide Dog Mobility Specialists (GDMSs) currently in training. The GDTs and GDMSs had helped to significantly improve the success rate for qualifying dogs to over 60%, as high as 70% in some parts of the UK and the training time had been reduced by 4 weeks to an average of 31.5 weeks. |
| f) | The Chairman went on to highlight some of the other ways in which we had supported people and mentioned that 9 new Vision Rehabilitation Specialists (VRSs) qualified this year with a further 9 due to qualify in 2026. The VRSs provided training on many important activities including home adaptations, cane use, travel and transport planning and how to use accessible technology. During 2023, the VRSs held 6177 individual training sessions, 39 My Time to Play programmes were delivered across the UK in 2023 and more than 6700 accessible books were distributed to families.  |
| g) | The Chairman said that it had not all been business as usual and, after a thorough review, the extremely difficult decision had been made to close the My Sighted Guide (MSG) service. He said that the organisation was acutely aware of the significance of the service and of the depth of feeling surrounding the decision. However, there were some increasingly complex challenges facing the service which could not be easily overcome; these included volunteer and service user safety and the inability of provide a sustainable and consistent service resulting in many service users waiting more than 24 months. The Chairman went on to say that we would be striving to reach more people in the community with sighted guiding training, although he recognised that this was not a substitute for MSG. Our focus would be on working with local authorities and other charities who provided relevant services to make sure service users continued to receive the right support.  |
| h) | The Chairman said that there was much to be proud of in 2023, although he described it as a year of stabilisation which was inevitable given the economic situation and continuing cost of living crisis. He was hopeful that the changes and improvements being made through the Transformation Programme would make Guide Dogs stronger, more sustainable and better placed to deliver against our purpose for decades to come.  |
| i) | The Chairman mentioned that it would be Guide Dogs’ 90th AGM next year and it would also be the first AGM for the new Chairman, Isabel Hudson. He said it had been a privilege and honour to be part of Guide Dogs for the past 9 years and he was extremely proud of all that had been achieved during this time, highlighting a few key achievements including the merger with The National Blind Children’s Society – now Blind Children UK - in 2013 which enabled us to reach thousands of children and their families with advice, books and technology. We celebrated our 300th Buddy Dog partnership in 2023 and our income grew by £41M (from £103.7M to £144.7M) so that we were now recognised as a top 10 UK charity. The Chairman acknowledged the huge impact of Covid upon the training of dogs but said that numbers of fully trained dogs were returning to pre Covid levels and, with investment in the Academy and other improvements during the last couple of years, this number was well placed to rise and waiting times to reduce. |
| j) | The Chairman expressed sadness at leaving Guide Dogs but was delighted at the appointment of Isabel Hudson. He explained that Isabel had spent much of her career in financial services, had a wealth of experience and intimate knowledge how to develop and nurture a successful business as well as an appreciation and understanding of how to manage and mitigate risk. Isabel had worked with the disability charity Scope for many years and had experienced the impact of vision impairment within her family, making her more than qualified for the role.  |
| k) | He concluded by expressing his grateful thanks to everybody who had supported Guide Dogs during the year including donors, volunteers, and staff. He thanked Members for their time and wished them well. |
| l) | The Chairman invited the CEO to deliver his annual report. |
| **24/05** | **CEO REPORT** |
| a) | The CEO expressed his thanks to the Chairman and thanked everyone for attending.  |
| b) | He reminded Members that he only been in post for 6 weeks at last year’s AGM and it was only during the past year that he had truly begun to understand the breadth and depth of what we did. He said that he had met some incredible people and, as a local fund raiser, he had seen first-hand the crucial work which enabled us to fulfil our purpose. He went on to give an example of donor who he had met who left a legacy to Guide Dogs, largely influenced by the joy he experienced being able to watch our dogs at work during an incredibly difficult period for him. |
| c) | AGL acknowledged the huge contribution of volunteers during the year in so many different roles including fundraising, raising awareness, driving, puppy raising and fostering. He thanked all the volunteers without whom we would not be able to do what we needed to do. |
| d) | Echoing the Chairman’s comments, AGL did not deny that the guide dog service was not yet back at the level we would want it to be however, we were executing in line with our plan and continuing to move in the right direction to return to the partnership levels seen previously. Acknowledging that some people continued to have differing views about new training methods, he pointed out 2 key indicators to help people judge the effectiveness of our training. One was training success which was currently averaging at 68% (over 70% in some sites) and the second was partnership success at the 2-year point which had remained above 90% for many years. AGL hoped that these outcomes would provide members with assurance that our approach was working and, as the increased puppy numbers worked through the system, we would see a return to previous output levels.  |
| e) | AGL highlighted the work of the Vision Rehabilitation Specialists which he described as invaluable in helping people to adapt to an ever-changing world and he provided an example of a service user who had reached out to Guide Dogs, unaware of the VRS team, and been well supported through early and invaluable interventions, gaining confidence at every stage of our involvement.  |
| f) | AGL referred to the Transformation and Change Programme being implemented in 2024. He said that the world was a very different place today with economic pressures and changes in society making volunteering and fundraising much more challenging. He said that given the projected increase in our costs, if we did not act now, drastic action would be needed in the future. He mentioned vet bills which were up 19% and dog food which was up 13%. AGL expressed his gratitude to the Trustees who recognised immediately the potential impact if we did not act now and supported the Executive Directors in developing a plan to ensure that Guide Dogs continued to exist for years to come.  |
| g) | AGL hoped that Members felt greatly encouraged to see that they were being listened to. Responding to feedback at last year’s AGM, new training material for puppy raisers had been launched and we were continuing to work hard to evolve our STEP training programme, listening to feedback and reviewing and improving as we went along, enabling trainers to exercise greater flexibility and adaptability in how each dog reached its training milestones. Recognising the vital importance of understanding the needs of our service users, AGL was pleased to confirm the reintroduction of the customer experience team whose role it was to ensure that the voice of those we served was clearly heard within the organisation. |
| h) | AGL reported that the Trustees had been very supportive of the development of the organisations’ future strategy which was to deliver more closely on the vision and purpose previously set out for Guide Dogs. They recognised the need to continue to focus on bringing our core dog service back to full production and to continue to reduce waiting times. The first phase of the strategy would focus on getting things right in our foundations, ensuring that we had the right processes in place. The focus would be on our key services including the guide dog service, support of adult services through the rehabilitation officers and support of the work of Blind Children UK through our children and young people services and our habilitation teams. The work we were doing would help people to live the life they chose and AGL hoped that it would provide us with a platform to close the gap on where we were today with our stated purpose and vision so that we would be able to look back and know that, where Guide Dogs had had meaningful interventions in a person’s life, their outcomes would exceed what we could have hoped for. |
| i) | AGL said that although his first year at Guide Dogs had not been as planned, mainly due to inflationary and other economic pressures, it had presented the opportunity to look at what was needed to sustain Guide Dogs for the future and to be able to achieve the best outcomes for those we served. AGL expected to be able to share further progress on partnership development at next year’s AGM, as well as an update on some of the work we were doing with other charities so that the vision impairment sector felt more integrated in support of our clients and clients received the support they needed. |
| j) | AGL pointed out that, in addition to their legal duties, the Trustees had a responsibility to hold the Executive Directors to account for the work they did and to consider any feedback presented to them following the Members’ review of the Annual Report. AGL thanked the Members for the value they provided to the charity through their questioning, for their supportive criticism and, importantly, for their suggestions for improvement. He hoped that the Members felt encouraged to see that they were being listened to and their feedback acted upon, as appropriate. |
| k) | He went on to say that he was very proud of every employee within Guide Dogs; it was clear that the passion for what we did shone through in everything we did. He accepted that there was still a waiting list, but the evidence showed we were returning to operating levels of previous years with outcomes at least as good as before. |
| l) | AGL Lennox handed over to the Chairman who invited questions from the floor.  |
| **24/06** | **QUESTIONS** |
| a) | **Comments from Alan Brooks**  |
|  | **Alan Brooks started by expressing his good wishes to the Chairman and, for those present who did not know him, he outlined his background and connection with Guide Dogs. Commenting on the Annual Report and Accounts, he said was pleased to see the increase of 82 new dog partnerships during the year to 469 although he pointed out that this was against a background of a drop of 87 guide dog owners (currently 3478 compared with more than 5000 in 2016). He was pleased that PREP had been abandoned and pleased that the sale of the Leamington property was on hold pending a review. AB had the impression that Andrew Lennox listened and felt that his intentions were good. However, he made the following comments:** |
| *i)* | **There were still 1076 waiting for a dog at the end of June 2024.** |
| *ii)* | **The CEO and Members were being misled by the STEP/LIMA “cult” with senior officials imposing their views and training methods as the only workable option for training guide dogs. Moreover, the “cult” was putting its ideology before the needs of service users.** |
| *iii)* | **The decline in success rates began when STEP was imposed in 2017. The LIMA principles, which were good for anxiety based behavioural issues and were the basis of STEP, were insignificant for Guide Dogs training.** |
| *iv)* | **Covid was a convenient excuse for the decline but Covid lasted 2 years and the partnership decline was in its 7th year. Puppy breeding was disrupted for 4/5 months, not 7 or even 2 years.**  |
| *v)* | **No scientific evidence had been produced to support STEP. He had consulted with many former and current Guide Dogs staff and GDMIs worldwide. Noone could point to any scientific evidence.** |
| *vi)* | **34,000 dogs were trained pre-STEP. The training was balanced, not “punishment” training.**  |
| *vii)* | **He questioned the accuracy of Guide Dogs’ claim that the 60% success rate would produce 520/530 new partnerships in 2024. With 1217 puppies bred in 2022, he would have expected productivity to be closer to 726, although he acknowledged that 10% dogs would be selected for breeding and training might take longer than 2 years from birth to completion.** |
| *viii)* | **There was a fear culture among some staff, even some guide dog owners who were afraid of being critical of the organisation. They no longer had the anonymity of the GDO Liaison Committee which had been disbanded by the “cult”. He questioned how the organisation could communicate and consult more effectively with Members.** |
| *ix)* | **He had previously questioned if blind people were being neglected in favour of training partially sighted people and if apprentice GDMIs were qualifying without ever training a blind person. He said that a director of Guide Dogs contacted a well-respected European guide dog programme to ask how their staff trained dogs for totally blind people stating that Guide Dogs’ the new training methods did not enable staff to do so. He said the director did not accept an offer to meet the European guide dog school and subsequently denied there was a problem.** |
| *x)* | **Some former members of staff, many with decades of experience, offered to help train new staff but the offer was turned down. He felt that staff should be able to think for themselves and not have the new methods imposed upon them.** |
| *xi)* | **The CEO said he did not want the pendulum to swing back but, sadly, it stopped swinging altogether in 2017.** |
|  b) | Andrew Lennox, CEO, acknowledged that some people continued to have concerns about current training methods but, as he had demonstrated in his report, training success rates had improved significantly, and we were on track to return to pre Covid operating levels. Following feedback at last year’s AGM, there had been a number of positive changes to the way in which we approached the development of our dogs. These included changes to the puppy training programme, the initial feedback had been very positive. Moving onto STEP, the feedback of our teams had been invaluable in the evolution of the programme. We were continuing to listen, monitor and adapt as we went along to make sure we continued to improve and to deliver the best possible outcomes. |
|  c) | Peter Osborne, Deputy CEO, added that the world had moved on and there had been a general shift away from “punishment” based training method which were no longer considered to be ethical or acceptable. The basis of today’s training was positive reinforcement with learning through verbal correction. |
|  d) | Responding to AB’s comment about success rates, AGL accepted that the figures may have been misleading as we had reported the total number of puppies born (1217) and not the number training with puppy raisers (1069).  |
|  e) | Andrew Lennox agreed that it was vital to understand the needs of our clients and to consult and communicate with Members. The newly formed Customer Experience Team would be listening and responding to feedback, to make sure that we understood and responded to the changing needs of our clients in a rapidly changing world. He felt this additional layer would be invaluable as services evolved, enabling us to better support our clients. AGL hoped that Members had seen that they were being listened to and that their feedback was appreciated and was being used to enable us to continue to learn, and to improve all that we did. |
| f) | Peter Osborne said we had been very concerned to hear the suggestion put forward that blind people might be deprioritised. This was one of the areas that the newly formed Customer Experience Team would be looking into. |
| g) | Andrew Lennox responded to AB’s comment about the organisation turning down the offer from former members of staff to help with training, explaining that there were over 250 qualified Guide Dog Trainers and Guide Dog Mobility Specialists within the organisation, who, between them, had trained many thousands of dogs and formed many partnerships. To continue to learn, evolve and grow we used this extensive experience supported by regular feedback from our peers in other organisations. |
| h) | **Jill Allen-King said that her seventh guide dog died suddenly in February 2023, and she had been without a guide dog since then for the first time in 52 years. She was house bound and living with her husband who had dementia. She said that Guide Dogs had given her independence in 1972, which she had now lost. She commented that 469 new partnerships in 2023 was very low. She drew attention to donations to Blind Children UK in 2023 and expressed the view that donations should be used for the benefit of the main charity and not this subsidiary.** |
|  | Peter Osborne acknowledged how difficult it was for a service user to be without a guide dog and said he spoke from personal experience as his wife had been waiting for a guide dog for 18 months. He reiterated the Chairman’s and CEO’s words, emphasising that increasing dog partnerships and reducing waiting times remained the highest priority. He said that the average waiting time was currently around 15.9 months. The focus was on the priority list and lower priority service users would require senior management approval.  |
| i) | Andrew Lennox said that, while our dogs remained our core service, we were meeting our objectives of helping people who were blind and partially sighted both through our canine services and through our children and young people services. He said that our non-canine services did not in any way impact our core canine services and explained that only 6 pence in every pound donated went towards Blind Children UK and that included donations made specifically to Blind Children UK.   |
| j) | **Clare Black, Member, said that she understood how distressing and difficult it must be to lose and then be without a guide dog. She went on to talk about her son who had been blind almost from birth and provided some examples of the invaluable help and support he had received from Guide Dogs from school age through to adulthood. There had been very little help available from the Local Authority and she and her son were very grateful to Guide Dogs. She explained that services outside the core canine services were funded from a different income stream and did not in any way impact the core service.** |
| k) | **Peter Hattersley expressed disappointment that legislation was still not in place to ban pavement parking. He went on to question the role of a Member of the Association and asked how many Members there were and how many guide dog owners were Members.**  |
|  | Andrew Lennox agreed that it was very disappointing that we were still waiting for a ban on pavement parking. He and a few colleagues would be attending the Labour Party Conference the following week and would use it as an opportunity to seek commitment from the government as to when the legislation would be in force. He added that some Local Authorities were starting to take action themselves. Responding to the question about membership, AGL said that the responsibilities of a Member were set out in the charity’s Constitution and that we currently had 399 Members. We did not have a breakdown of the Membership as this data was not collected.  |
| l) | **Catherine Evans mentioned that she had waited 18 months for her guide dog. She acknowledged the impact of Covid on waiting times, but the situation was improving. She said that respect was key in a successful partnership, both respect between the guide dog owner and dog, and vice versa. There was no need to be harsh towards a dog, a firm word was enough.** |
| m) | **Brenda Wildish mentioned that her Local Authority provided some support for guide dog owners but recognised that this was not always the case. She suggested this could be an issue the campaigns team might wish to pursue. She commented that there was no mention of volunteer numbers in the Annual Report and asked how many volunteers stayed for more than 12 months and, specifically, how many puppy raisers stayed for more than 12 months. She said the process of volunteering was very complex and there was too much red tape.**  |
|  | Andrew Lennox explained that there was a general change in mindset with people looking at micro volunteering and looking for occasional or one-off volunteering opportunities which was not aligned to the Guide Dogs model. He also felt that some people wanted to try out specific volunteer roles such as puppy raising before making a commitment. He agreed the process of volunteering was too complicated and advised that work was underway to introduce a new volunteer management system which would see a significant reduction in the number of roles (currently 92) and the implementation of a simplified volunteering process.  |
|  | *Post Meeting note: Response to the question about the number of volunteers who stayed more than 12 months and, specifically, the number of puppy raisers who stayed more than 12 months. Generally, 93% of Guide Dogs volunteers support the organisation through volunteering for more than a year (median figure). As of September 2024, our analysis of our 5,936 volunteer puppy raiser population (‘approved’ and ‘active’ status) showed that 85% of volunteer puppy raisers had stayed with us for more than a year. The calculation excluded new puppy raisers who joined after September 2023. Please note that most of our puppy raisers tend to raise a guide dog puppy as a household (i.e. two or more puppy raisers per puppy) and will often take a break between raising another puppy. This is when their ‘active’ status temporarily reverts to an ‘approved’ status.]* |
| n) | **Brenda Wildish referred to the Guide Dogs’ logo and suggested that we should look at it again. It was her belief that many people did not know what the charity stood for. She also asked how people could be sure that their donations were going towards the dogs.**  |
| o) | **Sandra Bannister said that guide dog owners had not been consulted about the withdrawal of the half check collar and she was upset by that decision. She explained that she had not used the collar to punish her dog but found it a useful way of locating the dog’s head.** |
|  | Peter Osborne accepted that there should have been consultation with guide dog owners on the decision to withdraw the half check collar which he said was rarely used these days.  |
| p) | **Sandra Bannister acknowledged that services supporting vision impaired adults were scarce and asked how we made sure we were not duplicating the work of other organisations.** |
|  | Peter Osborne explained that we continued to work with local organisations to identify additional sources of support and to make sure we were not duplicating the work. He mentioned Mark Sanderson, Director of SISS (Skills, Information & Support Services), who liaised closely with the RNIB, Thomas Pocklington Trust and other local organisations. He said that he and several other members of staff were attending the Visionary Conference the following week to find out more about other local teams.  |
| q) | **Sandra Bannister asked when the charity started talking to a guide dog owner about a new dog.**  |
|   | Peter Osborne said that the conversation was initiated when their current dog was approaching retirement. |
| r) | **David Adams said that he had not heard a response from management to Alan Brooks’ questions about the scientific evidence to support STEP. He described Andrew Lennox as “a breath of fresh air”. He felt that AGL was listening although he questioned who he was listening to.** |
|   | Andrew Lennox responded by saying that there were strengths and weaknesses in all methods of training, and we needed to take the positives forward in the development of our training which was constantly evolving through monitoring, feedback and learning. He repeated his commitment to continue to listen to Members and all the people we served. |
| s) | **Tim Mack explained that he had been an active volunteer for Guide Dogs for 10 years and had recently become a Member. He commented that the world we were living in was vastly different to years ago and he highlighted the potentially very serious risk to our reputation posed by social media. He said that everybody needed to exercise extreme caution if engaging on social media. He also highlighted the potential impact on corporates and large organisations with whom we had connections and whose reputations were of paramount importance. He went on to say that he felt there should be greater emphasis on strengthening the volunteer community rather than fundraising as a lot of fundraising was already happening.**  |
| t) | The Chairman thanked Members for their questions and for the comments and points raised. He assured Members that they were being listened to and that their comments and feedback were taken on board both by the Executive Directors and the Trustees. He moved to the formal business of the meeting and announced each resolution, as set out in the Notice of the meeting. |
| **24/07** | **ORDINARY RESOLUTION ONE** |
| a) | **IT WAS RESOLVED** that the minutes of the Annual General Meeting held on 19 September 2023 were a true reflection of the meeting and that they should be signed by the Chairman. |
| **24/08** | **ORDINARY RESOLUTION TWO** |
| a) | **IT WAS RESOLVED** that the Report & Financial Statements for the year ended 31 December 2023, which had been circulated to the Members in advance of the meeting, be received.  |
| **24/09** | **ORDINARY RESOLUTION THREE** |
| a) | **IT WAS RESOLVED** that BDO be appointed as auditor of the Association and that the Board should determine the remuneration of BDO. |
| **24/10** | **ORDINARY RESOLUTION FOUR** |
| a) | **IT WAS RESOLVED** that Catherine Crofts be re-elected as a Member of the Board in accordance with Article 3.2. |
| **24/11** | **ORDINARY RESOLUTION FIVE** |
| a) | **IT WAS RESOLVED** that Ranjit Sondhi be re-elected as a Member of the Board in accordance with Article 3.2. |
| **24/12** | **ORDINARY RESOLUTION SIX** |
| a) | **IT WAS RESOLVED** that Isabel Hudson be re-elected as a Member of the Board in accordance with Article 3.7.1. |
| b) | Having concluded the formal business, the Chairman thanked everyone for attending and for their participation and he declared the meeting closed. |
| c) | Lynne Hill, Deputy Chairman, thanked the Jamie Hambro for all he had achieved as Chairman for the past 9 years and for his support for the Trustees, Executive Directors and Guide Dogs as a whole. |
| **24/13** | **DATE OF NEXT MEETING**  |
| a) | 16 September 2025 |

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Chairman

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