

Bournemouth Citizens Advice Bureau

**Full Members' Meeting**  
(including Trustees)

Minutes of meeting held: 5pm, Wednesday 20 May 2009  
in the  
Town Hall, Bourne Avenue  
Bournemouth, BH2 6DX

**Trustees Present**

Matthew Moore	MM	Chair
Sarah Hough	SH	Treasurer
Ted Taylor	TT	Elected Member
Ao Ajomale	AA	Elected Member
Tina Thompson	TTh	Elected Member

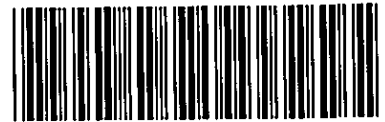
**Members**

Viv Aird	VA	BCVS
Phil Carey	PC	Salvation Army
Frances Pantaney	FP	Member
Tee Stokes	TS	Member
Ben Print	BP	Member
Jane Kelly	JK	Member

**In Attendance**

P. Martin Broad	PMB	Chief Executive
Shirley Wright	SW	Minute Secretary and Paid Staff Rep

THURSDAY



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02/07/2009  
COMPANIES HOUSE

**1.0 Welcome and Apologies**

The Chair welcomed those present.  
Apologies: Douglas Eyre, Hazel Walker, Tony Hunt

**Action**

**2.0 Minutes of the Last Meeting** (document circulated at the meeting)

The minutes of the last Full Members' meeting held on Wednesday 19 November 2008 were proposed by TTh, seconded by SH and AGREED as an accurate and correct record.

**3.0 Matters Arising**

4.0 PMB informed the meeting that he had contacted Cllr Stephen MacLoughlin and the situation is being monitored regarding racism in the leisure industry.

9.0 PMB reported that a merger with Poole CAB is not being considered at present but a meeting with Richard from Poole and the Operational Management Team regarding discrimination training and new funding opportunities will take place in the near future.

**4.0 Special Resolutions**

Amendment to Memorandum and Articles

Resolution One - Following due and proper consultation with the Charity Commission, PMB read out the written permission to proceed and remove the limitation on aims and intentions as follows: -

The Charity's objects are to promote any charitable purpose for the benefit of the community mainly but not exclusively in the area of the Council of the Borough of Bournemouth or any successor body to it ('the area of benefit') by the advancement of education, the protection and the preservation of health and the relief of poverty, sickness and disease.' - proposed TT, seconded SH, all AGREED.

Resolution Two – 'The maximum number of Trustees shall be 12 and the minimum shall be four (increase from 9 to 12 Trustees) Proposed TTh, seconded TT, all AGREED.

**5.0 Reports (documents circulated before the meeting)**

**5.1 Manager's Murmurings**

Nothing to report under this item.

**5.2 Bureau Stats Report**

Nothing to report under this item.

**5.3 Client Feedback Report**

TTh proposed asking clients what we could do to improve our service. PMB explained that the Local Authority had set the format for this document and their permission would be required. If they are in agreement JP will assist with the wording of the question to get the best results. It was noted that percentages are not as meaningful as numbers and surveys should be based on same numbers for comparison purposes. PMB reported that outcomes will be included by the Autumn.

**5.4 Social Policy Report**

Nothing to report under this item.

**5.5 Training Report**

Nothing to report under this item.

**5.6 Projects Report**

Nothing to report under this item.

**6.0 Treasurer's Report**

The Treasurer reported a better year financially with the 09-10 budget showing reserves. A new server over £10,000 had recently been purchased including items of furniture for the reorganisation of the office to accommodate additional workstations.

**7.0 Citizens Advice: Area (England South) and National**

Citizens Advice National 70<sup>th</sup> Anniversary Celebrations, 4 September 2009.

Bournemouth Citizens Advice Bureau's 70th Anniversary on 9 September 2010.

Bureau's AGM – Bournemouth University on Wed 16 September entitled 'Take the Credit'.

**8.0 Any Other Business**

There was nothing to report under this item.

The meeting closed at 6.00pm

Date of Next Meeting  
tba

Town Hall  
Bournemouth

