

MINUTES OF THE NATIONAL TALKING EXPRESS ANNUAL GENERAL MEETING

HELD ON SATURDAY 5TH MAY 2018

AT THE ROYAL OAK, HARWICH

Overview

For the benefit of new members attending, Phil gave an overview of what NTE is. He explained he started the charity in 1979 which went onto be National Talking Express in 1985. Prior to this time, NTE was part of another organisation which is now defunct.

Since becoming the registered charity of NTE in 1985, one magazine a month has been published, with the subsequent introduction of a sister magazine called Media Roundup. NTE is a general interest magazine containing articles, reviews, letters, competitions, and other general interest material. Media Roundup contains information about media outlets: Virgin, Sky, Freeview and other broadcasters and Electronic Programme Guide (EPG.)

The two magazines are released monthly, and are sent out in various formats. There are now only 20 or so people who receive cassette, but the plan is to close this format as soon as possible due to the running of the now old equipment. Formats are: MP3 CD, memory sticks, streaming, or MP3 download, and SD card. The magazines are also accessible through British Wireless for the Blind Fund's Sonata devices, and Bumblebee tablet.

Welcome and Roll call

Philip Troll - Chairman.

John Flynn - Vice Chairman.

Sheila Troll - Appeals Officer.

Arthur Payne - Publicity Officer.

Muzzamil Lakhani - Treasurer.

Paul Chinnery - Development Officer.

Irene Knowles - Committee Member, by telephone.

Charles Peck - Member.

Mervyn Ivany – Member.

Martin Messias - Reader.

Jeff Kirk - Reader.

Anne Larkin - Guest.

Paul Larkin - Guest.

Kathryn Hirst - Guest.

Apologies

Jackie Brown – Secretary.

Caroline Eustance – Committee Member.

Rachelle Winborne – Member.

David Knowles - Member.

Notification of Any Other Business

This is where any other business matters can be notified to the meeting at this stage that will be discussed at the end of agenda items. Muzz stated that GDPR regulations is an item that needs to be discussed under AOB.

Approval of minutes of the AGM held in 2017

Sheila read last year's minutes before they were proposed by John Flynn and seconded by Charles Peck. There were no matters arising from those minutes.

Reports

Chair's report (see appendix one.)

Vice Chair's report (see appendix 2.)

Appeals Officer's report (see appendix three.)

Publicity report (see appendix four.)

Treasurer's report (see appendix five.)

Development Officer's report (see appendix six.)

The above reports were proposed by John Flynn, and seconded by Muzz Lakhani.

Some discussion took place about payment methods, and it was agreed by everyone that NTE needs to use PayPal going forward.

It was agreed that Muzz would contact Sean Randall from BCAB who wrote the Alexa skill that they use with a view to NTE having one as well.

Muzz said that he would be commencing a new investment fund and begin to accumulate in that through Gift Aid funds.

Charles stated that when he purchased CDs on behalf of NTE, he bought material for himself, and the entire amount was put on one receipt. Charles wished to let the meeting know this.

Phil announced that he had received a large batch of recordable CDS donated by the Tendring Talking Times. It was agreed that a letter would be sent with NTE's sincere thanks for their generosity.

Election of officers

Chair: proposed by John Flynn, and Seconded by Muzz Lakhani;

Vice Chair: Proposed by Rachelle Winborne, and Seconded by Charles Peck

Appeals Officer: Proposed by Paul Chinnery, and Seconded by Muzzamil Lakhani

Development Officer: Proposed by Charles Peck and Seconded by Mervin Ivany

Treasurer: Proposed by John Flynn and Seconded by Charles Peck

Election of the Committee for 2018 – 2019:

Proposed by Mervin Ivany, and Seconded by Paul Chinnery

Proposal to let the Committee decide on an auditor:

Proposed by Arthur Payne, and Seconded by Rachelle Winborne

Any other business

Muzz talked about the new GDPR guidelines that come into force on 25th May 2018, (see appendix seven.)

Muzz explained that NTE, in accordance with these GDPR guidelines, needs to appoint a Data Controller, a Data Processor, and a Data Protection Officer. Muzz proposed that since there are only three committee members who have access to any kept data, Paul would be the Data Processor, Phil would be the Data Controller, and Muzz himself would have to be the Data Protection Officer. All

these duties are currently being carried out by these people so it was felt it made sense to continue in this way. Phil felt this should all be deferred to the committee meeting following the AGM, and everybody agreed this was the best course of action.

Date and time of next meeting

It was agreed to hold the AGM next year on Saturday 4th May 2019, in Harwich at 11.30 am.

Phil thanked everyone for attending the meeting.

APPENDIX ONE

Chairman's Report to Annual General Meeting 2018

Since the AGM, Sheila and I have taken part in several successful collections, ie Stratford and Moorgate, being two of them.

As most of the work for NTE is being done from home, the office is only used one or two days a week now . However, we need to keep a London postal address, otherwise we will not be entitled to collect at London underground stations.

We will be suspending the cassette service this year, because the cassette copiers are in a bad state and therefore would not be financially viable to repair. They were purchased in 1990, so have had a good innings. We have kept this service going for as long as possible.

We intend to move the remaining 20 or so listeners, who currently receive cassettes on to memory stick, Internet, SD card or MP3 CD.

I had a serious train accident at Waterloo in May last year. I fell on the rail track at Waterloo, and was pulled off just in time before a train came in, so I am lucky to be alive. On that day, I had a bad eye infection. My vision was blurred. I thought the train that was coming in was on my side, but it was on the far side of the dual track. I moved towards the edge of the platform, preparing to board the train. I misjudged how close I was to the edge and subsequently fell six feet and two inches on to the track. I broke two bones and fractured a third bone in my right ankle and I have crushed nerve damage on my left leg, which is partly numb. As two kind members of the public pulled me off the track, my left leg got caught on the overhang of the platform, thus damaging my left leg. I was lying on the platform for an hour before the ambulance took me to a local hospital. My ankle was dislocated and had to be forced back into place. I was heavily drugged by the first aid team, before this could take place.

I had to have surgery. A metal plate was inserted into my ankle to hold the bones together. I was there for five days. I had a plaster cast on my right leg for 6 weeks, then was given an air boot, which did not do much good. I was unable to get upstairs during this time. Sheila and I had to go back to Feltham on the 25th of July, for the last time, to carry out the final chores in clearing out my late brother's house.

Due to this, I have not been able to take part in many NTE collections last year. I am slowly recovering and have resumed collecting, as and when viable. As my late brother's house has now been sold, I do not have anywhere in London to stay for long periods. However both John and Arthur have kindly agreed to put me up for odd nights.

I was not able to walk for at least eight weeks, and had to attend many hospital appointments, thus limiting my time for NTE work.

I have managed to make some recordings for both NTE and the Media Round-up, but these need editing.

To save NTE money, we have ditched TalkTalk in favour of Toople, who are giving us a much better phone and broadband deal. The office phone number will remain the same.

We have now moved from our old house to a newer and bigger one. We are approximately a mile away from our old home. The move has also taken much of our time, thus reducing the time available for NTE work. However, we are doing our best as usual. We hope to do more for the charity this year, when we settle down a bit.

I would like to thank the Committee for their continued hard work, also Paul, for keeping the magazines on track, Ken for maintaining the website, and all the collectors for their arduous hard work over the past 12 months. We are slightly better off this year than last, as you will see by the Treasurer's report.

Lastly, thank you to all the members and associates for your continued support.

Happy Listening,

Phil Troll. (Chairman).

APPENDIX TWO

Vice Chair's Report for NTE AGM 5 May 2018.

Since the 2017 A.G.M I have participated in and attended all committee teleconference meetings.

We have had another excellent year regards the collections. I have taken part at all 22 of the morning and returned back for 10 of the evening, some I carried out single handed.

Some of our outstanding collection stats are listed below.

May 2017.

Stratford £548.92.

Moorgate, £600.60.

June 2017.

Old Street, £427.09.

July 2017.

Canary Wharf, £1177.50.

London Bridge Underground, £385.20.

September 2017.

Liverpool Street underground, £306.63

Farringdon underground £372.51

October 2017.

the first of two at White Chapel where I banked £372.50.

November 2017.

Chancery Lane, £441.00.

Canada Water £471.51

Embankment £348.00

December 2017.

Tottenham Court Road £252.87

Oxford Circus £468.50

January 2018.

Embankment underground station raising £417.50.

We were due a collection at Stratford but this had to be re-scheduled for a later date due to lack of personnel being available.

February 2018.

St James' Park £257.00.

Canada Water £330.73.

Also February, we went to a new venue, well, for me in any case, at Southwark raising £508.94.

March 2018.

Moorgate, £935.89.

West Ham, £651.00.

April 2018.

Mile End, £318.00.

Whitechapel, £387.00.

All moneys from these collections have been banked.

It has been a challenge carrying out some of these collections particularly at large stations when you are the only person striving for the cause but unfortunately due to serious illnesses I know it has not been possible for anyone else to collect with me. I do feel it much easier when you know that you have another person who is collecting with you. I must and have always stated that health comes first before NTE. We seriously need to discuss future collections. The Staff were a little worried about me collecting on my own at Canary Wharf and this could be an issue as staffing levels fall due to continuing cut backs at TFL.

One person did say that I looked a forlorn figure whilst collecting at London Bridge.

I would like to thank Caroline and Muzz for coming down from Bristol to assist with part of the morning collection at Farringdon and then for their work for the rest of the day and Arthur for helping me out for some of the evening collections and the morning one at Southwark. May I also thank Paul, Martin, Charles as well as my partner in crime, Phil for all your hard work over the past year. I hope I've not left anyone out. I know Sheila hasn't managed to do many collections but as I stated earlier, health comes first and without her booking these, they wouldn't have taken place.

I also banked some money which Arthur's work place had raised from a regular quiz which they hold and they had decided to give half of the proceeds raised from the evening to NTE. I was able to bank £92.25 on his behalf.

During the year we have had the demise of the old £1.00 coin although these still have a tendency to appear in our collections but as long as the banks are still taking them in, we seem to be coping well with them. May I continue to advise those of you who handle the money from our collection to continue to bag them up separately. We also saw the demise of the old £10 note with a new version similar to the £5.00 but notes seem to be less of a problem than coins.

Although I am not one for blowing my own trumpet unless pollen is around, we have done pretty well despite there being health issues with some of the collection team.

Finally, let us all continue to do whatever we can to keep things afloat for NTE and, maybe, awaken some of those silent members.

Thank you all for your hard work over the past year.

If I am allowed to continue in the post I will aim to continue the work carried out this year.

John Flynn

Vice Chairman

04 24 2018

APPENDIX THREE

Appeals Officer's Annual Report 2018

During the last year I have continued to book collections at London Underground stations, keeping up with changes to the system.

Unfortunately I have been unable to take part in collections recently as the leg ulcers I had years ago returned last June. Standing still for hours would cause further damage as well as being extremely painful. I will help with the collections again as soon as I am able to. The Chairman and I also plan to collect at Essex main line stations as soon as we are able, and we hope to do a collection in Leeds as a friend in Bradford has invited us to stay, but at the moment we both have health problems and a lot of hospital appointments. The Chairman is recovering from a serious accident, covered in his report.

I am very grateful to those who have continued to do the collections and am aware there is a lot of pressure on them at the moment. If anyone is willing to help collect, or knows anyone who might, please contact the NTE office.

Since the Fundraising Regulator took the place of the Fundraising Standards Board, I have been receiving emails from them. I pass on the relevant information from them to other members of the Committee.

I have re-designed the leaflets and collecting box labels, replacing the FRSB logo with that of the Fundraising Regulator. New leaflets have been printed. An example of items in the newsletter: the Fundraising Regulator has set up a Fundraising Preference Service which allows people to refuse all communication from up to three charities. A PayPal link is now shown on the leaflets, allowing people to renew membership or make donations.

We have changed our telephone and broadband service provider to Toople, which is giving us a much better deal than TalkTalk. It will eventually mean losing our existing email address. In preparation for this, I have set up Gmail accounts which can be used to replace them. The new address to be given out publicly is

nteoffice254@gmail.com

There is another Gmail address for the Development Officer and Committee members to communicate among ourselves. The old and new emails for public use are shown on the new leaflet, with a note that the old one is being phased out.

Collecting box labels have also been redesigned and the new ones, showing the Fundraising Regulator logo and new email address, are gradually being put on all boxes.

We are preparing for the new Data Protection regulations, which are causing us some problems. We need to let everyone on the NTE database know what

information we keep on them, and confirm that we never share that information with other organisations. Should anyone ask to be removed from the database, we are required to do this within a month. This information has been announced on the magazine. However, we are also required to write to everyone, or email them, asking for permission to continue to contact them. If they do not reply, we are not allowed to contact them again. Communicating with some of the individuals in a format accessible to them will be difficult, for example people who have gone blind late in life and not learned braille who therefore cannot read braille or any type of print. We are considering sending the information on ordinary audio CDs to everyone. This will be under discussion by the committee.

I continue to do readings for Media Round-up when required.

I am disappointed that I have been unable to do more this year, but health problems and our house move have made this difficult. If allowed to continue I will try to do better next year!

Sheila Troll
Appeals Officer

1 May 2018

APPENDIX FOUR

PUBLICITY REPORT FOR ANNUAL GENERAL MEETING ON 5 MAY 2018

I continue to send through any relevant information that is well enough advanced to include it in future magazines. Given that magazines are coming out later in the month than we imagine it is really hard to include events that happen in that month. I have told plenty of people about the organisation wherever I go and always let people who have iphones know that they can access the magazines that way. At evening collections which I continue to support we have been asked a range of questions from the public ranging from can they be a reader to can they advertise their services. I give them a leaflet and ask them to contact the office directly. We also had someone ask if they could act as a reader. Therefore can we have any feedback at this meeting from Paul as to whether he has received such requests. Phil and Sheila stayed with me after the Stratford collection.

On Saturday 1 July I attended the South East London Vision forum. The charity was mentioned there and people were pleased that it was still going. Selvis aims to work with many organisations to help develop them and also to get younger people involved which is the big thing.

At the collection at London Bridge on 19 July someone actually asked for more information so the leaflet drop was useful. Also the station gave periodic announcements of our collection. Only Canary Wharf so far as I am aware has done this in the past.

Whilst I was up in Chesterfield towards the end of July I mentioned the website for the charity and the aps feature and people were impressed. Finally I will be taking part in a work quiz on Tuesday 26 September. Some of the money raised from the proceeds of the quiz will go to National Talking Express as well as London Sports Club for the Blind.

I would like to thank Paul for continuing to feature articles I have written on including the recent holiday to Italy during September.

On 26 September a quiz was held in the Charing Cross area. This raised money for the charity and this amount is now in the charity's account. I gave a brief speech about the charity and its work and people were very enthusiastic about its work.

I continue to send through information to the office of relevance to the appropriate magazine. A lot of information we cannot forward on because the date is only within three to four days which is unrealistic.

I have continued to support evening collections and with five collections that happened in a row it was challenging and 13 December I had a Christmas meal to attend. We therefore need to urge for more support for collections as we do with London Sports Club sometimes up to 12 collectors have helped us at Liverpool Street network Rail in one day.

On Thursday 2 November I had a word with one of the co-ordinators of our Capability Action Network at work. I have what is known as an interest group for staff with visual impairments. I mentioned the charity in a blog which will be featured on our work Intranet which lots of people can see so hopefully we may get members that way. I have asked any blind people to contact me by e-mail.

The evening collection in which I helped out at Chancery Lane went very well. The leaflet drop was very impressive here. Questions at such collections can be asked on reader help. I asked them to take a leaflet and contact the office directly.

The collection at Embankment on 28 November had an excellent leaflet drop. A question was asked about content of the magazine and John explained this. Paul, let us know if you have had any reader applications as a member of the public has asked about this.

It has been pointed out that all of our collections take place in London. Given that our name is National Talking Express it could in the future be an idea to include other members who listen to the magazine in say places like Manchester, Liverpool and so on. A message could go out to the effect that we are looking for people to collect for the charity in other cities except London and ask them to come forward. The way it is at the moment only a handful of people are undertaking collections in London only. The spread of them will endorse our name National so that collections can take place throughout the country and not just London in the future.

The Oxford Circus evening collection was very successful raising over £300. We had an excellent leaflet drop also. Although I was only able to collect for one hour there due to another engagement at 7.00pm the three of us who collected did very well.

Only John and myself collected at St James's Park on 7 February. We will need to know from Paul whether the appeal for more collectors in London has worked or not. From my recent experience collectors are only coming forward when they actually have to engage in fundraising for a charity to gain additional perks but of course this does not work for all charities.

April is going to be difficult because I will be away in Chesterfield when those two collections take place. However we will continue to support evening collections for as long as is possible. We will need to bring in new collectors following the AGM. Your messages will need to reflect this. Basically people win your competitions who we do not know. Those people should get involved. If they feel

like entering a competition and they win we give them something. They then need to give back. Any message should simply state that those of you who take part in competitions and win why not help us out in the future. It doesn't force one particular individual but it does let those people know that we want to change tach. We cannot go along in the same way with the same people doing collections. Whilst we enjoy helping out it isn't always going to be possible to do every single collection given that we have two a month.

The collection at Southwark on 21 February went very well. I supported John in the morning from 8.00am to 9.30am and then did a three hour stint in the evening from 3.20 to 6.20pm. We had a large number of leaflets being distributed. A question was asked whether we did card reader transactions. This was the first question I had ever heard on this. We will have to see what happens as contactless becomes wider whether we would need to consider such a reader idea in the future. It is only as we rely on stats for collections and whether they start to fall due to contactless that we may need to look at that angle.

Following the collection I attended a club in Watford at which 50 people were present. Most of them would take the memory stick angle to receive NTE. I handed out some leaflets to the organiser so hopefully you may get enquiries to the office from prospective members.

The big thing as you will see from this report is that all collections have been in London. Despite numerous appeals nobody else has come forward to help out with them. The next people we should target are the competition winners. We want them if they are not already to become full members so they can vote at AGMs and more importantly come onto the committee for future meetings. In the end it is only when younger people come forward that charities like National Talking Express will continue long into the future.

APPENDIX FIVE

Report Of The Hon. Treasurer, For The Year Ending 31st March 2018

The National Talking Express

Balances in Bank

Barclays

- Community A/C: £2374.26
- Savings A/C: £0.14
- Grants A/c: £0.15

CCLA Reserves

- COIF Property Fund: £12100.00
- COIF A/C: £5210.00

Total Reserves: £17310.00

Total Funds: £19684.55

Remarks

In the last couple of years, I have always included the annual accounts and our auditor's report following my report. This year, however, the accounts and auditor's report have not been included. This is due to a sudden but very serious life threatening illness that Martin finds himself against. I had a chat with him a few weeks ago, and he sadly informed me that he has been diagnosed with advanced stage Prostate Cancer in addition to renal failure. Through out April, numerous calls and emails have been unanswered, and he has not replied to my texts either. Therefore, I am genuinely worried for him. At this time, I can only wish him well from everyone at NTE. Not only has he been a key person to guide me through the last couple of years, he has also provided his services free of charge. I did send him a get well card from all of us. I have my fingers crossed for him.

Meanwhile, judging the urgency of the situation, I have sought the services of Rogers Spencer Ltd, a Nottingham based firm who has audited the British Computer Association of the Blind (BCAB) for some time. My thanks go to David Boden for his very kind referral and introduction. I am currently awaiting a quote for their services, and it may most likely involve me taking a trip to their Nottingham offices in a few weeks. We have had a good run with our accounting costs for well over a decade. I guess this is the end of this chapter for us, and my thanks go to Martin Phildew and his predecessor Alan Isaacs for their assistance to our charity.

The State Of Our Finances

In general terms, we have had a good year financially. Our reserves look healthy, and we are finally approaching the £20k mark. Our reserves for the year went up by £2600 over the financial year ending 31st Mar 2018. We had an overall Surplus of £2368.70, down from £2852 the previous year. These numbers are still an amazing result overall, despite the many difficulties that we faced with our various committee members. Our total income was £13356.08 and total expenditure amounted to £10987.38. I would like to, first and foremost, congratulate and celebrate all of the collectors at NTE, who give up their time to make my job much easier and comfortable. I thank you all immensely! I would also like to thank all our members and donors over the year, who have supported the cause.

Breakdown Of Our Performance

Our income from collections for the year amounted to £10470.44 which is still our biggest source of income. My special thanks go to Phil and Sheila Troll for dedicating so much of their time towards collection despite not having a London abode at their disposal. These efforts are especially appreciated given the near fatal injury suffered by Phil last year. Given all this, I feel that we have performed incredibly well, considering that our total collections amounted to £12200 last year.

Donations and membership subscriptions for the year came to £2225.46, an increase of £330. Chief among donations are a £250 legacy from Valerie Coles, and a £500 donation from Clackton Lions Club, who have been thanked for their kindness with a Thank You card on behalf of the committee. We also saw an increase on the return from our investments, which went up from £270 last year to £660.38 this year. This has been solely due to the full materialisation of higher dividend that we receive from the Property Fund. The value of the fund has also seen an overall increase, with the unit price increasing over the year from 116.9p to 119.3p a unit, meaning that our investment is worth more than what we put into it.

Total outgoings of £10987.38 mainly consisted of Contractor Fees, which remain unchanged at £750 per calendar month, giving us an annual total of £9000. Similarly, our rent for the Katherine Road premises continues to stay at a constant £72.58, and due to an ongoing chopping and changing of payment systems at Newham Council, only eleven months could be accounted for, giving us £798.38 for the year. Another accounting anomaly also means that our website hosting domain costs for the year only came to £15, which we paid to eHosting for ntexpress.org.uk. Roger Davis has not invoiced us for some time now, and invoices for 2016-17 as well as 2018-19 totaling £490 only arrived in my inbox on 31st March, which I subsequently paid after the end of the financial year. I feel that £120 per annum for a well designed website, mobile apps and much better specs is a deal hard to beat.

A major cost for us has been TalkTalk telephone and broadband costs for the office, which came to £453.70. This has been one of my concerns, particularly since due to rising costs, the service continues to be sub-standard. Fortunately, we have now switched providers, so this cost is going to reduce by a fair margin next year. Insurance on the other hand however, went up by around 10% this year to £315.35. We spent £50 for the new Fundraising Regulator, who took over from the now

defunct FRSB. We spent £134.10 on last year's AGM travel expenses, and £42 on our TNF membership.

This year, we recently ordered 10,000 newly printed leaflets with the new regulator's logo and our PayPal donation link, worth £120. We also spent £47.99 on CD wallets and £10.56 for the collection box labels (please let me know if you would like me to post you some). A £20 payment was made by me in error to my own account in mid March, for which I apologise profusely. Needless to say that I have repaid this back to NTE. However, the repayment was after the 31st March and so would be shown in next year's ledger. We also received a £145 credit from Barclays for an error that they had made in accounting one of our deposits last year.

Moving Forward

We had a last minute change of heart from our outgoing secretary Nina, who has stepped down. I thank her for her services last year and would like to welcome Jackie Brown to the committee. This change of secretary has resulted in me pausing with the change of mandate. I will complete a fresh one in the next few weeks. Also on hold is our plan to switch to a different bank, which I hope to complete soon. I have also asked Rogers Spencer Ltd for assistance with our Gift Aid claims in the absence of Martin. If successful, we stand to gain up to £2000 per annum, backdated for a few years, which we would be entitled to claim under the Small Gifts Donation Scheme. I propose that we diversify our portfolio and I nominate CAF Investments as my choice of investment account(s).

Muzzamil Lakhani

Elected Treasurer

APPENDIX SIX

DEVELOPMENT OFFICERS REPORT TO THE NTE AGM 5TH MAY 2018

Another good year for both of our magazines NTE and Media Round Up. Both magazines have been produced each month online and the Phone Apps and every 2 months on CD, Memory Stick, SD Card and the Cassette version.

Regarding cassette copies it has been a very difficult year with the cassette copiers. I mentioned last year that they have been very temperamental sometimes appearing to be alright then have problems copying. It is with regret that most likely this will be the last year of the cassette service. Members who currently have cassettes have already been given the offer of Memory Sticks or other formats. Several have already converted to memory stick and are extremely happy as a result. In the coming months I will continue to push for the remaining 20 or so members to give a try to one of the alternatives. A decision will have to be made after the AGM about cassette closure.

The quality of the content of NTE has been very good this year. I would like to thank Phil and Sheila Troll, Steven Kingsbury and Charles Peck for providing top quality articles and features for the magazine. Some very interesting articles will be coming up in coming year. The feedback has been very good. As I mentioned last year without them there would be no magazines produced. If our members and committee members would like to contribute to the magazines some articles they will be gratefully received.

Regarding Media Round Up I would like to thank the readers Jeff Kirk, Sheila Troll, Martin Messias and our new reader Beverly Stevens for all their reading contributions to the magazine this year.

Thank you to Ken Thompson for his continued help with the online editions of the magazines and the general updating of our website. It is a very important means to promote the charity to a wider audience.

I attended some of the evening collections when I was required to collect or supervise during the year. I would like to thank everyone who has helped during this time. I must also mention the exceptional results Vice Chair John Flynn has achieved this year. I have been actively trying to attract more helpers for the morning collections. So far no one has come forward. Any suggestions members have to how we can attract more volunteers for the collections in London will be gratefully received. I believe a major problem NTE has from the membership point of view is that we don't have that many members within the Greater London area now. Maybe a membership promotion with newspapers etc within Greater London area would be an idea to attract new members. The website could also have an article asking for new volunteers.

There were some difficulties with Newham Council and the payment of the rent for the office earlier in the year. It took a lot of correspondence between the council and our treasurer to sort the problems out. The council amalgamated their finance operations with other councils and had changed the way they collected the rent.

We have changed our phone and broadband provider in the office from TalkTalk to Toople. The changeover went smoothly, and it will financially save the Charity money over a year.

Paul Chinnery

Development Officer

NTE

5th May 2018.