



Minutes of the Dorset Chamber of Commerce and Industry (“the Chamber”)

Annual General Meeting, held on Friday 7th December 2018 at the Hallmark Hotel, Bournemouth, Carlton

Present: Paul Tansey (PT), Liz Willingham (LW), Ian Girling (IG), James Robinson (JR) Vicki Hailes (VH), Sarah Milton (SM) (Minutes)

And 61 Members, and 7 DCCI Chamber staff

Welcome and Call to Order

At 10:30 am Paul Tansey, took the chair and called the Meeting to order. He welcomed Members of the Chamber to the Annual General Meeting and invited the Chief Executive Ian Girling, to read the formal convening notice.

1. Formal Convening Notice and Apologies

(IG) read the convening notice: *“This is the Annual General Meeting of Dorset Chamber of Commerce, and as advised it is being held at the Hall Mark Hotel, Bournemouth, Carlton on the 7th December 2018.* (IG) asked Members of the press to identify themselves. None were in attendance.

2. Approval of the Minutes of the last Annual General Meeting

(PT) then asked Members to confirm that the Minutes of the last Annual General Meeting held on 15th December 2017 at The Hallmark Hotel, Bournemouth, Carlton, were a true record of that Meeting.

The approval of the Minutes was proposed by Simon West, seconded by Ian Cambrook, and approved by everyone present as a true record. There were none against the approval.

(PT) then invited (IG) to announce the results of the on-line ballot for Elected Ambassadors and to confirm the new Office Bearers.

3. Confirmation of Office Bearers and Announcement of the result of the postal ballot for Elected Ambassadors

(IG) updated in accordance with the Chamber governance process that the following are nominated for the roles of Office-Bearers:

President: Liz Willingham

Senior Vice President: Stephen Mills

Junior Vice President: Warren Munson

(IG) then requested a **motion to formally ratify the appointment of the named individuals by way of a single motion** **This was proposed by Helen Stacey, seconded by Chris Palmer and agreed by everyone present (61 votes); there being no abstentions.**

(IG) then requested a vote be held for each of the Office Bearers:

- **President:** The Members had confirmed by a clear majority that Liz Willingham be elected as President of Dorset Chamber of Commerce & Industry for the following year until the AGM in 2019. The outcome of the vote was noted and is listed within the 2018/19 AGM file held at Dorset Chamber of Commerce & Industry.
- **Senior Vice President:** The Members had confirmed by a clear majority that Stephen Mills be elected as Senior Vice President of Dorset Chamber of Commerce & Industry for the following year until the AGM in 2019. The outcome of the vote was noted and is listed within the 2018/19 AGM file held at Dorset Chamber of Commerce & Industry.
- **Junior Vice President:** The Members had confirmed by a clear majority that Warren Munson be elected as Junior Vice President of Dorset Chamber of Commerce & Industry for the following year until the AGM in 2019. The outcome of the vote was noted and is listed within the 2018/19 AGM file held at Dorset Chamber of Commerce & Industry.

Liz Willingham was elected as President, Stephen Mills was elected as Senior Vice President, and Warren Munson was elected as Junior Vice President

(IG) continued that regarding Non-Executive Directors, the Board have resolved that two Members should continue in office as Non-Executive Directors for the year 2018/2019 until the next AGM: Caron Khan and Jason Gault. Both have stated that they are pleased to continue to serve. Additionally they have also resolved the appointment of a new Non-Executive Director, Simon Boyd and he has confirmed that he is pleased to serve. The Board invited Members to approve a resolution for the 3 non-executives continuation in office for a further year.

(IG) then requested a **motion to formally ratify the appointment of the named individuals by way of a single motion**

Caron Khan: This was proposed by James Akin-Smith, seconded by Chris Palmer

Jason Gault: This was proposed by Chris Slocock, seconded by Mandy Fitzmaurice

Simon Boyd: This was proposed by Kimberley Davies, seconded by James Lattimer

Members present approved the resolution for the continuation in office of Caron Khan, Jason Gault and Simon Boyd for a further year.

(IG) updated that regarding Elected Ambassadors there were six nominees for the role of Elected Ambassadors. Consequently an online ballot for Elected Ambassadors had been held and the six candidates received the following votes:

Helen Stacey – 40 votes
 James Stelfox – 36 votes
 Nicola Newman – 29 votes
 Julia Cohen – 30 votes
 Tony Brown – 37 votes
 Chris Kane – 38 votes

(IG) then confirmed that these candidates were duly elected as Elected Ambassadors of the Council and thanked them for their willingness to serve the Chamber and congratulated them all. He then went on to say a vibrant and active Council is essential to the Chamber fully representing its Members and business in Dorset.

He also recorded his appreciation for the services of the Chambers long serving Ambassadors Steve Bendell and James Lattimer, following their resignation from Council before presenting Hampers to them both.

4. **Re-Appointment of Honorary Solicitor**

(IG) requested the re-appointment of Mr Matthew Fretten, Fretten Solicitors, Honorary Solicitor until AGM 2021.

(IG) then requested a **motion to the named individual by way of a single motion**

This was proposed by James Stelfox , seconded by Steve Bendall and agreed by everyone present (60 votes); there being no abstentions.

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5. **Financial Report**

(JR) began his financial report by introducing himself as the Honorary Treasurer of Dorset Chamber of Commerce and Industry. He began by outlining his agenda before updating on the trading performance for the year to 31st March 2018.

He highlighted some of the successes which included:

- An increase in sales year on year (£10.5K to £809K, compared to the previous year of £799K).
- Membership income remains strong at over 28% of turnover to the sum of £228K. Membership numbers as at 31st March 2018 stood at 700 members and at present 712.
- Business Partners Program continues to support the Chamber to the value of £122.5K which has been capped at 30 partners. (JR) recorded his thanks, on behalf of the Board, for all the Business Partners invaluable support.
- International Services continued to be an excellent contributor with the export documentation producing a turnover of £250K to March 2018. (JR) explained this equated to the exporting of commercial goods from Dorset businesses to the value of £155M.

- Young Chamber continued in its success with sponsorship growing. In the financial year to March 2018 DCCI had 11 schools on this programme to the value of £24K.

(JR) updated on the overheads and said contributions had seen an improvement of £46K over last year, he explained that the increase in gross profit was due to full years subscriptions for the business partners, an improved margin on international trade documents, new service contract with business west and improved financial performance on the Dorset Business Awards. He explained that these had been well controlled by the finance department. Total staff costs increased year on year from £411K to £466K due to some part-time roles converting to full-time, but there were no other significant increases.

(JR) then went on to explain the impact the implementation of FRS102 1A has had on the accounts with regards to the Chamber office building, this had led to an adjustment on depreciation of the portion on the building rented out and a gain on revaluation of assets. Net trading results before revaluation was £23,857 compared to £19,654 for 2017. (JR) said this valuation was dependant on the market place and the net outcome after gain on revaluation was £52,583 for March 2018 compared to £26,662 for 2017.

(JR) concluded his report summarising that 17/18 had seen a slight increase in income with improvements in all areas of the business and costs. At the year end the Chamber were in a stronger cash position with cash in the bank at £161K as at March 2018. He said the budget had been prepared accordingly anticipating steady growth in all sectors of the Chamber with a small surplus predicted in this current financial year.

(JR) then thanked all the Board Members for their support and guidance before introducing Lucy Filer, Filer Knapper, the Chambers newly appointed auditors.

6. Auditors' Report

Lucy Filer introduced herself and said she was delighted to be working with the Chamber. She said having audited the financial statements for the year ended 31st March 2018, systems were good and that in her opinion these gave a true and fair view of the state of affairs of the Chamber as of 31st March 2018.

She concluded that they have been properly prepared in accordance with the requirements of the Companies Act 2006, and the information given in the Directors report is consistent with the financial statements.

7. Re-Appointment of Auditors

(IG) then stated that Filer Knapper had indicated their willingness to continue in office as Auditors to the Chamber and requested that Filer Knapper be elected Auditors for the ensuing twelve months.

This was Proposed by Chris Slocock, Seconded by Ron Wain and agreed unanimously. There were no abstentions.

8. Handover and incoming President's Address

(PT) handed the Presidentail medal to (LW) before stating that it had been a huge privilege and honour being President for the year and wished (LW) every success for the forthcoming year.

He went on to say that his year as president had afforded many opportunities and likened it to a super power whereby he had attended events in the House of Commons, met MP's and become particularly adept at public speaking. He concluded by saying that this was a year in his life that he would never forget, advising (LW) to enjoy it as he had.

(LW) began by saying that before she gave her address it was her privilege to award three Ambassadors for all their hard work and commitment over a number of years. She presented a trophy to all three, Simon West, Ian Cambrook and Chris Slocock for their long standing service to the Chamber.

(LW) then started her address and began by extending the Chambers gratitude to past president (PT) for his dedication in his term of office. She said as senior vice president she had watched (PT) make things happen, citing the Careers Fair as an example of a major landmark achievement, she said she hoped to be able to continue (PT's) good work in nurturing young people.

(LW) said she was delighted to assume the role as president for 2019 with this being the 70th year of the Chamber, she said she had been a member herself for the lifespan of her business, Liz Lean PR, which turned 20 this year, and a Board member for the past two years.

She continued to say that she was proud to be part of the creative sector and was keen to forge even stronger ties between the business community and Chamber activities. She spoke of opportunities for young people, with the integration in the creative sector, wellbeing and mental health, and the promotion of Dorset on a wider stage. She said she was keen to help position the Chamber as approachable for the young people entering the business community, as it was important to be welcoming to these up and coming stars.

(LW) stressed the importance that the Chamber had a role to play in exposing the significant pressures and the issue of mental health and wellbeing in the workplace. She believed that more could be done to accommodate mental health needs, saying "we should look out for our fellow business colleagues, giving them the 'ok' to address this stuff". She was particularly aware of this in her own journey and experiences in the evolution of Liz Lean PR, and was keen that the Chamber became a natural platform for that sharing to happen.

(LW) was keen to position Dorset as a shining example of excellence, and this would be another focus she would be part of in her time as president. She said Dorset LEP had a role to play and she was keen to officially offer her support to make headway with this in 2019.

She concluded her report saying that she was really looking forward to her role and she pledged her dedication in contributing her support this year.

9. **Chief Executive's Report**

(IG) welcomed to the 2018 Dorset Chamber of Commerce and Industry AGM. He reflected on the achievements of the Chamber over the last 12 months as well as looking forward to 2019, whilst celebrating his 5th anniversary as Chief Executive of Dorset Chamber.

(IG) began with membership, stating that Steve Bulley is doing a fantastic job with membership sales being strong. Membership currently at 712 and retention at 78%, with the average value of a new membership being £368 (2017-18 £322, 2016-17 £280). He also said that new member benefits introduced this year include the training academy and free use of the Chamber board room and the fact that we have stepped up our use of social media in promoting our members.

(IG) said it was important to listen to our members and our Chamber website is getting serious traction. He also clarified that this year has seen another very strong performance on the Business Partner programme, with the programme at capacity with 2 Premier and 28 Platinum Business Partners. Business Partner retention is extremely high, being 100% in October 2018 and we welcomed new Business Partners and Chamber IT providers ITSB as well as global cyber-software leaders ESET during the year as well. He thanked our Business Partners for their ongoing support and is looking forward to working with all next year.

Regarding events, (IG) welcomed his former PA Vicki Hailes to her new role as Events Manager, and welcomed his new PA Sarah Milton to the Chamber. He said events continue to perform well, with most events fully booked and he has no doubt that networking is still seen as a highly effective way to raise profiles within the business community. He also said this year saw the introduction of a successful new event, Member 2 Member Live, combining networking with an exhibition. Events continuing to perform well and are highly regarded by the business community.

This year also saw the Chamber actively support two major conferences. Firstly, China: Embracing Innovation conference, where we provided event management support for Bournemouth Borough Council, and secondly, we delivered the business engagement for the successful Careers and Apprenticeship Show, attended by 80 businesses and around 2,200 young people, Dorset's largest ever careers fair, in partnership with the Careers and Enterprise Company and Southern Universities Network.

(IG) stated that 2018 also saw the introduction of the Members Training Academy, a free platform for members to promote their workshops and training and we will further develop this in 2019. Next year will see us continue to build on the value of membership with new events planned to help both support the development of businesses employing up to 50 staff as well as a network to help businesses innovate and embrace technology. February 2019 will also see the launch of a Chamber Peer 2 Peer Board in partnership with Simon Hawtrey-Coombs.

2018 saw the largest ever Dorset Business Awards at the BIC. The event was a huge success, delivered on budget and attended by around 700 guests. The Dorset Business Awards continues to be the premier business event across the whole of the South coast and we are currently discussing 2019. I'd like to record our thanks to our excellent AV supplier and Premier Business Partner Brighter Productions as well as BH Live at the BIC.

Our profile in the media continues to be very strong with the Chamber frequently called upon to comment on key issues affecting businesses and once again I would like to thank our PR agency Business Partners Deep South Media for their first-class support. This year we have had media coverage on a host of issues including Local Government Reorganisation, the A338, the economy and of course Brexit.

Despite the uncertainty of Brexit and a weakened economy, 2018 has been a successful year for our international trade department, with an increase in training income alongside our documentation income. We've also developed an international trade review, whereby we seek to develop bespoke services to help our members efficiently export. Through the British Chambers of Commerce, we have also been providing advice and guidance to the business community on issues around Brexit and will obviously continue to do so as we approach March 2019. We will also heavily promote the export agenda next year and build the capacity of Dorset businesses to export.

Our Young Chamber programme continues to deliver an incredibly valuable service in helping link business and education to help prepare young people for their future lives. We currently have 13 schools participating on the programme and another 12 schools keen to engage but seeking sponsorship. We work closely with partners such as the Careers and Enterprise Company and Young Enterprise and our work has been recognised in Parliament. I'd like to thank all our sponsors for their support.

(IG) said a strong website is essential in any business and we continue to develop the Chamber site with a focus on functionality, design and content. Developments this year include the training academy and improved functionality on event bookings. He also said we'd like to record our thanks to our digital Business Partner Digital Storm for their fantastic creative and technical support in creating our website.

He also advised that the Chamber created its first videos featuring members. He said it is our intention to develop this service over the next year to further enhance the profile of our members and create a video catalogue of videos covering interesting and topical content.

He said we also continue to develop our e-communications and a large data cleansing exercise was also undertaken as part of GDPR compliance work.

In April 2018, the Dorset Local Enterprise Partnership Dorset issued a specification for a supplier to deliver a business gateway service, providing an advice and signposting service for any businesses in Dorset seeking support of any kind. The Chamber submitted a proposal for the service which was successful and in June, the Dorset Gateway service was launched. This contract with the Dorset Local Enterprise Partnership runs until the end of March 2020 and employs two people full time in the delivery of the service. Whilst we have focused on sustainability through commercial income streams, this contract is strategically important to the Chamber as given our role in the business community, we feel we are well placed to deliver this valuable service.

(IG) said our focus on partnership continues as we work closely with a range of organisations including local authorities and the Dorset LEP. April 2019 will see the formation of two new local authorities for Dorset and we will work closely with both authorities in helping drive economic growth in Dorset. We also continue to work closely with town chambers and we were delighted to welcome Sherborne Chamber to the affiliated network earlier this year.

The five accredited South West Chambers have also formally agreed to come together as British Chambers of Commerce South West, to ensure the Chamber network has a regional voice on critical issues such as skills and infrastructure for the region and will be developing a South West manifesto. This partnership will also support the Great South West campaign, co-

ordinated by three South West LEPS, to raise the economic profile of the region and attract increased investment in to the region.

(IG) then moved on to our Board and Ambassadors, this year we welcomed two new Directors, Caron Khan and Jason Gault and he passed on his thanks to our Board members and Ambassadors that have served the Chamber over the year. He also welcomed Simon Boyd of ReidSteel to the Board.

(IG) then extended an extremely warm welcome to our new President Liz Willingham. Liz is extremely well-known as leading light in the business community who is a great champion for the area. He said he is really look forward to working with Liz and our Senior Vice and Junior Vice Presidents Stephen Mills and Warren Munson in the year ahead.

(IG) also recorded his sincere thanks to Paul Tansey for his incredible year as President of Dorset Chamber. He said Paul has shown boundless energy, passion and enthusiasm for his support of the work of the Chamber and has been a tremendous advocate of the Chamber within the community. Paul has really championed the work we have been doing in building links between education and business and he felt privileged to have worked so closely with him.

(IG) said next year we celebrate our 70th birthday as a chamber and we will be marking the year with a 70th Anniversary Ball as well as an exciting new project that will be launched. He was also delighted to announce that next year will see the publication of a new Dorset Chamber business magazine. He said Dorset businesses continue to show great resilience in what is and will continue to be a challenging environment, and the Chamber is totally committed to doing the very best in supporting our members and will launch a new ambitious 6 Year Vision and Business Plan in the New Year. He also said we will do our very best to continue to work towards economic growth in Dorset and supporting our members.

Finally, he passed on his sincere thanks to our members, partners and stakeholders for their support of the Chamber and his team, who he said all work tirelessly with great passion and enthusiasm in doing a thoroughly professional job in a Chamber we are very proud of.

Any other Business

10.

The President enquired if there was any other business and as there was none. She said she would like to take this opportunity to pay tribute to the Chief Executive saying that it was appropriate here to recognise the Chief Executives achievements and invited all to record their thanks for a job well done.

Conclusion of Meeting

11.

The President thanked everyone for attending and closed the meeting by requesting that Members of the Council congregate for a photograph prior to the Xmas lunch. The 2018 Annual General Meeting closed at 11.30 a.m.

