



## ARTHRITIS CARE

Minutes of the Annual General Meeting  
held on Saturday, 14 July 2007 at 1:30pm at the  
British Library, 96 Euston Road, St Pancras, London NW1 2DB

### **1. Welcome and addresses**

The president of the charity, Jane Asher, welcomed everyone to the meeting and outlined the programme for the day. Members noted the health and safety information relating to the venue, the brief on conduct and that the meeting would be recorded to assist with the drafting of the minutes. Members were informed that a number of questions had been submitted ahead of the meeting and that some of these touched on aspects of the five year plan which would be addressed by Neil Betteridge in his presentation. Some other questions related to operational matters and written answers had been provided to these and included in members' meeting packs.

It was noted that Rosemary Blair and Ann Heaton had been elected chair and vice-chair of the board respectively and would take office at the conclusion of the 2007 annual general meeting (AGM).

The president advised members that as the 2007 AGM coincided with the charity's 60<sup>th</sup> anniversary the day's event would focus on the charity's past, present and future. Helen Barbour (widow of Arthur Mainwaring-Bowen, the charity's founder) would speak about the early years, Sharon Kilty (information services manager for South England) would report on the Cornwall virtual group and Neil Betteridge, the chief executive, would present the five year plan as well as give an address on the current position of the charity.

#### Presentation from Helen Barbour

Helen Barbour spoke about the early years of the charity, her late husband's personal experience of ankylosing spondylitis and the paucity of information, medical help and support which led to the establishment of a network of people with arthritis who shared their experiences. This eventually led to the founding of the British Rheumatic Association (BRA).

This organisation was built on his vision that there be established a league of people with arthritis which could raise funds on the principle of mutual sympathy and use these funds to promote the welfare of people with arthritis. The organisation could also strive to ensure that people with arthritis received the best possible treatment and assistance to make them fit and independent members of the community and safeguard their interests both socially and

individually. Mainwaring-Bowen had felt that the best people to see that this was achieved were those with arthritis themselves. The president thanked Helen Barbour for her moving speech which had been well received by members.

#### Presentation from Sharon Kilty

Sharon Kilty gave a presentation on an online virtual support group, which had been designed to put people with arthritis living in rural Cornwall in touch with each other via the internet. This had been conceived a few years ago as a way of offering support to people living in remote locations who could not attend traditional branch meetings because of poor transport and/or limited mobility. The aim of the group was to develop a website as a place where people could meet online on a regular basis and chat about their experience as people with arthritis. Guest speakers could also be invited to the online meetings and branch meetings could be held online. The website had now been developed although the project was still in its early stages.

Members noted how the website functioned and the process for logging on and interacting online.

The president thanked Sharon Kilty for her presentation.

#### Presentation on hotels by Roy Whithear

Roy Whithear gave a presentation on the hotels service. Members noted the progress that had been made since the 2006 AGM in respect of each of the hotels following the decision by the board to withdraw from direct management of the hotels. A working group had been formed consisting of three trustees namely Bill Davis, Samantha Peters and Roy Whithear supported by staff members, Neil Betteridge and Elizabeth Lendering and professional advisers of estate agents, Emma Cleugh of Knight Frank, solicitors James Sinclair Taylor of Russell-Cooke, Alan Cripps of Neasden Consulting and Penny Cole of Dovetail. There had also been set up a communications group headed by Neil Betteridge.

The four hotels had been marketed and various interests had been expressed, with particular efforts being made to engage other charities in the process. Trustees had an obligation on trustees to take all reasonable steps to secure the best price on disposal and any transaction had to be at arm's length.

#### Orton Rigg Hotel

It was noted that 12 firm bids, some with conditions, had been received in respect of the hotel. Of these, five had been unconditional offers albeit speculative based on a vacant possession and three had been based on running the business as a going concern, one of which the estate agents had felt could be meaningfully pursued in the best interest of the charity. Contracts

had now been exchanged for the sale of the property for £1.27m with Mr Philip Oram, a Bournemouth based property developer and hotelier, following due diligence and all regulatory and statutory compliance.

#### New Mayfair Hotel

Six firm bids had been received; four were to run the hotel as a going concern and two were speculative. Following due diligence, a buyer had been identified who was a hotelier providing accommodation for visually impaired people. The necessary regulatory and statutory report to effect a transfer had been produced and the charity had secured a two year clawback uplift on disposal. Exchange on the property was imminent and completion scheduled shortly thereafter.

#### Burnlea Hotel

There were initially six alternative bids including one from a consortium headed by the current manager of the hotel who had placed a bid on a commercial basis which had to be considered on the same basis as other commercial bids. The best net offer was for running the hotel as a going concern and was from a hotelier and the charity was currently pursuing this option under Scottish property law.

#### Lovat Lodge Hotel

Members note that the hotel had earlier on in the process been considered as a special deal with a consortium in Nairn being set up as a charity to take over the running of the hotel with some undertaking being given for a continuing service primarily for those with arthritis. An acceptable price had been offered for the property with time being requested to test local support. Negotiations were being progressed by the charity's solicitors, the key features of which included:

- a discount on price to reflect continued commitment to people with arthritis
- a period of exclusivity to allow for fundraising expiring on 31 December 2007
- any capital funds from the branches to be by way of a second charge on the property.

Members noted that the position regarding the transfer would be clearer by the end of the year.

Members noted the report from the honorary treasurer regarding the disposal of three of the hotels and the position with Lovat Lodge and expressed their appreciation, with a round of applause, to all hotel staff for their devoted service during this period.

### Five year plan

Jo O'Boyle gave the first part of the presentation on the five year plan and took the meeting through the process of the strategic review including membership of the review group and professional support received during this process.

Stage one of the consultation had taken place between August and October and had been guided by a steering group consisting of internal and external advisors and had consulted more than 1,500 people. One of the key findings was that health professionals played a key role, and were a trusted source of support, in the treatment of arthritis. Yet, 75% of those consulted felt doctors needed to be more understanding of what it was like to live with arthritis day-to-day.

It was noted that although a majority of people reported that they had no unmet needs relating to their arthritis they also reported that the impact of arthritis on their lives was high and that they received no support. Also, awareness on a national level and among some health professionals was low.

Stage two had targeted a smaller group to analyse the information obtained from stage one to ensure that there had been a clear understanding of the issues raised through the consultation process. A draft plan was subsequently produced based on the replies received from this second phase of the process. This received overwhelming support from trustees, staff and key volunteers UK wide.

Neil Betteridge gave the second part of the presentation and first expressed his appreciation to members for their contribution to the process and to Jo O'Boyle for her contribution to this piece of work.

Members noted the seven aims that had resulted from the strategic review process and how the charity intended to pursue these through examples of activity that would fulfil each particular objective. Neil Betteridge expanded on each aspect and drew the meeting's attention to some of the sterling work that had already been achieved in the organisation such as the Investors in Volunteers in Scotland which was now being processed in England and the accreditation from the Telephones Helplines Association.

## Questions and Answers Session

### Hotels

- Q. Has the board made a decision as to how monies generated from the disposal of the hotels will be used and how does Arthritis Care intend to use the proceeds accrued from the sale of the four hotels?
- A. Members noted that the new five year plan would be the basis for deciding how funds would be utilised. Nothing had been decided, but the charity knew what it had to focus on because members and other people with arthritis had indicated what was important to them as gleaned from the strategic review. The organisation needed to raise awareness about arthritis and about Arthritis Care and to continue to provide its valued services. One of the areas the charity needed to develop was on how to increase its supporter base. This was, however, part of the charity's long term plans and the proceeds from the sale of the hotels would be held in cash investments in the short term. The challenge was to develop an investment strategy that would provide and develop new and existing income streams to safeguard and grow the organisation's services.

### Patterson Lodge

- Q. Now that Patterson Lodge has been sold to a private residential home, what is the board proposing to do with the proceeds of the sale bearing in mind that Mrs Patterson left approximately £500,000 to Arthritis Care to 'set up a residential home in East Devon for disabled arthritic people'?
- A. Members were advised that the five year plan would be the basis for deciding how best to utilise proceeds from this sale. It was, however, no longer the policy of the charity to invest in services and operations that provided a service to only a limited number of people with arthritis. An application would be made to the Charity Commission for a release of the proceeds of sale into general funds in due course.

Val Wilson indicated that he had raised the issue as it was clear from the will of Mrs Patterson that these monies should be used in East Devon for people with arthritis. Although it was now recognised that it might be difficult to use this money exclusively for people with arthritis, there was still scope to fulfil the spirit of the legacy by using the funds to support organisations in East Devon working with the elderly, some of whom could have arthritis.

Roy Whithear pointed out that the legal position was currently unclear and that an application would be made to the Charity Commission for a scheme. The president indicated that it would be helpful if the organisation could fully explore how it could fulfil the spirit of the legacy by directing this money for the benefit of people in East Devon.

## Membership

Q. Membership has declined over the past 3 years. What plans are there to try to increase the membership of the charity?

A. Neil Betteridge advised that the charity recognised that the decline in membership numbers needed to be addressed and had made this a priority. This year a number of activities to recruit new members had been initiated as follows:

- February 2007 pilot advertisement campaign in national press – 6,000 responses received and membership promoted in full including free 'trial' membership to 'try out' the benefits of membership before making the commitment to join. 'Trial' members were not eligible to vote and there are over 200 new members from this activity to date.
- June 07 branch invite test with 12 branches taking part and mailed. This approximated to 100 invites per branch to enquirers living close to meeting venues. Branches were already receiving enquiries and would notify Arthritis Care of the response. It was hoped that this would be an effective way to support branches to recruit new members.
- June 07 direct mail campaign which had traditionally been used to recruit new donors was also used as a donation request. The results of this campaign would be available in September.

Members noted that in addition to these initiatives

- All branch meeting details were now easily accessible on the website and the regional teams were keeping branch activities up-to-date
- Membership was being promoted in all information booklets (both direct & through local branches)
- The special diamond jubilee publication included a membership form.
- The charity's materials continued to be reviewed as they were being produced/updated to ensure the benefits of membership were highlighted

In response to a question from the floor, members noted that the advertisement campaign had been carried in the Daily Telegraph, Daily Mail and the Daily Express newspapers as these newspapers had previously proved to be the most successful for advertising campaigns.

The meeting welcomed these initiatives and it was noted that branches could also be proactive in recruiting new members for which support would be provided by the organisation where possible.

Q. Please address the following issues:

- Diversity
- Training for health professionals by people with arthritis and/or expert patients

- Support for young parents with arthritis

A. Members noted that the charity's self management training programmes were designed following detailed research and evaluation to ensure that they covered the right information and skills. The board of trustees had recently approved a new strategy for training to make sure that the organisation was reaching as many people as possible. Consequently, the number of programmes were being expanded to include, for example, Challenging Pain which had been shown to be more popular with men and younger people. Courses were also being delivered via video conferencing in rural areas.

Members noted that the charity worked with all healthcare professionals to raise awareness of arthritis and its impact. For example, in Leeds the organisation was currently working with the university to bring together student doctors and people with arthritis in a project called Patients as Teachers. There was also a training programme, Arthritis Awareness, which was being delivered to care home staff, pharmacists, nurses and occupational therapists. The charity also worked closely with professional bodies which were members of the Arthritis and Musculoskeletal Alliance (ARMA), an umbrella organisation.

Q. Does Arthritis Care have plans to implement a coherent Black and Minority Ethnic (BME) strategy which engages all sections of the community?

A. Members were informed that the charity currently reached an increasing number of people with arthritis from minority communities. This was exemplified through a number of activities from delivering self-management training in a small number of minority languages, to increasing the range of information materials in other languages and the widening of access that the website and on-line forums provided.

The charity was, however, aware that it had to make further strides to address the full range of diversity issues and this would be another important strand of operational planning and delivery under the five year plan.

Q. With his many other roles, does Mr Betteridge think he's able to give as much attention to his post as he would like?

A. Rosemary Blair in reply, informed members that the chief executive's involvement in certain external organisations added value to his work for the charity. There were two main criteria for any such involvement: did it help people with arthritis generally and Arthritis Care specifically; and if so was the chief executive the right person to be doing it?

If the answer to both questions was in the affirmative then this would be looked at to ascertain the level of involvement and whether it interfered with or clashed in any way with major dates in the Arthritis Care calendar

and if not, the chair and trustees would be consulted before making a commitment. The organisation came first and a number of engagements/roles had been turned down on this basis which had seen the chief executive stepping down from two positions involving European work.

The meeting noted that the chief executive currently had three additional responsibilities: Chair of the Arthritis and Musculoskeletal Alliance (ARMA),  
Chair of the Disabled Persons Transport Advisory Committee (DPTAC)  
and  
Patient and Public Champion for the 18 Weeks Programme (the new government programme to reduce waiting times from GP to hospital treatment in England to a maximum of 18 weeks).

Q. When was the Dorset Health Authority notified about the norovirus outbreak in the hotel?

A. The authority was notified as soon as it became clear that one of the guests had contacted norovirus.

The meeting noted that there were aspects of this question which could not be fully answered at this stage and would be addressed by way of direct correspondence.

Q. How did the charity come by its hotels?

A. Members noted that the hotels had started with the donation of a house by Margaret Pinder which had later been converted into a hotel and had been followed by the acquisition of Lovat Lodge in Scotland and then Orton Rigg in Dorset. Soon after, Burnlea and the New Mayfair had been acquired and Waring Bowen house was converted to a hotel. It was noted that central funds had been used to purchase these hotels although some fundraising was being done locally.

**1. To receive the minutes of the annual general meeting held on 15 July 2006**

The president moved that the minutes of the annual general meeting held on 15 July 2006 be received.

**It was resolved on a show of hands that the minutes of the 2006 annual general meeting be received and signed by the chair.**

**2. To receive and consider the annual report and accounts for the year ended 31 December 2006**Report of the chair of trustees

Rosemary Blair presented the report of the chair of trustees by first expressing her appreciation to her fellow trustees for appointing her as chair of the board following nine months in the role of acting chair and to Jane Asher, the charity's president, for once again agreeing to chair the annual general meeting. She then outlined her involvement with the charity first as a volunteer for Young Arthritis Care, a branch committee member and member and treasurer of the Scotland committee.

Members noted that the charity was undergoing a period of change and had needed to examine its services and structures. Last year, following a lengthy review, the board had taken a difficult decision to withdraw from running its hotel services as this was being run at a loss and the number of guests with arthritis had continued to decline. The financial forecast had shown significant year on year deficits and the charity could no longer justify the high levels of investment. Nonetheless the charity had sought to protect the service as far as possible favouring disposal by way of a going concern wherever feasible.

As a membership organisation, it was a concern that membership numbers continued to decline. This continued to be a challenging area for most charities and membership recruitment had been a priority for 2007 and last year the charity had taken steps to address the impact of a declining membership on its governance structures. The organisation had worked with the national and regional committees to find ways to support them and maintain their role within the charity and had agreed to widen the recruitment pool for the committees which was hoped would bridge any diversity and skills gaps and support succession planning for the board of trustees.

The board had also undertaken a detailed evaluation and implemented a training programme to ensure it was as effective as it needed to be to steer the organisation into the future.

The launch of the new five year plan heralded a new era for the charity. It was to be particularly noted that all that the charity achieved for people with arthritis was only possible through the dedication of its volunteers, staff and supporters.

Rosemary Blair, on behalf of the board, thanked all the charity's volunteers, elected officers and staff for helping to achieve these successes and in particular Jo O'Boyle and Neil Betteridge for coordinating the strategic review process and their analysis of its outcome.

### Chief executive's address

Neil Betteridge presented his address and pointed out that this would focus more on what had been going on in the external environment. This touched on matters such as training in which the charity had for a period set the standard for self management training in the UK. Last year the Department of Health in England had set up an agency to oversee the Expert Patient Programme which would see an increase in the number of participants from 12,000 to 100,000 course places by 2012. The challenge was to work within this new environment and the board had agreed a strategy on training.

There had been positive feedback on the website which members had found useful. The helplines had also been accredited. There was also the information prescription which was to encourage GPs to provide standardised information to people with arthritis not only about their condition but also where they can get further support.

Members noted the launch of the Musculoskeletal Services Framework (MSF) last year and that a working group had been set up with the Arthritis and Musculoskeletal Alliance (ARMA) to consider its effectiveness and to ensure that the ideals set out in the framework were delivered.

The meeting noted that Arthritis Care had been a lead player in a major victory at the European level. The European equivalent of an Early Day Motion – called a Written Declaration – calling for arthritis to be made a health priority across Europe, had been signed in its three month 'window' by a massive 406 Members of the European Parliament (MEPs) and had since been adopted by the Parliament. The Declaration had been suggested and written by Arthritis Care. The challenge was now to turn that political will into funding for research and better services. The charity owed a big debt of gratitude to its members and supporters for writing to their MEPs

The focus would now be the five year plan which would usher in exciting times for the charity as it was about putting people with arthritis first.

The president thanked the chief executive for his address which had been noted by members.

### Treasurer's report

Roy Whithear presented the annual accounts for the year ended 31 December 2006. This showed that income not only matched, but exceeded expenditure and the year end balance sheet remained strong. There was, however, no room for complacency and the main challenge remained

matching income with expectations whilst maintaining a realistic level of reserves.

The income profile for the organisation showed that after deducting infrastructure cost for fundraising and governance, the balance of unrestricted income was £4m with which the charity had to deliver its core activities and this had been achieved. The concern, however, was about the sustainability of this income profile which was primarily composed of legacies. This income was highly volatile and consideration would need to be given to raising voluntary funds from other sources. Although the release of income from the hotels would provide some financial comfort attention needed to be given to other areas of activities such as training which, whilst being supported in the early stages, would need to be self sustaining over time.

The overall wealth of the charity was at about £9m and the ratio between restricted and unrestricted funds had significantly changed and now represented about 50% each of the total funds with most of branch funds being restricted. Branch funds had seen a reduction of £1.25m whereas designated funds were up over the same period by £1.5m.

It was noted that for the fourth year running branches, as a whole, had spent more than they received in the year. Branches had undertaken activities for the benefit of people with arthritis by collecting just over £1m last year but had spent nearly £1.2m during 2006. In terms of treasury management bank balances of the branches enabled the charity to avoid using overdraft facilities. There was therefore a need to balance encouraging branches to divert their accumulated funds into active, wide support with a need to retain sufficient liquidity although the disposals of the hotels would reduce this financial pressure.

Trustees had been concerned over the years about the fact that unrestricted expenditure had consistently exceeded income and that reserves were being depleted and had set the objective of creating an organisation that could live within its means and maintain a fitting level of reserves. In setting the level of reserve, trustees had taken a risk based approach in order to ensure that the level of reserves addressed a myriad of factors that both supported and justified a prudent approach to running the charity. The designation of £3.4m of current unrestricted reserves of £4.2m was therefore a prudent provision for the future and a demonstration of a turnaround in the charity's fortunes.

Members noted the report from the honorary treasurer.

Bill Davies proposed that the 2006 annual accounts be accepted and the motion was seconded by a member from the floor.

**It was resolved, on a show of hands, that the 2006 accounts be accepted.**

**3. To reappoint Sayer Vincent as auditors and to authorise the board of trustees to fix their remuneration**

Roy Whithear proposed that Sayer Vincent be reappointed as auditors and that the board of trustees be authorised to fix their remuneration. Val Wilson seconded the motion.

**It was resolved, on a show of hands, that Sayer Vincent be reappointed as auditors of Arthritis Care for 2007 and that the board of trustees be authorised to fix their remuneration.**

**4. To elect Samantha Peters as a specially appointed trustee in accordance with Article 39**

Ann Heaton proposed that Samantha Peters be appointed a specially appointed trustee. Elaine Jawien seconded the motion.

**It was resolved, on a show of hands, that Samantha Peters be appointed as a specially appointed trustee.**

**5. Election of directly elected trustee**

The president confirmed to members that this item was for noting only.

**Members noted the election of Ann Frye as a directly elected trustee.**

**6. To re-elect directly elected trustees**

**Members noted the re-election of the following as directly elected trustee with effect from the conclusion of the 2006 annual general meeting:**

**Dr David Doyle  
Dr Richard Hull  
Ms Marianne Scobie**

**7. To note the re-election/election by their respective regions of the following trustees**

**The meeting noted the re-election/election by their respective regions of the following trustees:**

**Re-elections**

**Ann Heaton                      North Region Committee**

**\*Norma McDonald        Scotland Committee**

\*with effect from the conclusion of the 2006 AGM

**Elections****Chris Knight****South West Region Committee*****SPECIAL RESOLUTIONS***

The president informed the meeting that a number of changes to the Memorandum and Articles of Association had been proposed. The proposed change to the Memorandum to allow the charity to register with the Office of the Scottish Charity Regulator contained in the AGM notice had been substituted with a new form of words agreed with the Charity Commission in England which were now being presented to members for approval.

**8. To consider and if thought fit to pass the following special resolution to enable the charity to register in Scotland**

"Nothing in this constitution shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section 7 Charities and Trustee Investment (Scotland) Act 2005."

**It was resolved, on a show of hands with over 75% majority of those voting, that the resolution be approved.**

The president informed members that the following resolutions which were being proposed as special resolutions were to take advantage of changes in company and charity legislation and to bring the charity in line with best practice. The resolutions could either be taken together or as one.

Members took the following resolutions as one and voted as appropriate.

**9. To consider and if thought fit to pass the following special resolutions, relating to the charity's Memorandum and Articles of Association.**

- i) That the following words in bold type be inserted in the definition of "The Act" in Article 1: "The Companies Act 1985 **as amended by the Companies Act 1989** including any statutory modification or re-enactment thereof for the time being in force".
- ii) That, subject to receipt of the Charity Commission's prior written consent, the words "persons suffering from arthritis" be replaced with "persons with arthritis" in Clause 3 and sub-clauses 4 (A) and (B), 11, 12 (B), 13 and 16 of the Memorandum of Association of the Company.
- iii) That the following words in bold type be inserted in Article 12 (A): "If any subscription payable by him as such member shall have remained unpaid for more than three months after the same shall have become payable **and the Board of Trustees resolves to end that membership and the date of cessation of membership is entered in the register of members of the Association; or**" and the words ", and his name shall

have been removed from the register of members of the Association;” shall be deleted.

- iv) That the following words in bold type be added at the end of Article 14:  
“The member’s signature to the application form shall be considered as his agreement to be bound by the Memorandum and Articles of Association, and any alterations therein from time to time made in accordance with law and any bye-laws and regulations of the Association for the time being in force. **The Board of Trustees may delegate the power to admit members.**”
- v) That the following words in bold type be inserted in Article 34 (B): “On a show of hands and on a poll every member present in person **or by proxy** shall have one vote”.
- vi) That article 34 (C) which currently reads: “On a poll votes may only be given personally and not by proxy” be deleted in its entirety.
- vii) That a new Article 35 (A) be inserted as follows under the heading “Proxy Votes”
- 35 (A) (i): A member of the Association who is entitled to attend and vote at a general meeting may appoint another person as proxy to attend and vote instead of him on any resolution.
- 35 (A) (ii): The appointment of a proxy shall be in writing, shall be signed by and on behalf of the person making the appointment and shall be set out in such form as may from time to time be approved by the Board of Trustees.
- 35 (A) (iii): A vote exercised by proxy is valid even if the proxy has been revoked or ended in some other way, unless notice of its revocation or termination was received before the start of the meeting at which the vote is to be exercised or (when the poll is not taken on the same day as the meeting) before the time appointed for taking the poll.
- viii) That the following in bold type be added at the end of Article 72: “A notice may be served by the Association upon any member, either personally or by sending it through the post in a prepaid letter, addressed to such member at his registered address as appearing in the register of members **or if the member has consented in writing to receiving notices by fax by sending it by fax to the member’s fax number or if the member has consented in writing to receiving notices electronically and has provided the Association with an e-mail address by sending it by email to that address.**”
- ix) That the following in bold type be added at the end of Article 74: “Any notice, if served by post, shall be deemed to have been served on the second day (excluding Sundays and Bank Holidays) following that on which the letter containing the same is posted, and in proving such service it shall be sufficient to prove that the letter containing the notice was

properly addressed and posted as a prepaid letter. **If notice is sent by fax or e-mail it will be treated as properly sent if the Association receives no indication that it has not been properly sent. If sent by fax or email, the notice will be treated as having been received 24 hours after having been successfully sent.**”

- x) That a new Article 74 (A) be inserted as follows: “The Association may assume that any fax number or e-mail address given to them by a member remains valid unless the member informs the Association that it is not.”
- xi) That a new Article 75 (A) be inserted as follows: “Where a member has informed the Association in writing of his consent or has given deemed consent in accordance with the Act, to receiving notices from the Association by means of a website, notice will be validly given if the Association sends that member a notification informing that the documents forming part of the notice may be viewed on a specified website. The notification must be sent in accordance with Article 72 and must provide the website address, and the place on the website where the notice may be accessed and an explanation of how it may be accessed. If the notice relates to a general meeting the notification must state that it concerns a notice of a general meeting and give the place, date and time of the meeting. The notice must be available on the website throughout the notice period until the end of the meeting in question.”

**It was resolved, on a show of hands with over 75% majority of those voting, that the resolutions be approved.**

#### Vote of Thanks

Norman Webster, chair South East England regional committee, on behalf of the charity thanked Jane Asher for the excellent manner in which she had conducted the meeting, the members for attending and contributing and to all Arthritis Care staff that had been involved in the planning, organisation and presentations at the event.