



### 2022 AGM

The 2022 AGM will be held on Friday 6 May at 7pm in the Gravesend Masonic Hall (Ruckland House), 25 Wrotham Road, Gravesend DA11 0PA

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This year's AGM will be held in accordance with Society Rule 24.1 and take place at 7pm on 6 May at Gravesend Masonic Hall. The venue is a central location with car parking both at the venue and nearby and is accessible by public transport. It has been chosen as a direct result of feedback at the 2021 AGM and is in accordance with member's wishes.

A question from the 2021 AGM related to the previous member attendance allowance of £10 which the Board resolved not to pay in 2021. Having discussed this matter further, the Board has agreed that a travel allowance of up to £10 per member can be claimed for the cost incurred in travelling to and from the AGM. As it is appreciated that not all members will incur travelling costs, or may not wish to claim this, the allowance will need to be requested by members either at the AGM or after the meeting and will be paid via bank transfer.

Please advise Dee Turtle, [dee.turtle@anglo-saxons.co.uk](mailto:dee.turtle@anglo-saxons.co.uk), telephone 07958 127138, if you will be attending in order that refreshments can be ordered, or if you wish to attend via zoom.

This is your Society and your opportunity to make your voice heard. We hope that the above points demonstrate that the Board takes on board what members want and, where possible, actions requests. The Board will share its vision and strategy for the future on 6 May so please come along and be involved.

### HALF-YEARLY MEETING, 25 MARCH 2022

A half-yearly meeting was held on Friday 25 March, 12 noon, at the Gravesend Masonic Hall. Thank you to the 22 members who attended in person and the 4 members via zoom. We hope you found the meeting informative. Unfortunately, the sound was not of sufficient quality for the members attending via zoom for which we apologise and are looking to rectify for the AGM.

The Chairman introduced the Board and staff members present, provided information on Elizabeth Woolman's role as the Senior Independent Director and advised that the Board's strategy is for the Society to be sustainable. Paul Osborn, Chief Executive, gave a strategy update and provided the results of the member questionnaire from August 2021. A precis of the information from the questionnaire is shown below and is based on the 337 responses received which represents a response rate of 24%. This information formed the core starting point of the Board's strategy discussions.

- 48% of members are aged over 60 and accounted for 68% of the responses received
- 65% of members joined the Society over 20 years ago and accounted for 77% of responses

- 30% of members reside in the Gravesham area
- 64% joined via recommendation from family or friends and 25% for the health benefits
- Common themes used to describe the Society were helpfulness and supportiveness
- Most responses were in favour of making a positive contribution to the Gravesham area, to remain focussed on the Gravesham area and to retain the Hall and use it for the local community
- 63% felt the sickness product should be offered to new members
- Potential new Society products were suggested as funeral plans (56%), critical illness cover (55%) and simple savings products (53%)
- 64% were in favour of new health-related discretionary benefits and offering existing discretionary health related benefits to new members
- 69% did not consider that a payment allowance should be made to attend the AGM
- Half of the responses were happy with the existing benefits. 27% suggested additional health-related benefits and 9% suggested financial products
- 85% supported investment in residential properties, 63% in the Gravesham area, and 81% supported investment in an ethical, social and environmentally responsible way
- 77% supported a proactive approach to climate change and the environment
- 94% would recommend the Society to family and friends



Questions from members at the half-yearly meeting included strategy meeting costs, the cost of the old and new offices and Board diversity. Two suggestions were received and will be followed up.

## CLIMATE CHANGE

Thank you to those members who registered their email addresses to receive future copies of Newsletters electronically. In accordance with the message portrayed in the January 2022 Newsletter, this Newsletter has only been sent by email and is also displayed on the website. This is not only a cost saving but more importantly, a big step towards helping climate change.

## CLAIMS

A reminder that from 1 April 2022, claims are to be submitted on the new claim forms available on the website. Many members commenced using these prior to 1 April and we thank you for your assistance with this. The information on the forms will help us to reimburse you without delay.



Some members have enquired for the reason for the delay in paying claims at the end of the following month and not weekly as was the practice previously. This was changed as a direct result of Covid and the lockdowns when staff were not working in the office and the post was collected weekly. Following this, the property management was outsourced to Spicerhaart which has resulted in one monthly rental payment being received. By ensuring the claims payment is made in conjunction with the rent received, negates cashflow peaks and troughs and avoids having to move money and manage the cashflow. The process has worked well and allows for discretionary claim payments to be processed and made on time if staff members are sick or on holiday. Please accept our apologies for any inconvenience this causes.

## MEMBER TESTIMONIALS



Anglo-Saxons has a long and proud history of looking after our members and offering value for money. Member testimonials are an effective way of engaging with potential members and growing the Society as there is no-one better placed to tell this story than you, the members. Please let us know why you joined the

Society, how the Society has helped you over the years, any comments on our member service team and how they look after your claim, if the Society offers good value for money, if you would recommend becoming a member or any other areas you wish to comment on. Please email [info@anglo-saxons.co.uk](mailto:info@anglo-saxons.co.uk), include your name and if you are happy for this to be included in the testimonial. Thank you in advance for your help which is greatly appreciated.

## HERITAGE/MEMORABILIA

The Forester's Heritage Trust is an independent charity established to uphold the heritage of friendly societies and houses memorabilia connected with these. The Chairman of the Trust, who is also a member of Anglo-Saxons, has kindly offered for memorabilia from Anglo-Saxons to be displayed in the museum. The museum is located at Station Chambers, The Boulevard, Tunstall, Stoke on Trent, ST6 6DU and is open from 10am – 5pm on the first and third Saturday of each month. For more information please view the website [www.forestersheritagetrust.org/news](http://www.forestersheritagetrust.org/news).

## OFFICE

Hybrid working has been offered to all staff to accommodate a balance between home and office working. This worked well during Covid and many firms have continued to offer this to staff going forward. The office is manned daily but please check before making a special journey.

### CONTACT US

As always, please do not hesitate to contact us if you require any help, using any of the methods listed below:

Post: The Old Rectory, Springhead Road, Northfleet, DA11 8HN

Telephone: 01474 567050

Email: [info@anglo-saxons.co.uk](mailto:info@anglo-saxons.co.uk)