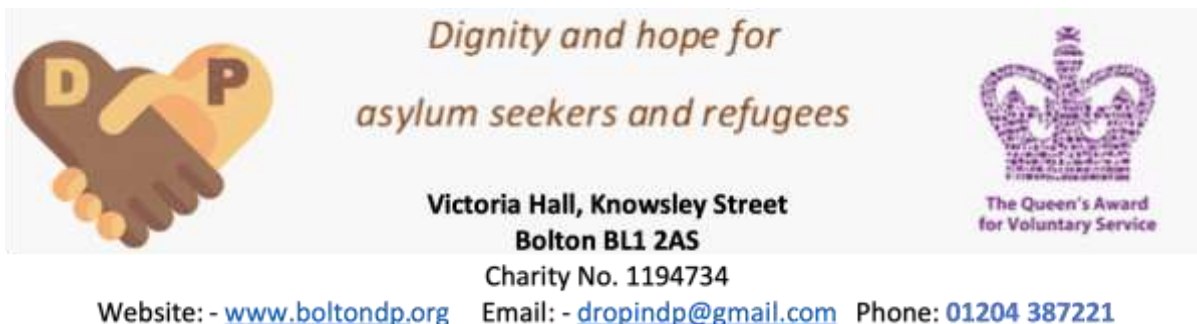




Minutes of the Destitution Project (DP) Annual General Meeting

25th June, 2024, Walker Suite, Victoria Hall, Bolton

The AGM commenced at 11.00am. Fifty-two people attended including the Mayor of Bolton – Councillor Andrew P Morgan and his wife the Mayoress; 26 DP team members, 10 DP service users and 14 supporters and representatives from various organisations including: Victoria Hall, Wilmslow United Reformed Church; Bolton Quakers; Bolton at Home and Bolton Christian Cohesion.

1. Welcome and housekeeping: Trustee David Tomlinson welcomed all to the meeting including the Mayor and Mayoress, then went through some housekeeping pointers before directing the meeting to the Agenda which had been circulated previously.

2. Apologies for absence: These had been received from:

Keith Talbot, Gay & Keith Talbot Trust	Mark Cowling, Gather Matters
Diane Hawkins, Deputy Lieutenant GM	Julie Denby, General Manchester Lieutenancy
Jennie Corbette, GMCA	Claire Ree, St Lukes Church
Helen Bolton, DP Safeguarding Advisor	Liz Manning, St Micheals Primary CoE School
Julie Savage, Asylum Matters	Somayeh Nocari, DP Team Member
Andrew Haines, Charles Plater Trust	Noel Sharpe, CEO of Bolton at Home
Samina Khan, Community Safety Lead BC	Nikki Aerts, Faithful Companions of Jesus
Neil Rickby, Bolton Web Design	Suliman Ahmed, Ex-volunteer
Katie Fawcett, NACCOM	Vicky Hutchison, Moffatts
Sister Christine Alderson, DP Supporter	Janet Lythgoe
Graham Russell, Regional Manager Cranfield Trust	Phil Brickell, Labour Councillor
Elaine Butt, Bolton CVS	

3. Minutes of the last AGM (19th Sept 2023) had been previously circulated and were unanimously accepted as a true and correct record.

4. Reports for the 2023/24 financial year:

a. Trustees Report – The report, contained within the document entitled '*The Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2024*', had been circulated previously via email/post to all who had confirmed their intention to attend the AGM. Printed copies were also available at the meeting. Trustee David Tomlinson chaired the meeting. He first introduced the team made up of two employees: the Senior Caseworker and the Admin Assistant, plus the team of volunteers and helpers. Highlights of the work accomplished during the year were shown using a slide presentation (see Appendix 1). Area leads came up to say a few words about their area of operation.

Kath Webster and Pam Green, co-leads for the **Food Provision**, gave an overview of the Food Room provision (see Appendix 2). They made particular mention of how grateful DP is to the organisations and individuals who donate non-perishable food and toiletry items and also how beneficial it has been to now have a number of service users helping in the food room on a regular basis. Pam finished by saying "This Project was founded on love; we feel it every Wednesday and may this continue to be its driving force".

Sue Tibke, lead volunteer for the **Clothes Provision**, presented an overview of the work of the clothes room team. She mentioned how grateful they have been for the helpers who now work in this area along with volunteers. This has made their work more efficient as the team manage the clothes room, a table and racks in the main hall plus storage and sorting areas. See the full report in Appendix 3.

Lead **English** teacher, Elsie Peel, spoke about key highlights within teaching activities at DP. New volunteer Sean, a skilled musician, had brought music and singing which enhanced the teaching programme which service users enjoy tremendously. Classes by a second new volunteer, Andrew, were also very popular. Space is the biggest constraint as the room is small, but having 4 teachers now allows multiple small groups each Wednesday. Demand is high and teachers regret having to turn people away due to lack of space. Due to our practice of open access, DP's classes are mixed ability – service users English can range from very limited to advanced, which can be a challenge - but the teachers manage to offer something to everyone. Elsie also mentioned popular trips taken to Smithills Hall and to the Central Library. Lessons cover some preparation vocabulary and background information ahead of the trips.

Trustee Mags outlined the work of the **Main Reception**, i.e., to offer a greeting and welcome to: Service Users; Visitors and, although not strictly within their remit other VH users; register attendance of service users which includes checking documentation to ascertain if they are Bolton residents and if they are entitled to a food parcel; receive any individual donations organised for drop-off on the day. In all this this team works closely with Casework Reception. At times it can be a complex and challenging role but they carry it out efficiently and with good humour.

David covered some highlights for the **Main Hall** and **Main Reception**, plus highlights of some **Key Events** during the year. Slides also featured **DP's Quarterly Impact Reports and website** (www.boltondp.org) and key recommendations coming out of the recent **Organisational Review** done with assistance from the Cranfield Trust.

David finished by thanking all the volunteers and team leads who work so hard to make the Drop-in such a welcoming and supportive space. You can access the full slide presentation at: <https://boltondp.org/agm>.

b. Senior Caseworker's Report – David highlighted the work of DP's Casework team in providing specialised information and advice for asylum seekers and refugees living in Bolton, including those who are refused and often become destitute. He invited Senior Caseworker, Shaheda Mangerah,

to deliver her report. Shaheda summarised Casework services and explained the issues that are having the biggest impact on our service delivery. Refer to Appendix 4 for Shaheda's full report. Slides showing figures on numbers of appointments, walk-ins, remote working, emergency cash support, and access to food parcels, plus the numbers of service users supported by country are shown in Appendix 1. David thanked the casework team for their hard work and dedication during such a challenging time.

5. Comments by the Mayor of Bolton – Mayor Councillor Andrew P Morgan came to the podium to say a few words before he had to leave to attend another event. Mayor Morgan thanked DP and the Trustees for the great amount of work being done. He mentioned that much of the successful and important work of Bolton town is due to its volunteers and community organisations; at DP Shaheda, the senior caseworker, would not be able to deliver the scope of service currently offered without the organisation's volunteer support. DP's high-quality service, the Mayor said, has been recognised by our recently receiving the Queen's Award. He noted that Greater Manchester receives more Queen's Awards than Wales and Scotland combined. The Mayor then apologised that so many refugees and asylum seekers feel unsupported having made it to the UK and hopes that things will get better. With these final words he expressed the wish that all attending enjoy the rest of the day.

6a. Summary of Income and Expenditure – DP's Finance Officer, Michael Isherwood of Elderberry Tax, delivered an overview of the financial situation for the year under review – Apr 2023 to Mar 2024. Micheal's full report is in Appendix 4a. David thanked Michael for the report and his work for DP.

6b. Moffatts Chartered Accountants – Statement of Accounts for Apr 2023 to Mar 2024 – David drew everyone's attention to the draft Accounts that had been circulated ahead of the meeting (*The Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2024*), prepared by Moffatts. He also mentioned the one-page summary report prepared by Vicky Hutchison of Moffatts (see Appendix 5b), which had been handed out at the meeting. There were no questions or comments and therefore the Financial Report and audited accounts were accepted by the meeting.

The *Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2024* is accessible on the DP website at: <https://boltondp.org/agm>.

7. Feature Presentation - Refugee - Ahmed Mohamed and asylum seeker - Shano Kamil Mohammad spoke about their time at DP as service users and then as Volunteers/Helpers and, in the case of Ahmed, now as a Trustee. This proved very enlightening to all in attendance. The meeting gave them an enthusiastic round of applause for sharing on their experience. Videos of their talks can be found at: <https://boltondp.org/agm>.

8. Appointment of Charity Trustees –

- a) Standing trustees – The meeting noted that Trustees Dave Batchelor and Ahmed Mohamed continue their 3-year term of office, as per the DP CIO Constitution.
- b) The Meeting agreed to reappoint Trustees David Tomlinson, Sarah George, Bernard Pele and Margaret (Mags) Simpson for another 3 years.
- c) The meeting also noted that no retirements or new appointments took place during the year.

9. Q&A/Open Floor/AOB – One question was asked regarding the newly created category of team member – DP Helpers. Trustee Mags explained about the new category of volunteer that we class as helpers. Many of our service users want to give something back and we are very keen to encourage this, the feeling being that DP belongs to them as much as it belongs to us. However, due to their circumstances, they cannot generally offer the level of commitment we ask of volunteers. So that they are covered by our insurance, they sign up as helpers and agree come in whenever they can and work under the supervision of our lead volunteers. DP gives them the full Heath and

Safety and Safeguarding induction to ensure their safety and wellbeing. Without our Helpers we would struggle to provide our services. Some of our helpers whose situation has become more settled are now joining the team as volunteers. Over the year, this has been a really positive development and has massively increased the diversity and capacity of our team.

10. Close of the Meeting: David thanked everyone for attending. He expressed gratitude to the Mayor for saying a few words, complimented the effort of the team, recognising the importance of DP to its service users and the community of Bolton. He also thanked all present for taking the time to attend and invited all to enjoy the refreshments available before leaving.

The meeting closed at 12.20pm

APPENDIX 1- SLIDES FROM THE AGM – Please Note: Actual presentation can be accessed at <https://boltondp.org/agm>.



The Destitution Project (DP)
Registered Charity # 1194734

Seeking to provide a safe environment where Bolton's asylum seekers and refugees, including those who become destitute, can get practical help and information and enjoy a social space and activities each week

WELCOME TO OUR ANNUAL GENERAL MEETING
FOR APR 2023 – MAR 2024

1



1. Welcome & Housekeeping

2



1. Apologies for Absence

Keith Talbot, Gae & Keith Talbot Trust	Mark Cowling, Bolham Matters
Glenn Hawkins, Deputy Lieutenant GM	Julie Serdy, General Manchester Leutenancy
Jenna Corbett, BMCA	Clare Neo, St Luke's Church
Helen Bolton, DP safeguarding Advisor	Uj Manning, St Michaels Primary CofE School
Julie Savage, Asylum Matters	Sarah-Jane Nisbet, DP Team Member
Andrew Palmer, Charles Plater Trust	Nad Sharp, CEO of Bolton at Home
Serina Khan, Community Safety Lead MC	Niki Aerts, Faithful+Goulders of Jesus
Nail Rabbat, Bolton Web Design	Sulman Ahmad, Ex-volunteer
Kate Stewart, MACCOM	Vicky Hutchison, Nuffield

3



2. Apologies for Absence

Sister Christine Atkinson, DP Supervisor	Janel Laffage
Graham Russell, Regional Manager Croftford Trust	Phil Bennett, Labour Councillor
Glenn Malt, CVS	

4



3. Errors and Omissions/Matters arising - Minutes of the last AGM – Sep 19th, 2023

5

A Bit of Background:

DP's 2 main modes of operation:

- ✓ A Drop-in every Wednesday (10.00am - 3.00pm) at the Victoria Hall
- ✓ Casework Services - including for refused asylum seekers and those who have no recourse to public funds or become destitute.

All we do is free of charge!

6

OUR TEAM



Meet the team!

7

Casework




Senior Caseworker
Shaheda Mangerah

Casework Admin Assistant Fiona Lomax
and Casework Trustee Mags

8

Our Volunteers

An average of 17 volunteers worked each Drop in session giving over 6220 hours to DP during the year

Thank You!

9

4. Reports for 2023-24 Financial Year:

- Trustees Report
- Senior Caseworker

10

Key Achievements & Performance Apr 2023 – Mar 2024

Trustee Report

11

Service User Attendance at the DP Drop-in

- 2957 attendances by asylum seekers and refugees
- Average of 60 attending each Wednesday
- 13% increase compared to 2022-23
- Recent numbers have been over 80 per session
- 15 Service Users signed up as **Helpers**

12

Our busy FOOD ROOM

...where a team hands out food parcels. We have a storeroom for non-perishable food donations.

We gain food parcels from any individual who would like to donate. 13% food parcels from our DP Drop-in (162/196)

13

News from the Food Room team.....

- Food Parcels given out have steadily increased each week, reaching a grand total of 61 in January (a week).
- Helpers Neda and Somaya have joined our team and their hard work and commitment are very much appreciated.
- Thank you Warburtons for increasing their donations (increased from 45 to 60 loaves per week)
- We also wish to thank to all those involved who support the food room:
 - generous donations of food and money
 - grant enabling us to buy Aldi and Morrisons food vouchers
 - Giving their time and talents

This helped us to continue operating during these difficult economic times.

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Thank you to:

Donor	Donations
Bolton Socialist Club	Funds
SVP & parish members of St Brendan's and St John's	Food
St Michael's Primary School	Harvest gifts
Oxford Grove Primary School	Harvest gifts
Victoria Hall Sunday school	Harvest gifts
Christ Church	Harvest gifts
St Margaret's Church	Harvest gifts
Livesworld/Christ Embassy Church	Food/ toiletries
St Andrew & St George United Reform Church	Food
Numerous individuals & organisations	Food/money/toiletries

See more in our Annual Report

15

Students from St Michael's Primary School to donate

Team sorting out a large donation from Mount St Josephs

16

Bolton Mutual Aid has been with us from the start!

This local group prepares a nutritious, vegetarian meal that meets halal requirements



We are lucky to have use of the kitchen in the Wesley suite renovated by the DP

17

Our busy Clothes Room team



18

News from the Clothes team.....

- Our reliable team of **Volunteers & Helpers** set up, give individual attention to service users & manage all the goods and donations.
- Our service users understand the **basic formula** we use to reflect the respect and dignity the service users deserve.
- We get **Good quality donations** from trusted groups & individuals.
- More helpers means we can spend more time **sorting donations**.
- The range of goods includes a selection of **homeware, towels & bedding**.
- Our biggest challenge: **sharing things fairly** - we keep a record to see where large items (coats & bedding) are going.

19

Our Teaching team in action



20

News from our English Teaching team.....

- We now have **2 new English teachers** (Sean and Andrew).
- Learners now have access to regular **music sessions** (Sean).
- Regular **teachers' meetings** have now been implemented.
- **Individual teaching sessions** are being organised.
- We have increased overall student capacity by utilising a **side room** for smaller classes.

21

Getting out and about in Bolton!



Day out at Smithills Hall 26th July 2023

22

Main Drop-in Reception



23

News from our DP reception.....

- We welcome Service users warmly and **register** them
- Reception is responsible for requesting the **required documentation** for the registration
- Handing over any **leaflets** related to DP
- **Explaining** about the Drop-in and what services we provide
- **Signposting** SU to case work reception or to Drop-in
- **Attendance** is back to pre-Covid levels and rising on a weekly basis

24

Main Hall – the busy hub of the Drop In

Space for:

- ✓ tea and coffee
- ✓ hot meal
- ✓ social space
- ✓ games – table tennis, snooker
- ✓ Our wonderful barbers Arshad and Barzhan!
- ✓ art table
- ✓ BHA - advice and HIV testing monthly



25

Arshad and Barzhan at work – always in high demand!



26

Fun and Games



Tea & Coffee



27

The Art & Craft Table is a popular space



28

News from our Main Hall...

- In recent months we have gained a lot of **new main hall helpers**
- We now have a **Morrisons delivery** every week
- **Irina** has taken over running the art & craft table - attracts a lot of interest about the creative things she demonstrates each week.

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Special events

Refugee Week - June 2023



Service Users tell us about their home countries



Irina entertains

30

Senior Caseworker -
Shaheda - attended the
Charles Plater Trust
Awards Ceremony in
Liverpool - June 2023



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Volunteer Irina is a shortlisted for
the 2023 She Inspires
Volunteer of the Year Award



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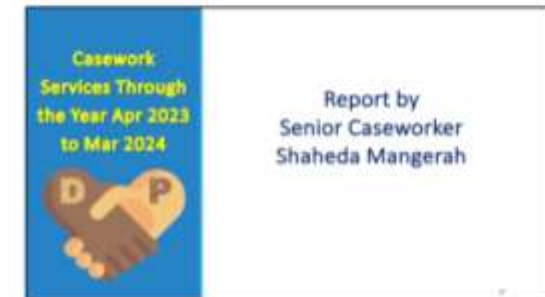
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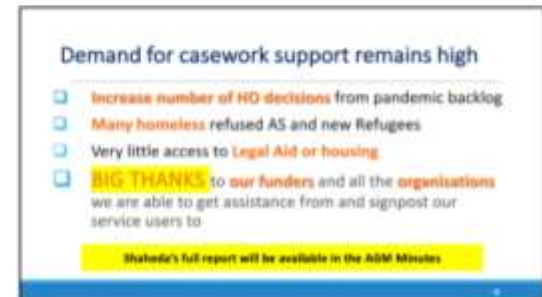
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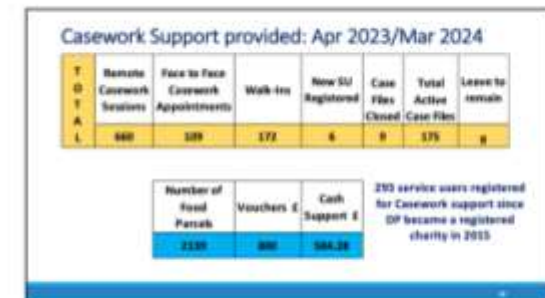
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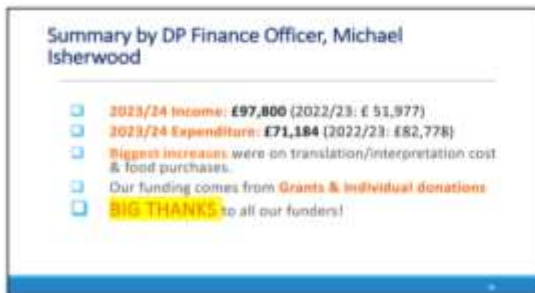
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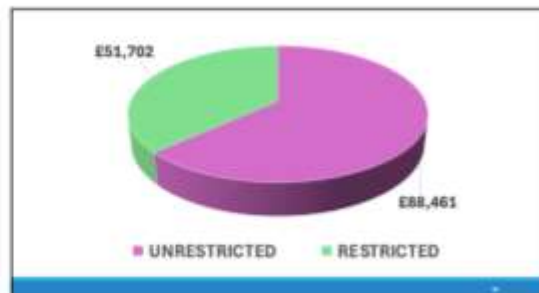
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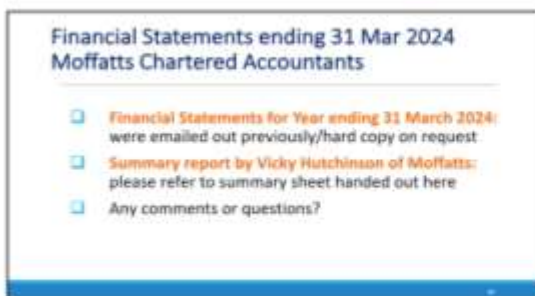
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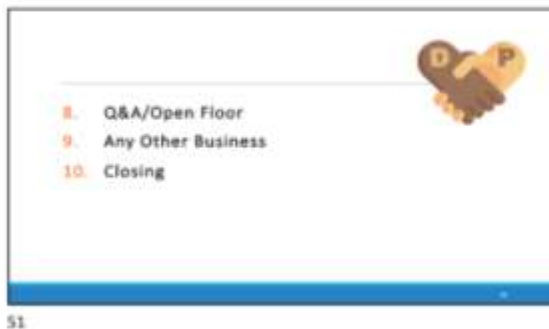
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APPENDIX 2 – FOOD ROOM HIGHLIGHTS

On behalf of the food room, Kath and I would like to thank you all for your wonderful support during the past year.

The gifts of food and money are very much appreciated and without these we would be unable to carry on doing the work we do.

Once again it has been a very exciting but challenging year. This month alone in one week we gave out 73 food parcels. This was our largest amount ever.

The ever-increasing demand for food parcels has caused an increase in workload and food bills.

This year we have very fortunate to have several new helpers in the food room:

- Somaya joined is before gaining a place at college
- Neda and Shano are our 2 new helpers at the moment.

They are a great help to Kath and I. Their youth, energy and interpretational skills are a great asset to us as are their hard work and commitment to the project. Thanks also to Geoff who works hard but quietly behind the scenes.

This project was founded on love. We feel this love every Wednesday; may it continue with love as its driving force.

Volunteer Pam (Food Room Co-Lead)

We have faced a couple of challenges: the cost of living and rising numbers at DP. Last year the food bank was giving out 35-40 parcels. Just recently this has risen to 60+ and even 73 a week last Wednesday.

A reminder that before the war in Ukraine we used to give oil and sugar on alternate weeks. Now because of higher costs, we give those once a month. Starting this week, we shall cease to give a bag of onions and a bag of potatoes to save money. In the past we have bought bags of onions and potatoes and repacked them for each service user weekly. We shall also no longer give out tissues. Tissues are amongst our monthly list of toiletries, and we feel that item is the one people can cope without. This year we have looked at each month which has 5 weeks in it and created 1 'fallow' week for toiletries so that that week there are no toiletries.

We are very grateful to Warburtons for now donating an extra tray of bread - up from 45 loaves to 60.

Volunteer Kath (Food Room Co-Lead)

NOTE: see slides including photos on this work area in Appendix 1

APPENDIX 3 – CLOTHES ROOM HIGHLIGHTS

We continue to build a very reliable team of helpers which we need in order to set up, give individual attention to service users and manage all the goods and donations. It is wonderful how many volunteers offer to pitch in and help us on the day when they have spare time, and they can see we are struggling. We have kept to a basic formula with the service users which everyone understands by now.

We could not provide any items to our service users but for the generosity of trusted groups of people and individuals. Some of our donations which we are extremely grateful of, are washed and checked by the donors and we much appreciate this.

Having more helpers means we can spend more time sorting the donations so the standard of what we offer is higher. We strive to offer pleasing goods to reflect the respect and dignity the service users deserve.

The range of goods we receive has increased so that we now have a regular selection of homeware and towels and bedding as well as clothing most of the time.

Our team members all enjoy helping service users to find items they like, and we all share the pleasure of seeing people leave the rails or the clothes room with something that has cheered them up or brightened their day. We also get excited for them when good quality donations come in. the clothes room is a HAPPY place! Now there are quite a lot of families, and we are always pleased to accept good quality toys.

Our biggest challenge is to share things out fairly and to this end we keep a record so that we can see where large items like coats and bedding are going. It is important to be fair and to be seen to be fair.

Volunteer Sue (Clothes Room Lead)

NOTE: see slides including photos on this work area in Appendix 1

APPENDIX 4 – DP CASEWORK REPORT BY SHAHEDA MANGERAH, SENIOR CASEWORKER

Casework is from Mondays to Fridays and face to face appointments take place only on Wednesday and Friday. Since DP became an independent charity in 2015 we have registered 293 Services Users for casework support, the number of current active cases being 175.

Casework services consists of face-to-face appointments given at the Wednesday Drop-in along with signposting and information given to “walk-in” clients and remote support (via phone, WhatsApp, email), throughout the week. During the period, there we held 281 face-to-face appointments and 660 remote support sessions, a total of 941. The high levels are in part due to an increase in the number of Home Office decisions after the pandemic to reduce the backlog of cases and a reduction in the availability of legal aid. This has meant asylum seekers newly receiving leave to remain and having to find their own accommodation are unable to do so in an increasingly stretched housing market. With eviction notices at 28 days (and until it was overruled due to legal challenge, as short as 7 days) they are often faced with homelessness. Consequently many new refugees have been seeking advice on finding accommodation.

Also the Asylum and Immigration Bill (that we all refer to as the Rwanda Bill) passed in April this year created a great deal of anxiety. The ruling is complex but Shaheda summarised the categories of persons affected as those who arrived in this country after 1st January 2022 and those who, on their journey to the UK, have passed through a safe 3rd country where they could have claimed asylum. This excludes minors but an additional challenge is where unaccompanied minors being incorrectly classed as adults. Many of our service users are single males and the run up to the Bill being passed and the period after saw an increase in queries related to Rwanda.

The threat of homelessness and being sent to Rwanda created huge anxieties across asylum and refugee communities. Keeping abreast of these changes in law and procedure in order to give accurate information and support is a challenge. Fortunately we have access to networks who can provide briefings and updates, such as NACCOM (No Accommodation Network), but the amount to be read, understood and processed places a big time demand on casework time.

Six new cases have been taken on during the year; although we are generally not registering new cases these were accepted due to the vulnerability of their situations, often victims of trafficking.

With service users coming from up to 44 countries accurate communication is key. We make use of DA language interpretation services to assist on calls and with face to face appointments; they also provide translations of essential documents. This is a significant budget item and we appreciate funding received to cover this cost.

The challenges continue to increase and there is little respite but, in the midst of it all, there is occasional good news; this year with nine of our cases receiving Leave to Remain, some successfully going on to settle in their communities. Shaheda gave a big thanks to all the organisations DP gets assistance from and signpost our service users to.

Thank you to Fiona who manages Casework Admin throughout the week and Casework Reception on Wednesdays and also Sarah and Mags as Casework Line Managers during the period.

NOTE: see slides including photos and figures on this work area in Appendix 1

SHAHEDA MANGERAH

Senior Caseworker for Asylum Seekers & Refugees.

Destitution Project, Bolton.

OISC LEVEL 1 – Asylum and Protection.

Email: shaheda.destitutionproject73@gmail.com

APPENDIX 5 – DP FINANCE REPORTS - APR 2023 – MAR 2024

a. Report of Finance Officer Michael Isherwood - Destitution Project AGM 2024

Introduction: For those who don't know me, I'm Michael Isherwood. I'm the Financial Administrator for DP, and a long-standing member of the church family here at the Victoria Hall.

I also own an accountancy firm, Elderberry Tax, based here at the Victoria Hall which does work for Bolton Methodist Mission. I also work for a local firm of accountants in their tax department.

The financial year for DP runs to the end of March each year and the figures presented today cover the period April 2023 through to March 2024.

Income: As regards Income, I wish to thank our regular donors and other organisations providing funding to support our activities, it's very much appreciated.

Income during the past financial year has been made up from

- a) Individual donations of just over £10000, some of which were made under the Giftaid scheme which boosts donations even further.
- b) Donations from Trusts/Companies amounted to just over £3000, and
- c) Grants amounted to almost £84000

In total together with a small amount of bank interest this amounts to just over £97000

Expenditure: Expenditure can be broken down into a long list of items but falls mainly into three areas

- a) Caseworker activities – Including salaries, translation services and minor expenses
- b) Drop-in activities – Food, Clothing, Equipment, Art
- c) Overheads – Rent of the rooms, Website, Postage, Telephone, Accountancy fees etc.

In total Expenditure totalled just over £71000

This resulted in a net surplus of nearly £27000. The majority of this surplus is relates to the grants received in the year. We are continually looking for new funding opportunities, whether they are restricted to specific activities or general expenditure.

If anyone has any questions regarding the accounts or details about donating, please see me after and I will try to answer them.

b. Summary Report by Moffatts Chartered Accounts (by Vicky Hutchison) - DP AGM 2024

Incoming resources for the year in total amounted to £97,800 compared to £51,977 in 2023, an increase of £45,823. Donations from individuals increased during the year, up from £7,099 in 2023 to £10,263 in 2024. This is positive given that many are still struggling in the current economic climate with higher living costs. Donations from other charities and trusts have increased significantly during the year. Applications for funding have continued to be successful and received during the year. 2024 saw income received of £83,907 compared to £36,483 in 2023. Further grants have been requested and received since the year end.

Expenditure for the year totaled £71,184 compared to £82,778 in 2023, a decrease of £11,594. There has been a reduction across a number of expenditure categories. The provision of food, clothing and other client supplies have decreased slightly with a big reduction in translation costs. 2023 had seen a large increase in translation costs but these reduced in 2024. Staffing costs reduced a little last year with the staff changes. There have been increases across some expenses such as rent and insurance and general running costs but nothing of significance. Again, funding has been received during the year to be spent on specific purposes. This income and expenditure is reflected in the restricted fund columns of the accounts.

The overall results for the year are a surplus of £26,616 compared to a deficit of £30,801 in 2023. The total reserves of the charity at 31 March 2024 are £140,163 compared to £113,547 at the end of 2023.

The unrestricted reserves, which are reserves that can be used for any charitable purpose are

£88,461 at the end of 2024 compared to £74,704 at the end of 2023. The restricted reserves, income and grants received for specific purposes are £51,702 at the end of 2024 compared to £38,843 at the end of 2023. The current reserves policy is to hold reserves to meet at least 9 months expenditure which is currently estimated at around £60,000. The unrestricted general reserves are in excess of this at the year end to the value of £88,461 and satisfy the reserves policy.

Note: The full Annual Report and Financial Statements for 2023-24 Financial Year can be obtained at <https://boltondp.org/agm>.