

Moray Handypersons Service

MINUTES – AGM

Held 17:30 on Thursday 21st February 2019 at Victoria House

Present (Full Members): Anita Milne (Acting Chair), Malcolm Aldridge (Manager), Valerie Harper, Dave Harter, Maureen Jappy, Fraser Marshall, April Charlesworth, Dave Townsend, Ed Paton, Elizabeth Harley, Mike Milmoie, Leah Rossvoll (Sec)

In Attendance (Not Full Members): Elle Johnston, Fiona Rolt

Apologies: Lynn Parton, Stephen Duff, John Horn, Malcolm Bradley, Sharon Harter, Ian Campbell, David Whyte, Linda Ferguson, Pamela MacDonald, Jim Gardiner, Sandy Kennedy, Jane Patience, Alan Collins, Jim Anderson, James Johnston, Tracie Wills, Sandra Dow

Item	Minute	Action
1	The Acting Chairperson, Anita Milne, welcomed everyone to the meeting. Apologies were received from those shown above.	
2	a. Previous Minutes: The previous minutes were approved by Fraser Marshall and seconded by Maureen Jappy. b. Matters Arising: There were no matters arising.	
3	Activities of the Organisation. Anita Milne outlined the activities of the organisation; text attached.	
4	Election of Board Members. All current Board Members resigned as required by the Articles of Association. Two Directors of the out-going Board, Anita Milne and Lynn Parton, put themselves for re-election. Anita gave formal thanks to Robin Weeden and Rob Knight for their work over many years in support of Moray HandyPerson Services. Four new members had been invited to put themselves forward and all had agreed to serve as Directors if duly elected. They were: Elizabeth Harley, Ed Paton, James Johnston and Sandra Dow. The paid-up members of the organisation (Full Members) had been given the opportunity to vote by post, email or phone for the first time. This proved very successful with 11 members choosing to vote this way.	

Item	Minute	Action
	<p>Fiona Rolt introduced the voting in of the new Board and asked if there were any objections to any of the 6 nominations (named above). There being no objections to any of the newly proposed Board, all 6 new Directors were approved.</p> <p>A new Chairperson would be elected by the new Board at their first meeting. Anita gave thanks to the advisors and Leah Rossvoll received thanks for taking up the secretarial duties.</p>	
5	<p>Approval of Accounts.</p> <p>Dave Harter provided a statement explaining the accounts summary. These had been constructed slightly differently from the previous year and some clarification was required. Following questions and answers, the Accounts were proposed by Fraser Marshall and seconded by Dave Townsend.</p>	
6	<p>Appointment of New Auditors.</p> <p>Dave Harter advised that the organisation's accountants, Faith Simpson, went into liquidation in January this year and it was therefore necessary to appoint new ones. He recommended a local firm to make the submission and collection of documents easier and suggested a number of companies. Fiona further suggested Ann Laing. Anita suggested the selection of new auditors should be a matter for the new Board to decide; This was proposed by Fraser Marshall and seconded by Ed Paton.</p>	Board
7	<p>Manager's Report.</p> <p>Malcolm gave his report for the organisation. Copy attached.</p>	
8	<p>Questions / AoB.</p> <p>Anita opened the floor for questions. Dave Townsend queried hire costs for mobility aids and the impact on Shop Mobility. Malcolm advised the available equipment and costs were available on the MHPS website and that there would be minimal impact on Shop Mobility as that service focussed on very short-term loans for shoppers. A report on the project would be provided in due course.</p>	
	<p>Thanks and Close.</p> <p>Anita thanked everyone for attending the meeting and advised that any ideas or suggestions are welcome so please share with the board. The meeting was closed at 6:15pm.</p>	

Drafted by: Sec Date:

Approved by: Acting Chairperson Date:

AGM 21 FEBRUARY 2019 – ACTIVITIES OF THE ORGANISATION

AGM 21 FEBRUARY 2019 - MANAGER'S STATEMENT

WELCOME

May I start by formally extending my welcome to you all and to give a special welcome to the members of the new Board that has just been voted in. I can imagine that some of you are already wondering what you have let yourselves in for but let me assure you that our volunteers are a very friendly bunch and keep us honest.

I would also like to welcome the Board Advisors that are here today. They don't need to be voted on at an AGM but provide a valuable support role to the Board, offering specialist knowledge and assistance as required.

THANKS

Once again it is a pleasure to publicly and formally pass on my thanks to everyone associated with the Moray HandyPerson Services.

Thank you to the loyal staff who consistently do more than is required to keep the organisation running smoothly.

Thank you to the Board for their support and direction.

Thank you to those who have funded us.

And specially thanks to all the clients that have made donations and said such nice things about us. Your comments and confirmation of the valuable service we provide means a lot to us and the volunteer who carried out the work for you.

From my heart, a very big thank you to all our volunteers, without whom there would be no need for staff, or a Board and, of course, without whom, none of the vital jobs that are so necessary to keep the most vulnerable people in Moray safe and independent in their own homes would get done.

QUEEN'S AWARD FOR VOLUNTARY SERVICE

Without doubt, the highlight of the year was being given the Queen's Award for Voluntary Service. I make no apology for mentioning it again, it really is a fantastic achievement and recognition of the outstanding work Moray HandyPerson Services does for the community. For a small local charity to be recognised Nationally at such a high level is truly a fantastic accolade. Well done us!

Thank you to all those who attended the presentation ceremony in November. Not only did it mark a very special occasion but was also very successful in getting volunteers and supporters together for a chat over some food and drinks.

FUNDING

Every year funding is an issue that causes me sleepless nights. This year is no different. A major report was submitted to the Council in December in preparation for a big meeting that I believe was finally held on 31st January. Until 2 o'clock this afternoon, the outcome was unknown, but we now know that the IJB has agreed to fund us for another year. I know this is new news to most people, a surprise and a great relief.

In the distant past, most of our funding came from Moray Council but times have changed and now only about half our income comes from the Council. In these times of government cuts, we no longer expect the Council to give us a grant as a goodwill gesture. Fortunately, we can categorically say that Moray HandyPerson Services more than repays the money it is given in savings from reduced falls, reduction in bed-blocking, etc and makes a significant contribution to the Health & Social Care Partnership achieving its strategic targets for home safety and keeping people living independently at home.

Looking forward, and assuming we continue to receive funds through Moray Council for the work we do, we know that we will have to continue to watch every penny to survive and that activities such as: IT support, marketing, training and some professional fees (for social audits) will only happen if we can obtain grants or can raise income by other means.

For my part, I will continue to look at projects that bring in additional revenue but we, as an organisation, must guard against losing sight of our core charitable purpose to provide practical assistance to the most vulnerable in our community. Talking of projects ...

Toenail Trimming

The Toenail trimming services continues to grow [groan!], so much so that we now employ a second toenail trimmer – Linda. This move proved both fortuitous and timely last year when Pamela broke her collar-bone. As she does the lion's share of the cuts, it was a big challenge to keep all our clients happy. Although she had only recently joined us, Linda immediately stepped up, along with our volunteers Maureen and Sharon to fill the gap. The incident did highlight the vulnerability in a growing organisation where demand and supply is a delicate balance to ensure client's expectations can be fulfilled without over committing the organisation to costs it cannot sustain, principally staff costs.

The cost of a trim has remained at £15 for the last couple of years or so but this January, the cost of a trim in someone's own home was raised from £5 to £10. This more accurately reflects the trimmer's travel costs and that we can do only about half the number of cuts compared with numbers having an office appointment.

PAT Inspections

As expected, more Portable Appliance Testing has occurred this year. However, only a few jobs have been done for clients so I offer a quick reminder to Volunteers that we do offer this as a donation service, primarily as a means to keep people safe in their own homes.

More jobs have been achieved with other organisations and small businesses. Several hundred items have been tested for a range of diverse clients from playschools, other charities and disco DJs.

Mobility Aids

Some of you will remember that the Red Cross used to have a presence in this very room. One of the services they offered was a wheelchair loan service. This is historic and goes back to World War One and has become so entrenched in life that even today the NHS only provide equipment to get a patient home, or in the case of long-term injury or illness. However, since the Red Cross moved out to regionalise their services, the NHS has had to direct people to Aberdeen if they want to borrow a Red Cross wheelchair.

It is these circumstances that led to us introducing our own service. That service is now available. We have 2 mobility scooters as well as wheel-chairs, rollators and walking frames for hire. I encourage you to raise awareness of this service. It is not only for clients but also for visiting friends and relatives, short-term injuries, etc. I would also encourage anybody thinking about buying a mobility scooter to hire ours before they buy. There are many types available and valuable lessons can be learnt by living with different types for a week or two.

VOLUNTEERS

The number of volunteers has remained fairly consistent at around 45. For a variety of reasons, volunteers leave us but we have been fortunate and grateful that new volunteers regularly ask to join us.

The new database has allowed us to record and access more information about the skills of volunteers; very helpful when it comes to assigning jobs. It has also allowed us to send out approx. ¾ of the job paperwork by email, a saving on time and cost.

More volunteers are, of course, always needed and welcomed so please encourage, family and friends to join us.

I hope it is okay with the new Board to say that they and myself are always very happy to listen to any ideas, suggestions or comments that you might have. Please do speak to us about anything you wish to raise.