

Moray Handypersons Service

MINUTES – AGM

Held 17:30 on Wednesday 13th November 2019 at Victoria House

Present (Full Members): Jim Johnston (Acting Chair), Malcolm Aldridge (Manager), Elizabeth Harley, April Charlesworth, Alan Flett, Anne Lindsay, Valerie Harper, Fraser Marshall, Pamela McDonald, Dave Townsend, Mike Milmoie, Alan Price, Loman Browne, Malcolm Bradley, June Edmonstone

In Attendance (Not Full Members): Lorna Creswell (Councillor)

Apologies: Lynn Parton, Ed Paton, Linda Henderson, Dave Harter, Sharon Harter, Ian Campbell, Linda Ferguson, John Horn, Jim Gardiner, Ivan Montgomery, David Clarence, David Whyte, Mike Turner, Helen Harrold, Joseph Senkiw, Peter Mackenzie, Maureen Jappy, Jim Anderson, Jane Patience, Elle Johnston, Roddy Huggan, Pauline Knox, Claire Feaver, Amy Taylor, Anna Williamson

Item	Minute	Action
1a	The Acting Chairperson, Jim Johnston, welcomed everyone to the meeting.	
1b	Apologies were received from those shown above.	
2	Chair's Introduction and Statement: The Acting Chair explained that he was chairing the meeting as Vice-Chair in the absence of Anita Milne, who had resigned. He thanked her for her contribution to the organisation over the years. He noted from the FY 18/19 accounts that MHPS had had a very good year and that diversification, particularly with the Toenail Service, had contributed to the results.	
3	a. Previous Minutes: The previous minutes were accepted. Proposed by Fraser and seconded by Elizabeth. b. Matters Arising: There were no matters arising.	
4	Activities of the Organisation – Manager's Report. Malcolm outlined the key activities of the organisation; text attached. Lorna requested clarification of the number of staff and Board Advisors. The Manager outlined the staff position; in particular that he was in the process of employing two new nail trimmers. He also explained that Anne's offer to be an Advisor to the Board would be a huge asset due to her recent employment in the NHS Podiatry department; both for her experience and knowledge about foot care and also the NHS as we had not previously had anyone on the Board from the NHS. April outlined her contribution as an Advisor. Lorna added that we were right to be concerned about funding.	

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5	<p>Accounts:</p> <p>The Annual Accounts had been approved by the Directors. Questions from the floor were invited (A summary of income and expenditure was available to assist) but none raised. Proposed by Fraser and seconded by Elizabeth.</p>	
6	<p>Election of Directors.</p> <p>All current Board Members resigned as required by the Articles of Association. The Chair suggested that the governing documents would benefit from being amended in relation to the annual resignation of all the Directors and further suggested that a period of 3 years would bring more stability.</p> <p>Two out-going Directors had not put themselves forward for re-election. Two new members had put themselves forward and agreed to serve as Directors if duly elected. They were: April Charlesworth (previously an Advisor) and Alan Flett from the Moray Resource Centre.</p> <p>The paid-up members of the organisation (Full Members) had been given the opportunity to vote by post, email, phone or proxy. This proved very successful with 14 members choosing to vote this way.</p> <p>Each nomination was proposed and seconded as follows:</p> <p>April Charlesworth: Proposed by Elizabeth and seconded by Malcolm Bradley.</p> <p>Alan Flett: Proposed by Pamela and seconded by Fraser.</p> <p>Elizabeth Harley: Proposed by Pamela and seconded by April.</p> <p>Jim Johnston: Proposed by Fraser and seconded by Malcolm Bradley.</p> <p>Lynn Parton: Proposed by Dave and seconded by Alan.</p> <p>Ed Paton: Proposed by April and seconded by Dave.</p>	
7	<p>Appointment of Auditors.</p> <p>The new accountants, Laing Accountants, had been very successful. Lorna asked if the fee for the accountants was included in the accounts. The Chair explained that it was covered under 'Professional Fees'. A similar amount was expected with the new accountants. Dave asked if the problems with the old accountants had caused any problems. The Manager explained that it had as they had not filed the accountants with HMRC and MHPS had received an automatic penalty fine. However, this had been cancelled on appeal.</p> <p>Retaining Laing Accountants for a further year was proposed by April and seconded by Elizabeth.</p>	Board

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8	<p>AOCB.</p> <p>There was no AOCB raised.</p>	
	<p>Thanks and Close.</p> <p>Jim thanked everyone for attending the meeting and gave thanks to the staff and volunteers. The AGM was closed at 18:00 and followed by refreshments and networking between the attendees.</p>	

Drafted by: MHPS Manager Date: 14 Nov 19

Approved by: Acting Chairperson Date:

AGM 13 NOVEMBER 2019 – ACTIVITIES OF THE ORGANISATION MANAGER'S REPORT

WELCOME

May I start by formally extending my welcome to you all. My thanks to the retiring Board and to those who have put themselves forward for election or re-election today. I look forward to working with the new trustees and finding new ways to take the organisation forward.

I would also like to welcome the Board Advisors, past and future, 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 and help keep me in the real world.

Thank you to those who have funded us; particularly the support from Moray Council in these difficult times.

I also thank all the clients that have made donations and said such lovely things about us. Your comments, and confirmation of the valuable service we provide, means a lot to us and to the volunteer who carried out the work.

My biggest thanks of all go to the volunteers who go out and do the many jobs our clients ask us to do. The real value of the Service is the **practical assistance** we offer so a very big thank you to you all. Without you there would be no need for us, the staff, or a Board and, of course, without you, 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. Sincere thanks to every one of you.

FUNDING

Every year funding is an issue that causes me sleepless nights. Usually this takes the form of not having the funding agreed until the 11th hour – sometimes the 13th hour! Uncertainty over the level of funding and the short-term nature of agreements mean we can never relax or plan for the future as we would like.

There is no doubt that the services we provide are appreciated by our funders; the trouble is that for many years our bid has to go through a detailed scrutiny as if we were a brand new service. It is right and proper that public money is spent wisely but we have proven time and time again that our activities produce a net saving to the Health and Social Care budget and additionally supports many of their strategic objectives. Good-sense and good-will have always prevailed in the past; however, it is public knowledge that the finances of our funders is in a precarious state at the moment and it is this that makes this year feel different. Common sense and doing the right thing may not prevail as it has in the past. I consider there is a real risk to our funding next year and that makes me feel very uncomfortable. I don't view this money as a grant; we have earned it and non-payment for these services risks the regular core funding money that we need to maintain and develop the service.

Providing a strategy to address an unfunded scenario is the responsibility of the Board but it will take all of us working together to find a solution.

PROJECTS

Previous strategies have been around expanding and diversifying the services offered by Moray HandyPerson Services. To that end we now offer:

Toenail Trimming, PAT Inspections, Mobility Aids Hire

And the longer established services such as:

Decluttering, and Help at Home

As well as the core DIY repair service.

Decluttering and Help-at-Home are provided within our core charitable aim to support vulnerable people in Moray; in other words, they are free to the client (although we do encourage donations). The first three are part of our social enterprise activities. Meaning, these are chargeable services with all the profit going back into supporting our core charitable aim.

Whilst all additional income is welcomed; it is the Toenail Service that is the most significant. Last year it brought in about £8,000 profit and is set to bring in significantly more this year. It is a strange bedfellow in many respects but one we quite like!

VOLUNTEERS

The number of fully subscribed, full members currently stands at 52. This primarily comprises: Board members, staff and volunteers. All have a vote at General Meetings and therefore a voice within the organisation. Of course, myself and the staff are always very happy to listen to any ideas, suggestions or comments that you might have. Please do feel free to speak to us at any time about anything you wish to raise.

We are fortunate and grateful that new volunteers regularly ask to join us. Naturally, we lose a few each year and therefore volunteers are, of course, always needed and welcomed so please encourage, family and friends to join us.