Minutes of the Annual General Meeting (AGM) 2015

St Andrew's First Aid

Held at The Hallmark Hotel, 27 Washington Street, Glasgow, G3 8AZ

on Saturday 24 October 2015 at 12.10pm

1. PRESENT.

The following people were in attendance and the quorum for the meeting (20 Ordinary members) was met:

Susan Adamson  Morven Fioretti  Keith McRavey
Matthew Alexander  Joan Forrest  Alistair Maddock
June Allison (Minute taker)  Georgette Fulton  Pauline Mair
Angela Amato  Julie Fraser  Ian Millar
Jordan Bain  Claire Garratt  Carol Morgan
Jeannie Barr  Brenda Given  Ian Morrison
Louise Barr  Gemma Graham  Morwenna Muir
Jo Berry  Vikki Gray  Andrew Murray
Jean Black  Keith Hall  Susan Palace
Deborah Burke  Peter Hamilton  Stuart Pearson
Robert Burns  John Harden  Dave Piggott
Lauren Boyd  Helen Henderson  Gary Rae
Ross Brogan  Cathy Johnman  Neil Ramsay
Nikki Bruce  Edward Keenan  John Ritchie
Stuart Callison  Gemma Kerr  Elizabeth Seymour
Jacine Clark  Brendan Laneres  Darren Smith
Shaun Conway  David Lang  Christine Sommerville
William Cooper  Elizabeth Lillie  Alison Steven
Rudy Crawford  Stuart Lindsay  Ann Stewart
Iain Cuthbertson  Carol Lopez  Euan Strachan-Orr
Helen Dark  Elizabeth MacDonald  Gareth Sweeney
Ray Diggins  Sandra McAllister  Cameron Tasker
Lynne Duke  Mary McAuley  Craig Usher
Carol Duncan  Thomas McCallum  Graeme Walker
John Fairweather  Alan McCrone  George Watt
Scott Faulkner  Niall McCumesty  Valerie Wilson
Laura Feeney  Marianna McGuire  Craig Young
Michelle Ferguson  Sheila McPherson
Aaron Fernandez  Amanda McRavey

2. CHAIRMAN.

Mr Rudy Crawford, Chairman of the Board of Trustees, chaired the meeting.
3. **INTIMATION OF NOTICE CONVENING THE MEETING.**

   The Chief Executive read the formal notice convening the meeting. A letter was sent to all Area Executive Committee Secretaries, all Badger Leaders, all Board members, all Cadet Leaders and all Corps Company Commandants on 6 August 2015 advising of the AGM. In addition, notice of the AGM was placed on the St Andrew’s First Aid website.

4. **APOLOGIES.**

   The following apologies were recorded:

   Derek Ellery        Mark Galloway        Robert Jennings
   Jim Lindsay         Alan Mitchell        Neil Scott
   Vicky Walker

5. **SUBMISSION OF THE MINUTES OF THE 2014 AGM FOR APPROVAL.**

   On the motion of Joan Forrest, seconded by Cathy Johnman, the minutes of the 2014 AGM held on 17 December 2014 were approved.

6. **TRIBUTE TO MEMBERS WHO DIED DURING THE YEAR.**

   The Chairman, on behalf of St Andrew’s First Aid, recorded a formal tribute to the memory of those volunteers who had died during the past year and to the debt that was owed for their work and commitment to the first aid movement. The meeting stood in silence as a mark of respect.

7. **GREETINGS TO PATRON AND PRESIDENT.**

   It was unanimously agreed to send messages to Her Royal Highness The Princess Royal, Patron of St Andrew’s First Aid, and to the Duke of Buccleuch and Queensberry, President of St Andrew’s First Aid, to thank them for their continuing interest in the work of the organisation.

8. **PRESENTATION OF THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015.**

   The accounts for St Andrew’s First Aid for the year ended 31 March 2015 had previously been made available to members both in hard copy and in electronic format and those in attendance had the opportunity to ask questions in relation to the accounts. No questions were asked.

9. **REPORT BY THE CHAIRMAN OF THE BOARD OF TRUSTEES.**

   The Chairman welcomed attendees to the AGM and highlighted that 2015 has,
once again, been another eventful year for St Andrew’s First Aid.

**St Andrew’s First Aid Training and Supplies Ltd (social enterprise)**

The Chairman was delighted to report that the transition within the social enterprise continues apace. In the last financial year, the company saw its turnover increase from £1.6million to just over £1.9million, generating a profit of more than £300,000, all of which was gift-aided back to the charity to support the charity’s activities. Its achievements have been recognised by making the shortlist for several national awards, we have piloted new courses, and opened new offices in Dundee and in Aberdeen.

The company has now agreed a challenging strategy to increase turnover to £3million in five years, driving net profits to £450,000 per annum, while also expanding the range of products and services, and exploring new markets.

**Volunteering**

While the success of our training business certainly eases the financial pressures on the organisation, it remains the case that the costs of properly recruiting, training and equipping our volunteer Corps outstrip our income. We have taken a number of steps this year to address the situation and establish a more sustainable financial position.

Most notably, we set up an events management team, with additional administrative and logistical support, with a view to improving customer service and freeing up time for other staff to concentrate on working with volunteers. We are now able to collect more detailed information about the events service to help us to make decisions in future.

For example, we now have a much better understanding of how many active first aid volunteers we actually have available to us, as well as the patterns of demand for the service. It is clear that despite a significant price increase this year, demand for first aid event cover remains very strong and we are currently having to turn away a large number of potential customers due to a shortage of volunteers. At the same time, we still have a good number of enquiries about volunteering which we have not always been able to manage as quickly as we would like, and a number of measures are being taken to speed up the recruitment and training of new volunteers.

The Chairman recognised the importance of communicating with volunteers to explain changes taking place within the organisation. Roadshows were held up and down the country during the summer to meet volunteers and present the charity’s new strategic plan. The Corps conference, which will now be an annual event, represents an important opportunity for volunteers to learn about the organisation’s plans and provide feedback. Our staff team will continue to look for ways to communicate and consult on further potential changes as best they can.

The Board is keen to recognise the importance of volunteering in local communities beyond first aid cover, and a core part of our strategy for the next few years is to invest in a wider range of opportunities to teach and demonstrate first aid to the
general public. Despite financial restrictions, there have been a number of exciting developments this year:

- We have played an active part in developing and delivering the Scottish Government’s strategy for Out of Hospital Cardiac Arrest.
- Our Band Age schools programme has taught almost 450 S3 pupils in deprived districts of North Glasgow emergency first aid, and we hope to roll this out to other education authorities in 2016;
- St Andrew’s First Aid volunteers helped train instructors and pupils in rural Kenya over the summer, in partnership with First Aid Africa;
- A new young First Aider Learning Guide and youth uniform were launched in September at our well attended youth conference; and
- We are working with the Scottish Ambulance Service to improve our capacity to assist in the event of an emergency. A resilience action plan has been agreed and will be rolled out over the next few months.
- We are working on writing a revised edition of the First Aid Manual.

The Chairman said one thing which has become clear since the introduction of the events team is that it is probably unrealistic to expect that what the charity wants to achieve can be funded solely through the training and supplies business and first aid event cover. Therefore, over the next year we will be exploring the viability of other business services and trying to develop fundraising activity. We have recently begun work on a number of new fundraising initiatives, including a door to door scheme to be provided by Wesser Ltd, who have successfully carried out this task for a number of years for St John Ambulance in England and Wales. The Board is of course conscious of the potential for adverse publicity and will monitor this scheme, which will begin in February 2016, very closely. We have also embarked for the first time on a major donors programme which is being supported by our President, His Grace the Duke of Buccleuch, who has kindly agreed to host an event at Drumlanrig Castle next Spring.

We are also being much more proactive in seeking corporate support.

The Chairman was delighted to announce that St Andrew’s First Aid is to be honoured by a visit to its headquarters’ offices by our Patron, HRH The Princess Royal. The visit will take place on Friday 6 November and HRH will watch demonstrations of CPR and other first aid techniques by our own youth members as well as some of the other young people who have been involved with St Andrew’s this year, before presenting a number of awards to some of our members.

In closing, the Chairman thanked his fellow Trustees, all of the staff of St Andrew’s First Aid and St Andrew’s First Aid Training and Supplies Ltd, and most particularly, the volunteers for their hard work, commitment and dedication to excellence in all things first aid.
10. **ELECTION OF PRESIDENT.**

On the motion of George Watt, seconded by Willie Cooper, the meeting unanimously agreed to the re-election of the Duke of Buccleuch and Queensberry as President of St Andrew’s First Aid.

11. **CONCLUSION.**

The Chairman confirmed the business of the meeting was concluded and thanked everyone for attending.