

GLENURQUHART CARE PROJECT

Scottish Charity SC023575 Company no. 157417



MINUTES OF 22nd OPEN & ANNUAL GENERAL MEETING held at THE GLENURQUHART CENTRE, DRUMNADROCHIT WEDNESDAY, 22 NOVEMBER 2017 AT 2.00 PM

PRESENT & APOLOGIES

Members: David Fraser, Lesley-Ann Inglis, Neil MacInnes, Allan Lemon, Erik Trefler, Nigel Fraser, Edward Redmond, Alan Bell, Jan Bell, Elizabeth Owen, Anne MacDonald, Bruce Nelson, Pam Fraser, Rhona MacIntyre, Bob MacIntyre, Jack Meredith, Miranda Service, Jim McAuley Dr Joanne Sutherland, +about 5 others [possibly: Mamie Girvan, Mairi Grant, Pam Lemon, Pam Lucas]

Staff: Paula Cooper, Sheila Lumsden, Eileen Wield.

Friends, Centre Clients, Guests: (unlisted- total about 15)

Apologies were received from: Cllr Margaret Davidson, Val Cooper, Mavis Elliott, Barbara Shaw, Adrian & Maralyn Shine, Carolyn Wilson, Heather Redmond, Ann MacInnes, Diane Norris,

1. WELCOME

David Fraser (Convener) chaired the Meeting and welcomed everyone

2. REVIEW OF THE YEAR

a CARE REVIEW – Allan Lemon

Quality Assurance is needed in our business as much as in any other. Our core business attempts to provide the best possible service in Day and Home Care. We have regular inspections and reviews every 1 or 3 years by the Care Inspectorate or reviews by the NHS. The last Inspectorate reports were in 2016 and a short-notice 2017 Care at Home Inspection in 3 areas gained a maximum mark of 6 in each area. Quality Assurance systems were stated excellent. Allan quoted various comments from the recommendations that were given. GCP have issued several staff letters of commendation, but all staff have contributed greatly. A user had stated how “..the staff are a team, pulling together never more than when under pressure, quietly and discreetly....each manager has brought The Centre something new...one saying we have to get it right because it will be ourselves one day!” [Allan’s fuller Report is available]

David Fraser noted how well this all reflects on the staff’s excellent standards.

b. FINANCIAL UPDATE – David Fraser

The full Accounts and Trustees Report are available to Members, and David or Lesley offer to answer questions asked. Last year we thought a loss of £50-£60k on Centre operations was possible, but this has proved to be near ‘break-even’ financially. The overall position is improved by about £70k due to the Housing Project and investment gains. The financial accounts include the Trustees Report and David drew attention to the ‘Aims and Objectives’, where we constantly seek other income avenues, and ‘Achievements’ sections. He touched on other highlights of the Report. It is notable that GCP’s Assets less liabilities are over £1million for the first time. We have a draft Business Plan about which Susan Clark can answer questions.

c. FUNDING & TRANSPORT -Nigel Fraser

He has been focussing on seeking funds for the Centre’s transport vehicles, with a need to change and manage our vehicles. We have looked at electric vehicles, and explored grants. It is necessary to be careful that the funding approach does not conflict with Susan’s Housing grant and fund raising. He is confident there will be results to show in the next year.

d. GCP HOUSING PROJECT UPDATE -Susan Clark, Project Manager

David noted that the project is overseen for ultimate owner GCP by their subsidiary Glenurquhart Care (Developments), chaired by Diane Norris (who could not attend), and with 4 other Directors. Susan said that 2 years ago David persuaded her to 'follow up' the idea of developing adaptable housing near the Centre, as part of the main housing development. As GCP Project Manager she had to find feasibility funds, appoint a team including architects, get land and funding from the Scottish Land Fund and find engineering, QS and Legal advisers. It was agreed in 2017 to proceed, subject to final funding, with a 12-house scheme. A stakeholder group had been set up for the community.

A contract had now been procured, with Compass appointed to build and they had an initial phase in hand alongside the Centre. Archaeological surveys had found Pictish 'kists' on the site, now being assessed. Street names had been proposed and submitted for approval. We are trying to build the houses using 100% grant, which is currently half-achieved. Names of potential Granters were given, and Nigel noted we were keen not to clash with potential funding for the main Centre's work. The last funding may be achieved around May to allow main building to start for completion early 2019. Susan showed an early information sheet on the design, summarising the main features such as insulation, heating system. The houses will be for rent only, at rates capped by the Social Housing Rent level. GCP will still own the properties, for our community. The Allocation policy is largely agreed and applications may be started at the end of 2018. Questions were invited.

e. MANAGER'S REPORT – Paula Cooper

Paula noted another challenging year, including seeking enduring agreement with NHS. We have been designing flexible work and job patterns. Cross-generational activities were up, as were all activities. We are getting support across all ages. The Carers Group has gone well with several talks linked to that. Our latest Inspection gave us Grade 6s in Home Care, a good achievement in the middle of the crisis in recruitment for home care staff. She gave huge thanks to all for the fundraising and other help. It is very heartening to know so many wish to help. Paula gave special thanks to Jo Adams, Susan Clark, Pam Lemon and Carol Masheter for guidance. Her great thanks went to the staff and volunteers during the difficult staff re-structuring, still working hard during changes in rotas etc. They regularly go above and beyond their duties. 10 staff received letters of commendation for this.

David echoed thanks for the work by the staff as one team. We must try to ensure the workload crisis doesn't happen again.

June had noted that the 'taking people to the shops' service was no longer, but she found support from the Coop community fund, starting with £950, but the final some received/raised was £5466. Thanks were given to June and the staff for this.

3. COMMENT and QUESTIONS

Q – Alan Bell – How is the Minibus fund going?

A – Nigel- this is still being explored, including funding/grant for electric vehicles.

Q -I have been here for many years and understand the Centre was designed for the local community. Are we going to widen our area and, if so, why and what would the costs be?

A – David – Glen Urquhart and Strathfarrar were our original areas. We are tackling NHS about extra transport costs, with some results. We eventually hope for a 'bus pass' funded scheme but it is proving difficult to establish.

4. AGM BUSINESS

(voting by GCP Members only)

a. MINUTES OF 21st AGM 14 Dec 2016 and Matters Arising

These Minutes were agreed, for signing

There were no Matters Arising from them

b. TRUSTEES REPORT AND 2017 AUDITED ACCOUNTS

These had been approved by the Directors and copies were made available for those wishing them.

c. AMENDMENTS TO THE MEMORANDUM and ARTICLES
The following Motions, in Resolutions advertised to Members, were APPROVED

PROPOSAL A

Article 2: 'Membership'

to DELETE Clause 2.2: The Prime Support Body shall be the Glenurquhart Rural Community Association or any successor Support Body which is agreed both by ordinary resolution and in writing by the then existing Prime Support Body. The Prime Support Body may nominate up to four persons who shall be entitled to become Members of the Company, all except one of whom shall fulfil a qualification under Article 2.1(a)

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PROPOSAL B

Article 4: 'General Meetings'

to INSERT extra Clause 4.3:

"The Directors shall convene an annual general meeting (AGM) within each calendar or financial year, at such time as it may determine. Not more than 15 months shall elapse between one AGM and the holding of the next. "

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PROPOSAL C:

Article 9: 'Number of Directors'

to AMEND 'seven' to 'nine' in Clause 9.1 as follows:

"The maximum number of Directors shall, unless determined otherwise by special resolution, be nine and the minimum number of Directors shall be three"

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PROPOSAL D:

Article 12. Appointment, Retiral, Re-Appointment Of Directors

to add Art 12.4(c)

"No Director can be in office more than six years, without at least one year out of office before being eligible for appointment again"

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d. APPOINTMENT/RE-APPOINTMENT OF GCP TRUSTEE/ DIRECTORS

- (i) David Fraser, Neil MacInnes and Allan Lemon retired as Trustee/ Directors,
- (ii) 4 other GCP Trustee/ Directors continue their terms
- (iii) Allan Lemon was proposed for re-appointment and GCP Members approved his re-appointment

There now remain 4 Trustee/ Directors vacancies, of the maximum 9.

e. APPOINTMENT OF AUDITORS

The Board had sought fee quotes and their proposal to appoint Frame Kennedy Accountants was agreed.

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5. ANY OTHER BUSINESS

Advice was sought about donating through bequests – Nigel offered to advise on this.

Alan led a vote of thanks to David and the Board and Staff for keeping up such high standards

Bruce Nelson confirmed his interest in offering his services to GCP

There being no further business, the meeting closed at about 4.00pm

Final vn.A 28-11-2018