

FAMILIES FIRST – ST ANDREWS

Minutes of the Nineteenth Annual General Meeting

via Zoom

3 September 2020

Details of those present and apologies for absence are indicated on the attached sheets. There were 29 people present, including 16 members. Apologies for absence were received by 18 people. The meeting was chaired by David Harrison, Chairperson of the Board of Trustees.

1. Welcome and apologies

David Harrison welcomed everyone to the meeting. He announced that a number of people had submitted their apologies, and these were noted. David took a moment to pay tribute to former Families First Trustee, Angela Baird, who sadly passed away this year. She was a huge asset to the Board and will be sadly missed. Also, Bob Willis who was a member of St Andrews Baptist Church and a great supporter of Families First.

2. Introduction of staff and Trustees

David introduced the staff and Trustees by highlighting the new look Families First t-shirts they were wearing.

3. Minutes of the Eighteenth AGM held on 17 September 2019

Minutes were approved by those Trustees present.

4. Annual Reporting

4.1 Chairperson's Report – David Harrison

David reported on another successful year of service delivery in which we were able to reach 513 people ranging from intensive to moderate support.

David talked briefly about the current pandemic and how we have had to adapt our service delivery this year, with much of the work taking place online as opposed to traditional face-to-face support. He noted that in some areas we have actually performed better, based on feedback and survey responses from our many service users. The staff have been incredibly flexible adapting to this way of working, reaching our service users via video calls, text messaging and other forms of virtual support.

David was pleased to note that fundraising pre Covid-19 put us in the best financial position we've been in years. However, the challenge this year will be appealing to trusts that are very short on money. Overall, fundraising has been very successful, and David thanked Morag for her efforts in this area.

David was encouraged, in that doing things differently, the team had made better connections with local businesses, this has been a huge benefit to Families First and

our service users. We are becoming more embedded in the community and attracting new benefactors because of this.

With Covid-19 ever present, change continues, the changes that we've made and the changes that we propose, does not mean we are not open to new ideas; we would welcome any suggestions from our supporters.

David thanked all our supporters – individuals, community groups, other organisations; our staff for holding the very fabric of Families First together, and his fellow Trustees for their engagement at times of change and uncertainty.

4.2 Manager's Report – Morag Coleman

Morag reported on a good year of fundraising, and that we started the 2020/21 financial year with confidence. We learned throughout the year that we had a 30% funding application success rate which was better than the average 20% that other charities were raising; therefore, for every 10 funding applications submitted, 3 are likely to have a positive outcome.

Morag highlighted that we are always striving to achieve a wish list, however this can be difficult to accomplish whilst constantly striving to make ends meet. A couple of extra staff members would enhance what we do, help to reduce our waitlists, and put us in a better staffing position to develop and improve whilst not growing so much that we lose our expertise. Our biggest complaint every year from the children is that they want more, however we are unable to accommodate this as we can't grow any bigger without moving or doubling our volunteer team, and this would mean we would need extra staff to manage this.

We not only measure our success on money, our success is so much more than that. We need to make sure that our leadership and management is strong, or the children and young people won't use our services. We also need to make sure we have good community connections for all of this to happen.

We had such good support from local donations this year. Our annual review shows that 27 out of the 34 benefactors were local, 9 of them local places of worship, 4 local businesses and the rest very supportive community groups that know about our work and want to help us in any way they can. Morag went on to thank our biggest asset, which is our staff, for all their hard work in making Families First the success it is.

We had 3 staff changes this year, Alexis Rinaldy joined us last April as our Family Support Coordinator, Kathryn Henderson joined us as a temporary youth worker, and last but not least, Jane Fraser retired at the end of March with the promise of a fond farewell to come. Sad as it was to see Jane go, we look forward to celebrating her many achievements with Families First and we have now welcomed our new Office Manager Mary-Jane Duncan, who started just last week.

Morag talked briefly about the current pandemic and how we are constantly making and changing plans trying to keep up with the changing guidance. This has truly tested our strength and resolve as a team; to make sure we get it right and to make things easier for the children and their families we work with.

The team have always worked extremely well together, but in developing our roles and responsibilities over the past few months Morag has noticed an even deeper commitment to supporting each other. Morag praised and thanked the team for all their hard work.

Morag also conveyed her thanks to two local businesses for helping to make things easier for us by donating weekly gifts that enabled us to remain connected with our families. Dominos pizza for our weekly lucky dip prize and Morrisons supermarket and local Community Champion Sue Woodcock for providing weekly food parcels for a 3 month period. She stated that many of our followers will have seen the videos we posted on Facebook and advised everyone that we aim to further develop our services this year to meet the needs of children, young people and their families living in north east Fife.

5. Trustees Annual Report (TAR): Accounts to 31 March 2020

Mark Geary, Trustee, reported that 2019/20 put us in the best financial position we've been in for years and that our income over the past 3 years has exceeded expenditure. He noted that we have improved cash reserves moving into this financial year, however given the uncertainty around the next 12-24 months the Trustees and Manager are constantly monitoring this.

Mark talked about the diversity of donors we have in terms of income success. What Morag and the team did very successfully was increase the percentage of income that comes through small trusts and donations, which are often unrestricted. This has been a strategic focus for the Trustees and the organisation.

Over half of the funding coming through is from 2 key donors, Dunhill and Fife Council with whom we continue to maintain positive relationships.

Mark acknowledged the continued support from the Baptist Church in terms of donations and significant benefit in kind.

Our income for the year was £208,870. Our expenditure for the year £190,465, broken down into the 3 key service areas. The Family Support Service was 32%, the Befriending Service was 37% and the Children's Group Work Service was 31%. Most importantly this is how we predict the expenditure to be and the majority of our income is spent on service delivery.

Mark finished by saying that we are comfortable and confident of the financial position of the organisation, however we recognise the difficult situation we are entering economically. The next 12-24 months are going to put us under increasing pressure, with tightening on income. We have had very positive conversations already with our long term partners, and our continued work with the local community is very important for bringing in more involvement and ultimately more money to support our good work. We are now starting to explore alternative areas of fundraising in readiness for what the future may bring.

6. Acceptance of the annual report and financial accounts

The annual report and financial accounts were approved by the board on 20 August 2020.

7. Appointment of chartered accounts for the coming year

The trustees approved the re-appointment of Henderson Black & Co. as our accounts for the next financial year.

8. Trustee resignations and appointments

There were no resignations or appointments to report.

Going forward, the Trustees have established a system where there will be a regular rotation of trustees after 2 terms, whilst actively pursuing new board members that will enhance the skills and expertise of the board.

9. Friends of Families First – Tony Jeavons

Tony reported on a developing initiative called 'Friends of Families First'. He had hoped and planned to launch Friends of Families First at a new style interactive AGM, however this has not been possible due to government restrictions. We are ready to move forward, we just need the opportunity to make the launch as soon as deemed safe. We will publicise the event through the appropriate channels and hope that many of you will be interested and want to become part of the initiative. He explained the history and purpose of Friends of Families First.

In June 2019, the Trustees agreed to investigate creating a group of local people interested in becoming 'Friends of Families First'. The Trustees established a subgroup consisting of Mark Geary, Alison Miller with Tony Jeavons taking the lead. The group held regular meetings pre-lockdown and have since continued to meet via Zoom.

Tony explained that friendship and friends have always been important and fundamental to the work of Families First. By taking this further and providing opportunities for more people to get involved and become friends, the Trustees will create a system that works for Families First.

The 3 key areas in creating this group are to:

- Enable more people to actively engage with Families First.
- Enlarge our pool of volunteers.
- Provide a potential source of additional income.

The sub-group have been exploring how they could broaden the search and enable more people to get to know Families First through digital media. It was agreed that the current website wasn't fit for purpose and needed an upgrade. Tony reported that through Mark Geary we were able to approach Guy and Co. a creative research agency who agreed to undertake extensive pro-bono design work on our behalf. This partnership proved extremely positive, producing fresh branding ideas as seen on our slides and t-shirts tonight. Tony thanked Alison Miller, who has spent considerable time and effort working with Guy and Co. to create our new look and website.

10. Families First website – Alison Miller

Alison reported on the process in creating our new website. Alison met with Guy and Co. who were extremely helpful and supportive through the whole process. They produced a number of possible designs from which the Trustees and staff agreed the final version. Guy & Co. introduced Alison to WordPress which she used to build the structure of the website. Once completed, Alison sent the final version to our staff, Trustees, and volunteers for feedback. The consensus was that the new website is vibrant, has a modern feel and is easy to navigate. The new website still has a long way to go and the Trustees are looking at how they can build on this over the coming months.

11. Any other competent business

There was no further business.

12. Date of next meeting

The next AGM will be held on **2 September 2021**.

13. Vote of thanks

David finished the meeting with thanks to all who attended the meeting, to our political representatives for their huge support which we greatly appreciate, to Guy & Co. for their work and guidance in developing our new website, and with special thanks to the Baptist Church for their continued support and for continuing to gift us the use of the Rose Lane Centre.

**Nineteenth Annual General Meeting
Attendance Register
3 September 2020**

Name	Organisation
Morag Coleman	Staff
Sarah Martin	Staff
Neryl Malcomson	Staff
Mary-Jane Duncan	Staff
Alison Miller	Staff
Alexis Rinaldy	Staff
Chris Johnstone	Staff
Jan Clarke	Staff
David Harrison	Trustee/Member
Barbara Maggs	Trustee/Member
David Maggs	Supporter
Alison Cartwright	Trustee/Member
Ian Smith	Trustee/Member
Mrs Smith	Supporter
Tony Jeavons	Trustee/Member
Mark Geary	Trustee/Member
Pamela Brunt	Member
Ian Docherty	Member
Jane Harrison	Member
Elizabeth Garity	Volunteer
Joan Riddell	Member
Wendy Chamberlain	MP
Lindsay Glasgow	Member
Anne Glasgow	Member
Abi Ngunga	STABC Pastor
Cilla Jackson	Member
David Jackson	Member
Jill Anderson	NEF Community Hub
Nicole Yule	Member

TOTAL: 29

**Nineteenth Annual General Meeting
Apologies for absence
3 September 2020**

Name	Organisation
Cllr Tim Brett	Taybridgehead Ward
Helen Glass	Include Me
Cllr Jane Ann Liston	St Andrews and Strathkinness
Jane Maciver	LINK Befriending
Willie Rennie	MSP
Jenny Stirling	Supporter
Sarah Field	Volunteer
Professor Sally Mapstone	University of St Andrews
Susan McLean	Supporter
Flora Edmiston	Volunteer
Allan McCafferty	Minister, Hope Park Church and Martyrs Church
Elaine Dowie	Hope Park Church and Martyrs Church
Flora Falls	Hope Park Church and Martyrs Church
Allyson McGregor	Volunteer
Cllr Jonny Tepp	Tay Bridgehead
Sister Avril Pauline Landay	Member
Lucy Cottee	Volunteer
Kathryn Henderson	Staff

TOTAL: 18