

FAMILIES FIRST – ST ANDREWS**Minutes of the Twenty-first Annual General Meeting****Medical & Biological Sciences Building****North Haugh, St Andrews****29 September 2022**

Details of those present and apologies for absence are indicated on the attached sheets. There were 40 people present, including 6 members. Apologies for absence were received from 24 people. The meeting was chaired by Alison Cartwright, Chairperson of the Board of Trustees.

1. Welcome and apologies

Alison Cartwright introduced herself as chairperson and welcomed everyone to the meeting. She noted what a pleasure it was to be meeting face to face again. She announced that a number of people had submitted their apologies, and these were noted.

2. Introduction of staff and Trustees

Morag Coleman introduced the staff members to the meeting Alison introduced the Trustees, highlighting two new Trustees who have joined the board since last year's AGM, Gillian Jones and Jane Holmes.

3. Minutes of the Twentieth AGM held on 2 September 2021

Minutes were approved by those Trustees present (Mark Geary and David Harrison).

4. Annual Reporting**4.1 Chairperson's Report – Alison Cartwright**

Alison reported on a successful year of service delivery in which we were able to provide intensive or moderate support to 367 people, adapting service delivery as Covid restrictions gradually reduced. She welcomed the board's development of a new business plan, written as Families First reaches 21 years, and setting the direction of travel to 2025. The business plan is available on the Families First website (www.familiesfirststandrews.org.uk). Alison then reported that staff continue to develop new projects as needs arise, welcoming the pilot of a new Parents and Carers Breakfast Club in the East Neuk. She also welcomed further development of Friends of Families First, led by trustee Tony Jeavons, with its aim of engaging more effectively with the community. The first Friends coffee morning will be held on 5 October 2022. Alison then highlighted the importance of working in partnerships with other organisations in order to help as many children and families as possible. She noted that sometimes Families First can help directly, whilst at other times it is more appropriate to redirect people to more suitable support.

4.2 Manager's Report – Morag Coleman

Morag reported that Families First has had another successful year, growing and developing as an organisation. Over 300 children and young people were supported, some directly and intensively, and others indirectly by attending whole-family events. Morag reported that Families First achieved all targets in 2021-22, with stories and feedback from service users overwhelmingly positive. She noted that this was a team effort, and that without the willingness of the staff and volunteers to work together to make a difference and find creative ways to help others, Families First would not be the success it is.

Morag welcomed the creation of a new post, Volunteer Coordinator, and the recruitment of Laura Veitch into the position. She remarked that the story of Laura's recruitment is particularly inspiring as the charity celebrates its 21st birthday. It was 21 years ago that Laura volunteered with Families First when a student at the University of St Andrews. Her volunteering experience led her on to a successful career in social work. She was thinking of returning to work after a career break to raise her family when the Volunteer Coordinator position was advertised at just the right moment. Morag reported that Laura has settled back into the organisation very well after all this time and is enthusiastically taking forward volunteer recruitment and retention.

Morag noted the continuing challenge to reach funding targets, and that this would be reported in detail by Ian Smith.

Morag offered the reflection that what Families First does is not rocket science; it simply offers others what we all need to survive: care, respect, a listening ear, time and patience, and a bit of tough love when needed.

Morag noted that service user feedback shows that this is what the organisation does, with, for example, the 21 days of posts on Facebook in the run up to the AGM offering heart-warming memories of people who have been involved with Families First over the past 21 years.

This feedback is recorded as it is invaluable for funding applications and reports.

Morag reported that staff annual reviews were slightly delayed this year, but that when she held them she was struck by the amount of learning and development undertaken by the team. She also commented on how keen staff were to share this new learning with each other to help improve practice.

In conclusion, Morag observed that she believes you need to be a special type of person to naturally show care, love and empathy. She noted that the team shine at this with each other, with service users, with volunteers, and with colleagues in the sector and that this is what makes Families First unique.

4.3 Trustees Annual Report (TAR): Accounts to 31 March 2021

Ian Smith celebrated the birthday of Families First by showing the trend in income of the organisation over its 21 years. The total income over this period was £2.7 million. Income increased by an average of £8300 each year, meaning that it takes approximately 12 years to grow the charity by £100,000. Ian noted that this upwards trend is not inevitable, with some ups and downs experienced over the 21 years, including a funding crisis in 2017.

Ian presented a financial overview of the organisation for 2021-2022. He reported that for the previous year, 2020-21, income was higher than expenditure (due to

Covid), allowing for reserves to be built up. This proved helpful when funding became tighter this year. Ian informed the meeting that Families First has a healthy diversification of funding sources, with three major donors (Fife Council, the Robertson Trust and the National Lottery) and a large number of small donors. He reported that 69% of funding was restricted to a particular service and 31% was unrestricted, allowing it to be used more flexibly. Funding was divided by service, with 36% to Befriending, 34% to Young People's Service and 30% to Family Support. Ian described Families First as a lean organisation with 60% of income spent on service delivery.

Ian commented that looking forward, the difficult economic environment is likely to provide significant funding challenges, with additional large grants required to fund the next few years. Cash reserves will, however, provide cushioning for the next 12 months.

5. Acceptance of the annual report and financial accounts

The annual report and financial accounts were approved by the board, at their meeting on 1 September 2022.

George Baird addressed the meeting to state that he was very impressed with what he had heard in the reports. He commented that he was also very impressed with the Business Plan and the information provided for future development, urging others at the meeting to read it. He noted that he prepared the first work plan and budget for Families First 21 years ago. Finally, he encouraged everyone to continue supporting Families First, the staff and the work that they do in the future.

6. Appointment of chartered accountants for the coming year

The re-appointment of Henderson Black & Co. for the next financial year was approved by the Trustees on 1 September 2022.

7. Trustee resignations and appointments

Alison Cartwright reported that David Harrison and Barbara Maggs were both obliged by organisational policy to leave the Board after completing three terms as Trustees. Alison offered her thanks to David for his support as he was the chairperson when she joined the board. She also thanked Barbara for her considerable contribution over the years as a volunteer as well as a trustee. She commented that both David and Barbara will be greatly missed, and gifts were presented.

Alison also offered thanks to Mark Geary who joined the board in 2016 and has resigned due to a change in career reducing time availability.

There have been two new appointments to the board since the last AGM. Gillian Jones joined on 17 January 2022 and Jane Holmes joined on 7 April 2022. Gillian brings her expertise in HR and Jane, also a volunteer befriender, has considerable experience in education. Alison welcomed both to Families First.

In conclusion, Alison thanked the board for their commitment and hard work.

8. Long Service Awards

Alison thanked all staff and volunteers at Families First for their contribution and impact on people's lives.

Special thanks and long service awards were given to those staff who have been with Families First for many years:

Alison Miller (Deputy Manager & YPS Coordinator) - 12 years

Morag Coleman (Manager) – 11 years

Chris Johnstone (Transport Coordinator) – 10 years

Sarah Martin (Office Manager) – 10 years

9. Partnership Working

Alexis Rinaldy (Family Support Coordinator) introduced Dr Wendy Simpson from the Early Intervention Team at CAMHS, Fife NHS.

Wendy explained that it is her role to support staff, parents and carers to help children in their care, and said that it was a privilege to work with Alexis.

Wendy gave a description of the wellbeing group developing in a partnership between the Family Support Service and CAMHS. She explained that the Mindfulness courses Alexis organised pre-covid and then online during Covid were very successful and consequently developed into weekly sessions, 'Your Space', held in the Baptist Church Fellowship room every Monday from 9:45-11:15am. Wendy and Alexis were present each week, with different guest speakers invited to attend.

Each session commenced with a catch up and mindfulness. The sessions followed the evidence-based 5 ways to wellbeing:

Active (eg yoga, beach walk)

Learn (crafts, wellbeing ideas for children)

Take Notice (mindfulness, accepting feelings)

Connecting (Wendy observed changes within the group and with staff)

Give (Alexis noted that kindness has developed within the group)

Wendy reported that Alexis builds a relationship of trust with service users which creates a supportive atmosphere and encourages attendance.

Alexis commented that the longevity of the project has allowed trust to develop over time. She reported that she can see a positive affect on the families and that they have taken what they have learned into their lives. Through feedback, service users have reported that the sessions have made them more open and aware of their feelings. They looked forward to the group and have made friends. They also reported that they have learned to be honest about their feelings, which is hard, and that they have continued some of the activities at home. They have also used the kitbags they were given to help their children to express their emotions.

In conclusion, Alexis told the meeting that it has been a privilege to work with Wendy. She thanked her for her commitment to the partnership and for her belief in preventative work.

10. Any other competent business

Alison Cartwright reminded the meeting that the inaugural coffee morning of 'Friends of Families First' will take place on 5 October 2022 at 11am. She explained that this will be an opportunity to learn more about Families First ready for raising awareness.

Alison remembered Gordon Bailey with sadness and gratitude, noting his many years of support as a long-standing member.

Anne Glasgow (member) addressed the meeting, asking how many people attend the mindfulness sessions. Alexis explained that the group is open to all but 6-8 people regularly attend. Morag added that the lunch group serves to reduce isolation and build confidence and trust, before service users feel able to attend 'Your Space'. Morag also informed the meeting that Sue Woodcock, the Morrisons Community Champion, has been supporting the lunch group, bringing varied food that families haven't tried before. Guest speakers such as Cosy Kingdom have also attended, connecting families to the community and each other.

The historical role of members was discussed briefly. Morag explained that historically members have been retained, but recruitment of new members has been difficult, leading to the creation of 'Friends of Families First'.

Alison Cartwright added that in the early years, members held liability for the organisation, but that all liability is now held by the Trustees.

11. Date of next meeting

The next AGM will be held on 28 September 2023.

12. Vote of thanks, video message and slide show

Alison Cartwright thanked everyone for attending the meeting and invited them to join the trustees and staff for refreshments.

She then introduced a video message from Pastor Tim Burns, founder of Families First in Sydney, Australia. Tim recalled persuading George Baird to turn his vision of Families First into a reality, and their first successful grant application. He expressed his happiness that Families First continues its work.

Alison then introduced a video of photographs from the Families First archives, created by Alison Miller with music by former service user Demi Forsyth.

Alison Cartwright drew attention to the happy faces in all the photographs and offered a final thank you to everyone for their contributions.

21st AGM - Attendance Register

	Name	Organisation
1.	Jan Clarke	Staff
2.	Morag Coleman	Staff
3.	Kathryn Henderson	Staff
4.	Chris Johnstone	Staff
5.	Neryl Malcomson	Staff
6.	Sarah Martin	Staff
7.	Alison Miller	Staff
8.	Alexis Rinaldy	Staff
9.	Laura Turnbull	Staff
10.	Alison Cartwright	Trustee
11.	Mark Geary	Trustee
12.	David Harrison	Trustee
13.	Jane Holmes	Trustee
14.	Tony Jeavons	Trustee
15.	Gillian Jones	Trustee
16.	Ian Smith	Trustee
17.	Judith Allison	Youth 1 st
18.	Catarina Hanna Amodio	The Carnegie Club of St Andrews
19.	George Baird	Member
20.	Robert Balfour	Lord Lieutenant
21.	Ken Cochran	SABC
22.	Wendy Chamberlain	MP
23.	Isobel Clifford	Home-Start East Fife
24.	Jim Davies	Fife Council
25.	Graeme Donaldson	Fife Council
26.	Arnold Von Engel	The Carnegie Club of St Andrews
27.	Jane Fraser	Ex staff member
28.	Anne Glasgow	Member
29.	Lindsay Glasgow	Member
30.	Jane Ann Liston	Fife Council
31.	Caroline Main	Member
32.	Pastor Abi Ngunga	SABC
33.	Solomon Plotch	The Carnegie Club of St Andrews
34.	Joan Riddell	Member
35.	Wendy Simpson	NHS Fife
36.	Chloe Smith	Ex service user
37.	Fritz Stammen	The Carnegie Club of St Andrews
38.	Leslie Stevenson	Member
39.	Liza Vasilyeva	The Carnegie Club of St Andrews
40.	Nicole Yule	Ex staff member

21st AGM Apologies for Absence – 29 September 2022

	Name	Organisation
1	Elma Baird	Member
2	Ronnie Bonnar	Trustee
3	Tim Burns	Founding Member of FF
4	Elizabeth Calderwood	Thorntons Law LLP (Mary Moore)
5	Lucy Clarke	Storehouse
6.	Ian Docherty	Member
7	Helen Glass	Include Me
8	Irene Henderson	Waid Academy
9	Cllr Margaret Kennedy	Cllr Cupar and District Ward 20
10	Margaret Lees	St Andrews Community Trust
11	Jane Maciver	LINK
12	Lin Maclean	Trustee
13	Barbara Maggs	Trustee
14	Professor Dame Sally Mapstone	Principal and Vice-Chancellor
15	Rev Rory McLeod	Ex Trustee
16	Gillian Morton	The Robertson Trust
17	Emma O'Shea	Impact Funding Partners
18	Bryn Richardson	Ex Staff Member
19	Caroline Rochford	Caroline Rochford Consulting
20	Elaine Smith	Include Me
21	Laura Veitch	FF Staff Member
22	Irene Walker	Rotary Club of Kilrymont St Andrews
23	Brian Walters	Barbara Ward Children's Foundation
24	Rona Weir	Fife Council