Held virtually via Zoom videoconferencing software

on 15th September 2020

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Present

Brian Devlin, Jenye Monckton, Anne McDonald, Angela Morrison, Isla Mackay, Margaret Rhynas, Freida McKenzie, Simon Cole-Hamilton, Sheena Ross, Ian McNamara, Wilma Halley, Peter Furniss, Megan Mackenzie, Helen Charley

Simon Cole-Hamilton welcomed everyone to Black Isle Cares first virtual AGM. Simon introduced himself as a Trustee of BIC; all those present subsequently introduced themselves. SCH advised we require 7 members to be quorate and have achieved this.

1. Apologies

Apologies were received from Caroline Matheson, Rod McKenzie and Jill Stoner.

1. Approval of the Minutes of Previous Meeting dated 25th March 2019

Approval proposed by B Devlin and seconded by F McKenzie.

1. Opening Address by Chairman

Brian Devlin, Chairman, welcomed everyone to this Annual General Meeting of Black Isle Cares. He remarked that 2020 has been a challenging year like never before due to the ongoing Coronavirus pandemic, but reports that Black Isle Cares is thriving.

Meals on Wheels – this service increased during the recent lockdown as local residents, either vulnerable or suffering from hardship were referred to BIC by Highland Council to receive free meals (funded by Caring & Sharing). 1,500 free meals were delivered during the lockdown period. Due to restrictions the service had to chage to become a drop off service where clients were to heat their own meals. The social aspect was still able to be fulfilled by volunteers despite social distancing measures. From the period 28th May to end August the monthly average meal deliveries was 598. (Free meal provision to those referred by Highland Council doubled the normal monthly average of 286).

Brian read a note of thanks which was received from Di Agnew on behalf of the local councillors.

Total number of meals delivered from September 2019 to end August 2020 – **4,366.** Last year we delivered **3,120.**

Since the beginning of the year the Meals on Wheels service has seen some other changes – previous Office Manager, Lesley Bowman departed BIC and a new post, Projects Co-ordinator has recently been created and filled by Megan Mackenzie. Brian expressed excitement to have Megan join BIC’s project.

Gratitude was expressed to the meal providers – McGinty’s, Chanterelle and White Cottage Tearoom, without whom the service would not be able to run. Thanks was extended to Fortrose Café and the Allangrange Arms who also provided meals throughout lockdown but have now moved on to new ventures.

Meals on Wheels currently has 22 volunteers, however some have had to temporarily withdraw their services due to the requirement to shield.

He also informed the meeting of the other activities BIC trustees, volunteers and partners have been involved in including inter-generational work with Fortrose Academy. Volunteers, Fran & Andy Crowhurst facilitate a Board Games afternoon in the library which brings young and old together, whilst this could not continue during the lockdown, it is intended to start these again as soon as possible.

Brian explained that BIC no longer have a partnership with Highland Home Cares – an initial goal of BIC was to make Home Care available on the Black Isle and this is now a reality. Black Isle Cares continue to be friends with Highland Home Cares, but vow to always stick up for quality home care on the Black Isle.

He listed a number of Trustees who are stepping down from their role, many having been involved since the birth of the charity; Caroline Matheson, Graham MacIver, Lyn Forbes, Rod Mackenzie, Sheena Holm, our previous treasurer Peter Furniss, and to our present treasurer Angela Morrison. Angela was thanked as she has selflessly given her all to supporting Black Isle Cares and we will miss her greatly.

Thanks was given to Val Cameron for her recent work in an advisory and administrative capacity in recent months. Also to Paula Bremner and Lors Mackenzie for their amazing fundraising efforts.

Brian then concluded his address by thanking an extensive list of sponsors, the volunteers, restaurants, partners and fellow trustees.

He expressed particular thanks to Jenye Monckton, Trustee and Vice-Chairperson, who has been part of BIC since its inception. Jenye is stepping down from her role as Vice-Chair but will remain a Trustee.

Brian was slightly hesitant to look to the future given the obstacles which have challenged everyone in 2020. He informed those present that the launch of the new website is imminent and, in the meantime,, social media is being regularly updated by trustee, Isla. A key priority going forward is to secure funding for a Development Officer which would in turn help the charity to become more sustainable.

1. Presentation of Report & Accounts for year to 31.01.20

Isla Mackay, Secretary, had distributed electronic copies of the Annual Report & Accounts to all those present.

The accounts to the end of January 2020 show a surplus of £20,741 and closing balance of £48,120 which is considered satisfactory. Angela explained that BIC entered the new financial year on a sound footing, however there are no reserves in place for the longer term which remains and ongoing issue.

Local donations for the year totalled £16,923 which the charity are extremely grateful for, and are humbled by the generosity shown.

Angela noted that Black Isle Cares are missing the general fundraising opportunities this year, which were also an opportunity to raise the profile of the organisation.

Notably, a £200 donation was given to the Reece Mitchell fund from income generated at a monthly table top sale, organised by Paula and Lors.

Angela concluded her presentation by reinforcing that BIC are financially stable in the short term but require to find longer term funding for longer term sustainability.

The Report and Accounts were approved by B Devlin and seconded by M Rhynas.

1. Results of Meals on Wheels Client Satisfaction Survey, July/August 2020

A survey was carried out during July and August 2020 which asked clients about their experiences with Black Isle Cares and their hopes for the future. Many positive comments were generated by the survey with recurring themes including; happier, healthier, secure, easier and friendly volunteers.

Views on meals were generally positive with fourteen out of seventeen responses stating there is good or excellent variety. The majority were happy with portion size and over half agreed it was good value for money. Many comments were appreciative of the time put in by the volunteers. There were a couple of negative comments surrounding the consistency of meals and the ability to cater for specific dietary requirements, both of which are issues which can be looked at in future.

93% of respondents appreciated the nourishment they got from meals, 86% said it made them happier and 76% felt less lonely as a result of having Meals on Wheels delivered.

Questions surrounding future needs and wants revealed that clients were not interested in receiving food parcels. The majority were happy to pay more as long as meals were coming from local providers – they did not want to use national providers. There was some interest in a befriending/calls service and many clients were looking forward to getting involved in activities again. Some clients indicated they may need support at home in future such as gardening, housework and transport.

Anne concluded the presentation by expressing how pleased BIC are with the lovely feedback and helpful, constructive comments.

1. Appointment of Independent Examiner

The proposed Independent Examiner is MacKay & Co, Bridgend Business Park, Dingwall.

The appointment of MacKay & Co as Independent Examiner was unanimously approved.

1. Election of Board Members

It was agreed to re-elect the following board members: Brian Devlin, Jenye Monckton, Anne McDonald, Freida McKenzie, Wilma Halley, Margaret Rhynas, Ian McNamara, Simon Cole Hamilton and Isla Mackay.

1. Questions & Answers

Freida McKenzie expressed a grateful thanks to all volunteers, commenting that many are closer to 70 than 20, and they have really looked after our clients in recent challenging times. They make a hugely valuable contribution to the service.

Jenye Monckton expressed appreciation for all the effort from Ian Goode at Black Isle Leisure Centre to make premises safe to return to. We are unfortunately unable to accept volunteers into the office, however Megan has been able to start working from the office.

Ian McNamara acknowledged and thanked Brain Devlin for everything he does for the charity.

1. Close

There being no further questions, Simon Cole Hamilton thanked everyone for attending and declared the meeting closed.