

MINUTES FOR THE ANNUAL GENERAL MEETING OF CANCER SUPPORT SCOTLAND.

Held at The Calman Centre, 75 Shelley Road, Glasgow, G12 0ZE, 12th November 2019, 6pm.

Item	Topic
1	<p><u>Welcome and Apologies</u> The Chair (JO) opened the AGM and welcomed all attendees to the Calman Centre.</p> <p>JO introduced the top table: Jack Ogston, Chair George Walker, Chair of Finance & Risk Sub-Committee Rob Murray, CEO</p> <p>JO advised the notice of our AGM was issued on the 28th of October 2019. The AGM this year has been opened up to non-members as a way of bringing new people to the charity. This would help raise awareness and support. We also hoped the attraction of the event with Sir Professor Kenneth Calman afterwards would be a draw and this appears to be the case. The AGM was moved to an evening to ensure we are not closing services to host the AGM and to increase the accessibility of the AGM for those who work during the day.</p> <p>As a charity we are trying to reduce our impact on the environment and in line with other charities the papers for tonight's AGM were emailed out to members.</p> <p>Apologies from: David Semple, Jet Semple, Paul Thomson, Craig Mackie, Katie Tweedie & Margaret Macleod</p>
2	<p><u>Minutes of Previous Annual General Meeting and Extraordinary Meeting</u> JO asked for any factual inaccuracies on the minutes of 11th October 2018. None were presented. Approval of the Minutes of the AGM of 11th October 2018 was proposed by Donny McKinnon and seconded by Gary Sutherland. The minutes were approved.</p> <p>JO asked for any factual inaccuracies on the minutes of 18th February 2019. None were presented. Approval of the Minutes of the EM of 18th February 2019 was proposed by George Walker and seconded by Donny McKinnon. The minutes were approved.</p>
3	<p><u>Annual Report & Accounts of the Board of Cancer Support Scotland for the Year ended 30th April 2019.</u></p> <p><u>Chair</u> JO stated that it had been a pivotal period of transformation for Cancer Support Scotland, given this JO thanked staff and volunteers for the commitment and focus they have shown during this time in continuing to deliver services to those affected by cancer.</p>



JO advised that the charity said goodbye to Madeline Alexander in December 2018 - he thanked her for her years of dedicated service. JO advised members that after a rigorous search by Aspen People we welcomed Rob Murray as our CEO.

During the 18/19 financial year we said goodbye to Craig Mackie as our Chair and to Paul Thomson. JO thanked both for their hard work on the Board.

Finances remain a challenge however this will be covered under the finance report. JO did note that income for the year end was down 48% on the previous year and that this was due to a large legacy received in 2017/18 which inflated the accounts. JO did however note that expenditure was 7% less than in the previous year.

Towards the end of the financial year we embarked on a mass consultation process involving those using our services, partners, supporters, government, staff, and volunteers to help us with a strategic review. The main focus of this was to ensure CSS was delivering to the needs of the community and had sustainable plans for the future. The result will be a new strategy and visual brand launched at the start of 2020.

JO advised that we spent the year reducing the impact of Dry Rot which is affecting the Calman Centre. The building is fully operational however we have taken steps to mitigate any disruption to those affected by cancer and our team. We are currently engaging in legal action and have engaged the services of Wright, Johnston & Mackenzie Solicitors and Counsel. This is listed within the Annual Accounts which were included in the documentation sent out.

Finally, JO advised that he has been working with Trustees to restructure the Board to ensure greater governance and transparency with sub-committees and the engagement of the leadership team.

Finance Report

JO advised that 2018/19 has been a challenging year for the charity however one which we have managed to ensure we continue to deliver quality services for those affected by cancer.

Our income for the year end 30 April 2019 totalled £486,578, which was a decrease of 48% on the previous year. This decrease is mainly due to a large legacy being received in 2017/18 of £400k which inflated the accounts.

During the year in question our raised income was down and whilst this was a challenge for the charity steps have been taken under the new leadership of our CEO to ensure we have a quality team in place with the right strategy to ensure we are meeting income targets moving forward.

Most of our income does come from Trusts & Foundations as well as individual giving and unfortunately both of these income lines were down. We did however see an increase in gift aid being applied for during 2019 and this is down to the hard work of our fundraisers raising money.

JO thanked all those who donated during 2018/19 and some of those are here present in the room today.



For the year end 30th April 2019, our expenditure totalled £635,064 which is a 7% decrease on the previous year. Overall, we saw the cost of Fundraising decrease whilst the cost of delivering service remained equal. Our biggest expenditure is listed under 'Charitable activities' – this is the delivery of our services and supporting the operation of the charity.

We would highlight that the costs of salaries decreased during the year and this was down to staff moving on and governance costs did decrease as well during the year.

The headline 'Other expenditure' is noted at £50,056. Page 25 provides some information for why this is. It is mainly broken down by Legal Fees and building related expenditure such as repairs. The deficit for the year was £148,486. We aim to hold 3 months reserves in line with our policy.

Finally, Fiona Purves from Defacto has provided pro-bono support to Cancer Support Scotland for several years. This marks the last year of Defacto's involvement with the charity and JO stated he would like to mark our thanks for all they have done.

Looking at 2019/20, given we have such a strong plan and team in place we have set an ambitious and realistic budget.

GW:

We would like to propose to members that we continue to use Milne Craig, Accountants as our Auditors / Independent Examiner. Could we please have someone to propose this?

Gary Sutherland proposed & Donny MacKinnon seconded.

CEO

RM thanked everyone for attending tonight's AGM and for their warm welcome to the charity in his first few months in post. The financial year in question represents four months of his tenure in post and would like to take the opportunity to thank Madeline for her years of service to the charity.

RM advised the AGM that CSS is all about service delivery and last year offered 6,672 appointments to those affected by cancer. The charity saw a slight increase in the number of men using the service which is great. Demand for our services remains high and without the proper investment waiting times for counselling remains high. CSS are engaging with the Scottish Government and wider funders on this.

Of those using our complementary therapy 81% people said they had their pain relieved with 100% of people saying their stress and anxiety were relieved. With regards to our counselling services 77% said they were struggling with change and uncertainty, after their support with us this reduced to 36%. Our Podiatry is seeing major demand for services and 80% of those using this service said they had improved day to day function.

CSS were delighted that our stress management team saw a 51% reduction on the stress levels of those they supported at the end of the course.



CSS had over 7,655 volunteer hours donated to us from people across the country. Our volunteer gardeners, counsellors, meet & greeters enrich the offering we are able to provide those affected by cancer.

Our impact has grown within the cancer community and CSS is delighted we play a key role in the Scottish Cancer Coalition and in other forums such as the West of Scotland Cancer Centre Charities Forum. CSS has increased our engagement with the Scottish Government and whilst we don't get funding from them, CSS are pushing hard to ensure the Scottish Government increases its investment in services which support the wellbeing of those affected by cancer.

The truth is 2018/19 has been a pivotal period of transformation for Cancer Support Scotland. A key element has been carrying out a strategic review which will conclude late in 2019.

Question & Answer Session

A discussion took place around the breakdown of fundraising costs and income as well as the terminology used under each heading.

RM advised that this is contained within the Annual Accounts sent out to members in advance and within the impact report. On page between 22-23 is the full break down of income and 24-25 is the breakdown of expenditure. JO added that this is in line with OSCR reporting requirements.

A discussion took place about the amount of volunteer hours donated to the charity and the time period this covered. Concern was raised that the number of volunteer fundraisers appeared to be reducing.

RM advised that 2018/19 has been a year of transition and change within CSS. With any period of change there will be drops in people volunteering. Whilst we are proud and thankful to volunteers, we appreciate work needs to be done in order to increase volunteering.

A discussion took place about the lack of publicity of the charity and the overshadowing of other cancer charities.

As outlined within the CEO report, the charity is undergoing a review of our communications strategy and will be launching this in the new year. Things take time however we would welcome any support from members in terms of raising awareness and support.

A discussion took place around the events calendar for CSS and when will this be published for the year ahead.

RM advised that events are currently advised via email and on social media 3 months in advance. We are working on the 2020 calendar which will be published in December 2019. JO advised that this is an area we are working to improve.



4	<p>Report on members of the Board of Trustees</p> <p>a) Re-election of Board of Trustees- to approve RM proposed the re-election of the following Trustees: Jack Ogston (Chair), George Walker (Treasurer), Jane Law, Brendan McCann, Craig McDermid, Donny McKinnon & Gary Sutherland.</p> <p>Members were asked to use their coloured cards (green, red & no card) to vote. No member raised a red card and the motion was approved.</p>
	<p>Election of the Board of Trustees</p> <p>b) Election of Board of Trustees - to approve JO proposed the election of the following: Christine Hamilton, Katie Tweedie and Suzanne George.</p> <p>Members were asked to use their coloured cards (green, red & no card) to vote. No member raised a red card and the motion was approved.</p> <p>JO extended his congratulations to all three and welcomed them to the Board of Trustees.</p>
5	<p>Vote of Thanks</p> <p>JO thanked everyone for attending the AGM and encouraged all members to play an active role in building up the success of Cancer Support Scotland over the coming year especially given it is our 40th birthday year. JO thanked the staff and volunteers for all the time and effort they are putting into building up the success of the charity and supporting those with cancer.</p>
6	<p>Date and place of the 2020 Annual General Meeting</p> <p>JO confirmed that the AGM for 2020 will take place at the Calman Centre in September 2020. Date will be advised nearer the time.</p>
7	<p>Close</p> <p>Trustees and staff will be around at the end if any member wishes to discuss matters. JO hoped members were staying on for the Q&A event with Professor Kenneth Calman on his recently released autobiography.</p>

