



# Carnoustie Medical Transport Helpline

<https://www.carnoustiehelpline.org.uk>



## TRUSTEES' ANNUAL REPORT 2021-2022

Carnoustie Medical Transport Helpline (SCIO) was originally founded in 1981 as Carnoustie Community Care by [REDACTED]

Such was the success of their vision that, in 2010, the then Carnoustie Community Helpline was awarded The Queen's Award for Voluntary Service.

Now known as Carnoustie Medical Transport Helpline (SCIO), it is the Helpline's sole objective to transport patients registered with Parkview Primary Care Centre, Carnoustie, and who would have difficulty with other forms of transport, to medical, dental, and optician's appointments.

Destinations include Ninewells Hospital, Dundee; Perth Royal Infirmary; Stracathro Hospital; Arbroath Infirmary, and, of course, Parkview.

Our drivers are volunteers, and use their own cars. We have no paid staff, and are given the use of office space at Parkview Primary Care Centre, free of charge.

Patients are picked up at their address, taken to their appointment then driven safely back home.

Although our service is free, donations are always welcome, and help us continue to provide our hugely popular service to the people of Carnoustie and the surrounding area.

NB – Due to the Covid pandemic, the Helpline has been suspended since March, 2020.



# MINUTE OF AGM, HELD APRIL 20, 2022

Minute of the Annual General Meeting of Carnoustie Medical Transport Helpline for financial year to end February, 2022, held in the Phillip Hall, Carnoustie on Wednesday April 20, 2022.

Due to the Coronavirus pandemic, our last two AGMs were held by post so it is gratifying that at last we were able to meet face-to-face.

However, it was disappointing to note that only 11 people were present, including Trustees.

## MINUTES OF PREVIOUS AGM

The minutes of the previous Annual General Meeting held by post in September 2021 were proposed by [REDACTED] and seconded by [REDACTED]

## CHAIRPERSON'S REPORT

[REDACTED] began by welcoming everyone to the AGM.

"It is good to see you all here. As you know our last two AGMs had to be done in a different way.

"We suspended the Helpline in March 2020 and I did not think that two years later we would not have restarted.

"We are now looking forward to the future and how and when we can restart our service. Covid has not gone away but it is now something that we have to live with.

"At present we do not have enough drivers or telephonists to provide the level of service that we have done in the past. After the formal part of the AGM we will have a discussion with you on how and when we can go forward."

Thank you.



## TREASURER'S REPORT

[REDACTED] thanked everyone for helping make last year's AGM-by-post a big success.

"And I'd also like to offer a big vote of thanks to [REDACTED] our Independent Examiner for producing the End of Year Balance Sheet for us. [REDACTED] is an enthusiastic supporter of the Helpline and has kindly agreed to continue as our Independent Examiner.

"As you will see, our year-end accounts show virtually no income. If it wasn't for the very kind donation of £300 by regular service user [REDACTED] daughter, we would have had little income over the whole financial year.

"Except, that is, the princely sum of £1.78 in interest we received from Scottish Widows. This on nearly £18,000.

"We started out on March 1, 2021 with total funds of £19043.88.

"And at the end of this financial year, on February 28, we had funds totalling £18198.27. A deficit of £845.61.

"Our Scottish Widows account stands at £17754.19.

"Outgoings consisted of mainly standing charges.

"Public Liability insurance was £237.64, the same as the previous year.

"The bill for our BT phone – which has not been used at all in 21-22 – was £589.34.

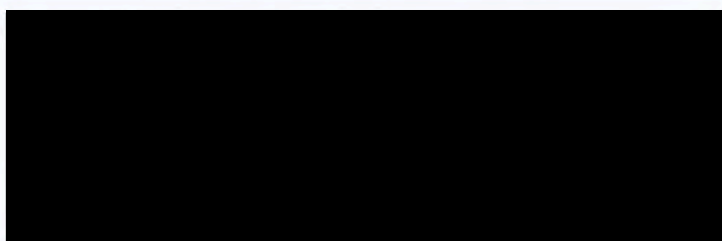
"The cost of running our website was £204.55, stationery, printing and miscellaneous costs, £115.86.

"In summing up, the Receipts and Payments Account shows we made a loss of £845.61.

"It's a shame we've had to pay out so much when we haven't been operating our service, but there is no way to avoid these overheads."

## ELECTION OF OFFICE BEARERS

The following chose to stand as Trustees for another year, and were all approved by the members.





It was with deep regret that the audience was told one of the Trustees, [REDACTED] had died during the pandemic, although not due to Covid. Members were also told that [REDACTED] would not be standing to continue as a Trustee. She was thanked sincerely for her many years of service to the Helpline both as a driver and Trustee. Members of the audience were asked if they would like to become a Trustee, but no one put their name forward.

## ANY OTHER COMPETENT BUSINESS

There was only one topic – THE FUTURE OF THE CHARITY

The subject was thrown open to the floor, and a healthy discussion took place.

Everyone was agreed that, after 41 years it would be a terrible blow to the Carnoustie community if the service was to fail.

But with only 10 drivers and 7 telephonists (as volunteered at last year's AGM) it was agreed the Helpline did not have enough volunteers to offer the level of service we had been used to providing.

The Covid pandemic is not solely responsible for the lack of numbers. We had been losing drivers steadily over the years, and recruitment drives had not helped.

So, before taking the dreaded decision to fold the Helpline, a recruitment blitz was decided on for one final attempt to keep the service alive.

[REDACTED] will approach local newspapers to suggest an article along the lines of "one last chance to save the Helpline".

To coincide with this, [REDACTED] will enter pleas on FaceBook and Irene Hoar will approach local ministers in the hope they will make announcements from the pulpit.

Everyone reluctantly agreed this was the only way forward, and to hope for the best. The future of the service would depend on the success of this latest recruitment drive.

Signed, [REDACTED] Treasurer and Trustee,

Date [REDACTED]

*April 26, 2022.*





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## RECEIPTS AND PAYMENTS ACCOUNT TO FEBRUARY 28, 2022

	2021-2022		FEB 28, 2021	
	£	£	£	£
<b>RECEIPTS</b>				
Transport Donations	0.00		989.50	
Other Donations	300.00		0.00	
Fundraising - Gala inc float	0.00		0.00	
Bank Interest Received	1.78		1.78	
Miscellaneous	0.00		0.00	
		<u>301.78</u>		<u>991.28</u>
<b>PAYMENTS</b>				
Transport Payments	0.00		1305.45	
Phone	589.34		528.20	
Post	0.00		0.00	
Public Liability Insurance	237.64		237.64	
Stationery, Cartridges, etc.	66.17		67.96	
Misc	49.69		38.40	
Web Fees	204.55		170.13	
		<u>1147.39</u>		<u>2347.78</u>
SURPLUS (DEFICIT) TO FEBRUARY 28, 2022		(845.61)		(1356.50)
ACCUMULATED FUND (OF WHICH THERE ARE NO RESTRICTED FUNDS)				
At 1st March, 2021	19043.88		20400.38	
Surplus (Deficit) for Period	(845.61)		(1356.50)	
At FEBRUARY 28, 2022.		<u>18198.27</u>		<u>19043.88</u>
Represented By:				
Cash In Bank: Current Account	444.08		1291.47	
Deposit - Scottish Widows	17754.19		17752.41	
		<u>18198.27</u>		<u>19043.88</u>

Certified to be correct in accordance with cash book and records received.

[22.

# APPENDIX 3



Report to the trustees/members of

Registered charity number

On the accounts of the charity for the period

Set out on pages

Respective responsibilities of trustees and examiner

Basis of independent examiner's statement

Independent examiner's statement

Signed:

Name:

Relevant professional qualification(s) or body (if any):

Address:

## Independent examiner's report on the accounts

v2

Charity name

CARNOUSCIE MEDICAL TRANSPORT HELPLINE

SC 0 48121 (SC10)

Period start date

Day

Month

Year

to

Period end date

Day

Month

Year

28

2

21

28

2

22

(remember to include the page numbers of additional sheets)

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.

In the course of my examination, no matter has come to my attention [other than that disclosed on the attached page\*]

1. which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
  - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

25/3/22

\*Please delete the words in the brackets if they do not apply. If the words do apply, set out those matters which have come to your attention on the following page.



## APPENDIX 3

### Disclosure section

Only complete if the examiner needs to highlight material problems.

Give here brief details of  
any items that the  
examiner wishes to  
disclose

N/A  
no  
✓