

Medical & Emergency Response Team

Scotland · Charity number SC050963

Details

Known as MERT Highland

Status Active

Legal form SCIO (Scottish Charitable Incorporated Organisation)

Registered 2021-05-11

Register [View on the OSCR register](#)

Contact

Address Dolphin Drive
Fortrose
IV10 8AE

Website www.merthighland.com

Activities

Activities: 'It carries out activities or services itself'

Purposes: 'the advancement of education', 'the saving of lives'

What the charity does: The charity is set up to help with the saving of lives in the Highland area in the first instance and those who travel to the Highlands. We achieve this by providing professional, trained volunteers capable of providing support to communities and the agencies serving them and on special events such as marathons, live music. We also help to provide support to vulnerable communities during localised or national, adverse, or major incidents, through the local / national organisations who ask for assistance. Along with providing multi-agencies support for vulnerable persons who go out drinking within city centre and ensure that if medical attention is needed we are able to help and provide or just the reassurance of getting into a taxi to get homewards.

Beneficiaries: 'No specific group, or for the benefit of the community'

Objectives: Purposes 4 The organisation's purposes are: 4.1 The saving of lives in the Highland area and in furtherance to this: 4.1(a) Provide professional, trained volunteers capable of providing support to communities and the agencies serving them. 4.1(b) Provide support to vulnerable communities during localised or national, adverse, or major incidents. 4.1(c) Provide support to local or national agencies or organisations with a responsibility for public safety, welfare, emergency response, recovery and resilience. 4.2 The advancement of education through the delivery of courses in casualty care, and health, safety and welfare

Geography

- **Main operating location:** Highland
- **Geographical spread:** Operations cover all or most of Scotland

Finances

Period end	Income	Expenditure	Assets	Employees
2026-03-31	£0	£0	-	0
2025-03-31	£43,595	£43,963	-	0
2024-03-31	£36,242	£30,742	-	0
2023-03-31	£58,527	£27,809	-	0
2022-03-31	£24,410	£17,128	-	0

Accounts



MINUTES OF ANNUAL GENERAL MEETING

Scottish Charity: No. SC050963

Location: The Chieftain Hotel, Inverness

Date: 16/04/2025

Time: 19.00

Facilitator: Chris Whiting

19.05 Chairpersons Welcome

Ray Shields – Chair – Welcomed everyone present

19.10 Apologies

[REDACTED]

19.11 In Attendance

[REDACTED]
[REDACTED]
[REDACTED]

Online – [REDACTED]

19.15 Approval of minutes of last AGM

Approved [REDACTED], Seconded [REDACTED]

19.20 Chairpersons Annual Report

Gratitude - Thanks extended to Trustees and Volunteers for their dedication to MERT's aims.

Operational Enhancements - Expanded workwear (including high-visibility jackets) and a new ambulance improved capabilities and professional image.

Community Engagement and Training - Delivered first aid training to various organisations, advancing community education.

Emergency Response Cover - Volunteers responded to 12 incidents (via GoodSam and direct encounters), supported Community First Responders, and assisted SSEN during adverse weather.

Event Medical Cover - Provided paid cover for 61 events and complimentary cover for 5 community events, completing 417 Patient Report Forms.

Operation Respect - Volunteers dedicated 31 days to deployments, benefiting from a new ambulance and Shop Safe radio, documenting 49 interventions.

Training Provision - Delivered 12 certified courses (6 for external clients), focusing on realistic scenarios to enhance skills.

Volunteer Agreement - Improved onboarding, safeguarding, and team-building efforts to strengthen the volunteer network.

Corporate Support - Significant contributions from various local companies and individuals, including donations, equipment loans, and facilities.

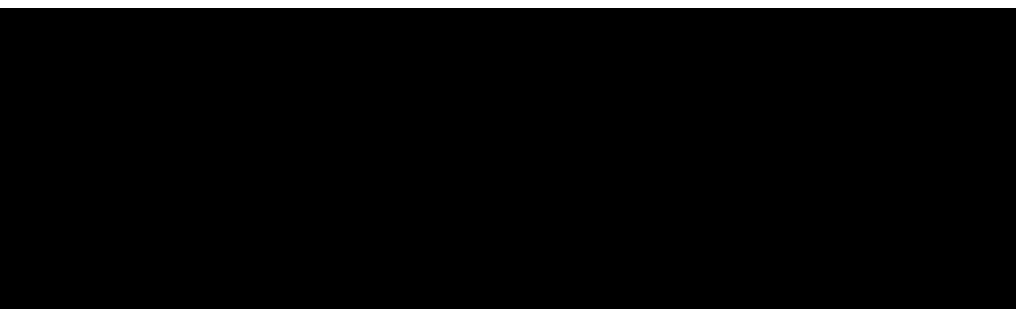
19.30 Treasurers Annual Report

Opening Balance at 01/04/2024	£ 9,850.46
Income	£42,824.28
Expenditure	£43,739.66
Closing Balance at 31/03/2025	£ 2,923.24
Reserve Fund balance at 31/03/2025	£ 6,011.84
Overspend for Financial year	£ -915.38

Expenses total £34,251.51

(Expenses include accommodation, accounts, communications, liability insurance, storage, uniform, vehicle, mobile phone, radio equipment, oxygen and volunteer expenses).

Trustee Expenses – Attending Events, Training, Trustee Meetings



Expenses to accounts.

Annual report will be finalised once accounts adopted and sent to OSCR.

19.40 Election of Trustees

Election of Chairperson

██████████ requested that we vote to make changes to the constitution to keep trustees in position for 3-year periods before re-election as this would provide continuity. ██████████ suggested that it was not a good idea to repeat last year and replace the full committee as this prevents continuity. He also stated that he felt it should stay at a year as any longer would provide difficulty in filling the roles. Bobby was referred to the constitution and It was suggested that this would be discussed in a meeting as per the constitution if the appropriate process was followed and requirements met.

██████████ proposed ██████████ as Chair which was seconded by ██████████

No one else put their name forward. ██████████ accepted and was elected Chairperson.

Election of Treasurer

██████████ proposed ██████████ and ██████████ Seconded. ██████████ accepted and was re-elected as Treasurer.

Election of Secretary

██████████ nominated ██████████ and ██████████ Seconded. ██████████ accepted the position and was re-elected as Secretary.

Election of additional Trustees if required

It was decided by the new Chair to elect 2 coopted trustees. ██████████ and ██████████ expressed that they were not wanting to be voted back in.

██████████ nominated ██████████ as Trustee and ██████████ Seconded. ██████████ accepted the position and was elected as a Trustee.

██████████ nominated ██████████ and ██████████ seconded. ██████████ accepted the role via text as was unable to attend meeting. He was elected as a Trustee.

19.50 Thanks

Thank you to organisations who have supported including Chieftain Hotel, Highland Third Sector Interface (HTSI) and North East radio communications Ltd (NERCL), BID, Arnold Clark, Autovision, SSEN, Antalya, Aurora Energy Services, MacGregor Industrial Supplies and our amazing volunteers.

19.55 AGM was closed with thanks.

Chairpersons Report AGM 16 April 2025

I would like to begin by expressing sincere gratitude to the Trustees and Volunteers for their unwavering dedication, hard work, and enthusiasm in advancing the aims of MERT.

Operational Enhancements

This past year, significant steps were taken to improve our operational capabilities and professional image. We invested in an expanded range of workwear, including new high-visibility jackets, to ensure a consistent and professional appearance for our volunteers.

Furthermore, a generous donation from SSEN enabled the acquisition of a 4x4 vehicle, substantially enhancing our ability to fulfil our aims. The recent purchase of an ambulance further expands our service capabilities. We must use these assets effectively, maximising the skills of our volunteers and the services our charity offers.

Community Engagement and Training

In line with our objective to advance first aid education, we have concentrated on increasing the training we provide to community groups. Our volunteers successfully delivered training sessions to several organisations, including:

- Viewfield Garden Collective, Portree
- Boys Brigade, Drumnadrochit
- Beaully Shinty Club
- Balloch Brownies
- Scottish School of Forestry (Level 5 FE Class)
- Community Connexions (Befrienders, Car Scheme Drivers, Walking Group Leaders), Aviemore
- Innes Bar (Customers and Staff), Inverness (following their AED purchase)

Emergency Response Contributions

Many MERT responders now use the GoodSam app, receiving notifications via the Scottish Ambulance Service system. This year, volunteers responded to 12 incidents (7 via GoodSam, 5 direct encounters). We also continue supporting two Community First Responders in Kyle of Lochalsh, who attended 22 emergency calls using MERT-provided training and equipment.

During adverse weather in Kintyre, we provided emergency support to SSEN, conducting welfare checks for identified clients on their Priority Register. Volunteers were on standby for 9 days and deployed for 3. We have identified operational improvements, such as using telephone checks to reduce unnecessary visits and employing electronic mapping to pre-tag properties.

While SSEN was the only organisation requesting support this year, MERT remains listed on the Community Asset Register (CAR) maintained by the Scottish Fire and Rescue Service. However, no activations occurred via this channel.

Event Medical Cover

Event medical cover continues to be our primary source of income. These provide crucial opportunities for volunteers to collaborate, refine their medical skills, and serve the community. MERT provided paid cover for 61 events and complimentary cover for 5 community events. A total of 417 Patient Report Forms were completed during these events.

Our event portfolio ranges from short engagements to multi-day functions. We have established long-standing relationships with many event organisers, who consistently commend the professionalism and enthusiasm of our volunteers. New events covered this year included the Snowman Rally, music events at An Seomar, the Trad Awards, and the Black Isle Brewery festival. While primarily serving the Highlands, we extended support to Ride the North (Fife) and Peat & Diesel concerts (Perth and Aberdeenshire).

Operation Respect

Initially planned for December weekends, Operation Respect has proven highly successful and valued by volunteers and partner organisations alike. Deployments have expanded to various weekends throughout the year, often coinciding with payday or large local events. The purchase of a dedicated Shop Safe radio has made it easier for us to deploy. Teams dedicated 31 days to Operation Respect, documenting 49 patient interventions, though we helped many more. The new ambulance significantly enhances our capacity during these deployments, providing shelter, a treatment area, and greater operational independence.

Training Provision

MERT continues to deliver certified training courses to both volunteers and external organisations, representing another important income stream. All training is

conducted by our qualified volunteer trainers and regulated by our awarding body, Qualifications Network UK. During this period, 12 certified courses were delivered, 6 of which were for external clients.

The Level 3 Award for Responders remains our core qualification for volunteers providing medical support. Feedback consistently highlights the value of incorporating realistic scenarios with live casualties and moulage, significantly enhancing the learning experience and participant skill levels.

Volunteer Management

Volunteers are the cornerstone of our charity. We are fortunate to retain dedicated individuals who have been with MERT since its inception. However, we also experience natural volunteer turnover due to evolving personal commitments. As the organisation grows, it is crucial that our onboarding processes and management of volunteer expectations adapt accordingly.

Observations over the past year indicate a need to refine our onboarding procedures to improve communication timeliness and ensure new volunteers receive the necessary information to fully engage with the charity. Recent changes to safeguarding regulations necessitate ensuring all volunteers hold or have applied for a PVG. Efforts are ongoing to complete this process promptly. Additionally, given our volunteers' geographical spread, organising social and team-building events is essential for connection, cohesion, and mutual support.

Corporate Support

We are immensely grateful for the significant support received from numerous local companies and individuals over the past year. Notable contributors include:

- **Autovision:** Provision of secure vehicle storage and cash donations.
- **Aurora Energy:** Loan of a UTV for the Belladrum event.
- **Macgregor Industrial Supplies:** Donation of workwear and uniforms.
- **Inverness BID:** Donations acknowledging our medical support in the town centre.
- **Arnold Clark:** Donations towards charitable activities.
- **Jacobite Cruises:** Donations towards charitable activities.
- **SSEN:** Continued donations, partnership and support.
- **Highland Third Sector Interface (HTSI):** use of the building for Training
- **Chieftan Hotel:** providing meeting and training facilities

Focus Areas and Opportunities for the Upcoming Year

As MERT continues to evolve and grow, the upcoming year presents several key opportunities for strengthening our operations and impact. We are all committed to building upon our successes and proactively addressing areas for development.

Enhancing Volunteer Resources and Engagement: We recognize the vital role of our volunteers and see a significant opportunity to expand our dedicated team. Building on lessons learned, we need to focus on refining our recruitment and onboarding processes to improve volunteer engagement and retention. Implementing systems for volunteer record management will also allow us to meet our constitutional requirements.

Strategic Income Diversification: While event support remains a core activity and income source, we need to strengthen the charity's financial resilience. The charity requires approximately £1500 every month to maintain current services. A contingency fund of £6000 is in place to cover this over Wintertime.

This year presents an opportunity to proactively diversify our funding streams by actively pursuing additional avenues such as individual donations, targeted fundraising initiatives, and grant applications. This strategic approach is needed for greater sustainability.

Building Organisational Capacity and Resilience: Transitioning to a registered charity brought new responsibilities and opportunities for robust governance. We are still reliant on certain volunteers who solely hold key information to carry out charity work; this leaves the charity vulnerable.

To ensure long-term sustainability and operational continuity, we need to focus on broadening the distribution of operational knowledge and responsibilities beyond key individuals. Empowering more volunteers with key information and defined roles will mitigate risks and build a more resilient organisational structure.

By focusing on these strategic areas, I am confident that MERT can enhance its capabilities, strengthen its volunteer base, ensure financial stability, and continue to effectively serve our community.

 , Chairperson Medical & Emergency Response Team

MEDICAL AND EMERGENCY RESPONSE TEAM

YEAR ENDED 31 MARCH 2025

MEDICAL AND EMERGENCY RESPONSE TEAM
SC050963
STATEMENT OF RECEIPTS AND PAYMENTS
YEAR ENDING 31 MARCH 2025

	2025 Unrestricted £	2025 Restricted £	2025 Total £	2024 £
RECEIPTS				
Fees	£40,305.23	£0.00	£40,305.23	£35,788.05
Donations	£3,278.76	£0.00	£3,278.76	£386.02
Grant	£0.00	£0.00	£0.00	£0.00
Fundraising activities	£0.00	£0.00	£0.00	£67.50
Other Income (Bank Interest)	£11.84	£0.00	£11.84	£0.00
Total Receipts	£43,595.83	£0.00	£43,595.83	£36,241.57
PAYMENTS				
Payments for Charitable Activities:				
Medical Equipment purchases	£5,263.22	£0.00	£5,263.22	£7,083.02
Insurance	£2,939.29	£0.00	£2,939.29	£2,147.41
Container Hire	£1,882.00	£0.00	£1,882.00	£1,872.00
Communications	£4,009.86	£0.00	£4,009.86	£143.88
Stationery	£982.02	£0.00	£982.02	£792.05
Accommodation	£2,767.44	£0.00	£2,767.44	£2,376.67
Vehicle Mileage/Fuel	£6,624.67	£0.00	£6,624.67	£4,947.93
Vehicle Hire	£100.00	£0.00	£100.00	£408.00
Vehicle Repairs & Road Tax	£1,090.20	£0.00	£1,090.20	£1,750.74
Training Fees	£1,441.00	£0.00	£1,441.00	£2,159.37
Uniforms	£3,992.53	£0.00	£3,992.53	£3,002.57
Accounting Fees & Independent Examination	£1,007.40	£0.00	£1,007.40	£656.25
Subcontractors	£900.12	£0.00	£900.12	£0.00
Other Fees (Paypal)	£60.79	£0.00	£60.79	£0.00
Miscellaneous	£1,408.11	£0.00	£1,408.11	£3,402.29
Total Payments for Charitable Activities	£34,468.65	£0.00	£34,468.65	£30,742.18
Payments relating to assets and investment movements				
Purchase of Fixed Assets: Specialist Vehicle	£9,495.00		£9,495.00	£932.99
	£9,495.00	£0.00	£9,495.00	£932.99
Total Payments	£43,963.65	£0.00	£43,963.65	£31,675.17
Surplus for the year	-£367.82	£0.00	-£367.82	£4,566.40

The notes form an integral part of these accounts.

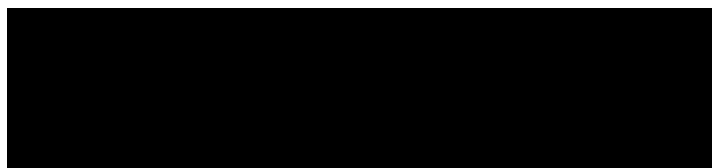
MEDICAL AND EMERGENCY RESPONSE TEAM

STATEMENT OF BALANCES

AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Bank and Cash in hand			
Opening Balances		9,850	£5,284
Surplus for the year		-368	£4,566
	2	<u>9,483</u>	<u>£9,850</u>
Reserves			
General Funds	2	9,483	£9,850
		<u>9,483</u>	<u>£9,850</u>
Other Assets	5		
Fixed Assets - Vehicle		31,818	£31,818
Fixed Assets - Awning		583	£583
Fixed Assets - VHF Radio		350	£350
Fixed Assets - Vehicle		9,495	£0
		<u>42,246</u>	<u>£32,751</u>

Approved by the Trustees and signed on their behalf by :



Date: 30th December, 2025

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MEDICAL AND EMERGENCY RESPONSE TEAM

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

1 Accounting Policies

Accounting convention and policies

The accounts have been prepared on the Receipts and Payments basis in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

Taxation

Medical and Emergency Response Team is a registered charity and is therefore exempt from Taxation.

Legacies and Donations

Donations are included in the financial statements when received.

2 Cash at bank and in hand

	2025	2024
	£	£
Bank of Scotland	2,923	9,850
Bank of Scotland account savings	6,012	0
Paypal account	548	0

3 Related party transactions

During the year [REDACTED] received reimbursement of general expenses of £2,037.21, [REDACTED] received reimbursement of general expenses of £704.07, [REDACTED] reimbursement of £616.65, [REDACTED] received reimbursement of general expenses of £220.35.

This included mileage reimbursement and accommodation costs.

[REDACTED] received reimbursement for expenses of £1,131.32, including mileage reimbursement and reimbursement for items purchased.

4 Grant Income

No grant income was received in the year to 31 March 2025.

5 Fixed Asset Purchases

The charity purchased an Specialist Vehicle £9,495 (20/02/2025) in the year.

6 Remuneration

No remuneration was paid to a charity trustee.

7 Restricted/Unrestricted Funds

Of the total funds carried forward, the restricted fund was fully utilised and there is £9,483 unrestricted.

MERT Treasurer's Annual Report

2024-2025 Accounts

Description	Amounts
Opening Balance at 01/04/2024	£ 9,850.46
Income	£ 42,824.28
Expenditure	£ 43,739.66
Closing Balance at 31/03/2025	£ 2,923.24
Reserve Fund balance at 31/03/2025	£ 6,011.84
Overspend for Financial year	£ -915.38

Expenses Breakdown

Description		Amounts for year
Accommodation	Volunteers attending events or Trainers teaching Courses.	£2,375.43
Accountants	Charity Accounting Assistance, Quickbooks App	£1,007.40
Communications	Connecteam App, M365 Charity use (email accounts, storage etc)	£2,936.16
Balens	Public Liability Insurance	£1,020.80
Storage Container		£1,882.00
Uniform	Jackets, Vests, Polos, Soft Shells	£3,992.53
Vehicle	Truck – Insurance, Servicing, Tax & Fuel	£2,585.06
	New PTV – Purchase, Tax & Insurance	£9,918.63
Mobile Phones	X 2	£150.00
Radio Equipment		£1,765.20
BOC Oxygen		£1,991.34
Volunteer Expenses		£6,618.30
		£34,251.51

Expenses Breakdown

Vehicles Insurance - £1,918.49

Vehicle Fuelling - £1,788.09

Trustee Expenses – Attending Events, Training, Trustee Meetings

[REDACTED] - £2,037.21
 [REDACTED] - £268.64 + £348.01 (accommodation) = £616.65
 [REDACTED] - £220.35
 [REDACTED] - £704.07
 [REDACTED] = No Expenses submitted – her donation to MERT

Equipment Costing per person = £382.22

Kit Bag - £176.36

Uniform (Boots, Polo, Soft Shell, Hi-vest, Jacket) – £162.46

Defib - £850.00 - £1,300.00

Training - £43.40, ((£29.50 -Fpos + £6.95 – O2))((£9.50 FAW+CB, £6.95 FAW))

Independent Examiner's Report on the accounts of Medical and Emergency Response Team (SCIO)

Report to the trustees of Medical and Emergency Response Team (SCIO) Charity Number SC050963 on the accounts of the charity for the year ended 31st March 2025.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the 2006 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 matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. 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 view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention

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.
 - 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.

