



ELCAP Annual General Meeting

Thursday 29 September 2022

Welcome



- Thank you for joining us at ELCAP's Annual General Meeting (AGM) for 2022.
- It's our first "in person" AGM since 11 October 2019.
 - It's been a while...
- We are delighted that The Fraser Centre has agreed to host us.
 - The Centre provides a learning, development, arts and entertainment centre at the heart of our community.



About ELCAP



- If you are new to ELCAP, we should explain a little bit about our organisation.
- We are a Scottish charity which provides care and support for people who are affected by learning disabilities, physical disabilities and mental health problems.
- We are passionate about making a real difference to the individuals we support, by enabling them to live better, more independent lives within our community.
- We change lives for the better in 30 towns and villages across East Lothian and Midlothian.
- Most of our income is from contracts with our partners at East Lothian Health and Social Care Partnership and Midlothian Council. We thank them for their ongoing support.

Last ELCAP AGM for Chair and Chief Executive



- Today is the last AGM which our Chair and Chief Executive will attend in a formal capacity.
- Bette Francis, who joined our Board in 2014 and became Chair in November 2019, has reached the end of her term in office. Bette must stand down at the end of today's meeting.
- Paul White, our Chief Executive, is leaving ELCAP to take on a fresh challenge in another social care organisation. Paul joined ELCAP in November 2018.
- We hope you'll have a chance to have a chat with Bette and Paul at the end of today's meeting.
 - They may be leaving ELCAP, but ELCAP will never leave them.

We'd love to hear from you



- It's important for ELCAP to be accountable to our community.
- One of the great things about an AGM is that it provides opportunities for people to ask us questions – even difficult ones – about our recent and planned activity.
- You are welcome to ask questions at any stage of our meeting.
 - If we can't answer your question today, we'll check it out and get back to you.
- There's no such thing as a bad question.



Apologies for today's meeting



- Colin Beattie MSP
- Councillor Douglas Bowen
- Sarah Butler
- John Carpenter
- Grant Dugdale
- Ray Flint
- Marie Horsburgh
- Councillor Lyn Jardine
- Peter McGowan
- Renate McGowan
- Councillor Shona McIntosh
- David McLaren
- Margaret McKay
- Mark McKinlay
- Councillor Ellen Scott
- Martin Whitfield MSP

Minutes from our 2021 Annual General Meeting



- Our most recent AGM was held on 29 October 2021.
- Are we happy that the minutes of that meeting are correct?
 - We need people who were at the meeting to let us know.
 - If the minutes are a correct record, we need someone to propose and second their approval.
- Does anyone have questions on any of the items we discussed at last year's AGM?





Chair's report

Bette Francis, on behalf of the Board of Trustees

About the report



- One of the main purposes of our AGM is to report on our activity in the last financial year.
- My report, on behalf of ELCAP's Board of Trustees, covers the period between April 2021 and March 2022. It highlights the progress we've made against our five strategic objectives.
- You will find a detailed, text-based version of my presentation in our *Report and Financial Statements for the Year Ended 31 March 2022*.



Enhancing the quality of our care and support



- In 2021/22, we worked with 195 individuals in our community, providing over 539,000 hours of care and support.
- Our support per person ranged from one hour to 224 hours per week.
- In addition to community-based support, we offered breaks from caring from premises in Dalkeith and Tranent. 64 individuals and their families benefited from these breaks in 2021/22, with ELCAP providing around 16,000 hours of support.
- 60% of the individuals we supported were male and 40% were female.
- The youngest person we supported was four years old and the oldest was 94. The average age of the individuals we supported was 44.

Enhancing the quality of our care and support



- **In 2021/22:**
- We committed 89% of our expenditure to front-line services.
- We received excellent feedback from our customers:
 - In a survey of families, 92% said they had confidence in the staff who provided day-to-day support for their relative.
 - In the same survey, 89% felt that ELCAP provides high quality care and support.
 - Eighty-six per cent said ELCAP had managed their relative's support "really well" or "well" during the COVID-19 pandemic.
- We completed the second phase of our innovative communication project, *Our Voice, Our Choice*, in partnership with our colleagues at NHS Lothian.

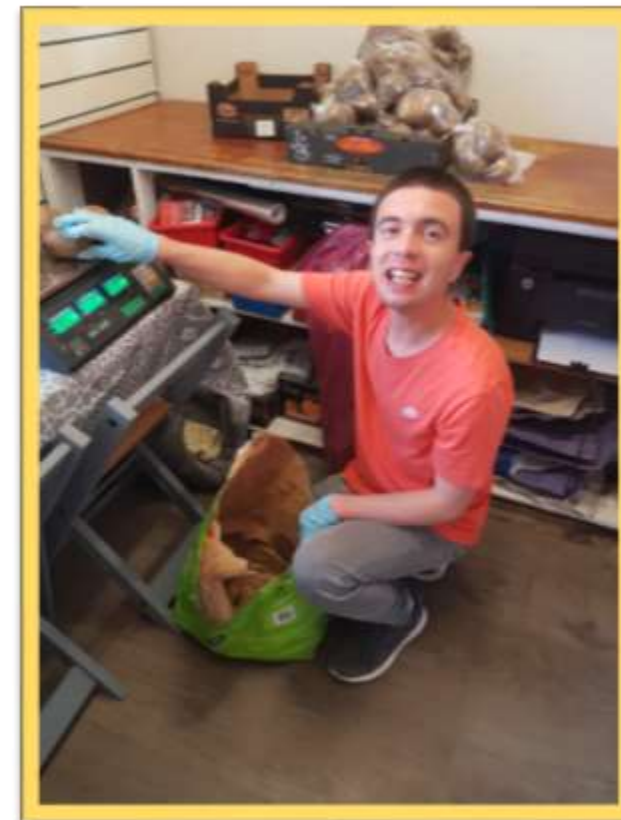
Our commitment to improvement



- ELCAP never rests on its laurels. Wherever possible, we strive to get better.
- To help us improve, we use a number of quality tools, including EFQM. EFQM is a globally recognised management framework.
- In June 2021, ELCAP was assessed against the EFQM framework by an expert international team drawn from Greece, Scotland and Sweden.
- We were *Recognised for Excellence* at 4 Star level.



Active and valued in our community



Developing our workforce



- At 31 March 2022, we employed 281 staff.
 - This was our lowest headcount in some time. Fortunately, we are getting our dedicated team back up to strength.
- 96% of our colleagues worked in front-line roles, as Support Practitioners.
- 28% of our Support Practitioners were male. The Scottish average for care at home/housing support services is 15%.
- 64% of colleagues worked in full-time roles (35 or 39 hours per week).
- Our longest-serving member of staff has worked for ELCAP for 29 years. Our average length of service is seven years.
- Our youngest member of staff is aged 16, while our oldest member of staff is 73. The average age of our staff is 46.

Developing our workforce



- **In 2021/22:**
- We produced a *Workforce Development Plan* to support our mission to become “the recognised gold standard in social care.”
- We re-energised our Joint Consultative Committee (JCC), the body which manages the relationship between ELCAP and the trade union, *Unison*. Around 50% of our staff are trade union members.
- We achieve an overall satisfaction rate of 89.5% in our annual staff survey. Eighty-six per cent of colleagues agreed that “ELCAP supported me well during the COVID-19 pandemic.”
- We provided almost 3,000 hours of structured learning.
- We provided work experience via the *Kickstart* scheme for three young people who were out of work. These colleagues are now permanent employees.

We are lucky to have a brilliant staff team



Diversifying our income and making best use of resources



- Like most social care charities, the majority of our income comes from contracts with public sector partners. We appreciate the ongoing support of East Lothian Health and Social Care Partnership and Midlothian Council.
- **In 2021/2022:**
- We continued our policy of ethical investment, with the assistance of Anderson Strathern Asset Management (ASAM).
- We benefited from a donation of £2,500 from the estate of an individual we supported.
- We received a donation of over £1,000 from Andrew Forrest, Secretary of Capital Credit Union. Andrew took part in a sponsored skydive, falling 10,000 feet for our charity.

Every penny counts



- Thanks to everyone who enables us to deliver life-changing care and support.

- And thanks to the groups and individuals who raise funds for our charity.



Demonstrating our impact and raising our profile



- We continue to make a significant social and economic impact through our care and support and the quality jobs we provide for around 300 people.
- **In 2021/22**, we raised our profile by:
- Regularly updating the news section of our website,
- Driving traffic to our website through our monthly e-bulletin, *All about ELCAP*. The e-bulletin is sent to over 800 people each month.
- Publishing our long-standing newsletter, *Our Community*, in electronic and hard copy forms.
- Using our social media platforms – Facebook, Instagram and Twitter – to encourage engagement, raise ELCAP's profile and share news and opportunities.

Getting our message across



Connecting with communities and extending our reach



- Our community is at the heart of everything ELCAP does.
- **In 2021/22**
- We continued our successful photo competition, *Our Community*.
 - Our winners received East Lothian Gift Cards, which can be used in over 130 local businesses.
- We worked with an under-graduate from Queen Margaret University to produce a new ELCAP video, *Enabling Independence*.
- We provided modest support for two charities, *Bright Sparks* and *Can Do*.
- Wherever possible, we bought good and services from businesses which are based in our area of operation.

Community impact



- In June 2021, Colin McIlvenny was crowned *Health and Wellbeing Volunteer of the Year* in Volunteer Centre East Lothian's *Inspiring Volunteering Awards*.
- In March 2022, ELCAP was recognised for making the *Best Community Impact* at Midlothian and East Lothian Chamber of Commerce Business Awards

It's great when we're recognised by our community



The impact of COVID-19



- We entered the second year of the COVID-19 pandemic in 2021/22.
- Due to a combination of good luck and good practice, it was summer 2021 before an individual we support contracted COVID-19. As lockdown measures eased, more people caught COVID, with some requiring hospital treatment. While everyone made a recovery, the long-term effects of exposure to the virus are unknown.
- We experienced 170 separate COVID-related staff absences, affecting 154 of our colleagues. We recorded 1240 days of sickness absence – over three years of staff time – for reasons related to COVID-19.
- The individuals we work with experienced disruptions to their care and support and to the activities and relationships they enjoy.

New values for ELCAP



- In February 2022, we agreed new values for ELCAP.
- Values describe:
 - The personal qualities we choose to embody.
 - The sort of person we want to be.
 - The manner in which we treat ourselves and others.
 - Our interaction with the world around us.
- They run through everything we do.

Our values



We care – and keep on caring



We treat others with kindness and understanding



We communicate well



We are adaptable



We go the extra mile



What's on our horizon?



- Energy costs which will be unaffordable for some, high rates of inflation and rising interest rates will present significant challenges for the individuals we support, our staff and our community.
 - We will do what we can to help people weather the storm.
- The development of the National Care Service continues. But there is a risk that the ambition of the *Independent Review of Adult Social Care in Scotland* may be diluted or lost.
 - As is stands, much of the debate is about control and structure, rather than behaviours and values.

What's on our horizon?



- We are recruiting a new Chief Executive to lead ELCAP on the next stage of our journey.
 - We expect to make an appointment towards the end of October and to have our new person in post by January 2023.
 - In the interim, our organisation will be led by our Registered Manager, Karen Cowe, and our Business Manager, Lara Ritchie. Between them, they have 40 years of ELCAP experience.
- At the November meeting of our Board of Trustees, we will appoint a new Chair for our Board, while we are continuing our efforts to recruit new members.
 - We've attracted some excellent candidates.
 - But we'd like to involve family members of the individuals we support on our Board.
- And we're just about to launch an ELCAP calendar for 2023.
 - We hope you'll hang one on your kitchen wall – and buy a copy for your family and friends.

Thank you



- The success of our organisation depends on our people and our partners. On behalf of our Executive Board, I would like to thank:
 - The individuals we support, their families and their welfare guardians. Without you, there would be no ELCAP.
 - Our members, for your ongoing support for our charity.
 - My colleagues on the Board and our various Committees.
 - Our Support Practitioners, for going the extra mile – and keeping on going.
 - Our managers and office team.
 - Our various partners, who support the smooth running of our charity.
 - East Lothian Health and Social Care Partnership and Midlothian Council for continuing to enable our work, and for their support in challenging times.

Any questions?





Financial report

Steve Frost, Accountant

Statement of financial activities – page 28



INCOME	TOTAL 2022	TOTAL 2021
Income and endowments from:		
Donations and legacies	£3,424	£15,439
Charitable activities		
<i>Support services</i>	£9,664,571	£9,510,804
<i>Grant income</i>	£209,619	£35,033
Investments	£21,494	£38,673
Total	£9,899,108	£9,599,949

Statement of financial activities – page 28



EXPENDITURE	TOTAL 2022	TOTAL 2021
Expenditure on:		
Raising funds: investment fees	£21,199	£22,316
Charitable activities		
<i>Support services</i>	£9,430,149	£9,135,562
<i>Grant funded projects</i>	£229,619	£15,033
Total	£9,680,967	£9,172,911

Statement of financial activities – page 29



	TOTAL 2022	TOTAL 2021
Operating surplus/(deficit)	£218,141	£427,038
Net gain/(loss) on investments	£62,989	£534,735
Net income/(expenditure)	£281,130	£961,773

Key information from the SOFA



- Total income for the year ended 31 March 2022 was £9,899,108 an increase of £299,159 on the previous year's figure of £9,599,949.
- Total expenditure was £9,680,967, compared with £9,172,911 in the previous year. Expenditure increased by £508,056.
- The operating surplus was £218,141, compared with £427,038 in 2021.
- The net gain on investments was £62,989, compared with £534,735 in 2021.
- The actuarial gain on investments was £467,000, compared with a loss of £423,000 the previous year.
- The net movement in funds for the year was a surplus of £748,130, compared with a surplus of £538,773 in the year ended 31 March 2021.

Balance sheet – page 29



FIXED ASSETS	2022	2021
Tangible assets	£55,422	£54,247
Investments	£3,229,235	£3,165,952
Total	£3,248,657	£3,220,199

CURRENT ASSETS	2022	2021
Debtors	£554,499	£668,711
Cash at bank and at hand	£2,217,988	£1,683,143
Total	£2,772,487	£2,351,854

Balance sheet – page 29



	2022	2021
Creditors: Amounts falling due within one year	(£496,097)	(£354,136)
Net current assets	£2,276,390	£1,997,718
Total assets less current liabilities	£5,561,047	£5,217,917
Creditors: Amounts falling due after more than one year		
Defined benefit pension scheme liability	-	(£405,000)
Net assets	£5,561,047	£4,812,917

Any questions?





Adoption of report and financial statements for the year ended 31 March 2022

Proposer and seconder required



Appointment of Whitelaw Wells as External Auditor for 2022/23

Proposer and seconder required

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At the heart of our community

Sylvia Archibald and Lynn Penman

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The voice of the people ELCAP supports



- We are members of ELCAP's Advisory Council.
- The Advisory Council helps ELCAP understand what matters to the people it supports.
- Anyone who gets support from ELCAP can join the Advisory Council.
- We would like more people to join.



Tell ELCAP what matters – and have fun!



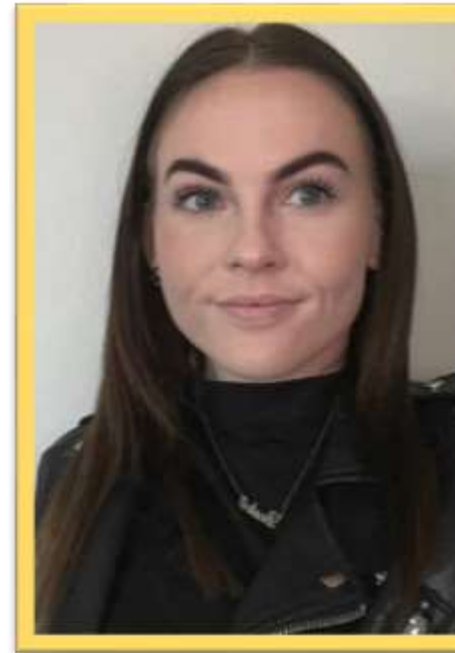
- ELCAP does a good job, but it can do even better.
- If we tell ELCAP what matters to us, we can help it to improve and make more of a difference.
- When we meet, we will talk about important issues – and have fun!



Active and valued members of our community



- There are lots of great things to do in East Lothian, Midlothian and beyond.
- We are involved in lots of things – but we can do even more.
- Rebecca Craig, our new Community Coordinator, will help us do the things that matter to us.



Getting together is important





Election of ELCAP's Board of Trustees

Elections to our Board of Trustees



- ELCAP is governed by a Board of Trustees which has up to 15 members. Does anyone wish to stand for election to the Board?
- To comply with our rules, one third of the members of our Board must stand down each year. If eligible, they can stand for re-election.
 - As noted earlier, Bette Francis will stand down from the Board this year. Bette will not stand for re-election.
 - Kate Flory and Wojciech Kuzma will also stand down. Kate and Wojciech are both happy to stand for re-election.
 - Are we happy that they join the Board again?
 - We will need a proposer and a seconder.

Vote of thanks to our Chair, Bette Francis



- Bette Francis has been a brilliant Board member and Chair for our charity.
- She stands down from our Board today, at the end of her term of office, and will be much missed by everyone at ELCAP.
- We wish Bette all the very best with her next steps.





Thank you for joining us today

We hope you have enjoyed your time with us

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