



Registered Charity 1092333

Hart First Response

Annual General Meeting 2011

15 November, Crondall Old Gymnasium (20.00-20.30)

Agenda

Hart First Response (HFR) aims to help save lives by providing ambulance and first aid cover at local events, and by teaching first aid skills within the community.

Formed in September 2001, HFR became a registered charity in June 2002, and is run by an Executive Committee of four.

Welcome

1. Agree minutes of previous AGM
2. Apologies
3. Chair's report and communications
4. Honorary treasurer's report and communications
5. Honorary secretary's report and communications
6. Vice chair's report and communications - Awards
7. Any Other Business
8. Close of meeting



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Minutes of the AGM 16/11/2010

1) The members were welcomed and the meeting opened at 20.10 by the chair.

Trustees present were:

Graham Brown – Chair

Gillian Dawes – Vice Chair

Hester Wain – Honorary Secretary

Martin Pike – Treasurer

Members: as per attendance sheet

2) Apologies from Carl Waldmann, Eleanor Badger

3) Minutes of the last AGM 2008 were reviewed. Minutes were proposed by HW and seconded by AW

4) Chairs report: copy given for the records but in summary:

Securing of funding by HW of £8616 from Global Charities V which has enabled us to train 14 young people in FAW of which 9 have gone on to receive FPOS training

Carl Waldmann has become our new Medical Advisor and is already playing an active role in our volunteering work.

Alex Warren was awarded the under 21 volunteer award by Hart Voluntary Action's recognition scheme and Graham Brown was joint winner of the "Services to the Community Award".

We have purchased a replacement ambulance which will hopefully serve us for several years. We still need to find another replacement. On this note we have support in this from:

- Camberley Kart Club
- Fleet and Hart Lions
- Several members have taken part in fund raising activities

We have set up an online-donation facility to allow the use of credit card transactions. We have some new publicity material produced by Soofiya.

The financial position is fairly secure although the potential costs of registering with the Care Quality Commission may add an extra burden next year.

Thanks to our supporters in particular:



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- Christine and Shirley who have decided to retire from active first aiding this year but still act in a support capacity for the charity
- Toshiba Information Systems UK for donating a lap top computer
- Ian Rose at Essential Training for providing three FPOS places free of charge
- Sonardyne International for allow the use of facilities for the FPOS scheme
- Kath Dawson for her assistance with the accounts
- P Dawes for assisting with printing
- Fleet Medical Centre for disposing of our clinical waste
- Sreenath Reddy – for acting as our Medical Adviser for the last four years
- Mr Philip Humphrey for donating a copy of his book.

5) Treasurers report – copy given for the records but in summary:

| | |
|----------------------------|-----------|
| Balance in current account | £5,675.54 |
| General reserve | £2,187.04 |
| Vehicle Reserve | £694.55 |
| Total | £8,557.13 |

We have had larger expenditure this year but event cover revenue has increased. Administration charges have been kept constant.

6) Honorary secretary's report – copy given for the records but in summary:

- The number of events HFR covered last year increased slightly to 73
- The number of 999 calls made remained the same although the overall number of casualties treated increased.
- The number of person hours on events increased considerably from 1666 to 2193. This was largely due to a third person being on events to obtain experience.
- The number of volunteers increased from 26 to 40
- We lost some income from events cancelled due to the snow.
- Certificates for number of volunteer hours completed were given to each member.

7) Vice Chairs report. The annual awards were awarded as follows

- Finance award: Richard Taylor for organising penny pots and getting these out in the community.
- Service award: Julia Cheeseman for funding her place on an EMT course and thus being able to support the charity in a AA capacity once experience is gained.
- Patient Care award: Gillian Dawes for supporting the family of a patient suffering a cardiac arrest at a recent event.
- A bouquet of flowers was presented to Kath Dawson for her continuing support.

The AGM was closed at 20:40



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Chair's Report

It feels like I blink and here we are at the 11th AGM! Highlights for this year include:

- Care Quality Commission (CQC) registration, a new requirement for 2011. Hart First Response is fully licensed to provide ambulance services, and I am the Registered Manager. Our registration number is 1-171567394. This put a considerable additional administrative burden on the executive committee to review all of our operational policies and align them to the requirements of the CQC. It also introduces a rather unwelcome additional cost of £800 a year in registration fees, in context this means a £12.50 cost for every event, or £3.68 cost for every patient.
- Many of our younger volunteers moving on to University to study paramedical sciences or medicine. The last V-project certainly achieved its objectives! This does have a downside in that we now have a rather smaller membership and we need to source some funding to support this activity on a more sustainable and continuous basis. We have a steady flow of enquiries from potential young volunteers, but not necessarily the funds to fully train and equip them.
- This year we have also received unexpected and fantastic general donations of £800 from Farnborough Sixth Form College and £300 from Crondall and Ewshot Neighbourcare. We have allocated these funds toward the replacement of our grab bags and the training of volunteers.
- Hart First Response was awarded a 'Chairman's Volunteer Award' by Hart District Council and Hart Voluntary Action in April 2011.
- Hart First Response has reached the 21st Century and now has an active Facebook page <http://www.facebook.com/> with 16 friends!
- We have increased access to HFR training and policies by placing the majority online via <http://www.hartfirstresponse.org.uk/>.
- We are using Smart Survey UK to gain real time feedback from our patients, users and volunteers, so that we can provide the very best services.

Finding full grant support for the purchase of an appropriate second-hand vehicle feels next to impossible and the price of a new vehicle remains well beyond our reach. On a positive note, we are receiving support from a number of local community organisations:

- Camberley Kart Club have pledged a donation (amount to be confirmed) based on their race day raffles.
- We still have the pledge of support from the 2010 Lions Club Dragons Den event of £1000 from Fleet Lions and £250 from Hart Lions.



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- Several of our members have contributed with fund raising activities including completing GRIM, some fun runs, donations received for chicken eggs, small change collections and placing collecting tins into local shops.

We still have rather a long way to go; vehicle reliability challenges us and user / patient perception of our vehicles is important. A newer vehicle with a split wedge ramp or a tail lift would allow us to do a wider variety of ambulance support work in addition to our first aid cover. This would improve community resilience during times when the NHS local ambulance service are under pressure and allow us to access some additional funding which would help place us on a sounder financial footing. Practically, good second hand vehicles can be purchased for around £10,000 to £15,000.

HFR has continued to work closely with other local groups, supporting first aid training within the community and providing first aid and ambulance cover at public events. However, we have had a slightly quieter year this year, a combination of the snow and some events not occurring due to the economic environment. This has lost us £800 to £1000 of donation income this year.

Our financial position is still reasonably secure at the moment, but there are a number of pressures building:

- The need to replace another ambulance in 2012.
- We urgently need to source two replacement suction units and ideally a 3 or 12 lead monitoring ECG.
- Obtaining funding from grants is likely to become more difficult given the difficult financial outlook for the UK economy. Grants from government funded organisations like V-project are likely to become challenging as those funds are distributed into different organisations and priorities. A large proportion of funding has been directed toward the Olympics in 2012, increasing the squeeze on the wider charitable sector. There are also pressures on private companies and it is also likely that corporate giving will continue to decrease.

We can support 'business as usual' and make some small provisions for the unexpected, but we struggle to do special projects. One of our key weaknesses is fund-raising, especially with additional 'day job' work commitments for all of the Exec and a growing regulatory burden on HFR. In addition to the CQC, we have to meet the regulatory requirements of the Charity Commission, the Information Commissioner and the Environment Agency.

The Trustees have continued to implement latest clinical guidance in a timely manner, audit our processes rigorously and manage risks actively. I remain convinced that Hart First Response defines best practice in the voluntary provision of pre-hospital care.

Finally, I would like to take the opportunity of saying thank you to all the individuals and organisations who have helped us over the last year:



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- Dr Carl Waldmann for his input as our Medical Advisor and actively at Hellrunner
- Peter Dawes for printing advice cards,
- Kath Dawson for supporting Martin in producing our accounts,
- Jane Taylor for auditing our accounts,
- Fleet Medical Centre for disposing of our clinical waste,
- WEL Medical for their ECG support at Hellrunner

A handwritten signature in black ink, appearing to be 'J.P.' with a horizontal line extending to the right.



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Treasurer's Report

For those of you who can remember last year the biggest change in this year is income is down from approximately £26,500 to £18,000 due to not running a V-Project this year which accounts for about £8,500 of income.

Expenditure is also down from £33,200 to £15,200 as there were no V-Project expenses and we did not purchase a replacement vehicle as we did last year. So in real terms at end of year our balance is approximately increased by £2,800.

Event cover was up by £300. Significant donations were made by Farnborough 6th Form College £800 and NeighbourCare £300. Through members efforts over £900 has been donated to the ambulance fund.

Administration might sound high at £1500 but this does include £800 to register with the Care Quality Commission, our Criminal Record Bureau Checks for members and subscription/membership/registration fees to relevant bodies.

Over £2,000 has been spent on FAW courses for members and approximately £800 on advanced training for two members.



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Receipts and Payments October 2010 to September 2011

Receipts

| | |
|---------------------|-------------------|
| Events Cover | £15,490.00 |
| General Donations | £1,100.00 |
| Ambulance Fund | £983.83 |
| Members Donations | £440.00 |
| Total Income | £18,013.83 |

Payments

| | |
|-------------------------------|-------------------|
| Vehicle Operations | £2,007.89 |
| Training Resources | £3,344.06 |
| Insurance | £3,441.27 |
| Travel and Subsistence | £603.16 |
| First Aid Equipment | £1,779.13 |
| Disposable Supplies | £1,756.99 |
| Hall Hire | £609.40 |
| Personal Protective Equipment | £175.68 |
| Administration | £1,509.71 |
| Total Expenditure | £15,227.29 |



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Balance Sheet October 2010 to September 2011

Current Account

| | |
|-----------------------------------|------------------|
| Balance at start of year | £5,675.54 |
| Income | £18,013.83 |
| Expenditure | -£15,227.29 |
| Balance of Current Account | £8,462.08 |

General Reserve

| | |
|-----------------------------------|------------------|
| Balance at start of year | £2,187.04 |
| Interest | £24.74 |
| Balance of General Reserve | £2,211.78 |

Vehicle Reserve

| | |
|-----------------------------------|----------------|
| Balance at start of year | £694.55 |
| Interest | £7.87 |
| Balance of Vehicle Reserve | £702.42 |

Balance at Year End **£11,376.28**

Ambulance Fund is standing at £2281.51 of which £500 is held in the Vehicle Reserve and £1781.51 is held in the Current Account



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Honorary Secretary's Report

This year's data generated from 12 month period: 1 November 2010 to 31 October 2011

| | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Average | Total |
|---------------------------------|------|------|------|------|------|------|------|------|------|------|---------|-------|
| Volunteers | 10 | 10 | 9 | 13 | 14 | 23 | 23 | 26 | 40 | 31 | 20 | 199 |
| First aid events | 73 | 71 | 68 | 83 | 82 | 74 | 78 | 68 | 73 | 64 | 73 | 734 |
| Patients treated | 85 | 137 | 143 | 180 | 151 | 169 | 208 | 152 | 202 | 217 | 164 | 1644 |
| 999 calls | 4 | 9 | 7 | 12 | 13 | 16 | 14 | 17 | 17 | 15 | 12 | 124 |
| Helmets removed by HFR | | | | | | | | | 9 | 17 | | |
| Person hours at events | 1474 | 1498 | 1334 | 1761 | 1885 | 1754 | 1924 | 1666 | 2193 | 2014 | 1721 | 15489 |
| Person hours in training | | | | | | | 1417 | 1186 | 2017 | 1229 | 1540 | 4620 |
| Organisations served | 11 | 21 | 18 | 25 | 36 | 27 | 27 | 22 | 25 | 23 | 24 | 235 |
| Courses run | 5 | 5 | 13 | 15 | 12 | 9 | 15 | 10 | 7 | 3 | 9 | 94 |
| Number of people trained | 90 | 48 | 135 | 143 | 102 | 106 | 130 | 64 | 92 | 42 | 95 | 952 |
| Young people trained (under 16) | 40 | 0 | 0 | 16 | 30 | 56 | 34 | 3 | 55 | 42 | 28 | 276 |
| Website visitors | 1338 | 1887 | 1392 | 1333 | 1196 | 1259 | 1356 | 1444 | 1588 | 1555 | 1435 | 14348 |
| Patients surveyed | | | | | | | | | | 2 | 2 | 2 |
| Volunteers surveyed | | | | | | | | | | 12 | 12 | 12 |
| Organisations surveyed | | | | 7 | 6 | 5 | 5 | 4 | 0 | 4 | 4 | 31 |
| Incidents reported | | | | | | | 10 | 9 | 18 | 30 | 17 | 67 |



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2010/11 Monthly Data

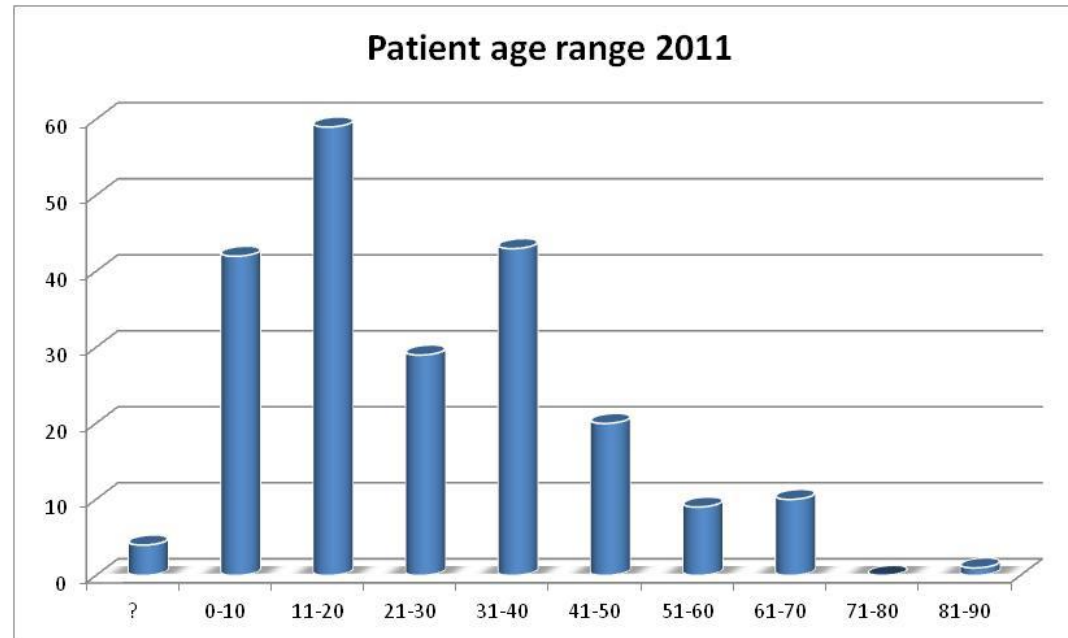
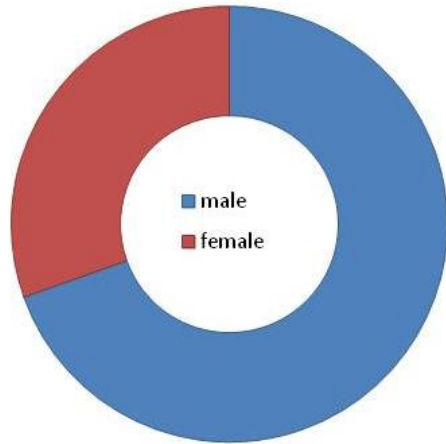
| | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Total | Average |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|---------|
| First aid events | 8 | 3 | 5 | 4 | 4 | 7 | 6 | 8 | 6 | 5 | 3 | 5 | 64 | 5 |
| Patients treated | 37 | 6 | 9 | 11 | 8 | 23 | 23 | 53 | 13 | 12 | 5 | 17 | 217 | 18 |
| 999 calls | 4 | 0 | 1 | 2 | 3 | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 15 | 1 |
| Public trained | 7 | 0 | 20 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 42 | 4 |
| Website visitors | 136 | 165 | 155 | 125 | 160 | 127 | 119 | 91 | 145 | 119 | 116 | 97 | 1555 | 130 |



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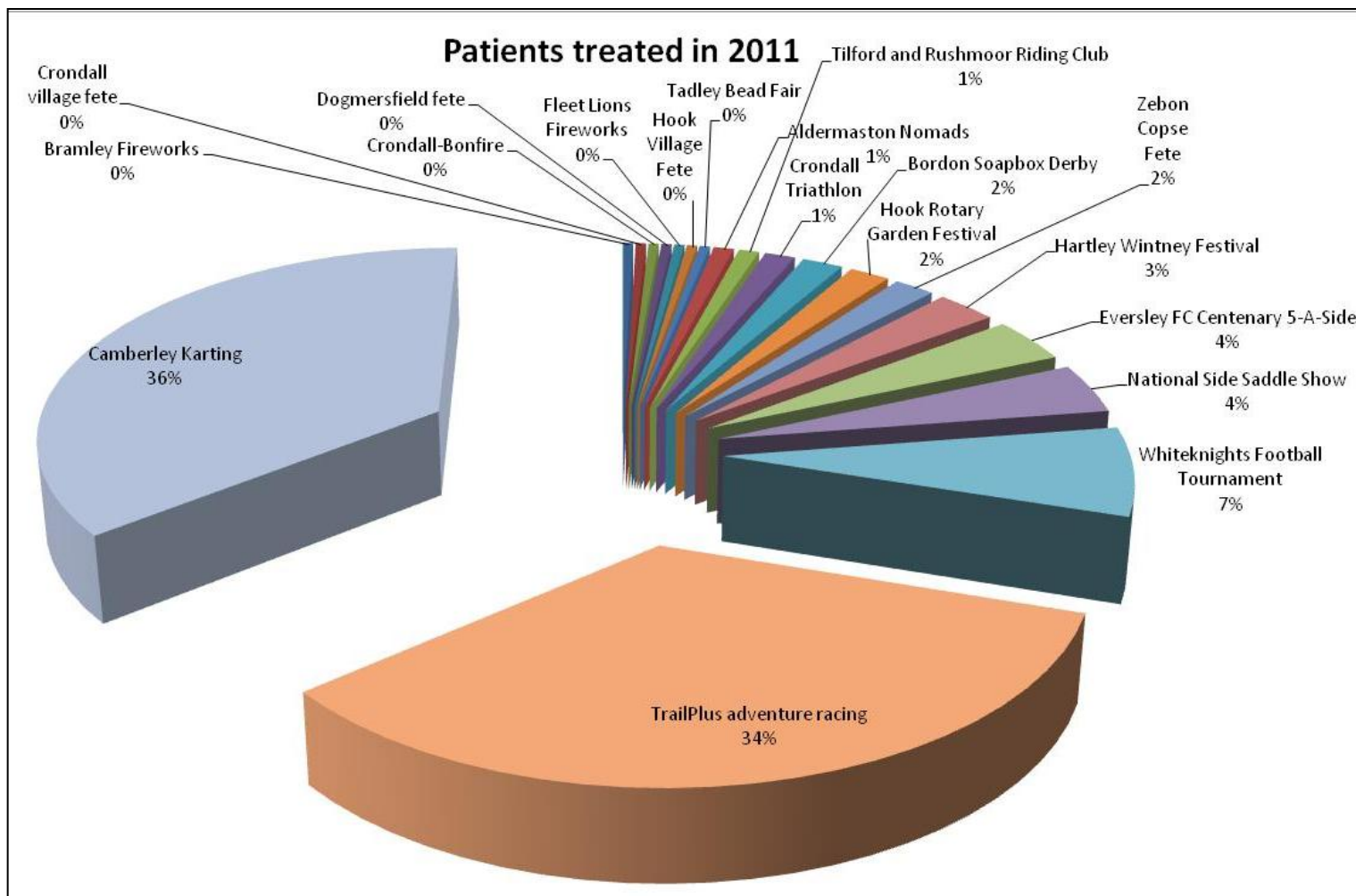




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'Providing voluntary first aid & ambulance cover in the local community'
www.hartfirstresponse.org.uk



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Regulatory updates

Infection Prevention and Control (IPC) Updates

- CQC registration includes Provider Compliance Assessment against Outcome 8: Cleanliness and infection control
- Volunteer training programme includes annual mandatory update IPC training
- 16 volunteers attended IPC update training in 2011
- Online update IPC training will be available early 2012
- IPC training continues to be part of HFR induction training
- Updated policies relating to: infection prevention and control, waste management, aseptic technique, Legionella and medical devices, during 2011 inline with CQC standards
- New resources this year include: alcohol hand gels at back and front of all ambulances, wall clocks in all ambulances and Clean Green tape to demonstrate when equipment has been cleaned
- Reminder to volunteers on all events sheets of Bare below elbows (BBE) requirements
- Amended ambulance check sheet to include monthly cleaning (as well as existing bi-annual cleaning)
- Added ambulance post-event check list to include cleaning and disposal etc
- IPC Incidents logged in HFR database – 1 in this time period which was a near miss
- Weekly training meeting discussions on IPC prompted via SBAR feedback – enables real time monitoring and audit of non-compliance issues
- Email and Facebook updates to volunteers during the year about Flu, MMR, Hep B, immunisation etc
- Audit of compliance of monthly and bi-annual ambulance cleaning is ongoing

Safeguarding Updates

- CQC registration includes Provider Compliance Assessment against Outcome 7: Safeguarding vulnerable people who use services
- Volunteer training programme includes annual mandatory update Safeguarding (child and adult) training
- 17 volunteers completed safeguarding training in 2011
- Training via externally validated NSPCC course with online training available
- Training continues to be part of HFR induction training
- Updated policies relating to: safeguarding and CRB checking
- Information on all events sheets of safeguarding contacts
- Incidents logged in HFR database – Zero in this time period
- Weekly training meeting discussions prompted via SBAR feedback – enables real time monitoring and audit of issues – none identified this year



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Volunteers Training and Development

New volunteers (4): Katie, Caitlin, Alex P, Ruth

Resigned (16): Adam, Sarah, Paul, Doug, Leo, Sid, Ellie W, Sophie, Dawn, Elle B, Tav, Soofiya, Elliot, Emma V, Sophia, Emma M

Previous and current Volunteers' Career Progress

At Medical School - 10

At Paramedical School - 2

Qualified NHS HCA - 2

Qualified NHS ECA - 3

Qualified NHS Technician - 1

Qualified NHS Paramedic - 1

Volunteers' Training

- Child Protection Awareness in Healthcare NSPCC (x9)
- Child Protection Advanced NSPCC (x1)
- EMT/ First Person on Scene Intermediate (x1)
- Entonox (x5)
- Equality (x1)
- First aid at work (x5)
- Food Hygiene (x2)
- Immediate life support (x5)
- PAT testing (x1)
- RCUK Symposium (x4)

Volunteer Statistics

1 x Dr

8 x AA (1xNHS ECA, 1xNHS Tech)

2 x AA trainees

1 x FA

5 x FA trainees

4 x Observers

3 x Supporters

Future Training and development 2011/12

- Immediate life support (x6)
- FAW courses (x2)



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Events updates

Events gained this year

Eversley FC Centenary 5-A-Side
Hartley Wintney Music Night
Hook Rotary Garden Festival
Hook Village Fete
Tadley Bead Fair

Events cancelled due to snow

Hook Christmas Festivities (03/12/2010)
Wield Rugby (27/12/2010)
Camberley Karting (04/12/2010, 18/12/2010, 01/01/2011)

Events not booked this year

Calleva F.C (late booking)
Cove Brook Wild Day Out (non-occurrence)
English Heritage Portsmouth - National Arch Day (non-occurrence)
Kingsley Steam Vintage Rally (change of organisers)
Quays Fireworks (late booking)
Wessex Historic Tractor Tracks across the field (change of organisers)
Willow Farm Stud Show Jumping (non-occurrence)

First Aid Training updates

Courses run

| | | |
|-----------------------|------------|----|
| Adult Resuscitation | 01/11/2010 | 7 |
| Cubs First aid Course | 27/01/2011 | 20 |
| Cubs First aid Course | 20/01/2011 | 20 |
| First Aid Awareness | 28/06/2011 | 15 |



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Vice Chair's Report

As you know we give out three small awards to volunteers each year in recognition of service to the charity. We would not exist without the dedication and commitment of our volunteers especially as we are a small group.

The first award is for Patient Care:

This year it is awarded quite simply on the most patients cared for throughout the year. This also coincides with the most events attended in the last year which is not always the case as some events generate more casualties than others. The most casualties attended by one volunteer this year was just short of 100 at 98 seen over 39 events. The patient care award this year goes to Hester Wain.

The next award is the Service Award:

This award has been given for various reasons over the last few years. It has been awarded for personal commitment to the charity and for time given for support of the charity other than going on events. This year it goes to a volunteer who has only joined us just over a year ago. In that time she has progressed rapidly gaining not just her FAW qualification and full first aider status, but also has gained her EMT qualification and is well on her way to gaining full AA status. This has shown considerable personal commitment as gaining qualifications and then gaining the necessary experience to be able to progress to AA status takes much time and effort. Plus running GRIM and raising over £300

Courses: Child protection, FPOS/EMT, FAW, Entonox

We are therefore pleased to present the service award to Claire Gridley.

| | |
|------------|--------------------------------|
| 51 | Patients treated |
| 54 | Hours HFR training |
| 21 | Events attended |
| 4 | Courses undertaken |
| 189 | Hours at events |
| 68 | Hours external training |

Fundraising award

As has already been mentioned this evening the charity does not run without considerable financial support. As well as income from event donations and grants we also have amounts raised for us by the members with various activities. Sadly this has not yet been enough to allow us to purchase a much needed vehicle but every bit helps. This year we are giving the award to a group of people rather than an individual. They raised £800 this year by making HFR one of their Rag week charities in May. The fundraising award is therefore presented to the students of Farnborough 6th Form College.