

Minutes of Remap 2010 AGM
Held on Thursday, 28th September 10 am
At NCVO offices, in London and Via Zoom

Agenda
<p>(i) Announce whether the Quorum for the AGM has been met The Quorum for the AGM was met. 11 Panels (1/6th of Member Panels) were required. 70 members were in attendance, 27 members attended to vote, plus 3 proxies held by the Chair representing 30 panels in total. In addition, there were 5 Trustees in attendance.</p>
<p>1. Adoption of the Minutes of the 2022 AGM Proposed – Les Brown Seconded – Chris Hunt Adoption of the Minutes 2022 AGM was approved unanimously</p>
<p>2. Adoption of the Trustees Report and Accounts for the year ending 31 March 2023 Proposed – David Reid Seconded – Bob Maddison The adoption of the Report and Accounts was approved unanimously</p>
<p>3. Re-election of trustees retiring by rotation: Andrew Waters, Saransh Sagar, and Liz Myers Proposed – Philippa Lee Seconded – Shelley Taylor Approved unanimously and the above Trustees were appointed</p>
<p>4. Confirmation of appointment of trustees appointed since 31 March 2023: Joe Martin, Mike Beral, and Paul Cooper Proposed – Philippa Lee Seconded – Les Brown Approved unanimously and the above Trustees were appointed</p>
<p>5. Appointment of Frances Wilde, Chartered Accountant, as Independent Examiner, her remuneration to be left to the discretion of the Trustees Proposed – David Reid Seconded – Ian Midgley Approved unanimously and Frances Wilde was appointed</p>
<p>All 5 Resolutions were passed.</p>
<p>6. Operational Highlights</p> <ul style="list-style-type: none"> • Number of referrals increased from 2609 (2022) to 2755 (2023) • 67% of referrals received via central online system • Hours spent increased from 42,642 (2022) to 48,429 (2023) • 332 applications for volunteering received, 93 joined, a net increase of 40 volunteers • 65 panels listed within REMAP, 3 closed during 2022/23 • 7 OTAC plus the national OT Show attended • New website and brand refresh completed
<p>7. Financial Highlights</p> <ul style="list-style-type: none"> • We have ended the reporting period in a strong financial position • 2022/23 expenditure £321k, Income £291k, deficit of £30k • Income includes £100k from individuals, £118k charitable trusts, £41k legacies

8. AOB / Questions to the Trustees

Since the new website has been operational, when searching “REMAP” some people are getting car engine retuning sites as the top response.

People will usually search for the issue they are aiming to resolve. This is why the Solution Hub is important in raising awareness of our work across search engines. Descriptive words invariably bring us to the top of the page. SEO (Search Engine Optimisation) is an ongoing activity which we will continue to monitor.

Referrals are down in number in some panels compared with previous years. What else can we do to get REMAP better known?

The centre is interested in hearing suggestions for how to do this. But based on feedback from the OT Show we are well established with the OT community. One panel suggested more training about REMAP for OTs that can be delivered by Zoom. Southampton said that they are already working closely with Southampton University and are happy to share experiences.

Can we widen the names of panels to cover broader areas if the capacity is available?

Yes, there is no reason why a panel can't be renamed and indeed some have done so over the years. Panels can also reach out to areas beyond their normal territory, with the coordination of neighbouring panels and the centre.

Would regional meetings between panels be a good idea to improve cooperation and share good ideas?

Yes, if the panels are interested and supportive then they are welcome to work together. The regional coordinators can assist in this.

What is the new Motability programme?

It's a programme to promote REMAPs work that helps wheelchair users. Both locally and nationally. Approx 40% of our clients are wheelchair users and this will help us to reach many more.

Have we considered changing the name REMAP to something more descriptive?

REMAP is well known as a brand with OTs and we have invested over many years much publicity. We also have returning clients who know us. To change would cost a lot of money, and we would be spending effort on telling people our new name rather than helping people. There are no plans to change in the near future.

Some volunteers who come to REMAP are interested in working together in teams, more for social purposes.

It was suggested that we could work with Men's Sheds and/or Hackspace, but the reality is that we do not really work the way they do, so REMAP may not be for those who are seeking companionship.

Can you describe how the centre works?

The virtual office is led by Sue Boyes, the CEO, and supported by the Communications Manager and the Admin Manager. In addition, we have regional coordinators who support the panels. Most recently, we have established a part time role to assist with volunteer administration and a campaign assistant as part of the Motability funding. The central telephone number and email address are always monitored and are responded to by one of several people.