

# **NORTH HIGHLAND CANCER INFORMATION AND SUPPORT CENTRE, SCIO (SC048935)**

**Your local drop-in centre for those affected by cancer**



## **CHAIRMAN'S REPORT 2020/21**

Hello all

It has been a very difficult year for the Centre with all the lockdown regulations for committee, volunteers and members alike. After the installation of the new windows and heating a fair bit of redecoration was required which was carried out mainly by Linda (and helpers). We also had donated a new carpet for the main sitting room. For this we would like to thank Calum at Couper Square Carpets. Financially we did very well but the treasurer will detail all this in her report.

### **2020 AGM**

Due to the COVID 19 pandemic it was not possible to hold a conventional AGM in 2020. We therefore decided to hold a "paper based" AGM.

On 24 August 2020 we sent out to all our membership an email/letter informing them that this was our intention and asking for nominations for committee positions with a fourteen day response time.

On 08 September 2020 we sent out to all our membership by email/letter the undernoted documents, being the documents which would normally be distributed at an AGM. We provided the telephone numbers of the office bearers to allow anyone with any queries on the content of the documents to be able to contact the appropriate person to deal with their query.

1. Minutes of 2019 AGM.
2. 2019/20 Chairman's Report.
3. 2019/20 Treasurer's Report.
4. Audited accounts for the year 2019/20.
5. List of nominations for committee posts.

In terms of the Constitution the present committee were stood down. Eight people applied for committee positions and were proposed and seconded. This being the required number under the

terms of our Constitution there was no requirement for an election. The above committee members proceeded to elect a chairman, vice chairman, treasurer and secretary from their number as undernoted:-

Isobel Marshall	Chair
Jean Dunnet	Vice Chair
Frankie Murdoch	Treasurer
Margaret Mackay	Secretary
Joan Mackay	Committee Member
Barbara Cormack	Committee Member
Linda Sutherland	Committee Member
Carolyn Swanson	Committee Member

#### Re-opening of Centre during pandemic

We opened up the Centre on 17 June for the Thursday therapy sessions. This has proved to be very successful and appreciated by our members.

Following the First Minister's announcement to remove social distancing rules we opened up the Monday sessions from 9 August. Hand sanitiser is available at both entrances for those visiting the Centre and everyone signs in and out. Face masks are required when moving about in the Centre, ie the same rules as in cafes, restaurants etc

#### Opening times of the Centre

Monday	10.00 am	-	3.00 pm	drop in session
Thursday	10.00 am	-	4.30 pm	complementary therapy one hour appts. Booking required.

#### Macmillan MQEM Inspection

Our Macmillan MQEM inspection which takes place every three years was due for renewal this year and Eileen Orr visited the Centre on 1 June to carry out the inspection. Myself, Jean Dunnet, Malcolm Clark and Margaret Mackay were present. She also had telephone appointments with five of our members. We had very encouraging feedback maintaining the highest award marking. Below a small excerpt from her report:-

***"Thurso is one of the very best and I wish we could clone it and the staff to give everyone in every area the care and attention that they give their clients! That would be the best care possible!!!"***

***The centre has to be congratulated on surpassing my expectations with all the improvements recommended on our last visit, and so many having been acted on. The new windows will have improved the appearance while the replacement heating system will make sure it is always cosy and welcoming.***

***Having been redecorated and with new carpet laid, visitors to the centre will be impressed by how much effort has been made on their behalf. The use of Facebook will attract younger people with***

***cancer or who care for family with cancer to obtain information more easily, as often they would read on Facebook rather than hard copies of information.***

### PVGs

We are now doing the PVG reports on line directly with Volunteer Scotland Disclosure Services. Previously they were done through Caithness Voluntary Group (CVG) in paper form. Jean Dunnet is the enrolled lead signatory for the Centre. These reports are required for anyone volunteering in the Centre.

Thanks also to Jean for the beautiful flowers on the patio.

### Therapists

Laura Durand continues to work most Thursday mornings at the centre and is very much appreciated by all our members.

We have a new regular therapist, Kate Burt. Kate started at the beginning of September and we very much welcome her to the Centre.

Gillian MacManus has retired from her job at Caithness General Hospital and also stepped down from regular shifts at the Centre. The good news is (as I know a lot of people will miss her!) that she is willing to provide back-up cover, along with Monica Whitehead, if required.

As of now we haven't been able to secure the services of a beautician for the Monday morning sessions but we will keep our ears open!

### Wig fitting service

Local hairdresser, Sandra Cormack, provides this service from the Centre for anyone requiring a wig.

### Cleaning

Barbara Cormack has agreed to ensure that we are always stocked up with the necessary cleaning materials, hand gels etc. The committee had agreed, before lockdown, to engage a cleaning firm three times per year to give the centre a thorough deep clean. Again Barbara has agreed to organise this.

### Parking permits

It was pointed out that the six permits the Centre received are now out of date. These will be renewed as soon as possible and will be retained at the Centre for the use of any member requiring one. However it is still unclear whether the parking restrictions at the rear of the building are legally enforced yet. I have contacted the Highland Council and they have sent us an email confirming that we may continue to use them as they are and that the traffic warden has also been informed and will not book us!

All parking permits are to be returned to the Centre (apart from Colins) and the procedure for issuing one will be that when a member parks in Wilson Street they ring the office and someone will go down with a permit for their car (logging it in the permit book) and when they leave the Centre a member will accompany them and bring the permit back and sign the permit book to confirm that it has been returned.

### Web Site

Malcolm Clark has continued to keep our web site up to date. It has lots of useful information and is well worth a visit.

### Office equipment

Malcolm Clark applied to the Dounreay Communities Fund and received a grant of £900 for the update of our IT equipment. We have now purchased a new computer and tablet for use in the Centre. A great improvement on the old system!

### Christmas lunch

We have booked the Pentland Hotel on 10 December 2021 for our Christmas lunch.

We had provisionally booked the Pentland Hotel on 6 November for our coffee morning. The committee have decided to cancel this booking as we felt with the rising numbers of covid cases in the county it would seem to be insensitive to encourage large groups of people to mingle.

Lets hope the Covid restrictions continue to allow us more freedom and we have a successful year ahead.

Signed:

Date:

ISOBEL MARSHALL  
Chair, NHCISC