

30<sup>th</sup> Annual General Meeting  
Chillfactore  
29<sup>th</sup> March 2008

Present: Lisa Hall (Chairman), Robbie Young (Vice Chair) Fiona Young (CEO), Amy King, Kirsty Crompton, Sophie Wood, Wendy Dell, Caireen McGlashan, Nick McDonald Nethercott (Accounts), Dave Chugg, Steven West, Don Brind, Judy Ekins, Bob Black, Bridget Owen, Dominik Jonas  
By proxy: Paul Master, Joe Broussard, Jeremy Wood, Philip Hall, John Saffell, Susan Hall  
Minutes – Debra Dorey

2pm - Lisa Hall called the meeting to adjournment  
Propose to adjourn to 14.35  
Seconded – Bridget Owen  
Unanimous Vote

**1) Apologies** – Susan Harrison, John Currie, Jeremy Wood, Joe Broussard, Beverly Baxter, Penny Riches, Carol Steinberg, Jill Anderton, John Feeny, Maureen Gallagher, Sarah Wilcox, John Saffell, Susan Hall, Philip Hall, Jill Holliday

**2) Minutes of Previous meeting**

Judy Ekins – name is spelt wrong - Please add an 'S' to the surname  
Remove the sentence – *'The trip to La Plagne does not cost me anything'*  
Remove - JE – *Subsidy is given after the guide has been once so subsidy is now given on the second trip only.* As no longer relevant  
Proposed minutes - Don Brind  
Seconded minutes – Judy Ekins

**3) Matters arising from those minutes**

There were no matters arising.

4)

**4.1) Chairman's report**

The report and strategic plan (Capturing the Experience) had been published distributed previously in the year book and on the web.

The chairman reiterated that "Capturing the Experience" is the framework for DSUK and concerns the development of the charity.

The Chairman opened the report to questioning. No questions were received.

**4.2) Treasurers report**

The chairman drew the meeting's attention to the provisional figures published in the year book and pointed out that when the yearbook is published we do not have the final audited version of the accounts.

NMN (Accounts) confirmed that the fully audited accounts (distributed on the web) had been audited and there were no changes from the yearbook.

He also confirmed that there will not be any changes in the membership costs. However, as a result of some confusion, the wording on the membership form will be re-written to read:

*Individual Membership is £25.00 per annum –the membership year runs from 1<sup>st</sup> September – 31<sup>st</sup> August. If you pay before January 1<sup>st</sup> there is a discount of £5.00.*

A discussion about post-season membership rates ensued. It was agreed that it was inappropriate to charge a full year's membership for new members joining after the end of the season, but that we did not want to postpone their membership until the following membership year. It was agreed that membership fees for new members joining after 1<sup>st</sup> May will be £10.00 to take the membership to 31<sup>st</sup> August.

The membership year was confirmed as 1<sup>st</sup> September – 31<sup>st</sup> August  
Family Membership remains £35.00 per annum with a £5.00 reduction if paid before January 1<sup>st</sup>.

It was agreed that for new members joining from the 1<sup>st</sup> May – 31<sup>st</sup> August family membership would be £20.00

A question was raised about whether group membership still existed. This was confirmed:

The groups will pay a one off £25.00 (£20.00 before January 1<sup>st</sup>) plus £2.50 per person.

NMN opened the accounts to questions

BB asked whether money was available in the accounts for Local Groups. NMN confirmed that a restricted fund had been transferred to DSUK by BSCD as part of the wind up of BSCD as a charity. The usage of that fund was restricted and stipulated by the Terms laid down by the BSCD Trustees. The Chairmen informed the meeting that one of the stipulated usages was for training. Past BSCD members (including some of those present) had benefited from this fund. She also confirmed that DSUK had and would seek clarification from the past BSCD Trustees on a specific usage if it was unclear.

JE asked whether the details could be made available. NMN confirmed that they could.

4.2.1 - Adoption of accounts – as distributed

Propose accounts for adoption – Robbie Young

Seconded accounts – Dave Chugg

No votes against.

1 Abstention - Judy Ekins as she has not seen the accounts

All other votes supported the motion. Motion carried.

**4.2.2 – Appointment of Auditors:** Permission to review auditor

The Chairman reported that we had used the current auditor for 7 years and in the interests of due diligence, a review was due. She recommended to the meeting:

- (i) that this review should be undertaken.
- (ii) Devolved power given to the Trustees to appoint Auditor depending on the outcome of the review.

The proposal was opened for debate but there were no further questions.

Propose to review auditor and appoint as appropriate– Don Brind

Seconded– Steven West

No abstentions

Unanimous vote

#### **5) CEO Report (Updated for AGM)**

The CEO's report had been published in the Year Book. She presented an update of the team performance following their recent return from Canada. The details would be published on the web. The CEO offered congratulations for the Exceptional Performance by the team. This was endorsed by the meeting.

#### **6) Fundraising report**

The Fundraising Coordinator (AK) summarised some highlights following the appointment of the new fundraising team in January. Her report is published on the web. She highlighted that since AK and KC took up appointment in January they have been playing catch up as there had been no fundraiser in place since August. Income is starting to pick up and next year we hope to be in a great position to increase income further. She identified their roles in Trust and Event Fundraising and introduced Susan Harrison as the third member of the team looking after Corporate Funding

She presented the outline target from the summer to raise income of £500k. She confirmed that we will be utilising Chillfactore to a major extent for events and that Susan Harrison is organising a Corporate Event in London. She also confirmed that we have the Santa Run set again for the 3<sup>rd</sup> year running on the 6<sup>th</sup> December.

She also emphasised the importance of a strong link with Regional Activities and Local Groups and that the fundraising team will assist Sophie with Local Groups' Fundraising

DB suggested that we were missing an opportunity by having insufficient material available in resorts that we visit each season. AK agreed that this could offer some good fundraising and recruitment opportunities and it would be useful to review literature available in resort. The CEO reminded the meeting that we used to put yearbooks in the van but we no longer do that, since few arrived undamaged, which resulted in high wastage. We are in the process of developing a new fundraising pack that we can send out to anyone who books an activity week, as well as being readily available and online to anyone who requests assistance.

She informed the meeting that there will also be a new DVD this year

DB asked whether business cards were available that we could give out in resort. WD confirmed that they had been. JE said that they give out leaflets on their trip. The CEO agreed and reminded the meeting that we had had a leaflet dispenser that was attached to the van with Velcro. She suggested that we could look at sourcing another dispenser and informed the meeting that new leaflets are being redone as we speak. DB also suggested that we should investigate dispensers with leaflets to be left in hotels. He also questioned whether we encouraged involving people at the hotel and encouraging them to come along and see what we are doing?

The CEO agreed that this was a good idea and suggested that we could send out some of our pull up banners to put up in the hotel investigate doing a presentation in the hotel.

BB suggested that the place to hit the general public is on the slope and asked about the logistics of charging people to have a go in a Bi-Ski.

The CEO reported on an attempt to trial this idea in Aviemore at the Mountain Festival that was to take place in March but due to bad weather this was cancelled. It was advertised it as 'make a donation and have a go in a sit ski'

BO asked about the insurance position. The Chairman advised that we would need to seek clarification for general or *ad hoc* usage. The CEO anticipated that provided the instructors are qualified this would not be a problem. She reminded everyone that we also have a simulator and we are trying to update the software and use this at events. BO asked whether this could be used at the local slope and the CEO agreed that if we were successful in getting new software this would be a fantastic idea. RY agreed that there is a great potential to use the simulator at the indoor slopes.

## **7) Election of Executive Committee**

The Chairman reported that during the last year we have lost two very important people to the foundation of snowsport for people with disabilities. Ben Day (past Uphill Chairman) and Hubert Sturges (past BSCD President), both trail-blazers of disability snowsport opportunities and a great loss.

More recently we lost a Trustee of DSUK, Chris Gosland who was our legal eagle. He suffered a heart attack on the slopes in Sweden while he was away with skiing with DSUK with his son Sam. Sam has been a Skier of DSUK for many years. The Chairman paid tribute to the work of these leaders.

The CEO also asked the meeting to acknowledge the efforts of John Currie (Trustee) and Debbie (Operations Manager) for the way they dealt with this tragedy in Sweden. Their prime focus had been Sam and the impact on the other Skiers on the trip and they had managed the situation in an outstanding manner. The meeting endorsed this achievement under such difficult circumstances and thanked all those involved for their efforts.

The meeting moved on to the election of Trustees.

The Chairman reported that we must look to the future and we are looking for new people to become trustees, who can offer their particular expertise in the strategic governance and development of the Charity in its entirety.

The meeting requested confirmation of the number of Trustees. The Chairman advised that there should be not more than 12 and not less than 5 Trustees. Up to eight persons were elected as Trustees by the Ordinary Members and up to six persons were co-opted by the Trustees so as to ensure a spread of skills and experience within the Board.

JE commented that it would be very useful if we had someone from the local groups on the board. The CEO told the meeting that the Trustees had been seeking representation from Local groups for over a year, by direct invitation and through the National Coordinator, but nobody stepped forward.

The nominations for consideration for election were:

7.1 Don Brind nominated by Lisa Hall, seconded by Robbie Young

7.2 Lt Col Fred Hargreaves nominated by ???? seconded by ?????

7.3 Steve West nominated by Judy Ekins seconded by Bridget Owen.

SW questioned the time commitment and was satisfied by the response of the Chairman.

JE - Proposed election of all three nominees.

DC – seconded

Don Brind, Lt Col Fred Hargreaves and Steven West are elected unanimously

### **8) Any other business**

The Chairman proposed a vote of thanks to every member of staff for their hard work.

The Chairman introduced a debate on the character and venue for the AGM. Like many organisations the AGM is never a popular event in isolation. Some years ago it was voted that this should not be linked with a more sociable gathering, but she felt that it was time to review this and possibly hold it in conjunction with a local group to promote the local groups.

She reported that we have also been asked to look into the possibility of electronic participation. JE commented that it is *Disability Snowsport* and a lot of disabled cannot access the website. However, the CEO and Chairman reported that for many of our (disabled) members electronic participation offers a real access possibility that would not otherwise be available to them. The Chairman reported that we were asked to use the website for information and this was one of the changes in the Mem & Arts.

The Chairman asked that if anybody has some good ideas for the AGM we would like to hear them.

JE supported these ideas very much. She commented that the AGM had always been an event with BSCD. She felt that notification of the AGM was not very good this year. The CEO reported on the process of advertisement. The reports were published in the year book distributed towards the end of 2007. The AGM date had been advertised on the website on the 15<sup>th</sup> February and in the newsletter distributed around Easter. (There is facility in the Mem & Arts to distribute by post to anybody who specifically requests this, but for the past 4 years nobody has done so). Unfortunately, the newsletter was delayed due to a printing problem that was out of our control and distribution of the newsletter overflowed into the Easter week, just within the 14 day notice period. A debate ensued on possible ways of improving the information without increase in cost. (The CEO reported that it would cost over £1k to send out all of the documents by post.)

It was agreed that:

-the date of the AGM would be published in the year book.

-an email reminder would be sent to local group organisers and members when the Agenda was posted on the web.

The CEO also reported that we been asked why we are we holding the AGM in the ski season? The reason for this is historical as a result of the '15 month rule' between AGMs. We do recognise that September would probably be the best time and we are thus working towards this. Next year we will move the AGM to June. The year after it will be September and then the same month yearly after that.

The CEO asked the meeting about the location of the AGM. Is it better to rotate the AGM around the country or would it be better to fix it somewhere like ChillfactorE? SW responded that he had requests from the South to have it in the South. RY suggested that the local groups should be invited to host the AGM and if there is no

request from a local group for the next AGM this (Chillfactore) will be the default area. This was agreed and the meeting endorsed a bias towards a southern venue for next year.

JE asked whether it could be incorporated with a session on the slope? The CEO agreed that this would be very attractive but pointed out that it would need careful thought since logistically it could be a problem if we had 200 people that all wanted to go on the snow. It would also need the full support of the slope. This would be investigated with the local group AGM host.

The Operations Manager reported on the new website which is being designed to incorporate all of the 'arms' of DSUK. There will be large 'call to action' buttons for every aspect of our work eg – Local Groups, Central Belt project, North of England programme, Overseas Activities, Fundraising, Training etc. She explained that due to finances we have been limited to the amount of work we can undertake. In the new financial year it is hoped that the budget will support members forums, photo galleries and much more. When the web-site goes live a staff member/ trustee/ member will be allocated to their relevant section to update it on a regular basis. DD emphasised that until now our website has always been looked after by volunteers, but we recognise it is now a massive tool in promoting DSUK. The first phase will give us a professional look that we can add to as funds allow.

JE raised the issue of advertisement of locally organised holidays in the past season. The Chairman agreed that it was essential that all activities of DSUK were fully promoted. The main handover from BSCD had occurred in early autumn last year, too late to develop a good plan. JE reported that a lot of people from BSCD were upset that the trips were not advertised. The Chairman reported that we were also unhappy but we were starting from 'point zero' last autumn without enough prior information to advertise. She also reported that the Operations Manager had gone on a trip to get more information and understanding and we are looking at how we should publicise different kinds of trips. The CEO said that the Operations Manager had returned from the La Plagne trip with glowing reports.

Some of the factors that were now being discussed:

- the Activity brochure goes to print in June before locally organised trips are ready for publicity. JE was asked whether the locally organised trips could be ready for publication in June and she confirmed that they could not.
- the existing ski-school based Activity brochure is a vehicle for one particular kind of activity; it is promoted to existing and non-members. Would it be confusing to have a different kind of trip in the same brochure?
- The locally organised Activities have a different 'flavour'; they are for existing members who have skied at and been assessed at local slopes. What is the best medium for promotion?
- There are more DSUK members who are not members of local groups (and do not wish to be) than there are DSUK members who are also members of local groups. Would there be equal access to the different kinds of activities for all members?

The CEO also commented on the many differences between the types of trips. She suggested that we might be able to work through the National Coordinator to promote the trips and advertise through the groups across the country.

She pointed out that we needed a solution that wasn't an administrative nightmare and didn't create confusion for all the members and potential members about what was included. She thought that if we advertise all trips in the same way alongside each other these locally organised trips will be inundated, as they are cheaper, but it won't be clear that they are different and do not include the instruction. We need to maintain the choice and we have to manage it in the correct way.

JE pointed out the right of choice in the same manner as able-bodied skiers, so that a skier, after the initial learning, could choose how much instruction to select. She repeated that locally organised trips don't take beginners or a vast number of instructors, as the skiers just want to ski rather than have instruction. The CEO agreed, but pointed out that there are people including those with disabilities that will never be just 'free skiers' – they will always need instruction.

JE emphasised that if it is not advertised next year they will be very angry. She claimed that it's discrimination. RY disputed this accusation. DB suggested that we needed to work out how to describe and present all the different types of DSUK activity. He suggested that the discussion should be continued beyond this meeting. The Chairman reiterated that there is no blockage of this advertising. There are a lot of things to think about but a very real wish to find the right medium to promote all the different types of activity and work of DSUK.

BO suggested that there was also a perception that there was a limitation on the amount of skiing on the ski-school supported trips. She said that it was felt that a 'guarantee of 2.5hrs skiing' frightens people to expect that they will only ski for 2.5hrs. She thought that it is not necessarily about 'instruction' but going on 'holiday'

DB asked JE whether she was reporting about people who are upset about the trips they go on or about DSUK in general? JE claimed that BSCD feel left out. eg the Newsletter still has Uphill Ski Club on it even though it's very small. The CEO reminded the meeting that this is the registered name of the Charity and is required on certain documents, but that the headline name and brand was always DSUK. The Staff and Trustees always described and thought of themselves as DSUK. This was confirmed by AK a recent staff member, who had only ever used DSUK. The Chairman asked past BSCD members also to try to do the same.

SW raised the issue of cost. He described BSCD trips as having been so much cheaper and the skiers that attended are worried they will no longer be able to go on holiday. The Chairman and CEO both emphasised their aim to lower costs for the ski-school trips. The Chairman described the increasing cost over the last 5 years and reported that the Trustees have been very aware of the impact of this. She also explained how the request from BSCD and the other Charities to make provision to incorporate them, has had a significant financial impact. She declared that she would like to believe that over the next 1-2 years, fundraising will be sufficiently successful for the trips to be made much more affordable.

The CEO repeated that if we can get funds to lower the price of the ski school part of the trip we will do this. She declared that this was one of the first priorities that she had described to the new fundraising team.

BB declared that he was staggered by the cost and didn't think it's healthy to have paid instructors alongside people that have paid a lot for a trip. DC disagreed, pointing out that instructors are paid to do a job. He reminded the meeting that it's all about the disabled skier. He spoke as a disabled skier, and applauded the massive impact resulting from the approach that came with the instructors with the BASI adaptive qualification in learning to ski. He reminded the meeting that these are professional career people and deserve to be paid. He said that we need to have provision to pay them and pay for them. He returned to the issue of choice and reminded the meeting that it's a choice of the skier which type of trip they wish to go on. We have to accommodate individual skier's wishes.

BB asked whether skiers contribute to overheads in the cost of the trips. The CEO affirmed this.

JE asked that in addition to 'fundraising for instructors' we add fundraising for helpers. The CEO described the existing funds available for each trip to support volunteers. JE pointed out that this had not been available for the volunteers on locally organised trips this year. The Chairman agreed and explained that we can only offer support according to funds and according to any restrictions associated with that funding. The budget has to be considered at the beginning of the financial year and we had not had any funds available for locally organised trips. RY informed the meeting that we would previously have required between £30k - £40k for 9 weeks and the Chairman said that to support the local trips we will have to look at the balance of local fundraising to national fundraising and vice versa. The CEO explained that currently the available volunteer support is worked out 'per trip' according to the number of skiers.

BO queried the numbers taking up the subsidy and the CEO confirmed that there had been an increase in uptake this year, presumably because of the economic situation. The Chairman advised the meeting that with help from charity workshops we are looking at ways for helpers to fund their trips and we might have a new funding and sponsorship model this coming season.

JE raised the issue of the volunteer culture at local groups and asked that the website could make it clear that all local groups are Volunteers. The Operations Manager promised to add this to the website.

A lengthy debate on local groups aired several issues, concerns and opportunities: - on-going confusion about accreditation and log-book level of helper capability. The CEO explained that the log-book was a living document and that it was up to the local groups to feedback ideas and suggest improvements. It was confirmed that the log-book had generally been extremely well received and found to be an excellent system. Some modifications had already been inacted. CM agreed that the training with the instructors and the log books was great but we need to keep the momentum going. BB said that it's worked well in MK with people having great pride when it is signed.

BO asked about the validity of past qualifications in these log books and the CEO confirmed that they can be taken into account and if they are doing it properly they can be signed off by a qualified instructor. It was agreed that another 'standard' weekend would be organised to be able to sign the log books.

It was confirmed that requests for further training should be channelled through SWood.

- It was agreed that WD, DD and SWood would liaise with the local groups to establish the best way to cross check membership information.

- BB asked what benefits the local groups get from joining DSUK. The CEO reminded him that there is a Coordinator so they get a voice in Sophie, in-house and on going training, fundraising assistance and assistance from and access to the organisation as a whole. RY asked the local groups to spread the information that Sophie is there as a voice for them. He also reported on attempts to establish a management committee for the local groups to work with Sophie and put together a plan for the future. The Chairman explained that this had failed previously due to lack of people volunteering, but we had probably tried this too early. The plan was to try again now that Sophie was on board. She was also charged with setting up a members' forum. The Chairman reported that this structure has worked very well in other sectors of DSUK (eg TMC) if we can replicate it for the local groups she anticipated that would be a huge benefit.

The CEO reported that Nigel Kendrick has talked about setting up a ski league around the local groups. DC applauded this idea, believing that there is a lot of demand for it. He commented that the team can only support a certain number of people, so this would produce another level for competition and increase the opportunities and fun.

BO reported that members hadn't seen any difference since joining DSUK and would ask about the point of joining. The CEO asked her to go back to her members and say we want to help but to ask them to please be patient as we have expanded so much and we are still learning and we need their input too.

It was noted that there had been a gap between the departure of Ali in June 07 and Sophie's start in November. Unfortunately, the gap coincided with the date set by BSCD for transfer. Sophie was still getting to know all the groups but with her on board it was anticipated that the groups would become more integrated. It was agreed that the CEO would try and visit every local group in due course. Sophie would be the conduit for information between groups and the Charity as a whole. RY was enthusiastic about the opportunity to share knowledge between groups.

- BB raised the specific issue of DSUK at Milton Keynes and the CEO informed him that she was in discussion with Penny Dunn of Xcsape and hoped for a positive outcome.

- BB asked about ownership of equipment previously owned by BSCD groups; he had sought clarification at the last BSCD AGM but had not obtained an answer. The Chairman advised the meeting that every Charity has a clause in its constitution (or Mem & Arts) that describes the process of winding-up the Charity and the transfer of any assets to other body. The BSCD transferred assets to DSUK and they have thus become part of the auditable property of DSUK. BB asked whether this also applied to the money in the local group bank accounts. This was confirmed by the Chairman. She explained that all sectors and sub-groups were accountable to the Charities Commission through the central DSUK.

-BB asked what would happen to the assets if a group left DSUK. The Chairman said that they would take advice for the specific case should it arise, but that it was her understanding that the assets technically remained DSUK, but the Trustees would wish to work with the group to discover the best way forward. She reiterated her hope that groups would want to remain within DSUK and that this eventuality would not occur.

-BB asked about the need to have DSUK in the name of local groups. The CEO confirmed that it needed to be somewhere and also pointed out that, in addition to other benefits, it was advantageous in branding and much easier for the fundraisers to fundraise for the brand. The Chairman reminded everyone about including the charity number on documents.

-It was confirmed that the organisation had Third Party liability insurance. It was confirmed that accident insurance for individual members could not be obtained and was not covered. It was advised that Local groups should check with their slopes for information about any insurance covered by their slopes during their usage of the slope.

-CM asked about the progress of CRB checks and the National Coordinator reported on the system for Disclosure Scotland but that CRB in England is different and that we were looking for a 'partner'. The CEO explained that it is not a legal requirement at the moment but it will be and we would like to have everything in place. Once the process was sorted out for all of UK, it would be coordinated by Sophie.

The Chairman commented on the focus of questions on local groups. She acknowledged that an AGM will always represent the local group people, since they are the 'visible' face of the Charity, but the charity is a lot bigger than this and there are many exciting things going on. The CEO reinforced the many aspects of DSUK and hoped that the local groups would discover and understand the immense breadth of the organisation.

- It was agreed that more information about the Trustees and governance would be published.

– The Chairman applauded the extent of the discussion today, but noted that it had focussed mainly on issues of structure and the 'volunteer'. She asked the collective membership to ensure that just as much emphasis is placed as we move forward directly on the disabled skier, to enable their voices and wishes and that we do not lose sight of the fact that this is why we are here.

For illustration of the questions that we, as a Charity, are now being required to answer, she reported on the impact we were being asked to assess from a recent lottery grant and asked the membership also to ask these questions of themselves; What will be the benefit to the disabled skier in terms of:

- 1) Improved Motor Skills?
- 2) Reduced Social Isolation
- 3) Improved Quality of Life
- 4) Increased Confidence

The Chairman thanked everyone for coming and closed the meeting at 17.15