



Slieve Croob Community First Responders Scheme (SCCFR)

Charity No. 108761

Trustee Annual Report

Year End 31.12.23

For the Year End 31st December 2023

Board of Trustees

Loretta Gribben Chair

Marianne Gallagher Deputy Chair

Neal Singer Secretary

Fiona McCrickard Treasurer

Patricia Quinn Assistant Treasurer

Helen Madine Fundraising Lead

James Gribben Volunteer Coordinator

Reza Shahmahomodi Assistant Volunteer Coordinator/
Purchasing and Procurement Officer

Hugh Gallagher Safeguarding Nominated Officer

Charity Number:

NI108761

Registered Office:

Fortview

7 Dollysbrae

Magheramayo

Ballyward

Castlewellan

Co Down

BT31 9AY

Introduction

SCCFR Trustees are delighted to present the annual report of Slieve Croob Community First Responders for the year ending December 2023

During 2023 SCCFR has continued to have made extraordinary progress reflected in another outstanding year for SCCFR. We met and exceeded the key milestones we had planned for 2023. SCCFR success is directly linked to the hard work of our teams and members. Our efforts are made possible by the energy, commitment and consistency of our volunteer members, the support of the community and our donors, and, the tenacity and can-do attitude of our trustees

This Dec 23 year-end report highlights SCCFR achievements and financial performance as a charitable organisation focussed on reaching and responding to life-threatening emergencies across our community.

Aim and Objectives of SCCFR

- To set up, and phase in, a volunteer led CFR scheme across areas of Slieve Croob in agreement with NIAS
- To recruit, co-ordinate and equip local volunteers who will be trained and alerted by NIAS to deliver a cross community CFR service in their locality.
- To reach and respond to potentially life-threatening emergencies, as agreed with NIAS, and provide basic emergency life support including the use of a defibrillator pending the arrival of an Emergency Ambulance.

SCCFR Core Values

Care - We value warmth, empathy, and compassion in all our relationships

Teamwork- Together as one, we work with pride and commitment to achieve our vision

Quality and Safety- We strive to consistently achieve high standard and safety through continuous improvement

Respect- We value individuals including, our service users, our member and our partner organisations in every interaction. We proactively promote diversity, equality, and inclusion in all we do

Honesty- We value a culture that has trust, integrity, and transparency at the front and centre of all we do

- 3.1 **Confidentiality**- We will ensure that confidential information about service users or members will be treated confidentially and respectfully sharing information when it is needed for safe and effective care

2nd Annual General Meeting Report of SCCFR Chairperson January 2023 -December 2023

Key Points

The recognition and vision of the need to establish a CFR scheme in our community was first realised almost a decade ago June 2014. Over two years have now passed from addressing the recognition of this identified need and we translated the rhetoric into reality.

The overwhelming cross-community from the first public meetings October 2021 demonstrated clear public support to set up a CFR scheme in the area. This level of support was a key driver in realising the vision. Media interest at these events also raised public awareness. From its inception and SCCFR GO LIVE ON 03/05/22 the organisation has gone from strength to strength.

The current Management Committee Members which I as SCCFR Co-Founder and Chair have the joy and privilege of working with as they bring such levels of individual commitment to MC effort. I am indebted to each and every one of them. SCCFR Management Committee (MC) currently comprises of nine members in total, Marianne Gallagher Deputy Chair, Neal Singer Secretary, Patricia Quinn Assistant Treasurer, Helen Madine Fundraising Lead , James Gribben Co-Founder, Volunteer Coordinator, Reza Shahmohammadi Assistant CFR Coordinator, Purchasing and Procurement Officer, Hugh Gallagher Safeguarding Nominated Officer. One additional member was co-opted onto SCCFR MC during 2023 Fiona McCrickard Treasurer (Feb 2023).

We said goodbye to previous Management Committee Member Micheal Doyle Treasurer (Jan 2023) who had a huge impact during his time on SCCFR Management Committee. I would like to thank Michael publicly for his significant contribution to SCCFR from October 21- Jan 23

Quarterly meetings and one EGM of the MC (Jan 2023-December 2023) ensured oversight of robust governance systems and policy adherence, Clear communication channels and confidentiality agreements underpin SCCFR organisation business and reputation as reflected in SCCFR Constitution (Governing Document June 2023).

Phase 1 of SCCFR service went live on 3/5/22 with 23 CFR volunteers fully trained, and, fully equipped with life-saving kits. A total of 206 calls from inception have been received with a 99% response rate.

Of our initial 23 CFRs trained in March 2022 we said goodbye to seven of the initial CFR cohort. I would like to thank them publicly for their contributions to SCCFR from 2022-2023.

CFR activity was reflected on by CFR Coordinator and Assistant Coordinator and exploratory conversations with these 7 CFRs who had limited or no availability to respond were arranged and agreed. It was recognised by everyone involved, that due to changes in personal circumstances from joining SCCFR, life events had resulted in limited to no availability for these members. In preparation for Phase 2 expansion these CFRs were asked to consider returning their kits in the interest of best use of resources and reduce further spend. Members agreed and the 7 CFRs who had not been active were stood down with the understanding that they can reconsider joining the scheme if and when their situations would allow this.

A recruitment process which took place between October 22 and March 23 resulted in 9 new CFRs being taken through the selection, induction and initial training processes. Quarterly meetings of CFRs (Jan 23- Dec 23) offer the opportunity for CFRs to meet in a safe supportive space to discuss issues, share learning, and, reflect on their experiences. Additionally, CFRs report the benefit of debriefing with each other outside the location of the call out immediately after the calls. Debriefing opportunities are offered to CFRs 24-48hrs post attending Cat 1 by Chair or Deputy Chair. A suggestion box seeking suggestions for improvements was offered at CFR meeting on 09/04/24. Plans to issue a short volunteer satisfaction questionnaire/ annual review will be agreed by MC to complement these suggestions moving forward in 2024. This will assist SCCFR MC to take actionable steps to continue quality improvements across SCCFR Scheme.

In year 1/1/23 to 31/12/23 SCCFR received 143 of those calls, three of which were inappropriate calls,

I would like you to join me in our current 24 CFRs. I would like to thank all SCCFRs publicly for their camaraderie and their willingness to ensure significant and sustained contributions to SCCFR and their communities during 2023.

On behalf of SCCFR I would like to express appreciation for the valuable contribution which all our volunteers make in all their roles. I am grateful for the energy, enthusiasm, and dedication you bring to your MC roles and 24/7 CFR roles as volunteers. You make the delivery of SCCFR aim, objectives and values possible smoother and seamless.

The best gift you can give another person is your time and you all do that selflessly. Thank you all for being with people across our community in what is often their greatest time of need. You all should be proud of what you do and the gratitude that service users and their families extend is evidenced through cards and compliments received through social media platforms which we share with CFRs who attend calls.

I must extend our gratitude to grant awarding bodies, all individuals and business for their generous sponsorship and financial support. We are appreciative to all our donors for their constant and continued support. SCCFR has continued to progress at pace in 2023 with this generosity. Thank you

Two challenges worth raising which SCCFR MC members have faced during 2023.

One was in relation to bank support for SCCFR as a charity. We note we are not alone in these challenges as NICC has acknowledged the difficulties which charities face with banking with all charities in a recent circular which they shared with registered charities. Working through a local AIB Branch Newry and iBusiness Banking(iBB) Ann Street Belfast has proven time consuming often ineffective and time consuming. Nevertheless, SCCFR financial position is strong and SCCFR Treasurer will share the accounts with all members present tonight.

The second challenge in 2023 was the difficulty in obtaining insurance renewal for SCCFR with our current insurer Ansvar who was not inviting renewal from 31.3.24 onwards. Our disappointment and concerns have been communicated to our previous insurance company, our broker, and escalated with NIAS management. Concerted efforts by MC members found a solution to resolve this as the alternative was not an option. On behalf of SCCFR, MC will continue to follow up and seek assurances to prevent recurrence from those who can influence this from 2005 onwards.

Turning again to more positive aspects during 2023 as SCCFR Chair some of my personal highlights from SCCFR activity in 2023:

- Ongoing effective partnership working with and support from parent and partner organisations Northern Ireland Charities Commission (NICC), Northern Ireland Ambulance Service (NIAS), County Down Rural Community Network (CDRCN) and Volunteer Now
- Recruitment and training support for CFR Training for an additional 9 CFRs March 2023
- Phase 2 SCCFR service was rolled out from current 69 square miles in Phase 1 to 103 square miles Phase 2 on 27/03/23
- 99 % response rate to 140 Cat 1 and Cat 2 alerts from 01/01/ 2023 to 31/12/23
- CFR updates and ongoing support from our partner organisation Northern Ireland Ambulance Service (NIAS)
- The rollout of CPR AED awareness sessions across the community to dispel myths and build confidence for public/ bystanders when faced with a life-threatening situation delivered by 7 SCCFRs who undertook BLSi Course certified by Resus Council UK.
- The sustained growth of individuals and businesses engaged in fundraising activity for SCCFR.

- Self-sustaining robust financial position without need for SCCRF to engage in active fundraising.
- Increased and improved visibility of SCCFR through awareness raising invitations and attendance at events as posted on SCCFR Facebook
- Media interest and local press coverage from Mourne Observer Rathfriland Outlook and Down Recorder

SCCFR success is directly linked to the hard work of our teams and members. During 2023 we have continued to have made extraordinary progress reflected in another outstanding year for SCCFR.

We met and exceeded the key milestones we had planned for 2023.

I'd like to personally thank every member of SCCFR for volunteering their energy, commitment, and consistency in driving the organisation forward.

To conclude

"Never doubt that a small group of thoughtful, committed people can change the world.

Indeed it is the only thing that ever has" Margaret Mead

I am grateful to each and every one of you who have changed the world for me through sharing SCCFR vision and bringing it to life with the purpose of saving the lives of others.

You, individually and collectively, have changed life not only for me, but, for many others too.

Thank you all for your support.

Loretta Gribben

SCCFR Chair of Management Committee

Conclusion

As a charitable organisation SCCFR look forward to building on progress to date and to continued success in 2024. Underpinning robust governance arrangements supported by a band of volunteers working together with their shared central focus on serving across our communities through responding to, and, delivering life-saving skills to those who need to avail of them will ensure delivery of SCCFR aim and objectives.