

Clevedon Care
(Registered charity no. 299247)

Minutes of the Management meeting held on Wednesday 8th May 2024, 5.00pm at the YMCA.

Present: Ian Turner (Chair), Di Brown, Kevin Casemore, Sarah Clark, Roger Davidson, David Eggleston, Shirley Rainey and Marie Spear.

1. Welcome

Ian welcomed everyone to the meeting including the new committee members, Sarah, Kevin and Marie. The chair also welcomed Di in her new role as Project Co-ordinator and introduced Roger Davidson as the Treasurer elect from December 2024.

David Eggleston will inform the Charity Commission of the new committee members.

2. Apologies

Apologies had been received from Linda Bakehouse, Robin Mackay and Julie Butt. Julie joined the meeting later.

3. Approval of Minutes of the meeting on 14th February 2024

Minutes of the meeting of 14th February 2024, having previously been circulated, were approved and signed as a true record by the Chair.

4. Matters arising

Ian had contacted Road XS and informed them of our decision not to proceed with the system.

5. Chairman's report

Public Talks

Ian has been invited to speak at the Woodspring ladies luncheon club on 11th June.

Website

Ian reported that the 'contact form' on the website was being used on a daily basis with a high volume of job requests being submitted. The drivers WhatsApp group is being used regularly by the office with 9 requests last week, but the pattern of use is still uneven. It was agreed to remind DOs to use the WhatsApp group for urgent requests but also that the DO's confirmed on WhatsApp when a job had been taken so that the other drivers were aware. DOs should also be reminded to check the office in-box regularly during each morning and afternoon shift.

Amendments to the Constitution

Ian confirmed that the Constitution will be revised in line with the amendments agreed at the AGM; with the new officer position of Project Co-ordinator created and readjustment of the secretary's role. The revised constitution will be uploaded to the website in due course.

Publication of the Committee members

Ian had received a suggestion from a volunteer at the AGM that details of the Committee members should be published for other volunteers to 'put a name to a face'. Options discussed were either a) No, b) on the private area of the website for volunteers only or c) on the website for 'all' to see. It was agreed to publish an individual photo, name and job role on the private area for volunteers to access and a name and job role on the general page of the website for public access.

Ian will find out if we are able to track how well used the private area is.

6. Introducing Treasurer Elect – Roger Davidson

Roger Davidson had been introduced as the Treasurer elect earlier in the meeting.

7. Project Co-ordinators report

Di confirmed that two social events were being planned for the year ahead as a 'thank you' to all volunteers for their hard work and commitment to Clevedon Care and also to give an opportunity for DO's and drivers to meet each other in an informal way. It was hoped that as many DOs and drivers and

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their partners will be able to join us. The first event will be a BBQ in Robin & Marianna's Garden on 29th June with a second event planned for 7th September at St Marys Church where a Fish & Chip supper will be provided. Further details will be circulated to all volunteers in due course.

Decals will be part of the 'new' driver's welcome pack. Drivers had been contacted and asked to use decals which are available from the office to be collected. Decals will be put on cars attending the summer show.

Di was working closely with David and Julie on pulling together an exhibition kit to include a new table, display boards/cloth and gazebo. Clevedon flower show is taking place on 24th & 25th August, Di will make contact with the event organiser.

8. Treasurer's report

The CCLA account now stands at £30,000. Interest is paid quarterly with the first amount due shortly. £365.28 interest had been received from Eden Tree to cover the three-month period to the end of December 2023. Recent expenditure in addition to our usual outgoings included Insurance £253, Car signs £1029 and carpet cleaning £404. Assets now stand at £65,589.

The Treasurer put forward a suggestion to offer to increase the rent paid to the YMCA from £130 per month to £140 per month. The YMCA had not asked Clevedon Care for a rent increase in the three years since we have been in situ and it was felt that this was fair in light of the fact that the YMCA would have had increases in heat & light themselves, and this cements a very good relationship with them. The committee agreed unanimously to the rent increase to £140 per month, to take effect from May's rent. David will make contact with the YMCA on this basis.

David was asked to distribute the set budgets for each department to the committee.

9. Driver Co-ordinators report

Shirley reported that we currently have 43 drivers with a new driver, a current DO, waiting for DBS clearance. The parking fine received from Nuffield Hospital has been cancelled as a gesture of goodwill. The parking sheet and Donation list in the driver's pack will be separated, so it can easily be updated, and Shirley will clarify with the Nuffield what the parking procedure is.

One of the drivers had recently missed three appointments. Shirley will meet with them and until further notice they will not be driving for CC.

It was confirmed that the donation for Clevedon had recently been raised from £4 to £5 however, Tickenham and Kingston Seymour remains unchanged.

10. Duty Officer's report including report on client

Linda was unable to join the meeting but had provided a report on a catalogue of incidents over the years involving a client, including historic information from drivers. The client had been rude to various DO's and drivers, with six drivers refusing to take the client on. The client was unpleasant, changing destination during the pickup, insists on their daughter being picked up from another location and seems to think they can dictate the route the driver takes.

Julie Butt joined the meeting

Both Ian and David Steele had taken the client in the past and had to be firm with them. Linda and David had, in the past, had discussions with the client on the expectations from them and the service we provide.

Linda recommended that we refused to provide our service to the client and/or their daughter in future. After further discussions, it was decided that in the absence of a formal complaints procedure, we

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adopted a known standard practice of a verbal warning and final written warning, before refusing the client. As verbal expectations had already been given to the client in the past, the committee agreed to provide a final written warning to the client, where the expectations of the client and the service we offer will be emphasised and clearly communicated. Their agreement will be sought before any further job is accepted. Any deviation from this in the future would result in Clevedon Care withdrawing our service to them. Ian will draft a letter for committee approval and Roger will hand deliver the letter.

It was requested that Linda provide a written report, for circulation with these minutes, to update us on the current status of DO recruitment.

11. Publicity Officer's report

Julie confirmed that two different CC leaflets were being sponsored by The Hawthorns. New holders had been installed at the Bowls and Masonic clubs. Small business card type cards were also available. An advert was placed in the Local Reach circulation and 250 business cards with the new office opening times are being printed. The third newsletter will be produced for the end of June/beginning of July with a spotlight on Do's. Jane Lilly had forwarded a donation following her recent talk at Books on the Hill. We currently have 170 followers on our Facebook page with positive reviews from people who had used our service. Yvonne was thanked for her continued efforts circulating our marketing information. The following are dates where we will be involved.

3rd – 9th June – Volunteers weeks
6th June – Thursday market in Queens Square (Ian to do)
8th June – Taste of Somerset at The Hawthorns
16th June – Classic car show with the Clevedon Lions
24th & 25th August – Clevedon flower show
16th November – Christmas bazaar at The Hawthorns

Individual & group photos of committee members in attendance this evening were taken at the end of the meeting for the private area of the website and the newsletter. Julie will catch up with those that are absent for their individual photo.

12. AOB

Roger will be taking on producing the Journey stats from Mark Craddy with immediate effect. Marie to provide Roger with the last quarter's information and a current list of drivers.

There was a shortfall of local drivers to cover local jobs and it was agreed that the DO's should put a message on WhatsApp for drivers where we were finding it difficult to find a driver. It was also suggested that a 'call out' could be put on WhatsApp from Dos, to check driver availability in advance of very busy periods, e.g. to cover COVID and Flu jabs. Di Brown will also speak to her minibus driver contact at the Hawthorns, who may be able to offer support at those times and drive the minibus to take several clients together from The Hawthorns.

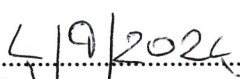
A Thank you card had been received from Chris Perrett for her Plant & Pot.

The meeting closed at 18.20pm

13. Date of the next meeting: Wednesday 14th August 2024 at 5.00pm in the YMCA.

Signed and approved as a correct record.


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Ian Turner – Chair


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Date