

Chairman's Report 2024/5

Let me welcome you to the CC AGM for 2025. In the next hour you will hear reports from all the officers about our activities this year. Before I get into the detail, I would like to thank those individuals who have gone the extra mile to make the last year a productive and successful year for CC.

First of all, my thanks go to the committee. This has been a year of change. We say farewell to some long serving officers and trustees (Linda Bakehouse, Shirley Rainey, Robin Mackay). We also welcome those who have joined the committee and help us to move forwards (Marie Spear, Sarah Clark, Kevin Casemore, Andrew Spear, Tom Shaw, Brian Rose and Terry Collins), as well as those officers who have changed their roles and are keen to make a contribution in other ways: Diana Brown and Julie Butt. We will have an opportunity to vote on the new committee and say thank you to some of the retiring officers at the end of the meeting.

This year we have some drivers and DOs who have retired, some who have joined us and many thankfully who continue to serve. Thanks to you all and the coordinators will give more details in their presentations.

We are all volunteers and give of our time according to our circumstances, but some go above and beyond. Liz Rowan continues to give inestimable service by arranging the DO rota, Roger Davidson has compiled the statistics that help us to manage the organisation. Jane Cumming ensures that our client database is up to date, whilst Viv and Brian do our master list in the office. Liz Beckerlegge has taken on the newsletter and the indefatigable Yvonne Connor has walked countless miles in her quest to ensure that our leaflets are always in the right place. A big thank you to all of the above for their wonderful contribution.

We have every reason to be proud of the contribution CC has made to our community. The statistics tell a powerful story. The number of jobs requested increased by 25% to 3650 last year. There is every indication that this growth will continue.

We have adapted well to this growth in demand for our services. The drivers' WhatsApp group is increasingly being used to help us fulfil requests- not just those tricky last-minute jobs but also the unfulfilled and difficult to fill jobs. And most such requests are responded to in a matter of minutes. Clients can also now request a job via our website and increasing numbers do which helps reduce the pressure on our phones.

Statistics on their own are not enough. We should be particularly proud of the efforts we make to provide those undergoing regular or repeated treatment for cancer with the reassurance of knowing that they will be transported to and from their appointment. Thanks to all DOs and drivers who take such pains to sort this out.

I am pleased with the progress we have made this year. But we have to face the facts that the growth in demand for our services is outstripping our own capacity. Despite our best efforts we have not been able to increase the overall number of drivers significantly. We have some excellent new drivers, but we have also to face the fact that every year some of our drivers

will retire or step down for health or personal reasons. We need more drivers to avoid overburdening the existing group of drivers many of whom already take on a heavy load.

Some of you may have seen the recent article in the North Somerset Times. With the kind help of the estimable Peter Gibbs, we were able to draw the public's attention to the need for more drivers. You will hear from our officers that much of the focus of our publicity efforts this year have been towards driver recruitment. Di will explain her recruitment initiative to encourage each of us to reach out to people we know who might be persuaded to drive for us. The committee would be willing to look at any new ideas to address this challenge.

Finally, I would like to report that the feedback we get from clients and their families remains highly positive. Most of our clients are a pleasure to deal with and helping them is very rewarding for us all. A few clients sadly have behaved in ways that were unacceptable and for these few we now have a new process for ensuring that they understand what we will and won't do.

You will hear later from Andrew Spear our new treasurer. I would like to thank here the organisations who have recently made generous donations to CC including Clevedon Civic Society, Kenn Luncheon Club and Portishead Sugar Craft Club. They have all been sent letters of thanks.

Hello, my name is Marie. I started with Clevedon Care last February 2024 as a DO, then also started driving locally in March and got my arm twisted to take on the combined role of Secretary and Minute Secretary last April.

The past twelve months have been busy, not only with 'learning' all about Clevedon Care, but also the role and collaboration with other members of the committee, duty officers and drivers.

I would like to thank past and current committee members, duty officers and drivers for their guidance and support over the past twelve months.

The following has been achieved over the period.

- **Data Protection Policy**

Our Data Protection & Privacy policy has been updated and split into two, one for Volunteers and one for Clients. The incident reporting and record retention has been clarified.

- **Housekeeping**

In line with the new Data Protection policy and record retention, the 2022, 2023 and 2024 log sheets up to the end of August have been shredded. We now keep just six months' worth at a time. The 2023 diary has been shredded.

All DO & Driver enrolment forms have been scanned and are now stored onto our cloud storage facility rather than in paper format. All future Enrolment forms will be scanned & saved.

Enrolment forms for DOs and drivers have been amended to include WhatsApp consent wording with a tick box. Volunteers will tick and confirm they are happy for their mobile phone number to be added to their relevant WhatsApp group.

- **Health & Safety**

Our generic Health & Safety policy has been updated to ensure it's more relevant to Clevedon Care. With input from Ian, Di and Julie, the committee has approved:-

- A Health & Safety Statement
- Health & Safety guidelines for the Office & Environment
- A Business Emergency Plan

In addition to the above I have been in contact with the YMCA. Our Statement and guidelines align with their Health & Safety Policy. We have a copy of their Fire Plan for the premises, which is now displayed in our office. The YMCA have offered to PAT test our electrical appliances bi annually, when they do theirs, for a small fee. We have also agreed that our DO's will be involved in their 3 monthly fire drills as and when they take place. We have a new first aid kit and this will be checked annually. A manual handling guide has been included within the Exhibition kit.

- **YMCA hire agreement**

Julie and I met with the YMCA centre manager and administrator in March. Office availability times were clarified. Our current rental agreement for the office was on a monthly hire basis with a 4 week notice period. We have signed a longer hire agreement with the YMCA of 12 months with a 3 month notice period. This gives us a more secure position.

- **Cloud Storage**

It had become apparent when looking for historic policies that we needed to protect and store vulnerable documents safely in a central location, for access by the Committee. Kevin researched this further and recommended Zoho. This is now in use, an initial 4 user licence has been purchased. If we find we need to increase the licence, we can. Thanks go to Kevin for researching and setting this up. Team folders have been created and I have uploaded all Clevedon Care documents held by the Secretary for all Committee members to access and view. This is still very much in its infancy but will be developed over time.

Next 12 months

- The current photocopier will be replaced with a more suitable multi-functional printer purchased outright.
- Parking charges by North Somerset Council (NSC)
Linda & Shirley wrote to NSC back in October last year regarding the concerns about the impact of the proposed parking charges. Since then the introduction of the charges has been confirmed by NSC. I have written to our MP and two councillors. Responses from all have been positive to support my request for 'free' parking for our volunteer office staff. They were all unaware and expressed their surprise to the amount of journeys we do each year, and have passed on their thanks for the vital role and hard work we do within the community. A suggestion has been made that we might be able to use the Library Car Park under a parking permit scheme. I will keep chasing this through.
- An Equality, diversity & disability policy will be pulled together.
- Health & Safety guidelines for Drivers will be looked at in conjunction with our Driver coordinator.

Suggestion from driver(s).

I have received the following suggestions from driver's.

- **To add a DONATE button or BACS details on our website**
In conjunction with the Treasurer, we have briefly looked at a DONATE facility on our website. It can be done, but there is usually a fee attached to this. We will research further and provide more details for discussion at committee.
- **Provide driver's with our BACS details so they can bank transfer tips for convenience**
With the assistance of the Treasurer this is now in place as an alternative option, drivers can still pop donations into the office if they wish.
- **A system to be able to return Blue Badges to the office, out of office hours.**
This is now in place. Blue Badges are in plastic wallets and these can be used by drivers to post Blue Badges back into the office using the letterbox located in the wall, outside of office hours. This may be more convenient to some drivers and may enable the return of blue badges quicker than normal.

Refreshments will be available at the end of the meeting and please remember to return your name badges.

Treasurers report for the 38th AGM on Wednesday 9th April 2025

My name is Andrew Spear and I was invited to become the Treasurer of Clevedon Care following the retirement of David Eggleston from the position.

I have been a driver for Clevedon Care since October 2024 and became the Treasurer from 1 January 2025.

I am a Fellow of the Chartered Institute of Certified Accountants and have been in public practice for the last 38 years and for the last 25 years have been a director of an accountancy practice in Chard – although I am ‘retiring’ from my paid job at the end of July 2025.

During my career I have dealt with the finances of many charities both as clients and also as a Trustee.

The Charity year end is 31 December 2024 and the accounts have been provided. These were prepared by David Eggleston - and I would like to take this opportunity to thank him for his work undertaken for Clevedon Care.

The charity trustees (management committee) are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (“the Act”).

As the turnover of the accounts is less than £1,000,000 then the accounts do not require a full statutory audit. They also do not require an independent examination as the turnover is less than £25,000. However in accordance with the constitution of Clevedon Care, the accounts have been ‘audited’ by Derek Hanson who acts as an independent reviewer and he is happy with the accounts which were prepared by David.

The main sources of income are driver tips – and income on our investments. So are also fortunate to receive various donations through the year.

Total income was £7,235. The total expenditure was £8,713. This left a ‘loss’ for the year of £1,478.

However, we also benefited from the increase in the value of our Eden Tree investment of £1,095.

So the net ‘loss’ is effectively just £383 for the last year.

We are in a very fortunate position to have substantial reserves and at 31 December 2024 these were £66,711. We are also fortunate that our offices running costs are very low with rent of just £1,700 per annum paid to the YMCA.

DRIVER CO-ORDINATOR REPORT AGM 2025

Thank you to all drivers for the good work you have done over the past year. Every time I call into the office I have a look at that day's workload and I am always amazed at how much needs to be done.

Currently we have 39 drivers – we need fifty as we expect to do over 4,000 jobs this year. And that is why I appeal to everyone to do whatever you can to recruit a new driver. This year we have two drivers join us – Ian Boyd-Stevenson and Juile Ginn. Welcome aboard. Another, Richard Cawse, will be coming on strength soon. We have had two leavers this year so the trend is in the right direction at least.

DBS processing takes up an inordinate amount of my time. Each certificate is valid for three years and then needs renewal. But, if within 30 days of getting a new certificate, either as a new driver or a renewal, you avail yourself of the "Update Service" you will never have to renew again.

Hospital parking. I am currently trying to simplify this system. UHBW and Weston General Hospital do not seem to talk to each other very much. I have to submit a yearly report to UHBW and then again to WGH. Also each new driver has to be notified to both UHBW and WGH. At WGH each driver then has to go into the general office at first visit to register their vehicle them with despite the fact that they already hold an up-to-date list of all of us. And every twelve months thereafter.

WhatsApp: this system is working very well, I encourage any driver who is not on the WhatsApp list to join it. In the short space of time I have been with CC there have been many instances where short notice jobs have been solved by means of it.

Also, there have been two instances of emergency call-outs. In one, a driver's car broke down with an elderly lady and wheelchair on board. The call went out and a replacement driver who was in the area was able to attend the incident, collect the client and get her to her appointment. Well done the cavalry.

In the second emergency a driver fell ill as the patient was coming out of the hospital. Once again our system kicked into action, driver sent out in good time to collect client. Meanwhile the driver involved is suffering no ill effects and is undergoing medical investigation. Cavalry again. Thank you all who helped in those two incidents. Of course, central to those incidents was the list of emergency drivers, a new copy was sent out recently.

Tom Shaw

Duty Officer Coordinator Report AGM Wednesday 9th April 2025

This is my first AGM as Duty Officer Coordinator, having taken over from Linda Bakehouse in November last year, so, I'd just like to thank Linda for all her hard work over the 13 years she was Duty Officer Coordinator.

I'd also like to say thank you to all Duty Officers for welcoming me as the new Duty Officer Coordinator, for their commitment to CC, covering holidays/sickness, sometimes at short notice & helping with training of new DOs. Also, for adapting to the changes in office duties/procedures. For instance, when I started in January 2019, we had 1 landline and a mobile that never had a signal. Now we have a landline (with a queuing system), a mobile that has a signal, so drivers can contact us without queuing on the landline, 2 WhatsApp groups & journey requests coming via the website to deal with. Also, thanks to Marie for all the admin/back-office stuff and minute taking at DO meetings.

We currently have 1300 clients in our system. Our workload is increasing, and it's not just phone calls! On top of our 80 plus telephone requests each week, we receive around 10 email requests, this figure is also increasing, and 3 or 4 client visits per week. This doesn't include the numerous appointment cancellations/date or time changes that come in from clients that then must be dealt with. We took approximately 950 journey requests between January and March. Today, when I left the office that figure had increased to over 1050, 100 requests in 7 working days, not bad!

Since the last AGM we have said Goodbye to 2 duty officers, Sonia Eggleston & Chris Perrett, and have welcomed 8 new duty officers, Liz B, Val, Carol, Lyn, Karen, Jane D, Stella & Jane C to the team. We now have a team of 25 Duty Officers.

We also have the amazing Liz Rowen, who produces the monthly rota for us, it's not an easy job, with so many of us now and I'd like to thank her for her hard work on this.

I would also like to thank all drivers for taking on extra jobs, responding to our pleas on WhatsApp, of which there are many daily, it is greatly appreciated by the DOs.

And finally, if any driver would like to come into the office to see how we operate, you would be most welcome. I can't guarantee you won't leave without a job or two but just let me know and I'll arrange a convenient time.

Project Coordinator's Annual Report 2025

Inevitably I will echo the reports of my fellow Officers in that Clevedon Care has made great strides this year, mine is not in "the clouds" but more grounded – the human element.

As those who came will know, we had two social events last year which were both well attended and achieved what we hoped.

Drivers were able to connect with other drivers in a casual environment and DOs Were able to put drivers faces to voices. It is very important when you are trying to visualize them and asking them to take yet another job!!

To maintain both our standard of service and our close relationship with our clients it is important that we work as a close team. To keep this teamwork going we are repeating last year's successful formula

On Saturday 5th July we are holding a BBQ again in the grounds of Marianna and Robin's beautiful garden in Kenn, our thanks to them once more. This time we will book the Village hall – almost adjacent to the Mackay's home – in case the weather should be inclement.

The second social event will be a Fish & Chip supper on Saturday 6th September at St Mary's Church Hall in Walton.

For the benefit of our new volunteers these are free events open to all, including husbands. Wives, partners etc. More details nearer the time.

Organising these events is the fun side of my job, the more serious side is arranging for Clevedon Care to be represented at events to keep our name in the public eye and hopefully attract new drivers.

Last year we attended two functions at the Hawthorns plus Julie and her team had a stand in Queens Square a couple of times. We handed out leaflets at "Cars and Coffee" events: had an outdoor stand at Clevedon Flower Show and an indoor table at their Fund Raising event in November. Our last one this year was at Clevedon Football Club in March, thanks to Brian Rose. (show hi vis jacket)

We are so well known now in Clevedon that posters and leaflets in strategic places would seem enough publicity and it is a rarity for us to acquire new drivers at these events so this year we will be more selective.

It is close to crisis level when a few drivers are off on sick leave and when the summer holidays arrive the situation becomes even worse. Some drivers are working five days a week and the fear is that we will lose them if we continuously Overwork them.

It is accepted by all that one of the most effective ways of obtaining new drivers is by word- of- mouth and to this end we are going to run an Incentive scheme for six months in the hope of attracting more drivers.

For every new driver who passes their DBS check and actually starts driving for us The DO or Driver introducer will be given a £25 John Lewis or Marks & Spencer Voucher. Please try your hardest everyone, we all have friends, neighbours and family, some of whom must be looking for a rewarding occupation which is paid in cash on the day !!

This is a Thank You for doing more than you signed up for and, forgive the pun, for going that extra mile. Alan Singleton will tell you that there is another way of attracting drivers– your decals. Alan was approached by a gentleman who asked about Clevedon Care and showed interest in driving for us. I can report that he has been into the office already. Thanks Tom too for your house delivery idea.

Perhaps this is an indication to those of you who don't have a decal to do so. Safety for your client and a drawer for other prospective drivers.

Looking far into the future – our 40th Anniversary. I have made contact with Julia Elton and will be meeting with her in mid April to fix a date in 2027 to hold a celebration at Clevedon Court. More on this another time.

Publicity Report for AGM April 2025

Facebook following continuing to grow. A recent advert for Duty Officers produced 3 enquiries, now all fully trained & operational.

Advertising for drivers in Tickenham Parish magazine twice a year – it goes to all residents. Posters in the village hall & useful contacts made.

Clevedon Care Newsletter will hopefully be produced soon. Back copies available in office, if any new starters would like one.

Publicity posters have been updated with new contact numbers on following changes in coordinator roles.

Yvonne, Julie & Di have a list of venues where we would like to see posters. There are some available at the back of the hall if you would be able to take one to any club or society you belong to. Please leave your name & venue on the sheet provided so that we don't duplicate work.

Clevedon Care trifold leaflet will also be taken to venues where we might find more volunteer drivers to ease the workload.

Recently attended Clevedon Town Football Club & Clevedon Cars & Coffee to promote Clevedon Care & try to find drivers.