

Duty Officers meeting 14th October 2025 at Clevedon Library 3.15pm.

Present: Julie (Chair), Alison, Anna, Brian, Carol, Denise, Di, Grace, Julia, Karen, Kay, Liz R, Lyn, Marie, Sally, Sarah, Siobhan, Tom, Viv

Apologies: Jane C, Jane D, Linda, Liz B, Stella, Sue, Terry, Valarie, Yvonne.

Julie opened the meeting by thanking everyone for their attendance and welcoming our Driver Coordinator, Tom Shaw to the meeting. Julie also welcomed our most recent new Duty Officer (DO), Julia Kirkland. Julia was just finishing her training. There are another 2 new DOs due to start training in November, Jenny & Anne.

The adverts in the Local Reach had produced a lot of interest from prospective DO and drivers.

All DOs present introduced themselves.

Points were raised and discussed as follows:-

Please remember Surname first on new client cards, in capitals. Please also include the post code as well as the full address. If you notice any client where the surname isn't first, please either correct it on the card or write a new card if there aren't too many jobs listed.

Wife and Husband should have separate cards and this is how we should set cards up in the future. For existing cards where wife and husband are listed together, we will look at correcting these as a project at some point in the future.

Currently we have 1200 clients listed. With 384 cards removed from the box for clients that had not used us since before January 2023. We will clear out cards annually as a task e.g. in January 2026 we will remove cards for clients that haven't used us since before January 2024.

Please ensure you take the Flat Nos for clients at The Hawthorns and The Pottery.

If using 'ditto' as there is a string of appointments this is fine after the first row is complete with all client information, but if this continues onto a new log sheet, ensure that the full client details are listed on the first row again.

There had been a few instances recently where drivers have been waiting at Winash, Elm View and Poets Mews because the client wasn't ready at the agreed pick up time. Please can DOs stress to the Homes, when they confirm the driver and pick up time that the client should be ready to go at the agreed pick up time, with no delays. These homes have been written to about this, as well as asking them to let us know if COVID is present in the home. It is important we let a driver know if we have been advised that COVID is present so the driver can make an informed decision on if they want to take the job.

Friday morning is proving to be very busy of late. With 26 calls taken last Friday morning. As there is no Friday afternoon shift, this then has a knock on effect for Monday, which is our busiest day. If it becomes very busy, the DOs can make an informed decision to stop answering calls at noon, to give themselves an opportunity to put out WhatsApp messages on jobs, so that drivers can peruse this over the weekend and contact the office on Monday to take these on.

On WhatsApp, please do not put the personal details of the client. It should be: - Job No; Date; Destination; Appt time.

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The Drivers 'master list' produced by Viv & Brian has been split into three sheets. Drivers have been asked to provide details on how many jobs per week they would be comfortable doing each week. This information will be added to the 'master list'. Julie, Viv and Brian will look at the layout of phone numbers etc. to see how this information can best be displayed.

Everyone was asked to make a note of Leigh's mobile number. **07584 497449**. Leigh is the Administrator for the YMCA and he can be called if there is any issue with the keypad/alarm codes or problems setting alarms.

Please note the keypad/alarms codes.

Keypad code: **C1650Z**

Alarm code: **1284A**

Julie thanked Linda, Kay, Grace, Anna, Sarah, Karen and Marie for their assistance with DO training. Julia is just finishing, Jenny and Anne to be started.

Suggested office opening over the festive period is as follows, this will be discussed at the Drivers meeting at the end of October and confirmed at the Committee meeting in November.

Open - Monday 22nd & Tuesday 23rd December

Closed - Wed 24th, Thurs 25th & Fri 26th December

Open - Monday 29th Dec & Tuesday 30th December

Closed – Wed 31st December, Thursday 1st & Friday 2nd January

Reopen as normal on Monday 5th January

There seemed to be some confusion with the N/A column in the diary and clarification was sought on whether we should be ringing drivers if they are listed under N/A.

It was agreed that we would revert to one list called DND (Do Not Disturb) and if a driver tells us they are not available to drive that day, they will be listed and we will not contact them. If the driver decides to answer a WhatsApp callout message for drivers needed on jobs, even if they are listed under DND, this is their decision.

We are currently trialling increasing the length of time in advance we can take jobs from 2 weeks to 4 weeks. This seems to be working well from a DO point of view, and we will discuss this with the Drivers at their forthcoming meeting. We haven't updated this on the website until the trial is over and a final decision made.

Sally passed on a top tip for using the pickup column on the diary as the appt time (in pencil) temporarily until the pickup time has been confirmed. If a driver rings on the mobile you have this information to hand without having to strain over to see the log sheet. It was agreed to amend the Diary from 2026 to include an appt time column in the Diary permanently and move the DND to the bottom, across the page.

Julie advised she was happy for DOs to make an informed decision to close a day with 'No further jobs' to be taken. There is no need to refer to her or Marie. DOs know when it is proving very difficult to get drivers.

There is no harm in reminding clients from time to time that all of our drivers are volunteers and give up their time for free.

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Stats had been released by Roger. For the 9 months to 30/9/25 we had taken 2700 jobs. An average of 900 per quarter and therefore expected to be approx. 3600 for the year. Last year we took 3533 jobs.

Tom confirmed he currently has four new drivers that he is processing and will be available shortly. For 2025 we have had eight new drivers join Clevedon Care so far.

A client questionnaire form was being planned so we could get feedback from 2 or 3 clients on new drivers. This will be discussed further with drivers and then at committee.

A complaints procedure had been issued to all DOs and drivers. Tom reiterated the importance of getting any complaint regarding the safety of a driver in writing. Tom confirmed that whilst a safety issue was being investigated, the driver would not be given any further jobs and have any existing ones reallocated.

Di updated the meeting and confirmed that she had found someone to take on the role of organising the two annual social events, but there were other parts of her role that needed covering. Julie confirmed that a current Trustee had agreed to take on Facebook and the Website and cover the role of Publicity Officer on the committee although there were other parts of her role that also needed covering. This would therefore leave a vacant position of Trustee. If anyone is interested in becoming a Trustee on the committee please speak to Di, Julie or Marie.

Karen reported that during her shift last week they had discovered that 3 email requests that had come in on previous days, had somehow been deleted out of the Inbox and not recorded in the log book. She had discovered this when two of the clients rang as they hadn't heard anything. Karen wasn't sure how it had happened. This had happened once a few weeks previously and again only discovered because the client rang chasing. This was a matter of concern.

Julie confirmed that the emails were on the Tablet and maybe this could be used as it has a bigger screen, and it may be easier for DOs to use. Marie will also add WhatsApp onto the Tablet as this would also give a bigger keyboard for typing. DOs were encouraged to have a look at using the Tablet for emails and WhatsApp. In the meantime, if time allows on Thursday afternoon, Karen and Marie will see if they can find out why emails are being accidentally deleted.

Julie thanked everyone for their hard work.

The meeting closed at 4.27pm