

Duty Officers meeting 8th April 2025 at Clevedon Library 3.15pm.

Present: Julie (Chair), Alison, Anna, Di, Jane C, Karen, Kay, Linda, Liz B, Liz R, Lyn, Marie, Sally, Sarah, Siobhan, Stella, Sue, Val,

Apologies: Brian, Carol, Denise, Grace, Jane D, Liz A, Viv, Yvonne

Julie opened the meeting by thanking everyone for their attendance and welcoming our most recent new Duty Officers (DOs), Stella, Karen, Jane C and Jane D. Julie also thanked the Duty Officers involved in training the new DOs. All DOs present introduced themselves.

Points were raised and discussed as follows:-

Office procedures

The office procedures document had been updated, all new DOs get a copy of this, but existing DOs were asked to read through the document and remind themselves of its contents. This can be found in the red folder.

Notes & Messages

If you leave a note or message either on a piece of paper or in the 'pink' book, please initial this as well.

Log Sheets

There is no need to write the time in the 'date column' but if a job comes in via email, please write email in this column, so we can collate some stats on this.

Statistics

As at the end of March we had taken 950 journey requests. For January 320 were taken in the morning shift and 40 in the afternoon, for February it was 250 in the morning, and 40 in the afternoon. In the hope that the telephone calls are spread a little more evenly, it was therefore very important to get the answerphone message changed to spread the news that we are open until 3pm Monday to Thursday. Thanks go to Anna and Ian for getting this sorted.

As at today, we were at 1036 journey requests. It was noted that the stats produced by Roger Davidson showed journeys completed, not journeys requested. It was important to have both pieces of this information.

Health & Safety

Three new documents had been produced:-

- Health & Safety statement
- Health & Safety Office & Environment guidelines
- Business Emergency Plan

In the event of an emergency and the need to vacate the office, we ask DOs to take the mobile phone and Diary. Julie asked that all DOs made themselves familiar with these new documents, they can be found in the red folder in the office.

A Fire Plan of the building has been put on the office door, and this is also where you will find the location of the Fire assembly point, which is in Marson Road car park, opposite the office. DOs were asked to familiarise themselves with the plan and Fire assembly point. We will be involved in the YMCA fire drills which will take place quarterly, however we will be given advanced notice of when these will take place. If you are on the phone at the time of a fire drill, please let the client know you have to vacate and that you will call them back as soon as possible. Electrical appliances will be PAT tested by the YMCA bi annually.

Rota

Liz Rowan has the formidable task of creating our rota. Liz starts work on the rota a month in advance, and DOs were asked to let Liz know ASAP and sooner rather than later of any holiday plans whether it is for a day or several weeks. Please contact Liz on her landline as mobile reception is hit and miss. Once the rota is created, it is issued in the office and on WhatsApp with a plea for any gaps to be filled. Currently we need another DO to fill the gap on Thursday 24th April in the afternoon.

Office tasks

If you find a quiet moment on shift, there are a number of jobs that need doing, so please help with some of these tasks:-

- Add lines to the Blue Badge book
- Create new client cards from the 'master'
- Photocopy Booking forms
- Check through cards and put in alphabetical order

WhatsApp

The drivers WhatsApp group is working well, and we are using it more often when it is proving difficult to fill jobs. DOs were encouraged to use the WhatsApp group more. The majority of Drivers are in the group and the response from them is very good.

Drivers mobile numbers

DOs were asked for their thoughts on how the process of giving out drivers mobile numbers is working. This was introduced following a Drivers meeting in October last year in order that a client could get hold of the Driver if there was an issue in between the drivers call the previous day and the pick up and the office was closed.

Concerns were raised about being uncomfortable in giving out personal data. There was also extra time taken on the phones when providing this information as DOs needed to explain it was for emergencies only, not all clients had pens to hand, they wanted to repeat the longer mobile numbers and some didn't want it and got a bit flustered.

A suggestion was made that we could ask the Drivers to give out their own numbers, when they make their usual courtesy call the day before the pick up. The phone number only needed to be given out when a pick up was out of office hours including the weekend. For example a driver picking up at 8.30am in the morning or sometime between 12.30pm Friday and 10.00am Monday morning could give out their number at the time of the call in case of an emergency. However, if a driver called on a Sunday for a pick up on Monday between 10 – 3pm they didn't need to give out their number as if there was an issue the client should call the office. All DOs present agreed this was a better solution, and it was agreed that Julie and Marie would have a discussion with the Committee and Driver Coordinator on this new suggestion.

DOs were asked on their thoughts on the different approaches and requests we have to deal with from drivers regarding passing on journey details. Some want it by text, some by WhatsApp, some want to collect it from the office written out on a booking form, some need to ring back as they can't take the information at that particular time, although the majority are taken over the phone there and then by the driver. After further discussion it was agreed that there was no easy answer to this and it would be difficult to put in a process that would 'fit all' drivers and situations. DOs would continue to provide details in different formats, as required, and hopefully we would find a little extra time by not having to give out drivers mobile number.

Phone call log

Discussions took place on the call log used to identify if a driver had been called or not. Clarity was sought when a call to a driver is made and an answerphone message left on the morning shift. It would be good to know if that driver did ring back during the morning and spoken to, so they were not called again by the afternoon shift. It was agreed that if the driver did ring back following a message being left, that the A/P next to the tick would be scribbled out.

Code	✓ - Phoned & spoken to driver	✓ A/P - Phoned & message left	✓ NA - Phoned & no answer	
✓ A/P - Phoned & driver phoned back				

AOB

- It was clarified that we can take jobs up to 2 weeks in advance
- Please include the 'day' as well as date when taking journey details
- The new client form will be amended to remove the email address column and add a date column
- A plea to be careful when putting cards back, to ensure they are in alphabetical order
- We are looking to replace the current copier with a new multifunctional printer/copier
- Di asked for DOs to consider if they would be interested in taking on the role of Projects Coordinator by the end of the year. The role includes arranging socials and keeping our name out in the community at various events. Currently this is focused on the recruitment of new drivers.
- Di gave a brief on a new incentive scheme and will go into more detail at the AGM and follow this up in an email.

Julie thanked everyone for their hard work and for attending.

The meeting closed at 4.15pm