

Drivers' meeting 31st October 2024 at Kenn Road Methodist Church Hall
7.00pm.

Present: Ian Turner, Shirley Rainey, Andrea Argent, Linda Bakehouse, Liz Beckerlegge, Steve Carter, Brian Cherry, Brian Crewe, Jane Cumming, Roger Davidson, David Eggleston, Steve Elson, Peter Febery, Ian Ford, Mike Gerrish, Carol Harrison, Chris Hembery, Hugh Hunt, Mike Long, Rob Milne, Tony Parker, Jon Pittard, Alan Singleton, Andrew Spear, Marie Spear, David Steele, Sallie Tetchner, Antony Wild.

Apologies: Paul Argent, Janine Ball, Ruth Berry, Julie Butt, Kevin Casemore, Chris Childs, Ricky Chorlton, David Clinton, Terry Collins, Gordon Fenner, Richard Huddleston, Andrew Mortimore, Kay Osborne, Brian Rose, Tom Shaw.

Ian welcomed everyone to the meeting.

A huge thanks and well done went out to Tom Shaw, office staff, Jon Pittard and all those that stepped up and were involved in the incident this afternoon where a driver broke down. The excellent communication between all parties enabled Clevedon Care to get the client to their appointment.

Parking in Bristol

Shirley confirmed that the Parking coordinator for the BRI & St Michaels has been provided with everyone's car registration. Digital permits are in place and driver's can park in any of the car parks as shown on the map previously provided, this includes all Patient, Visitor and Volunteer spaces. Driver's can park in Blue Badge spaces if they/their client has a Blue Badge. This must be displayed on the dashboard and scanned into the pay machines. Driver's are not allowed to park in loading, police, ambulance or any other unauthorised parking areas or on any red or yellow lines. Parking is restricted to 15 minutes in the 15 minute drop off bays.

Permits will be valid for 12 months and the driving coordinator will reapply in 12 months' time. The map detailing which car parks are included in the permit will be included with the meeting notes.

Any driver's going to Weston will continue to have to register in the office at the hospital as per the Hospital guidance included in the drivers pack. It is believed that registrations in Weston have to be renewed in April each year and driver's will need to do this themselves.

If any driver does get a parking fine please let Shirley know immediately.

Blue Badges

There are three Blue Badges available in the office for use by any driver and this seems to be sufficient for our needs, a review of the usage showed that on only one occasion were all three badges out. Please remember to display the Clevedon Care Hospital Transport poster in your dashboard as well.

It was strongly advised that driver's have a Blue Badge when taking any client to The Galleries, either from Clevedon Care or the clients' badge. This made access to the car park easier, disable bays were available on Level 2 which was very close, approximately 50 metres, to the clinic. Driver's still need to pay for parking, but this is included in the donation charged to the client.

Following a suggestion from Hugh Hunt, envelopes have been added to the plastic wallets of the Blue Badges. The envelopes are addressed as **Private & Confidential, Clevedon Care**. The envelopes can be used by driver's to post Blue Badges back into the office using the letterbox located in the wall, outside of office hours, which may be more convenient to some driver's and may enable the return of blue badges quicker than normal.

Drivers' meeting 31st October 2024 at Kenn Road Methodist Church Hall
7.00pm.

Drivers' mobile numbers

Currently Driver's give out their own mobile numbers to clients on the business card, to aid with communication during appointments. There had been a couple of incidents recently where after the drivers' confirmation call to the client, the client had been taken ill and was unable to communicate with the driver or the office as it was out of normal office hours. Discussions took place on whether the driver's were comfortable having their mobile numbers given out to the client at the time of the confirmation call from the office to the client. There were no objections to this, and as a minimum it was thought that if the pick up time of the client was out of office hours that this would be helpful. It was agreed to discuss this further at Committee.

Charter of Expectations

Ian explained that this Charter was borne out of a couple of issues with clients and their expectations and the need to clarify to the client what our expectations of the client are and also what the client can expect from Clevedon Care.

A couple of recent incidents were provided by drivers'.

Incident 1

Client from Winash, to go to Weston with a carer. The driver confirmed with Winash the day before the pick up and that a carer would be accompanying the client. On arrival to Winash in fact there was no carer, the clients' son was waiting, who subsequently asked the driver to take them and their father to a local address in Clevedon where the son then took their father to Weston. There was no offer to pay the driver, who was taken aback by the rudeness and situation.

Incident 2

The driver picked up an elderly client with a carer and took them to the Galleries. 3 ½ hours later when the driver called to find out where they were, he discovered that the carer had taken the client to the bank, shopping and in fact the carer had had their own eyes tested whilst at the clinic. The driver took the carer aside and explained that was out of order. They did offer to pay double, however the fact that the carer had taken advantage of the situation and with the clients' money was a concern.

There were other similar incidents and it was hoped that this Charter would clearly define the process and 'what the deal' was. We are not a taxi service. Driver's were asked to report any incidents like this to the office. In the first instance a call will be made to the client/care home and this will be followed up with a letter to include the charter, clearly explaining the expectations. Any further transgressions would mean a potential removal of the service.

On a practical level, we are unable to issue out 1200 letters and Charters to all of our clients, therefore the Committee agreed that from now on new clients will receive a covering letter and Charter. In all, there are approximately 200 new clients per year and with a healthy bank balance of £68,000 it was felt that the postage costs could be easily covered. We are starting to collect email addresses from new clients, so that this can be emailed, saving postage. The Charter is also included on the **How it Works** page of our website. In addition any new clients since August will be sent the Charter. A covering letter with the Charter will also be sent to The Hawthorns, The Potteries, Poets Mews and Winash.

Publicity Officer role

Julie Butt our current Publicity Officer, is taking on the DO coordinator role, but to do this she needs to hand over the Publicity role to other members. The role is diverse and the main activities includes:-

- Production of Newsletter & regular articles in magazines

Drivers' meeting 31st October 2024 at Kenn Road Methodist Church Hall
7.00pm.

- Keeping Facebook up to date
- Promotional material distribution, reordering supplies, updating posters etc.
- Working with the events coordinators Di, to attend events

Duty Officers had stepped up and taken on most of these, however there is a need for one person to take on the overall responsibility as Publicity officer, manage the Facebook page and coordinate all of the activities taken on by the other individuals. The Publicity Officer would also join the committee.

A suggestion was put forward that perhaps the activities could be 'outsourced' with the Publicity Officer as the main contact to the third party, however it was felt that if possible we would like to keep this within Clevedon Care and its volunteers.

Driver's were asked to consider this role and make contact with Julie or Ian for further discussion.

Driver Coordinator succession

It was with great sadness that Ian confirmed to the meeting that Shirley would be stepping down as Driver coordinator at the AGM in April, having been in post for 5 year. Shirley was praised and thanked by all at the meeting for her support of the driver's. Members will have an opportunity to thank Shirley properly at the AGM, in the meantime the search for a new driver coordinator is on.

Shirley went through a summary of the main points of the Driver Coordinator role:-

- Meet new potential driver's & talk through the process
- Provide Driver pack and other information
- Receive completed enrolment form and references
- DBS registration and keep in contact with our DBS third party – RSVP.
- Attend Committee meetings
- Set donations
- Support to driver's
- Safeguarding role

Driver's were asked to consider the role and if they were interested to have a conversation with Shirley or Ian for more details.

Office opening hours

Linda confirmed that the office will be open on Tuesday afternoons from sometime in December. This would mean the office opening hours would be 9.30am – 3.00pm Monday, Tuesday, Wednesday & Thursday and 9.30am – 12.30pm on Fridays.

Clevedon Care Hospital Transport Service dashboard poster had been updated with the new hours, for driver's to take with them.

Any other business

Shirley directed the driver's to the new Donations list available on the website as, with the assistance of Jon Pittard, new prices had recently been updated for Aztec West, Asda Patchway and the Bristol Centre for Enablement. It was important that Driver's stuck to the donation list. A reminder of the login details will be sent with the meeting notes.

Shirley confirmed there is a standard formula for working out the donations, but if driver's do think that something is way out, please let her know.

Drivers' meeting 31st October 2024 at Kenn Road Methodist Church Hall
7.00pm.

Jon Pittard offered to help with working out donations to any new locations, but he would need the post code to do this. A process for this will be discussed and agreed in due course.

It was confirmed that the local donation was £5, this had increased in March. It was noted that if clients referred to the website it was still showing as £4. Marie confirmed that she was aware that several links of information were out of date and it had very recently been agreed that she would take on updating the website links as part of her role. She would do this ASAP but make the Donations list a priority.

Discussions took place on whether clients should have the correct change. Ian confirmed the onus was on the client to have the correct cash donation, however the majority of driver's confirmed they do keep change to hand just in case.

Office mobile

One of the driver's reported issues with getting through on the mobile phone on two separate days recently, having tried on several occasions, they were directed to the answerphone. Ian confirmed that there had been issues with the mobile, the supplier had been changed which saw an improvement, and the phone was on WIFI calling. Recently there were issues with charging and the battery, there may also be an issue with 'user' error and further training needed. This was currently being monitored by Julie. If a change of phone was required, it will be done.

Cataract Operations

There had been several incidents of long delays for driver's waiting for clients attending cataract procedures/operations, particularly at the Bristol Eye Hospital. It was agreed and confirmed with Linda that any cataract operation/procedure to the Bristol Eye Hospital would be booked in by Duty Officers as a double journey. Duty Officers would be informed and reminded.

Clarification was sought on the donation charge for a husband & wife being collected from the same address and taken to their COVID/Flu appointment. Linda confirmed that in this situation, as long as they were being picked up from the same address it would be one donation charged i.e. £10 for Langford, £5 for local.

If the clients were sharing a car, and being collected from different addresses, each person would be charged the donation. So for three clients being collected from three different addresses this would be £5/£10 each respectively.

For The Hawthorns/Potteries where two or more clients were being collected, if they were from different Flat numbers then again they would each be charged the respective donation.

The above standard charging rules would be reinforced via Committee.

The Answerphone message regarding office opening hours will be updated in line with the new opening hours in December.

Ian thanked everyone for their continued support of Clevedon Care and their input into the meeting.

The meeting closed at 8.00 pm