

CLEVEDON CARE

(Registered Charity No. 299247)

Minutes of the 36th Annual General Meeting held on Wednesday 27th April 2023 at 7.00pm at Haswell Road Methodist Church, Clevedon.

Present: 35 members.

The Chairman, David Steele, welcomed everyone and thanked them for attending. He requested that the order of the agenda be altered so that his report could come after the other officers' reports.

1. Opening of Annual General Meeting and Adoption of the Agenda

The meeting was opened and the agenda adopted

2. Apologies 7 apologies have been received.

3. Approval of Minutes of the 35th Annual General Meeting

Taken as read and signed as a true record.

No matters arising

4. Chairman's opening remarks

Although David's report would come later, he opened the meeting by informing all of the website that is now up and running. He thanked Ian Turner for his help but said that the website could not have happened without the expertise and help from a volunteer Dave Tasker. Ian agreed that CC had been very lucky to have Dave's help and the assembled members showed their appreciation with applause. Ian then gave Dave a gift as a sign of our appreciation. DS recommended that all members view the web site.

David said that he was exceptionally proud of the work done by CC during the past year and hoped things were almost back to 'normal'. He extended his personal thanks to all volunteers who have continued to work throughout challenging times. He said that CC was now in a strong position re volunteers with the recent and continuing recruitment of drivers and duty officers.

5. Treasurer's Report (A full report is attached to the minutes)

David Eggleston reported that CC's finances are in good health. A balance sheet was circulated. This showed a loss on the Eden Tree account due to fluctuations in the financial markets. But there are now current signs of improvement. Drivers' tips remain buoyant

CC's total assets now stand at over £30,000.

There were no questions from the floor. The accounts were therefore formally approved and when the time comes the re-appointment of Derek Hanson as our auditor was agreed.

DS emphasised that CC was completely independent and because of our assets not eligible for any grants. He thanked DE for his diligence in overseeing the accounts. There was applause from the floor.

6 Driver Co-ordinator's report. (copy attached)

Shirley Rainey thanked all drivers for their patience and sterling work. In spite of the problems with the phones they have still managed to provide a superb service that is so valued by the community. There are currently 40 drivers on our books but we are still hoping to recruit more.

The parking difficulties experienced at South Bristol Hospital and St Michael's are ongoing. Shirley emphasised the need for drivers to ensure they display their CC badge when parking.

There were no questions from the floor.

DS thanked SR.

7 Duty Officer's Report (Full copy attached)

Linda began her report by asking for an ovation for all Duty Officers who have worked so hard during the last few months. She praised their loyalty, and dedication in dealing with the extreme difficulties caused by the phone situation. There was spontaneous applause from the floor.

The situation is slowly being rectified and we now have one landline and a mobile phone. She apologised to drivers for the alterations to the phone numbers but assured them that their inconvenience was nothing compared with what DOs had experienced. More and more jobs are being requested and some DOs did put in extra hours to clear any backlogs. This may be repeated in the future.

Special thanks were given to Liz Rowan for organising the rota.

There were no questions from the floor.

DS thanked Linda and her team.

8 Publicity Officer's Report. (Full copy attached).

Julie Butt reported that more posters have been put around the town and that we have many more followers on Face Book. Clevedon Thursday market is thought to be a possibility for promoting CC. Arrangements for this to happen will be made.

There were no questions from the floor.

DS thanked Julie.

9. Chairman Elect's Report. (full report attached)

Ian Turner informed the membership of the website which will hopefully be used by clients old and new. It has information about volunteering and a page for CC members which is password protected.

Ian thanked DE for all the hours he has spent trying to rectify the phone debacle. Work is still ongoing to try to simplify the system. He explained the acquisition of the Smart phone in the office meant that a Whatsapp group of drivers could be set up to tackle any emergency jobs. Ian said that there would be a slow progression towards streamlining other systems.

One member from the floor agreed that the website was good but more needs to be done to advertise it.

There were no other questions.

DS thanked Ian

Chair's report (full copy attached)

David Steele admitted to being a little emotional having decided to retire but was pleased that Ian had agreed to take over. He then thanked other members of the committee that had not given reports namely Di Brown (secretary) and Chris Perrett (minute secretary), for their hard work behind the scenes. He also gave thanks to Roger Davidson, who was now retiring from the committee, Sally Bessant and Janet Nobes. He gave special thanks to Janet who was now retiring from being a driver which she has done for 25 years. She has been a very loyal, safe driver and a dedicated member of CC for all that time. Thanks were also given to Liz Rowan for her organisation of the DO rota. There was applause from the floor for Janet, Roger and Liz.

David went on to describe efforts made to relocate the office but, in the end, it was decided to stay with the YMCA.

The Bristol Clean Air Zone does not seem to have caused any major problems. The retirement age for drivers was debated at committee but after looking at evidence from the Ministry of Transport it was decided to keep the retirement age at 85 years.

A Safeguarding policy is being updated and will be ready for the next management meeting.

He then gave thanks to all CC members without whom he suggested the public 'could not cope'

He then officially resigned and Ian Turner was officially invited to take over the chair. There were no objections.

No questions from the floor.

10 Election of Officers and Trustees.

It was a unanimous decision to elect Ian as Chair.

Explanations concerning the election of Trustees had been circulated with the agenda and there were no objections to the proposed changes. Mr Mark Craddy and Mr Robin Mackay were elected as new trustees.

11 Auditor

It was agreed to accept Derek Hanson's offer of continuing to be our auditor.

12 Future Dates

Next AGM 24th April 2024.

Next management meeting 17th May 2023

AOB

The suspension bridge now only accepts card payment.

Lloyds bank has raised money for CC through its raffle.

Janet said how much she had enjoyed driving for CC and was sorry she had to leave.

DS closed the meeting at 8.05pm

After the meeting members enjoyed a glass of elderflower cordial supplied by Janet to mark her retirement, and a piece of cake as well as tea and coffee. Presentations and speeches of thanks were given to Janet, Liz Rowan and David Steele for their valuable contributions to CC.

The Management Committee Team remains the same for next year and it continues to work cooperatively together whilst retaining a sense of fun.

He was relieved to report that the Green Air plans in Bristol have been shelved again but David is keeping an eye out for any further news.

The government web site, after the recent budget, confirms that the 45p mileage rate has not changed. This is basis upon which the suggested donations are based.

He ended by once again thanking all the officers and all the volunteers for continuing to provide a quality service which is highly thought of in the community and especially by clients. He also explained that he is prepared to serve one more year as Chair in the hope that someone will come forward to replace him.

Questions from the floor.

Having been asked how many jobs cannot be filled David explained that the stats done by Roger Davidson show that currently virtually all jobs are sorted. In a normal year previously pre-covid, when we had done about 4,400 jobs a year about 5% could not be completed.

Thanks were expressed to David for his dedication and hard work during another year.

5. Treasurer's Report (copies enclosed)

All received a copy of the accounts and a balance sheet. David Eggleston reported that finances were healthy and explained the accounts which show a higher than expected balance. Clients continue to show their gratitude with tips, donations and bequests reflecting how much Clevedon Care is appreciated. Income had held up remarkably well and compare very favourably with previous years.

David then voiced his thanks to Derek Hanson, our auditor who examined the accounts very speedily ready for this meeting.

The accounts were then adopted.

David S thanked DE for looking after the accounts so well. There were no questions from the floor.

6. Driver Co-ordinators report

Shirley thanked all the volunteer drivers for their hard work and commitment. There are 36 drivers at present with 2 more in the pipeline. 9 drivers were lost over the last 2 years but 7 new ones recruited.

Hopefully the increased publicity will result in more drivers coming forward. Shirley emphasised that it was important that drivers have their Driver identification with them especially for Southmead.

Janet Nobes explained her experience when the office was closed at Weston. It was necessary to find a security guard to open the barrier to allow her to exit without paying.

Shirley was thanked for her hard work.

7. Duty Officers report.

Linda reported that 1141 jobs were taken since the last AGM and things were getting busier all the time. Clients are often given appointments by the hospital at very short notice but Duty Officers do a wonderful job in sorting these jobs supported by amazing drivers. Although numbers were increasing there was not yet the need to open the office in the afternoon.

She praised the work done by Duty Officers and invited drivers to spend time in the office and experience some of the difficulties DOs encountered. She reiterated the importance of drivers phoning the client the day before a job as failure to do this creates anxiety for the client. Linda finished by giving a special thank you to Liz Rowan for her patience and perseverance in sorting out the DOs rota. We would be lost without her.

David S thanked Linda for all her hard work

8. Publicity Officers report (enclosed)

In Julie's absence David S read her report.

Julie has been very busy promoting CC. 2 new drivers were recruited as a result of the 'Tesco' day. The vintage car rally was not a huge success due to the very windy conditions. Perhaps this wasn't the best venue to promote the work of CC.

9 Management Committee Elections.

As all current officers (7) were prepared to stand for another year and it was unanimously agreed. The three members appointed on a three-year basis still had further years to run.

10.Appointment of Auditor.

Derek Hanson is prepared to continue as auditor and it was agreed to continue with his services.

11 Date of the next AGM.

The next AGM will be on 26th April 2023

There were no further questions from the floor so David closed the meeting at 7.50pm. He thanked people for attending

After the meeting members enjoyed a cup of tea or coffee and a chance to chat and socialise.