

# CLEVEDON CARE

(Registered Charity No. 299247)

## Minutes of the Management Meeting held on Wednesday March 29th 2023 5.30pm at The YMCA.

### Present:

David Steele. Sally Bessant Julie Butt, Diana Brown, Janet Nobes, Chris Perrett. Shirley Rainey and Ian Turner.

1.Welcome Chairman David welcomed everyone and thanked them for being on time

**2. Apologies Linda Bakehouse, David Eggleston Roger Davidson.**

**3. Approval of Minutes of the meeting held on 11<sup>th</sup> Jan 2023**

Previously circulated and signed as a true record Any matters arising to be addressed during the meeting.

**4. Chairman's report**

New Chairman

David explained that this was to be his last report to Clevedon Care management committee as he was retiring from the Committee as Chairman at the AGM. He intended to stay on as a driver.

He reported that it had been a very busy year with some stumbling blocks and taking on new challenges. He thanked the Committee for their valued contributions as individuals and as a team. We had come through as a team and achieved a great deal. He was pleased that Ian is poised to take over the Chair and has developed a deeper understanding of the organisation through his involvement in particular pieces of work this year which will be discussed further on this agenda.

*Retirement Age*

David raised the issue of a retirement age as a retired driver had written to him re whether it could be extended with a limitation on local jobs. According to the current constitution drivers and duty officers are obliged to retire at 85 years. Ian showed the committee evidence from a Ministry of Transport document that the incidence of collision dramatically increases after the age of 85. After discussion it was agreed that as we have a duty of care to our clients that the retirement age will stay at 85 years. We would not make individual exceptions and as a voluntary organisation we can insist on retirement at 85.

*Constitutional Changes*

He was aware that he had been negligent regarding some minor changes to the constitution.

The question of the length of time that trustees can serve on the committee was discussed. At present officers are elected annually, but the 3 trustees are elected for three years and then are required to stand down for a year before being proposed again. It was suggested that trustees be allowed to serve longer if they desire and that consideration be given to officers being elected for a similar period. DS agreed to produce a proposal for the AGM.

**5. Ian Turner's report**

*Towards Computerisation*

Ian was sorry he was unable to be at the last meeting to explain the latest thinking about computerisation. The system he has in mind has been tried and tested and would suit an organisation such as CC. Ian is very much of the opinion that CC needs to embrace change. Since Covid, CC has processed more and more jobs and the indications are that this will increase. With this increasing demand we need a system that will 'do

more with less'. All interactions are now done on the phone and there is a need for a more efficient system and this can be delivered by being computerised.

JB stated that until the phone system is sorted to our satisfaction, we should not undertake any change. She sincerely suggested that the office be open in the afternoons to alleviate pressure on the morning slots. Generally, it was noted that current DOs would be against anything to do with 'technology' and sometime would be required to assist them cope.

It was stressed that there needed to be a plan which would enable the majority to cope with any change. Ian agreed to talk to the drivers. He reiterated that all he wanted was a system that reduces stress and is more efficient. There is a need to inform all members of CC exactly what is proposed and demonstrate such a process if necessary. It was emphasised that the DOs were a priority to help as they would be the main group to have to cope with the changes.

Ian said that he was happy to proceed very slowly taking everyone on board, but as an organisation we have to have a vision for the future.

DS summed up by saying that we proceed 'softly softly' to make progress, with a view to taking current volunteers with us. Agreed.

#### *The Web Site*

Is now up and running and is more visible. It is being used as emails have been received. Ian is managing the web site at present.

#### *WhatsApp*

Ian suggested that a group be set up for drivers to respond to urgent jobs.

#### *The Phone System*

It was agreed that there is an urgent need for a DOs meeting to discuss the mobile phone use and ensure all know how it functions. A new phone supplier is being investigated but the one chosen has a different way of charging for calls and it has to be decided if this will be too expensive.

### **6.Treasurer's Report**

David Eggleston was on holiday so there was no financial statement.

### **7. Driver Co-ordinator's report.**

We currently have 40 drivers and another in the pipeline. Helen Riley has said she would like to return. There was discussion about the difficulty of parking at St Michael's. It was agreed little could be done.

### **8. Duty Officer Co-ordinator's Report**

There was no report as Linda was not present.

### **9. Publicity Officer's Report**

Julie did not have a lot to report. Face book has included the website and now has 116 followers. Julie and Di are going to the Baptist church on Saturday to try to drum up some interest.

### **10. Drivers' retirement age**

This was discussed earlier under the Chairman's report.

**11.** Two new trustees will be required at the AGM and Mark Craddy and Robin Mackay have agreed to stand.

**12. AGM 26<sup>th</sup> April 2023 at Kenn Road Methodist Church at 7pm.**

**13. Next meeting dates**

**Management meeting 17<sup>th</sup> May 5.30 at YMCA**

**14. AOB**

David closed the meeting at 7.00pm and thanked everyone for attending.