

CLEVEDON CARE

(Registered Charity No. 299247)

Minutes of the Management Meeting held on Wednesday February 14th, 2024, 5.00pm at the YMCA.

Present: Ian Turner, Di Brown, David Eggleston, Linda Bakehouse, Shirley Rainey, Chris Perrett., Mark Craddy and Julie Butt. Mark Craddy left the meeting at 6.00pm.

Welcome Chairman Ian welcomed everyone.

2. Apologies Sally Bessant, Robin Mackay who are on holiday

3. Approval of Minutes of the meeting held on March 29th, 2023

Previously circulated and agreed and signed as a true record.

4. Matters arising from the minutes not covered by the agenda

Matters arising from results of the drivers' survey – Ian had written to the drivers thanking them for their input. The suggestion that drivers receive first aid training was put to the drivers but as there was no response it will not be pursued any further.

The phone queue message is now in place (See item 5 below).

Thanks were given to Julie and helpers for the Christmas tree entered in the tree festival at Christchurch.

David E then requested we move on to item 6 on the agenda which was agreed as Mark C had to leave early to attend another meeting.

6. A paper had been circulated by Ian prior to the meeting addressing some of the issues colleagues had raised about the implementation and support of the RoadXS system. Ian reported that all members of the committee had now seen the new system. He outlined the reasons for introducing the proposed new system: that it would enable CC to cope with a likely increase in demand for jobs from clients, that it would ease pressure on DOs who would have to spend less time ringing drivers and would give drivers who wanted it more control over their time and more choice of jobs they do. He stressed that CC needed modern tools to cope with increased demand and asked the committee to approve his request to move forward and specifically to be able to present his proposal to the DOs and drivers.

There followed a vigorous discussion about the new system. Each member was given an opportunity to express their views. The main points raised were:-

JB pointed out that DOs have specific knowledge of drivers that other drivers don't have which is taken into consideration when DOs allocate jobs. She also worried that there would be cherry-picking when jobs appeared on a screen.

LB distributed at the meeting a copy of the results of a survey asking DOs their views and said that this showed they were unanimous in rejecting any idea of a new system. Any new system could not function without DOs. She could not train any new DO in the new system so who was going to do this?

MC thought that the new system would be a great opportunity for CC. It would be better if drivers were aware of all the jobs available. This would give a more balanced view and would be easier for drivers to have a full overview and better plan their time. He said that there was a bottleneck in the current system which meant it was difficult to process jobs efficiently.

SR was concerned that many drivers might not want their personal information held on a computer. She thought the current system worked well.

DB said she could not see how any new system could work without the full co-operation of the DOs most of whom were not computer literate. She could not see how the new system would be quicker or improve the workload of DOs. Training was an issue.

CP outlined several areas of concern - extensive training would be needed as well as time to assimilate the system. She felt that the workload for DOs at present was too great for them to find their way round any new system as well. The need for keyboard/computer skills could also influence any prospective volunteers. She queried how this training would be delivered. She also raised the issue of costs for the RoadXS system, the hardware and support as well as handling and security issues. She had concerns about reliance on the internet which could fail. Most important of all, she felt there would be loss of good will as this would be a fundamental change to the working of CC and lots of volunteers could resign.

DE expressed his concern for the welfare and wellbeing of the volunteers who are happy with the present system. He suggested that the system be delayed, shelved or completely dropped.

As the members present were overwhelmingly against the implementation of the Road XS system the proposal to go forward was withdrawn. A separate motion -6a-was not discussed as it was felt to be superfluous. The chairman undertook to inform Road XS of the committee's decision and to write a note of thanks to volunteers who had participated in the data transfer project. The committee agreed that it was useful to have secured the client data electronically and hoped that the spread sheet will continue to be updated.

Ian asked that the committee might use the existing WhatsApp system to improve efficiency. The system is currently used for so-called urgent requests only. Ian pointed out that on average only 2 requests a week go out and in some months no requests go out at all, even though the office is busy. He felt that drivers would welcome more requests for short term jobs, and this would ease the pressure on the office. He suggested that job requests from clients 48 hours ahead should be placed on the WhatsApp driver system together with any requests for weekend jobs. He urged that DOs be encouraged to use the system. This suggestion was agreed.

Ian then continued with his report.

5.Chairman's report

Ian has done a number of public talks about CC including at The Pottery and the Clevedon WI. He is also speaking to the Mothers' Union, and he intends to speak to Probus and the Civic Society. As well as raising the profile of CC these talks also generate interest from potential volunteers.

It was agreed that the best way to interest volunteers was personal contact from other volunteers combined with our publicity efforts. SR said that in her experience people pressurised into becoming a volunteer did not last long.

Ian reported that there had been a dramatic increase in the number of job requests placed via the website following the implementation of the phone queue and the new message. The web-based process is being used more as the office phone is so busy.

Ian has now secured the domain name www.clevedoncare.org.uk for five years.

Amendments to the constitution. At present there are 7 officers and three other trustees on the management committee. Ian proposes to reallocate the duties of the secretary. A proposal will be made at the AGM. The secretary will take the minutes and do all things secretarial, and another post will be responsible for any other duties such as office issues, social events etc. Two members are leaving the committee at the AGM, but both are continuing as DOs. Vacancies will be made known to all the volunteers via email. We will strive to maintain the balance of DOs and drivers on the committee.

7.Secretary's Report

Decals. The meeting heard the outcome of the trial. Drivers who are using them are happy with them. Their use helps to raise the public's awareness of CC and helps safeguard our clients. It was agreed that 50 more will be ordered and distributed to drivers starting at the AGM. Ian will write some guidance notes for drivers.

Blue Badges. The three that we have are well used and there has been no shortage so far.

All agreed that the office refurbishment has enhanced the working space and Ian thanked Di for organising this. It was agreed that a different working table was required. DE said he may be able to acquire one. DB to investigate.

Social Events. The Christmas lunch was not hugely popular so Di suggested that this is not repeated this year. She suggested that instead we had a BBQ in the summer and a fish and chip supper in the autumn. A BBQ has been arranged for June 28th at the home of Robin Mackay.

8.Treasurer's report

DE circulated a balance sheet up to the end of Dec 2023. It shows a very healthy balance of over £67000. All difficulties that were experienced with CCLA and Eden tree have been sorted. The value of our assets in Eden Tree increased by nearly £4000. The word miscellaneous was queried and David explained what was included in that term namely insurance and other expenditure such as the wine and cheese and insulation. The current account only has £4861.44 in it as £30,000 has been transferred to CCLA. Ian asked for a comparison with last year and this will be presented at the AGM.

Ian thanked David for his diligence and the committee expressed its satisfaction at the healthy state of CC's finances. It was agreed that we acquire some headed notepaper rather than depend on photocopied material. Compliment slips would also be welcome. JB will investigate.

9.Driver Co-ordinator's report

We currently have 40 drivers with one potential new one. Unfortunately, 2 of those are off having surgery John Grubb has recently resigned due to health issues. We have recruited 2 new drivers recently.

Parking has provided difficulties at Weston Hospital. The system there keeps changing and Shirley will contact the hospital managers to find out exactly what is happening and clarify the parking situation for CC.

10 Duty Officer Co-ordinator's Report

Linda has received several enquiries from prospective volunteers due to Face Book and leaflets that have been distributed around the town. 2 new DOs have been trained and are now working and 2 others are in the pipeline. Training is still in progress, but this takes time. There is a DOs meeting on Monday 19th Feb when hopefully if we get enough volunteers the office may be opened on some afternoons. DOs will inform clients when they ring in of any extension to the office hours. The new opening times will appear on the website and Facebook.

11 Publicity Officer's Report

Julie has been working hard to spread CC's message and we have taken on 53 new clients since Nov. A second newsletter is being created to be published March/April which will focus on drivers as a theme. Virtually all leaflets have been distributed thanks the Yvonne. Some new venues such as sporting clubs will be targeted with the next batch of leaflets.

The acquisition of a gazebo is still on going.

12 Succession Planning

CP is leaving the committee at the AGM and her post as minute secretary. Ian gave thanks to her for her hard work. He also clarified that she will be taking the minutes at the AGM. Sally Bessant is also leaving as her three years as trustee are up so these vacancies will be advertised to all volunteers in the first instance in the hope that someone will come forward.

13 AOB

It was suggested that a shredder would be useful. LB to investigate.

David Stephenson from 'Quick Call Dave' will be in the office on Friday afternoon to sort ongoing issues with the mobile phone.

Next meeting date

Management meeting 15th May 2024 5.00pm. at YMCA

AGM 17th April 2024

Ian closed the meeting at 6.50pm