

CLEVEDON CARE

(Registered Charity No. 299247)

Minutes of the Management Meeting held on Wednesday November 15th, 2023, 5.30pm at the YMCA.

Present: Ian Turner, Di Brown, David Eggleston, Linda Bakehouse, Sally Bessant, Chris Perrett., Robin Mackay and Mark Craddy and Julie Butt

Welcome Chairman Ian welcomed everyone.

Apologies Shirley Rainey who is on holiday

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

Previously circulated and agreed and signed as a true record.

Matters arising from the minutes.

Ian reported that as agreed, an abbreviated list of journeys with costs now appears on the web site. The exploration of attaining a Gazebo is still ongoing.

Chairman's report

a) Drivers' survey results.

The results have been tabulated and circulated to the committee for review. 70% of drivers responded and overall drivers appear to be well satisfied. (One driver was apparently dissatisfied) The following issues raised by driver for improvement were highlighted and discussed:

- 1 Blue Badges for parking – 3 badges are now available.
- 2 Avoiding over-reliance on the phone for communication. Some suggestions were made but it was felt that little could be done in the short term. The implementation of a new Office System should ease this situation.
- 3 Back up for drivers in an emergency. The drivers' guide has emergency numbers to phone and the WhatsApp group can help in an emergency.
- 4 Increase in charge for local journeys was requested but not accepted.
- 5 Should drivers have first aid training? The committee discussed this issue, and it was generally agreed that drivers should not be required to administer first aid as they were not trained. Although drivers are not paramedics and should be encouraged to seek professional help where possible, it was also acknowledged that first aid training could be useful in emergencies. Perhaps training could be given at a future drivers' meeting? It was suggested that we should sound out the drivers to see how many would be interested. This should be explored further with Shirley when she returns.
- 6 Suggestions for recruitment noted and it was agreed to approach U3A and CASA.
- 7 Some drivers said they would consider being a DO after finishing driving.
- 8 Some drivers are using the land line instead of the mobile to contact the office. Julie said there was confusion about 'not available' status. It is up to drivers to inform DOs when they are not available to prevent unnecessary phone calls. Agreed that the use of WhatsApp for emergency use was working well.

Ian will put the results of the survey on the website. He will also email all drivers to explain what we are doing about the issues raised and thank them for their input

- b) Volunteer recruitment. There has been some success (See below). Ian has approached several organisations in the town and has given a talk at the Hawthorns. Talks have been arranged with the Mothers Union and the Pottery and we are awaiting responses from several others.
- c) Website update This has been updated and there has been a steady increase in requests for jobs via the website.
- d) New Office phone queue message has been sent to Unicom but has yet to be implemented.
- e) Client data transfer is continuing and now all clients with surnames from A to H plus M have been transferred.

- f) Galleries parking. Andrea Argent informed all drivers of a method to access service parking at The Galleries, but this is felt to be very stressful and difficult to access, so Ian suggested that drivers use the normal carpark and park on level 2. The cost of this trip has been increased to £20 to cover the cost of parking. The use of a Blue Badge is recommended but there is still a charge for parking.
- g) Our present treasurer has agreed to continue until the end of 2024. A successor has been identified and will be announced later.

Treasurer's report

DE gave a brief report of our finances. There is now a deposit account with Lloyds. There was a hiccup with the Eden Tree account but that has been remedied and a new account is up and running with all the funds transferred. The CCLA account is still work in progress. There are difficulties with communications with the Charity Commission, but progress is being made slowly!

David has allocated provisional budgets for various departments for the coming year. These are only guesstimates, and some monies will be a one off. The proposed budget was accepted, and Ian thanked David for his work.

Secretary's Report

Decals All committee members have them and other decals are available in the office to drivers who wish to take part in the pilot. We will review the user experience with decals in the Spring.

Carpet tiles. These have been put down and they have enhanced the workspace. Thanks to DE for acquiring these. The small amount of soundproofing that was installed has had no noticeable effect on the intrusive sound from the hall.

Christmas Lunch. So far, interest in the lunch has been poor so Di has sent out another reminder. Only 25 members have responded.

Driver Co-ordinator's report.

In Shirley's absence Chris read out her report.

We currently have 37 drivers with one potential new one. Brian Cherry has been welcomed back but two drivers have left. 12 drivers have indicated that they would be happy to undertake longer journeys should the government initiative take off.

Duty Officer Co-ordinator's Report

Linda has received enquiries from several promising prospective volunteers. Training is in progress, but this takes time. If we get enough volunteers the office may be opened on a couple of afternoons from next year.

Publicity Officer's Report

Julie has been working hard to spread CC's message and the first newsletter has been written. Issues regarding printing and circulation have still to be addressed. It was agreed to publish 3 times a year with a different focus each time. This time the focus is on publicity and the Committee. Next issue will be about drivers and the following one will spotlight the work of DOs.

Julie will attend the Christmas Fayre at the Hawthorns on Saturday 18th Nov. She and Linda are to put up a tree in the Christmas Tree festival at Christ Church on 25th- 26th Nov.

A second batch of leaflets and cards was produced with support from the Hawthorns. Thanks were expressed to Yvonne for her hard work in distributing the publicity material to many locations in Clevedon. Advertising on the screen at the Curzon was considered but not felt to be appropriate. However, it was hoped that we might be able to put up our banner in the foyer. Articles will continue to appear in local publications requesting volunteers.

Next meeting date

Management meeting 14th February 2024 5.30pm. at YMCA

Christmas lunch Sunday 10th Dec 12.30 for 1.00pm Clevedon Golf Club.

AGM 17th April 2024

AOB

MC informed the committee that he is now doing the quarterly operations stats.

Ian closed the meeting at 7.15pm