

Minutes of a Drivers Meeting held at Kenn Road Methodist Church Hall
On Wednesday 27th September 2023 at 7.30pm

Ian welcomed everyone, thanked them for attending and for all their hard work on behalf of Clevedon Care. Introduced our newest driver, Paula Graham.

Safeguarding -A code of practice

We have, and need to have, a Safeguarding Policy under the Care Act, our Safeguarding Officer is Shirley Rainey who deals with any driver's concerns. We have a Duty of Care as Drivers- see our Code of Practice and Safeguarding Policy – to watch out for abuse in our clients and adhere to our own code of behaviour. Please read the Code of Practice (attached), which will be added to the Good Practice Rules for Drivers.

Decals/Insurance

Two sample decals (magnetic badges which go on the side of your car) have been made for our cars and members of the committee will do a pilot run to reassure drivers that these do not damage our cars and will not deteriorate with use.

These will act as a safeguard for our clients and at the same time be seen by the public. Only to be used when doing a job for Clevedon Care. Our Insurers will accept these decals as safeguarding and not advertising. We have a letter prepared for insurance companies should they need proof that they are being used for this purpose only. This will be supplied on request. If anyone has problems with their insurers about the status of volunteer driving and needs to change insurers, we now also have a list of Insurers who are happy to insure you.

Driver Survey

We want to hear from you – and your ideas for our future. What you want to make your life easier.

There are 10 questions in our survey, and it will take you ten minutes. We will email you with the link so you can complete and return the survey electronically if possible. Any problems completing let us know please. If you are happy for Ian to discuss any ideas with you directly, please include your name in the comments box, otherwise the survey is anonymous.

Blue Badges

Having been without Blue Badges since 2019, we applied again this year for 15 badges. The order was placed, and payment accepted. Several months later we hear that they have been dispatched and eagerly await their arrival. How many and how they will be distributed has yet to be decided, they are all in the name of Clevedon Care and for use only when transporting clients. We will notify you about the details once we have clarity about how many we will receive.

Driver Recruitment

We need to replenish the pool of volunteers at Clevedon Care. Undoubtedly word of mouth is the best way of recruiting, something you can all help with by telling your friends and neighbours what a wonderful charity Clevedon Care is to work for and how grateful our clients are for the service we provide! We also continue to put posters up where possible, put articles in the local paper and other publications and now have point of sale holders with our latest leaflets. Please approach anyone you think could be a suitable volunteer for CC and let the committee know if you would like one of us to talk to them.

Leaflets and cards

New CC leaflets have been produced and are funded by the Hawthorns. They will be distributed to doctors' surgeries, other medical outlets and any retail outlets who will display them. Also, drivers can hand them to clients and anyone else who enquires about our services. There are supplies in the office.

Whats App

This is to be used mainly to notify all drivers of urgent jobs and for drivers to ask others if for any reason they have to pull out of a job. Information to be given only date, destination and time, no client personal details please. If you are not part of the Drivers Group and want to be let Ian know.

Budget 2024

CC has funds which we can spend to help us do our job better. We have spent money on office improvements, but we are also keen to help make drivers lives easier. So, any suggestions for things we should be doing, please let us have them.

Office System Update

As a first step in introducing a new office system we are starting a project to transfer client data from the cards onto a spreadsheet. This has been started by Roger Davidson and will be continued by a team who will meet later this month. Date yet to be confirmed. Before we adopt the new system, we have agreed to focus on recruiting more Duty Officers. Linda and others are working hard on this.

Christmas Lunch

To be held this year at Clevedon Golf Club on Sunday 10th December. The Management Committee have decided this year to show their gratitude to all volunteers by paying £10.00. towards to each volunteer's luncheon. Further details and menu to follow in the next few weeks. With this generous offer on the table early booking is essential as there is a limit of 56 guests seated.

Other business

Shirley asked that all drivers MUST phone their client the evening before a job to reassure their clients. Some of our clients get very anxious and tie up the office line in a panic checking that their driver is really coming!!

Attached

Code of Practice