

Clevedon Care
(Registered charity no. 299247)

**Minutes of the Management meeting held on Thursday 14th August 2025
At Clevedon Town F.C. Davis Lane, Clevedon. BS21 6TG at 5.00pm**

Present: Ian Turner (Chair), Di Brown, Julie Butt, Kevin Casemore, Sarah Clark, Andrew Spear, Marie Spear.

1. Welcome

Ian welcomed everyone to the meeting. Brian Rose will be joining us a little later.

2. Apologies

Apologies had been received in advance of the meeting from Tom Shaw as he was ill, the committee sent their best wishes to Tom.

3. Approval of Minutes of the meeting on 15th May 2025

The Confidential Minutes and Minutes of the meeting of 15th May 2025, having previously been circulated, were approved and signed as a true record by the Chair.

4. Matters arising

Resolution of the complaint against the driver discussed in the last meeting.

The Chair confirmed that the driver coordinator had arranged a journey with the driver concerned and reported back that this was completed in a safe manner. The driver had been reinstated and the resolution had been communicated to the client.

5. Chairman's report

Update on recruitment of Publicity Officer

The role was constitutionally required and was acknowledged as an important role. Julie had been covering Facebook posts in the meantime, and she was thanked for doing this on top of her normal duties. Julie had spoken to a number of new DOs, however there was no interest shown. It was agreed to send out an email to all volunteers to try and gain some interest, as well as mentioning it again at the drivers meeting in October. If we are not successful by the next committee meeting in November, then we would look to recruit a volunteer from outside the current membership.

Complaints procedure

A working party, consisting of Ian, Di, Sarah, Tom and Brian had met and a draft Complaints procedure was provided to the Committee for consideration. Ian explained that it was clear a procedure was needed, as he had received six complaints over the last six months. The matter arising from the driver safety complaint discussed at the last meeting, highlighted the need to distinguish between a formal process needed for any 'safety' issues and then 'anything else'. The proposed Complaint procedure also included a timing guideline. All those present agreed that the procedure was very well drafted, included all necessary points, and was clearly laid out. Julie will pull together an A5 form for volunteers to complete with any complaints and a flowchart. Julie & Marie will put together an agreed process to operate the Complaints procedure using the new form. The Complaints procedure will be issued to all members.

Proposed exclusion of client

Ian described an incident that had taken place with Mrs C and one of our drivers in July this year. Mrs C had already been written to in May 2024 regarding elements of her conduct and signed an undertaking to comply with our Charter of Expectations. This latest incident was in breach of her undertaking to us in 2024 and therefore Ian had written to Mrs C on 18th July informing her that the matter would be discussed at our meeting today, with a view to removing her permanently from our client list. Mrs C was given until 7th August to contest and provide any extenuating circumstances, however nothing had been received. Ian therefore proposed that Mrs C was removed as a client of Clevedon Care with immediate effect. This was agreed unanimously. Ian will write to the client to confirm our decision and Julie will mark her card accordingly, that we will no longer take any more jobs from her.

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Community Transport meeting

Ian had attended the second meeting organised by VANS. There were several community transport groups in attendance, with Clevedon Care being one of the largest schemes. As a collective, a report is being produced, which will be lobbying local government and the NHS on the way they treat us, in particular parking in hospitals. It was also clear all groups were struggling to find volunteers, and we all needed to think of ways to capture interest in what we do. Several points of information was provided to the coordinator of this report, which should be out before Christmas.

Brian Rose joined the meeting

6. Statistics review

The statistics were produced by Roger Davidson and circulated for the second quarter of 2025. There was a slight reduction in the number of journeys for April, May and June. Overall to date there was a 4% increase on the same period in 2024. Roger Davidson was thanked for his efforts on pulling this information together.

7. Secretary's report

The Secretary's report had been issued with the agenda in advance of the meeting. In summary:-

- Marie had written to the Leader of North Somerset Council on Monday 11th August as she hadn't received any communication from Cllr Young since February, despite chasing several times. Marie has received a response to her email to the Leader of NSC, from Cllr Mark Canniford. He is responsible for Car Parks, and he has promised to discuss the matter with his Parking Manager and get back to us at the end of August. In the meantime Marie had reached out to a local Business Community Group, who had made a legal challenge against the proposed parking charges. However, their thoughts were that although the legal challenge may delay things, the car park and on street charges will eventually happen in Clevedon. It was agreed that we should plan for this as it will affect some DOs and some local drive jobs.
 - It was agreed that DOs will be compensated for any parking charges they incur whilst undertaking their duties in the office. DOs will be able to complete an Expenses form at the end of each month, attaching a copy of the ticket where possible. This would be collected by the Treasurer, Andrew, who will check the dates against the rota and make a bank payment to the respective DO. Andrew to draft an Expense form.
 - There is potential for some local drive jobs to be affected by the on street parking charges on Hill Road. Clients will need to be made aware at the time of booking that there may be a need for them to cover the costs of the charges and they should have the extra cash available to cover this. Drivers can discuss with the client if they will drop and go, or remain but the client will cover the parking charges. This needs to be discussed further at the drivers meeting and DOs provided with the information they need to provide to clients.
- The Database was up to date as at 6th May 2025 and 384 clients deleted, who had not used us since before 2023. It was agreed that there was no need to keep records of those clients who were RIP. These can be deleted. Jane Cumming was thanked for keeping this up to date.
- The Walton Bay donation charge had been calculated by Jon Pittard and this was agreed, to be added to the donations list. Jon was thanked for his efforts covering this role.
- Blank badges will be provided at events for partners to use if they wished.
- The November meeting was discussed, it was agreed this would take place on a Monday at the YMCA, starting at 5.30pm. Dates given were 3rd, 17th or 24th November. Marie will liaise with the YMCA and confirm in due course. The Football Club and Brian were thanked for allowing us to use their facilities for the recent meetings, it was very much appreciated.
- At the recent BBQ it was mentioned that a regular client had passed away. Some of the drivers said it was a shame that they didn't get to know when clients had deceased and perhaps we

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could look at communicating this to Drivers. I was also asked if we send a Condolence card/letter to the family of the deceased client. The committee agreed that we would not send Condolence cards/letters or keep drivers up to date with this information as we would not necessarily know all the clients that have passed away, we only pick this up from the local newspaper and if we are told by the deceased family.

8. Project Co-ordinators report

Di reported that the Summer BBQ was well attended, with a turnout of 50, and enjoyed by all. The venue changed to Kenn Village Hall due to the weather, but had plenty of atmosphere due to the lights and music. Kenn Village Hall Committee had provided the venue free of charge, and thanks were sent to them for their support of Clevedon Care. It was unlikely that we would be able to get the services of the chef again and this is the last one to be held at Church Path Cottage. The Committee wished thank the chef for his services and Marianna and Robin for their support and use of their beautiful garden in the past. It was agreed that Kenn Village Hall was a perfect alternative venue, for events inside and out, depending on the weather and suggestions that maybe a hog roast, or BBQ van may be an alternative option for next year.

The Fish & Chip evening at St Marys Walton will take place on Saturday 6th September, starting at 6pm. Ian offered to collect Fish & Chips at 5.15pm. Homemade puddings will follow, of which Andrew agreed to provide 2 and Di to provide 2.

Driver recruitment events had taken place at the Coffee and Cars this year with another to follow in October, we will then review this. The next event will be the Clevedon Show, where we are inside the marque for both days. It was agreed to let the Incentive Scheme run, Brian Cherry and Tom Shaw had produced a number of drivers, but don't wish to accept the voucher. Sally Bessant and Brian Cherry had also jointly introduced a driver. Other drivers recruited this year have come via Sunnyside Surgery and Local Reach.

Di would like to stop in her role in April 2026 and is currently looking for someone to take on this role.

Di had been in touch with Julia Elton and will do so again in August, with a view to discussing the Anniversary celebrations for 2027 with her. The committee asked Di if she would be happy to provide her skills and experience and 'lead' the 2027 anniversary celebrations, with assistance, after she stops in April 2026, which she agreed.

9. Treasurer's report

The Treasurer's report had been issued with the agenda in advance of the meeting. In summary:-

- Charity Commission – Andrew is now the contact, the annual return and accounts to 2024 had been submitted. All trustee details are now up to date.
- Lloyds Bank, signatories brought up to date and are now Ian, Andrew, Di and Julie.
- EdenTree, Andrew is the main contact, trustee details up to date and instructions will be accepted from Andrew and on other trustee.
- CCLA, Andrew is the main contact. Signatories are Andrew, Ian, Di and Linda. Forms were signed at the meeting to remove Linda and add Julie.
- Photocopier lease – we have been released from the 5 year lease agreement with, having made a termination payment. The copier was collected early August.
- Accounts have been updated to 31st July 2025.
- PAYPAL set up to receive donations, with a QR code to be added to the website. Ian will sort this.
- A £4000 legacy had been received this Monday from a client. Andrew had spoken to a relative and passed on our thanks.

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- Lloyds Bank are introducing charges from 13th November for cheques being paid in and going out and cash paid in. Electronic payments in or out will continue to be free. Most payments to suppliers are now done via electronic payment. Cheques payments out are limited. Andrew will monitor cash tips from drivers and pay these into the bank in the most cost effective way. It was agreed that we should encourage drivers to pay any tips to Clevedon Care via bank transfer as this is free. Email to be sent providing bank details and Tom to remind drivers at the next meeting.
- Andrew had looked at the tips received over the past 18 months for a cashflow estimate. On average each journey we did provided a 0.85p tip. The drivers should be made aware of the importance of tips and the impact on our cashflow.
- Andrew confirmed that he didn't think budgets for departments were required and suggested the following regarding spending, which was unanimously agreed.
 - Up to £50 – no additional approval required
 - Between £50 - £200 – three committee members to approve
 - Over £200 – Committee approval required

Andrew was thanked for his report and all his efforts in brining Clevedon Care up to date on financial matters.

10. Driver Co-ordinators report

Tom had provided a written report in his absence. In summary:-

- Five new drivers had joined Clevedon Care since our last meeting, with one new potential driver being processed at the moment.
- The enrolment form has been amended to ask the question 'How did you hear about Clevedon Care'. This will enable us to build a picture of the best and better means of recruitment.
- Marie confirmed that she was updating the Enrolment forms to include the above and also include the question 'How many driving jobs are you able to do each week?' – This can then be added to the list in the office as part of Marie's set up process.

11. Duty Officer's report

Julie confirmed we had 26 Duty Officers, with Terry Westwood joining us since the last meeting. 2 DOs are due to retire in 2027, one may leave sooner rather than later.

The 2 week advanced booking rule was discussed. It was agreed to extend this to four weeks on a trial basis. Therefore DOs can now accept any jobs up to four weeks in advance. Ongoing treatments and special events (i.e. client on holiday) will continue to be in place. The website and office procedures will not be amended whilst this trial period is in place. This will be reviewed at the November meeting. Drivers to be informed of this trial.

Julie will ask DOs to introduce themselves with their first name to Drivers.

There had been incidents recently where Jobs posted on WhatsApp had been 'lost' amongst other chatter. Some of which maybe shouldn't be put on the group i.e. questioning donations. Tom to ask drivers to direct anything of this nature, i.e. questioning donations, processes or procedure, direct to him not on the drivers group.

Julie also asked that when job(s) were posted on WhatsApp if it came with a request to ring the office the following working day, that the drivers did this, rather than reply on WhatsApp, as sometimes this can get lost in all of the other chatter, and missed. This is particularly so between Friday and Monday shifts. Tom to reinforce this.

Julie will look to hold a DO meeting sometime in October and will continue to use the Library for this.

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Over the past month there had been 200 calls in the morning and 50 in the afternoons. The Friday morning shift found it particularly difficult to get hold of drivers, which then had a knock on effect as jobs left for Monday morning. Monday morning is the busiest of the week for calls, as well as dealing with any website enquiries over the weekend, scrolling through the WhatsApp drivers group and then any journeys left over from Friday to deal with.

Tuesday mornings after a bank holiday were also very busy, for the same reasons described for Monday mornings, therefore Julie and Denise will be coming into the office the Friday afternoon before August bank holiday to try and clear any jobs outstanding and help with the Tuesday madness.

12. Publicity Officer's report

Ian confirmed the Local Reach advert was a half-page editorial and advert focussed on recruitment of volunteers. This will go in the September, October and November issues, after which we will review it at that point. Andrew confirmed that the two of the three standing orders had been paid, with the third due any moment. He was asked to stop any further payments after the third was made, pending the review. Ian will send around the final copy of the advert and editorial for committee members.

13. AOB

Parking charges – dealt with earlier under the Secretary's report.

Coordination of Driver and DO meetings

Currently the DO Coordinator attends any driver meetings, and it was agreed that the driver coordinator should also attend any future DO meetings. Currently there are two DO meetings held each year, and it was agreed that there should be two driver meetings held each year and the DO and driver meetings should be held reasonable close to each other.

Conclusions from discussions about a 'Driver of the Day' scheme.

Discussions took place between a couple of committee members exploring the possibilities of a Driver of the Day scheme, before delivering the proposal to committee. It was decided this was a nonstarter. However two points came out of the discussions. One being to ascertain from drivers how many jobs they are able to do each week, so that this can be marked on the drivers board in the office. The other being to check with all drivers if they would be willing to do two local jobs a day if they were spaced at appropriate times. Tom to email current drivers to answer both points. Answers to then be passed to Julie & Marie to update the office list accordingly.

Donation query recently addressed

These are calculated on the basis of 45p per mile in line with HMRC guidance. The distance is calculated from The Pier, with an additional 4 miles added to cover travel around Clevedon. Jon Pittard calculates the donations, bearing in mind and taking averages for potential different routes, his calculations are final. It was agreed we will continue to have set fees for destinations based on these calculations. Drivers can opt to take different routes to destinations, e.g. based on their preference or road traffic conditions, but the set fee remains unchanged. Any query on donation charges should be made direct to Tom, who will liaise with Jon.

Driver feedback

Recent client feedback to the office was that they felt sick after a drive with a new driver. It was suggested that this may be the clients disposition, or conditions of the road/traffic rather than the driver. Tom to be consulted on whether he thought that contacting the first couple of clients of a new driver for feedback, may be a good idea?

Driver incident

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Due to the sensitive nature of this matter, the minute on this point is 'Confidential' and will only be available to committee members.

The meeting closed at 7.16pm

14. Date of the next committee meeting: Monday 3rd November at 5.30pm at the YMCA.

Signed and approved as a correct record.


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Ian Turner – Chair

8/11/25
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Date