

Clevedon Care
(Registered charity no. 299247)

**Minutes of the Management meeting held on Wednesday 12th February 2025
2.00pm at 2 Kings Road, Clevedon. BS21 7HA.**

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

1. Welcome

Ian welcomed Andrew and Terry to the meeting and also Brian who will be joining us later. Andrew has taken on the role of Treasurer, Terry as Publicity Officer and Brian as Trustee.

2. Apologies

Apologies had been received in advance of the meeting from Shirley Rainey.

3. Approval of Minutes of the meeting on 13th November 2024

Minutes of the meeting of 13th November 2024, having previously been circulated, were approved and signed as a true record by the Chair.

4. Matters arising

Parking charges

The parking charges planned by North Somerset Council (NSC) were due to go to the NSC full committee for approval shortly. Anthony Wild had been in contact with NSC regarding a volunteer pass system for the park runs he organises, he will keep Ian informed on the progress on this. In the meantime, Marie had emailed three Clevedon based NSC councillors and our local MP requesting 'free' parking for our office volunteers. She had received a positive response on the important and valuable community service we provide. Our MP had written to NSC and one of the other councillors, Hannah Young, had agreed to move this forward for us. A rough calculation showed a potential parking charge cost of £80 per year for office volunteers. Marie will keep in touch and follow this up.

Website

Ian reported that the website contact form was actively in use, with on average 10 requests a week.

5. Chairman's report

Update on recruitment of Trustees

Ian confirmed that Tom Shaw had agreed to take on the role of Driver coordinator, following Shirley's notice to stand down from this role at the AGM. The Committee was now at full strength pending ratification at the AGM of Andrew, Brian, Terry and Tom. Liz Beckerlegge will take on producing the Newsletters, Yvonne distribution of leaflets, Di will add Events to her Project role and Terry will take on Facebook, and head up Publicity. Shirley and Tom will work together and decide on the handover timeline and communicate this to our volunteers in due course.

WhatsApp group for Committee

Ian had set up a Committee WhatsApp group and will add Terry, Brian and Tom.

6. Statistics review

The statistics were produced by Roger Davidson and circulated for the year to December 2024. Ian will confirm with Roger if he is happy to continue to produce this information.

In summary, there was a year on year increase of 20%+ and with the age of our population this trend was likely to continue to increase. The stats showed a reliance on 8 drivers doing over 120 drive jobs per year, their commitment was valuable to delivering the service, but it must also be said, that at the other end of the scale, a driver able to offer one job a week makes a difference to that client being able to get to their medical appointment, therefore all drivers made a difference. It was important to continue to expand our pool of drivers to help spread the load. We need to embrace all help, no matter how many

Clevedon Care
(Registered charity no. 299247)

jobs per annum they were able to complete. It was also important to recognise that drivers' availability may fluctuate depending on personal circumstances, and if a driver needs to take a break, they will also be welcomed back when they are able to commit again.

7. Secretary's report

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

- A lot of Housekeeping had been done over the last 3 months, with 2022 – June 2024 log sheets shredded. The 2023 diary shredded and all DO & Driver enrolment forms scanned to the cloud storage facility for ease of access by the committee. Paper forms were no longer held.
- Jane Cumming maintains the client database and will bring this up to date shortly. A copy will be sent to Di and Marie and uploaded to the cloud storage.

Brian Rose joined the meeting and was welcomed by all committee members.

- The cloud storage facility was up and running, with thanks to Kevin for researching and setting this up. Marie had uploaded all documents held by her as Secretary, and these were now accessible for all committee members to access. Marie gave a quick demo on access and set up. The committee were provided with set up instructions and encouraged to view the information. Additional licences may be purchased for the other committee members in due course and this can be discussed further at the May meeting. The goal was to ensure all Clevedon Care documents, held by all committee member's were uploaded onto the cloud storage as a secure facility now and in the future.
- Ian, Di, Julie and Marie had produced a Health & Safety Statement, Office & Environment guide and Emergency Business Plan. These will be uploaded onto the secure areas on the website for access by all volunteers.
- Marie had liaised closely with the YMCA and our Health & Safety documents aligned with their Health & Safety policy. The YMCA were ultimately responsible for the H&S within the premises but we had a duty of care to ensure our volunteer's were safe and aware of the guidelines. A fire plan had been produced and will be added to the back of the office door, and a new first aid kit and annual content checklist was in place. Duty Officer's will be advised that they must take part in any YMCA fire drills. Julie will go through all of this with the Duty Officers' at the next meeting in March.
- Suggestions had been received from various drivers' to include a 'donate' button to our website, which Marie will research further. In addition for drivers' to be provided with the Clevedon Care bank details so they can bank transfer tips if more convenient for them. They can continue to pop donations into the office if they wish. This was agreed and drivers' will be informed. Post codes will be added to specific address locations on the Donations list. Marie will action this over a period of time.
- Marie continues to send out a covering letter and Charter of Expectations to new clients since August 2024, this amounted to 89 up to 28/1/25.

8. Project Co-ordinators report

Di was focusing on publicity for driver recruitment opportunities. A new leaflet had been produced for this. Recent and future events included:-

- Clevedon Cars & Coffee – Two potential drivers may be interested from the recent event. Agreed to participate in 2/3 events over the course of the year.
- Hawthorns – nothing had been planned to attend the spring & winter events.
- Football club – we will be attending with a stand and leafleting on 22/3/25. The new A4 driver recruitment leaflet will be used and Brian had arranged for an A5 version to be included in the programme he produces for the club, free of charge. There may also be an opportunity to speak to the 'walking football' teams. Brian was thanked for his help with this.
- Rugby club – something will be put in place for the beginning of the next season in September.

Clevedon Care
(Registered charity no. 299247)

- Flower show – taking place on 23rd & 24th August. Agreed to take a stand indoors for both days at a cost of £75. There was no need to keep the stand manned at all times over the two days if enough volunteers could not be found.
- November Flower show gift fayre at the Community centre – this was well attended and we will look to have some sort of presence at this event this year.
- Lions – are holding a volunteer day on 6th April at St. Andrews Church hall. Di will look into this further.
- Golf club – one of our driver recruitment notices had been put up in the senior club room.
- Thursday/Sunday market – there may be a potential to look at something during the year.

10 hi-vis jackets in green with the Clevedon Care logo had been printed and used at events since last November. It was agreed to store these in an empty plastic storage container in the office cupboard. Di will track down the 2 'missing' jackets. It was agreed to order a further 10 jackets.

The Yatton equivalent group to Clevedon Care had recently had to close down due to lack of volunteer drivers. They had passed on surplus funds of £1153.80 to the local hospital charity. As Di is a member of the hospital committee, she had enquired if it would be more suitable for these funds to be passed to Clevedon Care, being a charity more aligned to the Yatton group. The hospital committee agreed and have subsequently passed on the donation to Clevedon Care. Di was thanked for her diligence in acquiring this funding.

As we had no way of contacting the Yatton drivers, it was agreed that it would be prudent to put up a driver recruitment leaflet in local Yatton shops and noticeboards. It was noted that Congresbury Carers were also struggling with the recruitment of drivers.

Dates for the diary:

6th July, BBQ at the home of Robin and Marianna Mackay

6th September, Fish & Chip evening at Walton St. Mary church rooms.

The 40th anniversary of Clevedon Care will be celebrated in 2027, historic paperwork had been found to confirm 2027 and not 2026.

The Queens Award was in the display cabinet at Clevedon Medical centre. Marie will put a note to that effect in the box, for future reference.

Di asked why drivers were being posted a covering letter and Charter of Expectations. In addition she felt it was too much to include a Health & Safety guide for drivers in the Drivers pack, she felt this would be off putting for potential drivers. Di also asked for clarification on where future management meetings will be held as she was unable to offer her home for these on a continuing basis.

In response to the points raised, Marie confirmed that she was not sending out covering letters and Charter of Expectations to drivers. These were going to new clients only, as agreed in the August meeting. Di would need to confirm with Shirley if she sends them to drivers, but as far as Marie was concerned drivers were being directed to the website to view the Charter. Marie confirmed that it was agreed at the November meeting that we would not include the Health & Safety guide for drivers in the drivers' pack. A sentence would be included to refer the driver to the website for them to read this at their own convenience. The committee meetings for the remainder of the year had been changed to a Thursday to take place at the YMCA and these dates agreed at the last meeting. Di was thanked for the use of her home for this meeting, but this was a 'one-off' to allow a longer than usual meeting time.

Clevedon Care
(Registered charity no. 299247)

Brian did offer the use of a room at the football for committee meetings if required, with free parking. This may be beneficial particularly as the parking charges at Marson Road would be in place by then. Marie will liaise with Brian further on this.

9. Treasurer's report

Andrew reported that he had met with David for handover information. Currently Andrew has no access to the bank or a cheque book to be able to pay any invoices. There had been an issue with the initial application to add Andrew as a signatory due to confusion on who the current signatories were. Lloyds had confirmed that currently, David Eggleston, Di Brown, Linda Bakehouse, David Steele and Roger Davidson were signatories. Ian was not. With this knowledge, Andrew had submitted a new application to Lloyds with Roger Davidson and Di approving the application. It was hoped this would be sorted shortly and the signatories updated to include Ian. Andrew was in contact with Eden Tree and CCLA on change of signatories and access and will follow this up. All donations received into the office had been banked.

David is due to update the Trustees on the Charity Commission website and upload the 2024 accounts. David will then reassign the online login to Andrew. The accounts for 31/12/24 were currently with the auditor, Derek Hanson.

Andrew confirmed that Clevedon Care are registered with HMRC for gift aid and he had written to HMRC to update details and gain online access to the account.

Our Insurance is due to be renewed on 27th February and Andrew was in contact with the Insurers to clarify the cover. The insurance covered office contents and public liability. As required by law, our public liability certificate will be displayed in the office once received.

Andrew was in contact with Unicom, who we pay for our telephony costs. It appears that the current contract ran out in December 2024. He will follow up on this. He has a copy of the YMCA agreement and has completed the ICO online assessment which confirmed we are exempt from registration as a Data holder under GDPR.

Our photocopier agreement was signed in February 2024 for a 5 year fixed term. Andrew had reviewed the contract and after he had explained the relevant costs the committee voted unanimously that Andrew should contact Xerox formally for a termination fee confirmation and terminate the agreement. It was felt that an 'all-in-one' printer that was also Wi-Fi enabled and able to scan documents would be sufficient for our needs. This could be bought outright at around £350 plus costs of cartridges. Marie and Julie will investigate a suitable alternative.

10. Driver Co-ordinators report

Shirley had provided a written report in advance of the meeting. In summary:-

- We currently have 39 drivers including a new recent driver Ian Boyd-Stevenson.
- 2 driver's had resigned: David Eggleston and Anthony Wild.
- 2 possible new driver's – one waiting for DBS and one has just started the process.
- Shirley had been liaising with Tom Shaw on taking on the role of Driver Coordinator and will provide ongoing support as required.

It was confirmed that there had been no incidents on safeguarding and following a review, no revisions to the safeguarding policy were required.

Shirley was thanked for her contribution to the committee and we will have the opportunity to thank her properly at the AGM.

11. Duty Officer's report

Julie reported that there were a number of new Duty Officers joining us. Karen had started her training in December and January and was up and running. Following the Facebook post for volunteers on Friday mornings, two new DOs had shown interest, Jane & Stella. Jane was undergoing training at present, Stella will follow. There was also another Jane, who had just completed the paperwork process and will start training in March. Julie thanked Marie, Sarah, Grace, Val and Denise for help with training the new recruits. Chris Perrett was due to be back in the office tomorrow (13th), with her final shift being on 27th February due to retirement under our age policy. There is a planned send off for Chris at her final shift. Thanks also went to Liz Rowan for her challenging time with the rota, but hopefully with the new recruits this will settle.

WhatsApp for drivers was working well and DO's were using it more. Julie had pulled together a file in the office containing useful information for DO's to refer to. She has also updated the Office procedures guide and will go through this and the Health & safety guide with DO's at a meeting in March.

The phone message needs changing to bring it in line with our new opening times. Ian explained this could only be done by Unicorn tech support and was not as straight forward as one would think. It may be that the message is more generalised i.e. please refer to the website for our opening times.

12. Publicity Officer's report

Being new to this role, Terry had little to report. He will liaise with Di further. Terry was asked if he could have a chat with Liz, Di & Yvonne and give a general update at the next meeting. Julie confirmed the newsletter layout will change slightly due to software changes, but she was liaising with Liz on this and thanked Terry for taking this role on.

13. Opportunities and risks discussion (this was moved to the last point of the meeting)

Ian had asked each committee member to think of an opportunity and risk for discussion. Members were asked in turn for their initial thoughts. As time was tight, further discussions will take place on this at a future meeting.

- Enrolment forms to be editable so these could be sent via email to prospective volunteers and their referees. Marie confirmed she had already identified this as an area for improvement and it is next on her list to look at.
- Office base – what considerations are in place if we were unable to continue in our current offices (hypothetical) Di confirmed she had researched office/premises alternatives in the past and would pass this onto Marie. This was mentioned a couple of times by different members and it was agreed that we needed to look into this further.
- Use of cloud storage facility was a positive move forward.
- Client expectations are greater and we need to ensure clients are fully aware of what we will and will not do. The Charter will help with this.
- We must remember that we are all volunteers.
- Consider further use of WhatsApp to 'post' outstanding jobs at the end of the shift, maybe PIN the list of outstanding jobs so that those drivers that maybe work, or are busy could pick up anything later that day and liaise with the office. Julie, Sarah & Marie agreed a possible trial on Tuesday afternoon (Marie) and Friday (Julie & Sarah). To discuss further.
- Make it easier for people to donate
- Make contact with some of the destinations we go to i.e. New Medica so they can hold some leaflets and promote our services to BS21 clients.
- Review and research a computerised system, the group were aware that this had only recently been looked at but it was felt that within the next 12 – 18 months, particularly with the increase in jobs, that we should revisit this, but with a strong emphasis on a phased introduction and offering a hybrid system to allow the retention of manual processes for those that are not

Clevedon Care
(Registered charity no. 299247)

comfortable with using a computer. Maybe the client database and logging of calls to be computerised and everything else diary management, finding drivers etc. remains manual. Contact with clients verbally via the phone MUST remain in place. Agreed to revisit and discuss later in the year. It was strongly agreed that the retention of our DOs was a high priority and we must not lose sight of this but an increase in demand of our services is pushing for a change.

- Look to share with our clients, the contact details of other community groups in the local area that they may find helpful to help combat loneliness i.e. Chatty café scheme, warm welcome space, craft groups, men's shed, knit & natter, AGE UK. YMCA community café & lunch group. This was agreed as a good idea and we could perhaps 'follow' these on social, maybe have links to the services they offer on our website and we could look at producing an A5 leaflet for drivers to have available in their cars for clients to take. Marie had started a list and will pass this on to Terry.

14. AOB

AGM

As Marie hadn't attended an AGM before, she asked for guidance on what she needed to arrange. Marie had already booked the Kenn Road Methodist Church and liaised with Alan on opening this up on the evening. She will issue a 3 week advance notice of the meeting. The meeting were unsure if notice of the AGM needed to go out on social media or put on the website, Marie to check this with the c Constitution. Di will make contact with our Patron Julia Elton and invite her to the AGM. Marie, Julie and Di will liaise regarding supplying refreshments after the meeting. Reports are verbally given at the meeting.

The meeting closed at 5.24pm

15. Date of the next committee meeting: Thursday 15th May, 5.30pm – Venue to be confirmed.
AGM on Wednesday 9th April, 7pm at Kenn Road Methodist Church.

Signed and approved as a correct record.


.....
Ian Turner – Chair

15/5/25
Date