

Clevedon Care  
(Registered charity no. 299247)

**Minutes of the Management meeting held on Thursday 15<sup>th</sup> May 2025  
At Clevedon Town F.C. Davis Lane, Clevedon. BS21 6TG at 5.00pm**

**Present:** Ian Turner (Chair), Julie Butt, Sarah Clark, Brian Rose, Tom Shaw, Andrew Spear, Marie Spear.

**1. Welcome**

Ian welcomed everyone to the meeting and thanked Brian for organising the venue for the meeting.

**2. Apologies**

Apologies had been received in advance of the meeting from Di Brown and Kevin Casemore.

*The Chair requested that Point 13 – Driver complaint update, was brought forward to be discussed now, in order to give as much time as possible to the matter. Those present agreed.*

**Point 13 – Driver complaint – update**

Ian summarised as follows: - A complaint had been made verbally about a driver on 22<sup>nd</sup> April 2025. Due to a delay in getting a written complaint from the client, as they had been admitted to hospital for an operation, the client was interviewed, notes taken and sent to the client for them to check and sign accordingly, these had been provided to the committee. A Trustee, was asked to investigate as an independent party, and in turn interviewed the driver and submitted his report to the committee. It was also thought to be a good idea to establish any pattern and a check was done on the journeys undertaken by the driver in 2025. One client was identified as having had several repeat journeys with the driver concerned and interviewed. Notes on this had been provided to the committee. At all times the driver was kept in the loop of the progress and has been given the opportunity to provide a statement, however nothing has been received.

Due to the need to discuss this in detail and the sensitive nature, the rest of the minutes on this point are 'Confidential' and will only be available to committee members.

**3. Approval of Minutes of the meeting on 13<sup>th</sup> November 2024**

Minutes of the meeting of 12<sup>th</sup> February 2025, having previously been circulated, were approved and signed as a true record by the Chair.

**4. Matters arising**

None.

**5. Chairman's report**

Update on recruitment of Publicity Officer

Julie had updated the job description and had been doing some canvassing of the newer volunteers, but hadn't heard anything. She will follow this up in person. If we are not successful we may have to think of bringing in someone from outside the organisation.

Stats by Roger Davidson

Roger had very kindly agreed to continue to produce our statistics and he was thanked for continuing in this role.

Opportunities & Risks

This does need further discussion at some point in the future, but for now the use of WhatsApp was discussed. It was agreed that over the past 6 months the use of WhatsApp had increased and it was helpful when the layout of outstanding jobs was laid out clearly with Job No, Date, Location, Time & any important info. It was agreed that all DOs need to adopt this clarity when putting out requests.

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**Portishead Porters**

It was suggested at the AGM that the Portishead Porters (PP) had drivers with availability that they may be able to assist us. Ian had spoken with Sue Ferguson of PP, who confirmed this was not the case and they were in fact struggling to recruit volunteer drivers and were short themselves.

**Community Transport Meeting**

Ian and Tom had attended a meeting organised by VANS (Voluntary Action North Somerset). They had been commissioned to put together a report on the state of community transport to go to North Somerset Council. A range of different community transport schemes were represented at the meeting. Key benefits and challenges were discussed. Key challenges felt by all in attendance was the recruitment of volunteer drivers, parking at NHS sites, and the unawareness of the NHS of our value. There was a positive exchange of views. The local Lions were due to approach the Police & Fire Brigade who have in place a career retirement process, it was hoped we could link with them on this. It was not thought that the use of a minibus would be suitable for our needs, only to cover COVID clinics, but we had this very well organised now. There is a follow up meeting planned in the summer, and a copy of the meeting notes had been put on the website for volunteers to access.

**Talks & Articles**

Ian had attended and given a talk at the Portishead Sugar Craft, who in turn had donated a welcomed £150. He had also talked at the Civic Society and at the Kenn Lunch Club where they very generously donated £350 and were happy to continue to support us with further funds for specific projects in the future. We had succeed in our venture to celebrate our 10,000<sup>th</sup> journey since COVID with a feature in the local press.

**6. Statistics review**

The statistics were produced by Roger Davidson and circulated for the first quarter of 2025. The numbers of journeys for January and February were the same as last year. March 2025 showed an 18% increase on March 2024. Brian was commended for his continuing support with taking on the large amount of oncology schedules recently.

**7. Secretary's report**

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

- Nothing had been heard from North Somerset Council regarding the Parking Charges, Marie will continue to chase this. We will need to consider compensating DO volunteers for any car park charges they have to pay whilst undertaking their volunteer duties for Clevedon Care.
- Marie was assisting Jane Cumming in bringing the Database up to date.
- Marie offered one to one training on Zoho for anyone on the committee. Additional licences can be purchased if required.
- The new multifunctional printer/copier had been sourced by Julie and Marie. This will be set up in the office tomorrow (Friday 16<sup>th</sup> May) and instructions provided.

**8. Project Co-ordinators report**

In Di's absence she asked Marie to bring forward the following points:-

- A reminder of the summer BBQ in Kenn on 5<sup>th</sup> July, further details to follow.
- As we are short on drivers, should we consider reducing local journeys to GP practices and the Cottage Hospital only?

It was decided to carry on as we are, however it was noted that there may be a need to say 'no' to jobs more often than we have in the past.

- Sally & Di had discussed a possible cleanse of the client cards.

It had previously been done when we had the issue with the phones. Julie proposed that we clear out any client cards where a client hadn't used us since 2022 or earlier. This was agreed at

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the meeting. Julie will liaise with Sally to work on this, cards will be given to Marie to update the Database, and then cards will be shredded. This will be done annually in January and we will keep the current +2 years.

**9. Treasurer's report**

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

- There was a major issue in that we were unable to access any of our savings in the Lloyds Deposit account, CCLA or Eden Tree as the Charity Commission (CC) website for Clevedon Care had not been updated with the new Trustees. Andrew has been liaising with David Eggleston on this, as he has the only login access. Last week David informed Andrew that whilst he had made a start on this, he had unfortunately deleted himself and now was unable to access the Charity Commission account. Andrew had therefore had to spend most of today on their support line to recover the situation. Andrew was able to confirm that he was now the Lead trustee and he had updated the CC for Clevedon Care. Past and present Trustees should receive emails in due course. He will now be able to make a start on getting access to the three accounts and updating the signatories on them. In the meantime, Ian and Julie were handed forms to complete for the Lloyds current account for completion and return to Andrew asap.

Andrew was thanked for his tenacity and patience.

**10. Driver Co-ordinators report**

Tom reported that Isabella Szendera-Banwell had confirmed she would not be able to start driving for us. Gordon Fenner had retired on medical grounds. Richard Cawse had joined us but was out for approximately 12 weeks for a shoulder operation. Two new drivers were due to start with us shortly, Terry Burns and David Fife, we are just awaiting DBS clearance. It was noted that our leaflets needed to be put into the Little Tea Pot at the Cottage Hospital and Coly House Dental Practice. It was confirmed that the retirement age of 85 for drivers was looked at approximately 3 years ago and decided upon based on robust rationale. A study revealed that drivers are at their highest levels of having an accident during the early years of driving and after the age of 85.

**11. Duty Officer's report**

Julie confirmed we had 25 Duty Officers, 3 had joined us recently following a Facebook advert and were all trained and on the rota. Chris Perrett had retired in March due to reaching the retirement age for Clevedon Care. We were struggling to fill the afternoon slots due to holidays. There is a potential new DO interested and this is being followed up with a potential for someone in the future. Julie may consider another recruitment advert on Facebook.

A key safe has been installed on the back of the door of the cupboard and there is a large unit being put in the office by the YMCA to replace the units where the copier is currently situated.

There was a DO meeting in April, where the matter of giving out Driver's mobile numbers was discussed. It was agreed that DOs no longer need to give out Driver phone numbers, Drivers will give these out to clients when they ring the day before to confirm the journey, if the job is out of office hours i.e. early/late pick-ups or weekends. Tom will inform Drivers.

It was agreed that in hindsight a discussion should have taken place with DOs before this new procedure was put in place, having only been decided at the Drivers meeting. Any future changes to process or procedures that involve DOs and Drivers should be brought to Committee for discussion, taking into account both view points.

The volume of calls in the afternoon for January and February was 40 each month, with 57 in March. For April there had been 263 calls taken in the mornings Monday – Thursday, 62 calls taken in the afternoon Monday – Thursday and 34 calls taken Fri mornings.

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The message on the phones was changed in March. It was noted that it was difficult to change the behaviour of clients, and if they get their post in the morning, the first thing they will do is reach for the phone to ring us.

Currently on our website it says that we do not usually recruit duty officers who are older than 75 when commencing their duties. This is not in line with the driver recruitment age and Julie asked for this to be brought in line. This was agreed.

Julie was thanked for her work and continuing to cover the Publicity role whilst we are looking for a replacement. Thanks were also extended to Yvonne for her tremendous efforts and miles and miles of walking she does, distributing leaflets throughout the town.

**12. Publicity Officer's report**

Brian confirmed the availability for Clevedon Care to have an A5 advert free, in the new season programme. Julie was unsure what advert had been used previously, but Tom would pass to Brian a copy of his A5 driver recruitment advert.

**13. AOB**

Royston Lewis had passed away and having been a long term driver for Clevedon Care in the past a letter of condolence will be sent on behalf of Clevedon Care.

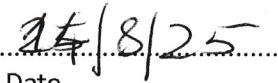
Julie advised the meeting that she would not be able to attend meetings on a Thursday from after the August one, through to and including February 2026. Brian confirmed the availability of a room at the football club on a Thursday or Friday only. Marie will look at an alternative date and venue for the November and February meetings and confirm in due course.

The meeting closed at 7.14pm

**14. Date of the next committee meeting: Thursday 14<sup>th</sup> August 2025 at 5.00pm at Clevedon Town F.C.**

Signed and approved as a correct record.

  
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Ian Turner – Chair

  
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Date