

Clevedon Care
(Registered charity no. 299247)

**Minutes of the Management meeting held on Monday 3rd November 2025
at the YMCA, Marson Road, Clevedon. BS21 7NN at 5.30pm**

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

1. Welcome

Ian welcomed everyone to the meeting including Julie Ginn.

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 14th August 2025 including Confidential Minutes

The Confidential Minutes and Minutes of the meeting of 14th August 2025, having previously been circulated, were approved and signed as a true record by the Chair.

In addition the Confidential Minutes of the meeting held on 8th September 2025 having previously been circulated were approved and signed as a true record by the Chair.

4. Matters arising

Complaints procedure/form

The Complaints procedure and form had been circulated to all Duty Officers and Drivers for comment. No comments had been received and therefore the Complaints procedure was adopted and approved by the committee. This will be added to the secure area on the website and a copy of the procedure and forms will be put in the office.

Update of exclusion of client – Mrs C

The client in question had been written to, advising her of her exclusion from Clevedon Care. No further communication had been received from her. Clevedon Care will no longer accept journey requests from this client.

Update on confidential minute – Driver

The Chair confirmed that he had written to the driver concerned, following the meeting on 8th September 2025, advising him that the committee had resolved that his position as a driver with Clevedon Care was terminated with immediate effect.

5. Chairman's report

Update on recruitment of Publicity Officer & Projects Coordinator

The Chair summarised the current position. The position of Publicity Director has been unfilled since Julie Butt became DO co-ordinator. Despite multiple attempts by Ian and Julie during the past year we have been unable to find someone to take on the whole Publicity Officer role. At the same time Di had confirmed in April at the AGM that she wished to take a step back from the role of Projects Coordinator but was happy to continue on the Committee as a Trustee with some responsibilities if there was an opportunity to do so.

Ian had recently discussed the Publicity Officer role with Kevin, and he has agreed to take on Facebook and the Website. Di had spoken to Julie Ginn, who has agreed to take on the two internal social events, currently the BBQ & Fish supper, as well as support Di with the 40th celebrations in 2027. Kevin and Julie were both thanked for stepping up. Julie G was co-opted onto the committee.

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This did however leave quite a lot of tasks that needed to be covered. Di, Julie and Marie had met to pull together a list from both roles and notes on that meeting with the tasks listed had been circulated. The tasks were discussed and the agreed action, marked in red below:-

Projects Coordinator tasks

- Two social events per year to thank the volunteers – **Julie Ginn to take on**
- Organising events such as: Clevedon Show, Rugby & Football club visit, Clevedon Show Xmas fundraiser, Queens Square market and Car & Coffee. Including speaking to organisers, emailing for volunteers, arranging volunteer cover during the event, setting up and taking down the exhibition kit. – **It was agreed that we would no longer attend these events, the benefit particularly in volunteer recruitment was negligible for the huge amount of effort involved. We have not recruited any Driver or DO directly through these events. The majority of recruitment has come through Word of Mouth or the recent Local Reach editorial.**

However, if a committee member wished to 'lead' on an event they could elect to do so, but on the understanding that they would be responsible for organising it. Ian confirmed he would like to continue with the Cars & Coffee event and will lead on this.

- Monitoring stocks and reordering: **Di to take on**
 - High Viz Vests,
 - Decals,
 - Windscreen Stickers
- Applying for Blue Badges for Drivers (due to expire Sept 2026) – **Marie has agreed to take this on unless Tom wished to do so as it was Driver specific? Marie to check with Tom.**
- Arranging Retirement gifts as appropriate- **Marie has agreed to take this on**
- Order Job Sheets annually (Di to do Oct 2025 for 2026) **Julie to do as DO coordinator**
- Signatory on Lloyds Bank & CCLA (Ian, Julie & Andrew are signatories)
- Running the Incentive Scheme **Di to continue monitoring this**
- 40th Anniversary celebrations 2027 (one off) – **Di has agreed to lead on this**

Publicity Officer tasks

- Facebook and Website - **Kevin to take this on**
- Produce internal Newsletter three times per year - **Will not be produced any longer as DOs and Drivers are kept up to date with information via their respective Coordinator. Meeting minutes and other information was also available on the secure area of the website to all volunteers.**
- Monitoring stocks and reordering:
 - Tri fold green leaflets **Brian**
 - Letterheads **Marie will print these from her computer using 90gsm paper using our new copier.**
 - Business Cards for Drivers **Brian**
 - Plastic Wallets for Drivers photo badges **Julie**
- Printing and laminating A5 windscreen leaflets for Drivers (master in office & on Zoho) **Tom**
- Producing Driver photo badges (master held by Julie) – **Julie is happy to continue to do this**
- Submitting advert to Local Reach magazine for bi monthly insertion (free of charge) – online (Ian will do Jan 2026) **Ian to take on and he will look at another editorial for 3 months in the spring 2026.**
- Regular articles for Mendip Vale Newsletter and other relevant publications **Not needed any longer**
- Ensuring Tri fold green leaflets are distributed to key sites (A4 monitoring sheet) – currently done by Yvonne – **Yvonne to continue**
- Ensuring Posters are up to date and displayed at Key sites (A4, A5 versions are held by Julie) i.e. Allotment boards, Tesco **Kevin happy to be involved in creation/design of posters and advertising material. Kevin & Di to review location sites of posters and reduce. Di will continue to put up posters on Allotment boards.**

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Note: Tom orders the yellow lanyards.
Marie will continue to upload pdf information to secure area of website

Committee representation from April 2026 was discussed and agreed as follows:-

The current committee is made up of 7 Officers and 3 Trustees. This will remain in place, from April 2026:-

Kevin will resign as Trustee and become an Officer with a title of Digital Coordinator
Di will resign as Projects Coordinator and become Trustee
Julie Ginn will join the Committee as Social Secretary

The constitution will be amended to reflect the new Officer job roles.

Community Transport meeting

Ian had been approached by various different organisations gathering information on community transport schemes and how the council can best support them. The report from VANS is due out shortly.

Long service recognition

One of our drivers will be reaching 15 years of service with Clevedon Care in December, and it was agreed that this should be marked in some way. Discussions took place on recognition of long service for volunteers. A long serving DO had been recognised for 25 years service with a presentation of flowers and wine last year. The committee agreed to implement a long service recognition scheme with immediate effect as follows:-

- 10 years service will be recognised with a Certificate, which Kevin will look at designing
- 15 years service will be recognised with a £30 gift card and certificate

Long service awards will be awarded in arrears at the AGM each year and put out on social media and the website with agreement of the volunteer.

9 volunteers were identified as having served beyond these new milestones as of today;
4 others would have reached 10 years service for recognition at the April 2026 AGM as well.

6. Statistics review

The statistics were produced by Roger Davidson and circulated for the third quarter of 2025. A total of 2700 journeys had been made for the year to end of September 2025 compared to 2697 in the same period last year. It was noted that we had more drivers on our books this year, which would help to ease the burden across all drivers. Roger Davidson was thanked for his continued 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:-

- North Somerset Car parking charges – legal challenges had been put in by various business groups. Despite this it was thought that these charges will be brought in by the end of the year or beginning of next year.
- It was agreed to email all DOs on the process for them to claim for parking. Marie will draft something for committee to review. Andrew will produce a claims form.
- Impact on local drive jobs was discussed later.

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- Julie and Marie had discussed a computer system and agreed that it is not the right time to move this forward. This will be reviewed again in 12 months time.
- Letters were sent to all Residential Homes asking them to ensure residents are ready to be collected at the agreed pick-up time and to inform us of any COVID outbreaks at the time of booking.
- Reference request and Enrolment forms have been updated and produced for Tom and Julie in pdf, excel and word format.
- An electrician organised by the YMCA had PAT tested the Kettle, Printer, fan, phones, modem, extension lead, iPad charger on 17th October 2025. Neither Marie nor Julie were informed in advance that this was happening, and it did mean that the phones had to be turned off for a short while during a shift. Marie will ask the YMCA to give advanced notice in future.

Meeting dates for 2026

Committee meeting dates for 2026 were proposed as follows, members were asked to inform Marie ASAP if there was any difficulty with these.

Monday 9th February - YMCA 5.30pm

Wednesday 29th April – AGM, Kenn Road Methodist Church Hall, 7pm

Monday 11th May – YMCA 5.30pm

Monday 17th August – YMCA 5.30pm

Monday 9th November – YMCA 5.30pm

Database

The database was borne out of the proposed move to a computer system back in 2023. Although this didn't happen the database continues to be maintained by one of our drivers, Jane Cumming, several times during the year. Maintenance of the database includes adding new clients, removing deceased clients we are made aware of, removing clients that haven't used us for over two years and amending client detail changes i.e. change of address, phone number etc..

The committee agreed it would be useful to have this database maintained at least monthly, to ensure the information was as accurate and up to date as possible. It is sometimes used to find phone numbers for drivers where they have been recorded/given incorrectly when taking a job.

Ian will speak to Jane to ask if she has the time to keep the database up to date at minimum on a monthly basis. Sarah Clark was happy to take this on if Jane was unable to commit to this timeframe.

8. Project Co-ordinators report

Di read her report as follows:-

Since our last MCM we have had a Fish & Chip Supper at St Mary's church hall which was attended by 51 people, the largest attendance at a social do so far. The camaraderie was great and I think the volunteers are appreciative of the opportunity to get together, meet up with other colleagues and share experiences.

Organising social events has been a large part of my job, one I like best but the carting around of heavy tables etc. is no longer fun. Fortunately Julie Ginn has volunteered to take over these events, well done Julie.

Holding exhibitions stands and handing out driver recruitment leaflets in the hope of attracting drivers has unfortunately not been a great success. Marie, Julie and I feel that the results do not justify the work involved.

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The flower show, Christmas Fair to raise funds for the show – the next one on 22nd November: Rugby & Football clubs, Queens Square etc. handing out leaflets

These not only require organizing but manning too. It is hard to find volunteers who are prepared to give up some of their weekend due to other family and social commitments.

I still need someone to help with the stand from 1.00 - 3.00 on 22nd November if anyone is keen?!

Finding items needed for CC like High vis vests, decals, windscreen stickers I am happy to continue doing, whether on the committee or not. I hope I can stay on the committee as a Trustee for what will be my last three years with CC.

I believe that the Local Reach articles and ads are best at reminding the community that Clevedon Care are still working for them and best at driver recruitment; word of mouth was the most successful way of attracting drivers.

Leading the 40th Anniversary celebrations will continue as an ongoing task.

9. Treasurer's report

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

- Accounts have been updated to 30 September 2025 showing an improvement in funds on last year of £4,401.
- Rent charges from the YMCA had increased from 1st September 2025 from £140 to £150 per month.
- A legacy of £4,000 had been received from the estate of a deceased client of Clevedon Care.
- HMRC has now been sorted, contact details and addresses have been updated and the government gateway is now active. A claim of £12.50 for gift aid tax on a donation was submitted and has been paid.

Andrew had received a call from Clearly Business (formerly known as Unicom), the supplier of our phones. They stated that our phone contract was up for renewal. They offered an upgrade to full fibre for free, it would require a new socket and router and provide more reliability on the digital lines. Members agreed not to make any changes to the current system, as there was no issue with the phone lines and as we didn't use a computer system there was no need to upgrade to full fibre at this stage. Andrew did not have a copy of the current contract, and no other committee member did either. Ian believed that a 4-year contract was signed in 2022 but wasn't 100%. Andrew will ask Clearly Business for a copy of the contract.

10. Driver Co-ordinators report

In Tom's absence the following was discussed:-

- 9 drivers had been recruited since Tom took over with 3 or 4 in the pipeline currently.
- David Steele had recently retired due to ill health, following 21 years of service.
- Driver feedback form - will only be used as and when it's appropriate by the driver coordinator in matters of client feedback received about a driver and to collate information from a client.
- Ian had received feedback on a driver's driving style today from a client. This was the same type of issue and the third time for the same driver, and whilst not a safety issue, Tom will investigate further.
- Christmas office opening hours and driving days over this period had been discussed at the drivers meeting last week. We will offer to drive Oncology patients only, for days when the office is closed, if drivers are available.

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Parking charges

As discussed at the recent drivers meeting, the more favoured position was to have an enhanced local rate to cover the Hill Road area on street parking and Marson Road car park in the Triangle.

Based on the information gather by Marie on the proposed charges to be set by North Somerset Council, the committee agreed a new enhanced local rate of £6.50. This extra £1.50 should cover up to 1.5 hours parking in Hill Road and up to 2 hours in the Triangle. Marie will keep Jon Pittard in the loop. The enhanced rate will be set irrespective of whether a driver waits or returns home.

Unfortunately, we do not know when this would come into play. However, it was agreed that Duty Officers will start to warn clients who book for these specific locations. A list of destinations and wording will be provided for DOs. It was agreed that Drivers would be in a better position to confirm whether the enhanced rate or normal rate is payable when they call the client the day before as it depends on when the parking meters are in place and they will know the latest information at this point when calling the client.

11. Duty Officer's report

Julie confirmed we currently had 28 Duty Officers, with 2 more in training. 17 DOs cover 10 morning sessions and 11 DOs cover the 8 afternoon sessions each week. All new DOs joined as a result of the Local Reach advert.

Friday morning sessions are proving to be manically busy at the moment, and Julie has agreed that DOs can put the phone on DND at 12.00 noon to give themselves an opportunity to regroup and get jobs out on WhatsApp for drivers to review over the weekend and call the office on Monday morning.

4 week in advance bookings are going well with no issues reported by DOs or drivers. Julie would like to continue with this trial over the Christmas and New Year period and confirm this change to 4 weeks at the next meeting.

Where historically we have put Mr & Mrs on the same client cards, this is being changed and in future each will have their own cards. Mr & Mrs are listed separately on the database and this should be carried forward on our card index system. Current cards will be split over the coming months.

The drivers board will be updated with the Mobile phone number as the first point of contact where we have a mobile number unless specified by the driver. We will also include the number of jobs each week that a driver would prefer to do.

We had an issue with emails being grouped together and getting deleted accidentally. Karen and Marie researched this, and it seems to be a feature of Gmail. Marie has 'unticked' the box so emails do not get grouped and hopefully this will resolve the issue. We will need to keep an eye on this when there are updates to the software.

12. Publicity

It was agreed that the 3 monthly paid Local Reach editorial and advert focussed on recruitment of volunteers had been a success and we should aim to do another 3 monthly editorial in March, April and May next year. It was suggested that the content was perhaps a little too wordy and needed to 'pop' a bit more and we could make use of the recent photo taken of drivers. Ian will look at this further with Kevin. We could also look at providing copy to the local newspaper for them to use as and when.

Ian will continue to submit the monthly free ad in the Local Reach in the meantime.

13. AOB

AGM change of date

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AGM date changed to Wednesday 29th April 2026 at 7pm in Kenn Road Methodist Church Hall

YMCA matters

Di was concerned with people coming into the YMCA 'off the street' during the holidays looking for YMCA staff, when there was no one from the YMCA on the premises and wandering around the building. Marie advised that she always closes the wooden door on her afternoon shifts as there was no one present in the ground floor office. It was agreed that Duty Officers should close the wooden front door during holidays and periods of time when there were no YMCA staff in the downstairs office.

There had also been an issue with getting Blue badges out of the post box during the YMCA holiday period as the contents of the post box had to be emptied from inside the ground floor office. Di had been in contact with The Pets Pantry who were happy for drivers to drop blue badges through their letterbox and as DOs had to collect keys from here to open up in the morning this would seem sensible. Another suggestion was that we fixed our own tamper proof post box to the YMCA wall for drivers to drop blue badges into this. Di agreed to check with the YMCA if they would allow us to have a key to the downstairs office to gain access to the post box if there was no YMCA staff available.


Clevedon Care lapel pin

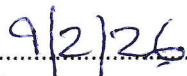
A suggestion had been made by Tom for a Clevedon Care lapel pin to be worn by drivers all the time, as a conversation starter and promoting our charity. After further discussion it was agreed not to proceed with this as it would be impractical for drivers to move between garments and potentially putting holes into those garments and due to the costs involved with a customized pin and low ordering quantities,

The meeting closed at 7.30pm

14. Date of the next committee meeting: Monday 9th February 2026 at 5.30pm at the YMCA.

Signed and approved as a correct record.


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Ian Turner – Chair


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Date