

**Minutes of the Management meeting held on Wednesday 14<sup>th</sup> August 2024, 5.00pm at the YMCA.**

**Present:** Ian Turner (Chair), Linda Bakehouse, Di Brown, Julie Butt, Kevin Casemore, David Eggleston, Shirley Rainey. Marie Spear joined via Teams.

**1. Welcome**

Ian welcomed everyone to the meeting. Di Brown will be taking notes of the meeting in the absence of Marie, who was unable to attend in person.

**2. Apologies**

Apologies had been received from Sarah Clark and Roger Davidson in advance of the meeting.

**3. Approval of Minutes of the meeting on 8<sup>th</sup> May 2024**

Minutes of the meeting of 8<sup>th</sup> May 2024, having previously been circulated, were approved and signed as a true record by the Chair.

**4. Matters arising**

The Constitution has been updated and put on the website. Details of the Committee members will be put on the website shortly.

The Treasurer, David, had notified the YMCA we would be increasing our rent payments to them to £140 per month, to take effect from May's rent. They were delighted.

WhatsApp is now in use on really busy days as well as for urgent jobs.

David asked for confirmation that the donation from Tickenham to Clevedon had not increased, this was confirmed and remains at £6.

**5. Chairman's report**

Anita Charlton update

Anita Charlton had been written to and she had signed and returned our letter of Expectation.

Charter of Expectations

Following the issue with Anita Charlton and another client, Ian had taken the opportunity to draft a Charter of Expectations, circulated to the Committee on 10<sup>th</sup> July 2024. It was agreed that this will be added to the Drivers pack, put on the Website for public view and sent to new clients in the post. In the first instance it will be sent to all Volunteers for comment. The 2 hour journey time was discussed. DO's must be firm with clients regarding the 2 hour rule. The driver will need to liaise with the client during the drive and ensure the client is aware of the 2 hour wait and that the client needs to keep in communication with the driver should there be any delay. If the appointment looks as though it will go over the 2 hour wait during the appointment, the driver and client will need to agree the outcome including the potential of a double journey and the cost associated with that.

Cloud storage facility

It had become apparent when looking for historic policies that we need to protect and store vulnerable documents safely in a central location, for access by the Committee. Kevin had researched this further and recommended a Clevedon Care private Google account for a small monthly fee or potentially free depending on user access requirements. Policies, Charters, master lists, forms and the client database will be held on the cloud facility securely. This was agreed.

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Resolution of driver withdrawal

The Committee approved the withdrawal of a driver following further issues with the driver letting down a client, this had become a liability. We cannot allow Clevedon Care's reputation to be damaged.

Recruitment of new trustee

Roger Davidson has withdrawn as Treasurer elect and along with the recent retirement of Robin MacKay, a general recruitment request will be sent to all volunteers for a 3 year Trustee and also a Treasurer from January 2025. David offered to remain in place as Treasurer until the AGM in April 2025 if this assisted with the recruitment process.

**6. Statistics review**

This will now be a permanent point on the agenda as it is a very good tool to inform the Committee on future planning. Roger will continue to pull the information together until the AGM. The latest statistics show an increase in jobs of 17% over the past year and this is likely to continue to increase. 27% of all jobs are local and this raised the question of whether some categories of jobs taken should be stopped e.g. Memory clubs and others that are not strictly medical appointments and not doctor referred. It was agreed that DO's may have to turn down jobs when we are low on drivers and where the treatment is not doctor prescribed.

**7. Secretary's report**

The Secretary's report had been issued with the agenda in advance of the meeting. Marie had drafted a GDPR & Privacy policy for Volunteers and a separate one for Clients and asked for points to be discussed and clarified as follows:-

GDPR Volunteers (to be added to the private area of website)

Point 4 - agreed process to scan DO & Driver enrolment forms to pdf and hold on central storage facility once in place. In the meantime Marie will hold them on her personal computer.

Point 10 - agreed as per draft policy.

Point 11 - no form necessary, agreed that any incidents can be reported via email.

GDPR Clients (to be publicly available on the website)

Point 9 – agreed all points with the exception of the Diary. This is to be retained for 24 months.

The above will be amended and added to the website as appropriate.

**8. Project Co-ordinators report**

Di reported that she and Julie had a full exhibition kit ready for any show commitments, the Clevedon Flower Show being the next. A full complement of volunteers have now come forward to man the stand all day. Passes for the show will be provided for volunteers and passed on between them.

The first of our 'Thank you' events for volunteers at the Mackay's beautiful garden was a great success, the weather was kind and the last minute substitute chef was brilliant. It achieved what we hoped and brought drivers and duty officers together. It is hoped that the Fish & Chip supper on 31<sup>st</sup> August will be equally as successful. We will discuss next year's events at a future meeting but the same formula could be adopted again.

Our 40<sup>th</sup> anniversary in the summer of 2026 was raised and Di will explore the possibility of using Clevedon Court.

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**9. Treasurer's report**

A budget report promised by David will be circulated very soon. £887 interest had been received from CCLA in July. The Eden Tree interest had not been transferred into our Lloyds savings account but David had this in hand. Our funds with Eden Tree stand at £65,824.

**10. Driver Co-ordinators report**

Shirley had already raised the 2-hour journey time which was discussed earlier under the Charter of Expectations.

We have 41 drivers with a new driver, Sheila Goodsell about to start.

An incident had arisen with a client falling as her rollator took off without her. The driver was an ex social worker and took the situation in hand. The doctors have arranged for NHS transport so she is no longer a client.

**11. Duty Officer's report including report on client**

Linda has had a constant stream of new DO's and has two nearly ready to work together to take over Tuesday afternoons. A further new applicant has been seen and found to be a danger to herself and fellow DO's and will not be progressing for training.

Linda then read out a letter of resignation as DO Co-ordinator after 13 years. The last six months have been very stressful and Linda has been working three days a week. It was time for some home and husband commitment. Linda will continue in her current role until a replacement can be found and will continue to volunteer as a Duty officer. The committee expressed their shock and sadness but completely supported Linda's decision. A request will be put out to Volunteers for a new DO Co-ordinator.

**12. Publicity Officer's report**

Julie reported that a new leaflet distribution had taken place with Yvonne leading the field.

Julie had managed the Community Centre fair, Thursday market and Hawthorns fair. There is another Hawthorns fair in November. We have been invited back to the Rugby Club BBQ and we have an open invitation to take a stand at the Queens Square Thursday Market, so plenty of publicity opportunities for the future. Julie continues to promote Clevedon Care anywhere she can.

**13. AOB**

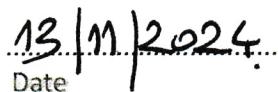
There was no further business.

The meeting closed at 18.50pm

**14. Date of the next meeting: Wednesday 13<sup>th</sup> November at 5.30pm in the YMCA.**

Signed and approved as a correct record.

  
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Ian Turner – Chair

  
Date