

Minutes of the Management meeting held on Wednesday 13th November, 5.30pm at the YMCA.

Present: Ian Turner (Chair), Linda Bakehouse, Di Brown, Julie Butt, Kevin Casemore, Sarah Clark, David Eggleston, Shirley Rainey, Marie Spear.

1. Welcome

Ian welcomed everyone to this momentous meeting as we will be saying goodbye to two long serving committee members. David Eggleston, our Treasurer, in post for seven years will be retiring on 31st December 2024 and Linda Bakehouse our Duty Officer coordinator has handed over the reins after nearly 14 years of service. We will have an opportunity to say a proper thankyou at the AGM, but in the meantime on behalf of the committee and Clevedon Care both David and Linda were thanked for their service and contribution.

2. Apologies

None.

3. Approval of Minutes of the meeting on 14th August 2024

Minutes of the meeting of 14th August 2024, having previously been circulated, were approved and signed as a true record by the Chair.

4. Matters arising

There were no matters arising as they will be discussed at various points during the meeting.

5. Chairman's report

Update on recruitment of Trustees

David will update the committee later in his report on the appointment of a new Treasurer. Brian Rose has come forward for the vacant Trustee appointment, and was considered as a very good candidate. Under our constitution Trustees are appointed at the AGM, however as an interim we can co-opt Brian Rose as Trustee now before formal appointment at the AGM. Brian Rose was proposed and all committee members agreed to the appointment with immediate effect. Brian may join us later in the meeting if he is able to, following a prior appointment.

WhatsApp group for Committee

Ian suggested that a WhatsApp group for Committee members would be a good idea to aid communication between members if anything urgent comes up and to keep everyone up to date. This was agreed and Ian will set this up.

6. Statistics review

The Q3 statistics to the end of September 2024 had been compiled by Roger Davidson. Comparing the same period against 2023, in 2023 we had taken 2166 jobs and in 2024 this stood at 2697 jobs, an increase of 24%. Similarly 2023 jobs increased by 20% on 2022 figures. The number of cancellations was high at 169, however this was due in the main to the Doctors strikes earlier in the year. There continued to be a cohort of a dozen drivers doing a large amount of journeys. Di has printed up to number 4500 for the 2025 log sheets which seemed reasonable.

7. Secretary's report

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

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- Ian, Marie, Di and Julie will meet to discuss Health & Safety for the Office & Environment on Friday 6th December.
- Ian, Marie and the new driver coordinator, once appointed, will meet to discuss Health & Safety for Drivers.
- Kevin summarised the features of the Cloud storage option. It was agreed for Kevin to proceed and purchase the 4 licences.
- Dates for the 2025 committee meetings were discussed and agreed as follows:-
 - Wednesday 12th February 2025 2pm – 5pm at Di Browns home (it was noted that the Drivers on the committee will be unavailable for any drive jobs for this afternoon, but this was a ‘one-off’. The diary will be marked up accordingly when available)
 - Thursday 15th May – 5.30pm at the YMCA
 - Thursday 14th August – 5.30pm at the YMCA
 - Thursday 13th November – 5.30pm at the YMCA
- The AGM was confirmed for Wednesday 9th April at 7pm in Kenn Road Methodist Church.
- David confirmed that under our agreement with the YMCA we had use of the room until 3.30pm each day.
- Marie confirmed that a covering letter and Charter of Expectations would be sent out to 52 new clients for the period 7/8/24 – 6/11/24 by 2nd class post on Friday. A separate letter will be sent to the Managers’ at The Hawthorns, Poet Mews, Winash and The Pottery for them to display to all Residents. Marie will send out the Charter to new clients on a monthly basis.

With the increase in jobs, year on year and the number of new clients taken on, discussions took place on the number of driver’s we currently have. Currently we have 41 driver’s and in the past this figure was thought to be in the region of 48 – 52. Figures showed that there were 6 new driver’s recruited in 2022, 2023 was also 6 with 7 new driver’s so far in 2024. From a Duty Officers’ point of view the choice of driver’s available is narrower when you take into account sickness, holidays etc. and the recruitment of new driver’s is a good thing and we should continue our efforts with this. However, it was noted that our current driver numbers were able to satisfy 99% of the jobs with only 22 jobs unfilled to the end of Q3.

Shirley suggested that the Health & Safety policy is incorporated into the Drivers’ pack so as not to overburden the driver’s at the start. Shirley’s concerns were noted. Marie advised that the Health & Safety document was meant to be a reference document to provide guidance, it was not the intention to overburden them, but we do have a legal obligation to have a Health & Safety policy in place that is relevant to Clevedon Care. A compromise would be to refer to the Health & Safety document within the Drivers’ pack and upload it onto the private area of the website where driver’s could be directed to it.

8. Project Co-ordinators report

The Project Co-ordinators report is attached to these minutes. It was agreed that the two social events held this year were outstanding, well attended and achieved our aims to thank our volunteers and provide an opportunity for them to meet each other. It was agreed to run both events again in 2025.

10 hi-vis jackets in green with the Clevedon Care logo will be printed ready for the Park run on 30th November. 4 volunteers had come forward to help at this event. Ian would be running his 100th park run and one of our drivers, Anthony Wild is the race director for the park run, we were keen to support this and widen our search for drivers. We were also supporting the Flower Show Christmas Fair at the Community Hall on the same day. Di will put out another call for more volunteers.

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Our 40 year celebration year was discussed and it was thought that 1986 was indeed our year of inception. A few names of previous volunteers were mentioned for Di to make contact to confirm this, and David would have a look at the first financial ledger to see if there was any clarification on this point. The Charity was started by Churches together in Clevedon. It was noted that there are Clevedon Care Archive records held somewhere in Taunton and we should consider tracking these down and getting them returned to us. As it stood, 1986 would be the year we would be working to in the absence of anything else.

Di will put together a table of events for our February meeting but it will include the rugby and football club as well as Cars & Coffee and the Flower show.

9. Treasurer's report

David reported that finances continue to be in good health with expenditure under tight control. At the end of October the balance across all accounts stood at £64,724. The Eden Tree investment had dipped slightly but this was expected to return to its former level.

David said it was a great privilege to serve as Treasurer to the Committee and Clevedon Care and offered his successor every success from 1st January 2025. David also offered his best wishes and success to the management team as they continue to guide the Charity.

Turning towards the appointment of a new Treasurer, David had met with two potential candidates. After a long conversation, the first had declined the role. Then a second candidate was put forward and after meeting with him, David had great joy in proposing Andrew Spear as Treasurer. Andrew was a qualified accountant, had been involved as a Trustee in another Charity and owned his own business and was therefore well qualified to take on this role. The committee agreed with the appointment. Under the terms of the constitution Andrew will be co-opted from 1st January 2025 with his position ratified at the AGM.

David will aim to balance the accounts as soon after the financial year end and get these audited before the February meeting where Andrew will report on them as well as at the AGM. In view of the change to Treasurer from 1st January 2025 David would like to start the process of changing over the bank mandates and address for correspondence as soon as possible. Currently cheque signatories were David, Ian, Linda and Di. This will need to be changed to Andrew, Ian, Di and one other.

David bid the meeting farewell, this would be his last meeting, he would not be at the February meeting or AGM. Ian thanked David and said it had been an absolute pleasure, working with him and he would be missed. Ian stressed that the finances being in 'good' health was an understatement, they were in very good health and David was instrumental in bringing in a large legacy to the Charity which we would be forever grateful.

10. Driver Co-ordinators report

The minutes of the Drivers' meeting had been circulated with two points to discuss and confirm.

- Drivers' were happy for their mobile numbers to be given out when bookings were confirmed. Julie will inform Duty Officer's shortly to put this in place.
- The standard charging rules for multiple pickups as per the meeting were confirmed.

Shirley confirmed there were currently 41 drivers on the books. We had lost Maggie, but she may return in the future. David will be retiring at the end of the year. There are two potential new drivers in the pipeline. The Drivers' meeting was well attended with good dialogue at the meeting.

Shirley confirmed she would be standing down as Driver co-ordinator at the AGM and a search was on for someone to take on this role. As yet no one had come forward. Shirley will continue as a driver.

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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

The minutes of the DOs' meeting had been circulated. The DO meeting was well attended. Linda had met with Julie on 1st November to go through various bits of paperwork and was due to complete the last training session for a new DO this week. Linda felt it was the right time to officially hand over the role to Julie.

Julie reported that she had met a potential new DO. She confirmed that thanks to the recruitment of new DOs by Linda, we would be able to open the office on Tuesday afternoons from December. We currently had 21 Duty Officers. The rota was being looked at currently by Liz. It would therefore mean we would be open Monday through to Thursday from 9.30am – 3.00pm and Friday 9.30am – 12.30pm.

It had been confirmed that Sonia Eggleston would be retiring at the end of December with a possibility of us also losing one other as well. After monitoring the mobile phone, it was holding its charge, users had been provided with guidance on how to turn it off. It was thought that the current issue with two drivers getting the answerphone on the mobile was due to the mobile being in use at the time, it can be in use quite a bit during a session. Julie will check if the call waiting feature is enabled. It was agreed that WhatsApp will be used a lot more to communicate with driver's where there was difficulty in fulfilling jobs.

12. Publicity Officer's report

Julie reported that the Newsletter was almost ready. She was gradually working her way through all of the leaflets and printed information to update the contact from Linda to herself as well as the new office hours.

Initially no one had come forward to take on the Publicity role as a whole, but various DOs' had taken on some of the duties. Grace and Yvonne would cover the leaflet distribution and monitoring. Liz will take on the Newsletter and Di would include the events as part of her role. As most of the duties had been delegated the role of Project Coordinator had become more of an overseeing role, and as a link between the committee and the various people undertaking these duties. Julie was in discussions with someone who may be persuaded to take on the Publicity officers' role on this basis, along with managing Facebook.

Christmas opening days were discussed and agreed as follows:-

Office

Monday 23rd December – Open

Tuesday 24th – Sunday 29th December – Closed

Monday 30th December – Open

Tuesday 31st December – Open in the morning with DO on standby for the afternoon. This will be decided on the day depending on how many calls there are in the morning.

Wednesday 1st January – Closed

Thursday 2nd January – Open and then back to normal office hours.

Driver's

Monday 23rd – open to take jobs but depends on driver availability

Tuesday 24th – Sunday 29th December – closed for any driving

Monday 30th December - open to take jobs but depends on driver availability

Tuesday 31st December – closed for any driving

Wednesday 1st January – closed for any driving

Thursday 2nd January – open and back to normal all subject to driver availability

13. AOB

Parking charges by North Somerset Council (NSC)

Linda advised the meeting that she had been in correspondence with 12 councillors regarding the forthcoming charges being introduced to all car parks in Clevedon, as this will have an impact on Duty Officers who will have to pay to park to undertake their voluntary duties. She had received a positive response from Luke Smith, one of the councillors who was in agreement with Linda that this would have an impact on the volunteer sector and that he was aware of a lot of voluntary organisations in Portishead also warning of this. The decision to try and get this sent to a full committee had been rejected. It was therefore down to the local community to put pressure on NSC. Shirley said she had also written warning of the issue. Ian agreed to make contact with local community groups and Luke Smith to see what could be done.

Marie will arrange a Thank you/Christmas card and gift to the Pets Pantry for being our key holders.

Julie advised the meeting of an incident involving a client, who was unsteady on their feet and took the arm of a driver to steady themselves. In doing so both the client and driver went down. Both were unhurt although slightly shaken. Julie had spoken with the driver to confirm he was okay. The driver has completed an accident form and Shirley had been informed. The clients' card has been marked that she needs to be accompanied in future or at least have a walker. Drivers should not have to provide physical support to clients.

Ian closed the meeting by wishing everyone a Happy Christmas and Prosperous New Year.

The meeting closed at 7.10pm

14. Date of the next meeting: Wednesday 12th February 2025 at Di Browns' home at 2.00pm.

Signed and approved as a correct record.


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Ian Turner – Chair

12/2/2025
Date