

Redbourn Care Group  
36<sup>th</sup> Annual General Meeting  
20 October 2016



**Minutes are 'Draft until Signed'**

**Present:** Tony Swendell (President), Barry Welch (Chair), Peter Robey (Vice-chair), Dennis Poole (Treasurer), Mollie Williams (Secretary), Rev. Will Gibbs (Pastoral Trustee) Claire-Louise Lawlor (Office Manager), Peta Gunson (Trustee), Dennis Bigham (Trustee), Podge Fox (Trustee).

Angela Jordon, Annie Lowe, Austin Prall, Bernard Penny, Betty Murphy, Brian Brasier, Caroline Snook, Connie Crawley, David Cheetham, David Waghorn, Donna Pritchard, Inger Cooper, Janet Lang, John Convery, Lyn Poole, Martin Howe, Margie Johnstone, Mike Thain, Paul Chamings, Raj Visram, Ralph Goold, Rebecca Jenkins, Rosie Hinde, Sally Bartlett, Sheila Seabrook, Sue Nice.

1. **Apologies** were received from: Ann Mundy, Chris Wright, Diane Whiskin, Gary Hay, Geoff and Rosemary Woodhouse, Geoff Gerrard-Cole, Graham Lawrence, Helen Loveland (Harpenden Helping Hands), Jean Day, Jennifer Dewhurst, Jenny Wynn, John and Jean Fisher, John and Pauline Ridgwell, John Leovold, Kate Bretherton, Marion Oxley (Wheathampstead Community Group), Maxine Kerry, Michael Weir, Nish Khanna, Pauline Allcroft, Podge Fox, Sally and Richard Downes, Steve Lillywhite, Sue and Jeff Winlock, Tim Vickers, Wai Hung Crawley.
2. **Chairman's opening address**
  - a. Barry welcomed everyone to the 36<sup>th</sup> AGM and thanked everyone for their generous support throughout the year for which the community owes a great debt of gratitude.
  - b. Barry also extended a warm welcome to Mr Raj Visram, Chair of SAGNS (St Albans Good Neighbour Scheme).
  - c. Barry was delighted to report that RCG was winner of the Community Category in the Rural Living Awards 2016. A plaque and framed certificate was presented to him at the awards evening on 18<sup>th</sup> October at County Hall.
  - d. Barry reported that the Trustees were delighted that the sister charity Redbourn Care Trust (RCT) had been established this year, thanks to the hard work of the Trustees. The first AGM for RCT will be at the first year-end being 31 August 2017.
  - e. Barry requested that any questions during the AGM be raised through the chair.
3. **Minutes of previous meeting** - on 22 October 2015 (for the 35th AGM) were proposed as correct by Inger Cooper and seconded by Peter Robey.
4. There were no **matters arising**.
5. **Acceptance of EGM Minutes** – on 19 May 2016 (the extra-ordinary general meeting) were proposed as correct by Rebecca Jenkins and seconded by David Cheetham.
6. **Reports**
  - a. **Treasurer** – Dennis Poole presented a full report:
    - i. Dennis distributed printed details of annual accounts for 2015-2016 and reported that the Independent Examiner signed off the 2015-2016 accounts.
    - ii. Dennis explained the details as presented in the handout. The change in assets from last year is dramatic due to the creation of Redbourn Care Trust

(RCT) and subsequent transfer of £120,000 was as agreed by members at the EGM on 19 May 2016.

- iii. Barry requested a Proposer and Seconder for acceptance of the accounts: the proposer was Annie Lowe and the seconder was David Cheetham.

b. **Office Manager** - Claire-Louise Lawlor presented a full report:

i. **Volunteers**

1. Since last year the overall number of volunteers has increased and there are now a total 122 volunteers, including street contacts. This year five new mini bus drivers, three new couriers and eight new car drivers have been recruited.
2. The office currently has a pool of thirteen volunteers, ten who work alternate weeks and three reserves who normally work a least once a month.
3. Geoff Garrard-Cole has taken on the role as drivers' records manager, he keeps track of licence and insurance renewals, a time-consuming role so his support is very welcome.
4. Since the 2015 AGM the number of clients has increased to 265, an increase of 35. The total numbers of volunteers are:

a. Car drivers	57
b. Mini-bus drivers	19
c. Couriers	35
d. Office staff	13

ii. **Car Journeys**

1. The number of car journeys undertaken this year to date is 637 (629 in 2015).
2. The number of local journeys to the Redbourn Health Centre has almost tripled; journeys to hospitals further afield have also increased.
3. The number of trips to Luton and Dunstable Hospital has decreased but trips to Watford, Bedford and St Albans City Hospital has increased.
4. Calculations from a busy three-month period, demonstrate that each volunteer dedicated an average of 1.53 hours to each car journey, based on the traffic being kind and each appointment being on time and lasting a reasonable time. However, this is not always the case and there are occasions when volunteers and clients can be at the hospitals for hours. Thankfully this does not happen very often.
5. All volunteers are amazing but special recognition must be acknowledged to a couple of people whose commitment has been outstanding over the last year:
  - a. Inger Cooper who has completed 72 car journeys.
  - b. John Bower has volunteered 88 times over the last year whether that is car journeys or driving the mini bus.

- c. THANK YOU VERY MUCH to them both and to all the volunteers.

### iii. Minibus

1. The minibus is out daily, on average transporting fifty-eight people every week to shopping, Day Centre, Monday Club, Pop in, swimming pool and Good Companions. In total 358 mini-bus trips have been completed since the 2015 AGM.
2. The minibus has been loaned out thirty-five times and used for twenty-two Redbourn Care Group outings organised by Annie Lowe.
3. The W.I now borrows the bus for their monthly meetings and trips. Other organisations who regularly use the bus are Woollams, New Forge Place, St Marys Church, U3A, Mothers Union and Redbourn Youth Club.
4. Since 1st March this year the donation by each client for using the bus has increased by 50p. The running costs of the minibus have increased and the donation, which had not changed for 20 years, was agreed to be fully justified.
5. Mike Murrell has continued to create the Redbourn Care Group Bus pass and most our bus users have one.
6. In December, last year RCG provided the transport for the Christmas Tea party organised by Youth Connections. It was enjoyed by fifty Redbourn residents. This party is aimed at people who may be lonely, suffered a bereavement and who would appreciate the opportunity to socialise at Christmas time. Therefore, if you know of anyone who you would like to nominate for this occasion please let RCG know as Youth Connections are running another Christmas tea party this year.
7. This year Dennis Bigham provided a refresher course for all minibus drivers and couriers; this has been very successful especially when it comes to wheelchair security and first aid kits. Hopefully over the next few months more courses will be on offer.

### iv. Wheelchairs

1. Bernie Penny manages and services the wheelchairs and scooters and a log is held in the office for both short term and long-term hire.

### v. Website

1. This is still a work in progress. An advert was placed in the Care Group News for someone to take this on, but as yet no response. The website is an important media form for people to find out more about the Care Group and potentially attract new volunteers. Please communicate with RCG If you do know of any one with expertise and time who could help.

### vi. External Contacts

1. Since our last AGM meeting CLL has attended several conferences and meetings with local agency's including
  - a. Harpenden and Rural Children's Trust

- b. St Albans CVS
  - c. Community Transport Association. CLL was asked to write a blog for the CTA about the work of the Redbourn Care Group and as a result now secured a sponsored ticket to their Westminster conference in November.
- vii. **Statistics:** car journeys from October 2015 -September 2016 – see appendix
- c. **Minibus Manager** – Dennis Bigham presented a report:
  - i. All new couriers and minibus drivers have participated in minibus training sessions.
  - ii. It is anticipated that RCG will acquire a new minibus by summer 2017. We are awaiting the results of a funding application to the CTA (Community Transport Association works with the Department of Transport’s community minibus fund). If we are unsuccessful, we will resort to a self-funding plan. Dennis expressed thanks to all those who had made suggestions as to the requirements for fitting out a new minibus.
  - iii. Several of the procedures for drivers and couriers have been revisited this year. For example: the mobile phone must remain switched on during all journeys; all passengers must have safety belts fastened; wheel chairs must be fully strapped down, and every detail relating to the bus must be reported such as scratches, tyres, lights.
- d. **Street Contact Coordinator** - Steve Lillywhite was not present at the meeting but had sent a report which Mollie Williams summarised for the meeting.
  - i. Overall number of Street Representatives (SR) is now 51 and all are on an email distribution list which assists communication.
  - ii. Geoff and Sue Mulcock, Ron and Kate Stent, Maria Maynard are new SRs.
  - iii. Thanks to Rev Will Gibbs for the two reprints of the residents’ packs.
  - iv. A supply of credit/debit card protection sleeves for use with contactless cards was distributed in the summer – these prevent fraudsters capturing card details via their mobile.
- e. **Outings Organiser** – Annie Lowe presented a report:
  - i. Annie reported a most needed additional driver had been recruited to the outings team: four drivers now available: Mike Weir, Chris Wright, John Fisher, Austin Prall and thanks were extended to them for the availability, also to Rebecca Jenkins for her assistance and ideas.
  - ii. A variety of successful outings include a Waterways Canal Trip with a plentiful lunch, to Woburn Grounds to see the deer, a summer lunch at Crew’s Hall, seaside trips to Southend and Clacton on Sea and a planned Christmas lunch.
  - iii. To date the number of Thursday afternoon outings totals 20, and Tuesday trips total 10 with an amount of £780 collected.
- f. **Mobility Equipment Manager** - Bernard Penny presented a report:
  - i. Six scooters were on loan to clients.
  - ii. All scooters were serviced in August 2016, five were working correctly, one is currently undergoing repair.

- iii. A replacement scooter has been freely loaned from Meadow Mobility which may be purchased from them at a future date.
- iv. The wheelchairs were serviced in 2016 and are all in working order.

**g. Chairman's overview**

- i. Barry expressed his sadness at the death of John Picken, not long after he was presented with his long service award at last year's meeting.
- ii. Thanks, were extended to Geoff Garrad-Cole for taking on the task of managing the drivers' records.
- iii. Thanks also to Peta Gunson who joined the Trustee Board last year. Her expertise in HR/training in particular, her contribution and lead with H&S briefings, liaison with HCC and safeguarding policies is invaluable.
- iv. Barry was pleased to report that thanks to Claire-Louise's negotiation skills Youth Connexions were able to offer a Christmas Tea Party for RCG for the sixth time – it will take place Sunday 4 December 2016.
- v. First Aid courses took place earlier in the year although the number of participants was lower than previous years. These will be offered again in three years' time.
- vi. This year the cost of minibus journeys for participants was increased by 50% but no complaints had been received.
- vii. A first publication of Redbourn Care Group News was distributed to all households in Redbourn during the summer by Inger Cooper and her friends and grateful thanks are extended to all of them. Thanks, are also extended to Dennis Poole who was the brains behind this great initiative which explained the work of RCG and was well received by residents.
- viii. Woollams summer house (initiated by Sheila Seabrook) was opened in June and provides a communal area for the residents. RCG were pleased to part support this with a grant.
- ix. From July Citizens Advice have provided a surgery session in the Parish Centre, dates and times have been circulated in the Common Round.
- x. The Members' Party in September for RCG volunteers was well attended. John Bower was presented with a certificate by St Albans CVS for his extensive driving duties since 2003.
- xi. The Village Hall has financial problems together with a deteriorating infrastructure.
  - 1. The boiler is broken and requires replacement.
  - 2. RCG have initiated a rental payment towards use of the office space.
  - 3. Further discussions will take place with the management staff/committee seeking the best way forward to secure the tenure for the Care Group.
- xii. Barry expressed thanks to the following:
  - 1. The time that all volunteers commit to helping clients enhance their quality of life, including the couriers, the drivers, and office staff.

2. The street contacts who look out for neighbours who might need a helping hand.
  3. Friends and supporters who offer practical, legal and financial assistance.
  4. Fellow Trustees who meet regularly and give much time in support of the group. In particular to Mollie Williams who hosts the management meetings twice a month.
  5. To New Forge Place (NFP) who host quarterly Advisory meetings.
  6. Parish Councillors for their continued financial support that keeps the Care Bus on the road.
  7. Friends, businesses, organisations who make donations.
  8. Youth Connexions who provide the Christmas Tea Party.
- xiii. Finally, a plea for volunteers to assist with a parking rota on 27 November at Redbourn Christmas Market.

#### **7. Presentation of Long Service Awards**

- a. Mollie Williams joined the Care Group about 24 years ago and since 2002 has been a Trustee and the Secretary. She has been a car driver, a courier and still works in the office, acting as deputy office manager. Today she is stepping down from her role as Trustee but remains on RCT as the Care Group link.
- b. Many sincere thanks are extended to Mollie for her invaluable contribution over so many years. A small token of thanks was presented to Mollie.

#### **8. Nominations and Election of Officers 2016/2017**

- a. The committee stood down and Tony Swendell (President) officiated:
  - i. The election of chair, the nomination was Barry Welch, the proposer was Mollie Williams and seconder was Peta Gunson.
  - ii. The election of vice-chair, the nomination was Peter Robey, the proposer was Barry Welch and the seconder was Dennis Poole.
  - iii. The election of treasurer, the nomination was Dennis Poole, the proposer was Inger Cooper and the seconder was Peter Robey.
  - iv. The election of secretary, the nomination was Sally Bartlett, the proposer: was Barry Welch and the seconder was Mollie Williams.
  - v. The election of remaining committee (en bloc), the proposer was Barry Welch and the seconder was Mollie Williams.

#### **9. Appointment of Independent Examiners**

- a. Nomination for R.S Harding, chartered accountant, the proposer was Dennis Poole and the seconder was Inger Cooper.

#### **10. Any other Business** - Rev Will Gibbs proposed a sincere vote of thanks to Barry Welch for all his hard work and many hours of commitment to RCG.

Meeting closed at 8.50pm

**Advisory Meetings: New Forge Place, 7.30 on 10 January, 4 April, 4 July & 3 October 2017.**

**37<sup>th</sup> AGM: 19 October 2017 at 7 for 7.30 in the Village Hall.**

Signed..... Chairman

Dated.....2017

Draft until signed

## Appendix - Statistics: car journey from October 2015-September 2016

Hospital visits	2015-2016	2014-2015	2013-2014	2012-2013	2011-2012	2015-2016	2014-2015	2010-2011	2009-2010
L&D	45	82	94	58	51	111	66	14	22
St Albans City	154	118	106	165	172	139	66	58	88
Hemel Hempstead	35	35	28	27	44	44	20	27	23
Watford	36	32	32	29	17	20	7	3	2
London Hospitals	9	8	18	19	16	10	2	2	8
QEII Lister	12	12	8	10	10	20	5	2	2
Harefield, Mt Vernon	4	26	27						
Lambeth	0	1							
Stoke Mandeville	4	1							
Bedford	7	2							
Royal Brampton	1								
Moorfields	14								

Centres / Clubs	2015-2016	2014-2015	2013-2014	2012-2013	2011-2012	2015-2016	2014-2015	2010-2011	2009-2010
Macular Club (monthly)	12	12	20?	20?					
Stroke (weekly)	72	39	56	80					
St Albans Day Centre	2	5	48	36					
Bookclub (monthly)	0	7	17						
St Albans Clinics	36	37	16						
Watford Court	1								
Redbourn Dentist Physiotherapy	25								
Redbourn Health Centre	92	32	27	37	45	20	17	7	22
Harpenden: Spire/Elms, Hospital	87	101	93	84	83	116	43	39	55