

Redbourn Care Group
37th Annual General Meeting
19 October 2017



Minutes are 'Draft until Signed'

Present: Barry Welch (Chair), Dennis Poole (Treasurer), Sally Bartlett (Secretary), Claire-Louise Lawlor (Office Manager), Peta Gunson (Trustee), Dennis Bigham (Trustee), Steve Lillywhite (Trustee).

Rosemary Ross, Donna Pritchard, Mollie Williams, Tony Pearce, John Bower, David Cheetham, Doris Cheetham, Mike Thain, Sue Thain, Jean Day, Ralph Goold, Lyn Poole, Margot Wright, Chris Wright, John Ridgwell, Sheila Seabrook, Connie Crawley, Margie Johnstone, Rosie Hinde, Brian Gunson, Annie Lowe, Sarah Street, Jean Fisher, Tracy Witterick, Caroline Snook and Raj Visram (St Albans Good Neighbours).

Chairman's opening address: Barry welcomed everyone to the 37th AGM and thanked everyone for their generous support throughout the year for which the community owes a great debt of gratitude. Barry also extended a warm welcome to Mr Raj Visram, Chair of SAGNS (St Albans Good Neighbour Scheme). Barry also requested that any questions during the AGM be raised through the chair.

1. **Apologies** were received from: Rev Will Gibbs, Peter Robey, Marion Murrell, Tony Swendell, Pauline Allcroft, Graham Lawrence, John Fisher, Pauline Ridgwell, Mike Mansell, Esther Duras, Geoff Woodhouse, Brian Brasier, Betty Murphy, Bernie Penny, Anna Mackenzie, Rebecca Jenkins, Ann Mundy, Maggy Swift, Janet Lang, Jane Spreull, Marion Kinghorn, Martin Howe, Angela Jordon, Katherine Crowley, Tricia McKern, Jennifer Dewhurst, and Wendy Cruickshank.
2. **Minutes of previous meeting** - on 20 October 2016 (for the 36th AGM) were proposed as correct by John Ridgwell and seconded by Mollie Williams.
3. **Matters arising** – amend reference to Podge Fox from Trustee to Life President.
4. **Reports**
 - a. **Treasurer** – Dennis Poole presented a full report:
 - i. Dennis distributed printed details of annual accounts for 2016-2017 and reported that the Independent Examiner signed off the 2016-2017 accounts.
 - ii. Dennis explained the details as presented in the handout. In 2015-2016 Redbourn Care Group (RCG) donated £120,000 of its reserves to Redbourn Care Trust (RCT) leaving £19,894.73 in the bank 1st September 2016. One year on the closing balance was £12,664.16 the deficit of expenditure over income for the year was £7,230.59.
 - iii. The forecasted shortfall for 2016-2017 was almost £11,000 and whilst costs should ideally cover expenditure, there is potential to increase RCG's access to sources of external funding.
 - iv. The accounts documentation included detailed costs, donors, special thanks, performance, operating results and banking reconciliation.

- v. Barry requested a Proposer and Seconder for acceptance of the accounts: the proposer was Doris Cheetham and the seconder was Jane Spreull.
- b. **Office Manager** - Claire-Louise Lawlor presented a full report:
 - i. **Volunteers and Clients**
 1. Since the 2016 AGM the number of clients has increased by 12 to 277. Overall there are 121 volunteers. Over the last year two mini bus drivers left and one was engaged. Two new car drivers were recruited but some left so overall numbers slightly down since last year. The total numbers of volunteers are:

a. Car drivers	55
b. Mini-bus drivers	17
c. Couriers	35
d. Office staff	13
 2. It has been another busy year in the office. Currently there are thirteen office staff (including Geoff Garrard-Cole). This is one less than last year as one reserve (Pip Weston) has taken up a part time post although she continues to car drive and courier.
 3. Geoff Garrard-Cole manages the car drivers' records which is a time consuming role but he does an excellent job.
 - ii. **Car Journeys**
 1. The number of car journeys undertaken this year to date is 697 (637 in 2016).
 2. Local journeys to Redbourn Health Centre number 103; journeys to hospitals further afield have increased. This year there have been over 100 to Luton and Dunstable hospital and 158 to St Albans City hospital but trips to Watford, Bedford and the London hospitals have also increased.
 3. Thanks to the office staff for ensuring clients are matched with drivers
 - iii. **Minibus**
 1. A defibrillator is now in the minibus thanks to generous village donors.
 2. In addition to the regular transport trips (342 this year) the bus made 60 other trips which include 21 RCG outings organised by Annie Lowe. 58 clients regularly go shopping, swimming and to other local clubs, a further 18 go the Day Centre with 13 going to Good Companions club.
 3. The team of minibus drivers and couriers are to be commended for ensuring all these trips occur. Special thanks are owed to three minibus drivers: Chris Wright, Mike Thain and David Paynter who between them have driven 155 times this year.
 4. The minibus has also been loaned out 60 times this year. The WI, Woollams, New Forge Place, the Youth Club, U3A and St Mary's Church are amongst the users.

5. The combined number of both car and minibus trips for 2016-2017 numbers 1099 compared with 995 the previous year.
6. Mike Murrell continues to create the Redbourn Care Group Bus passes which are to be extended to include all clients, not just participants on the minibus.
7. In December, last year RCG provided the transport for the Christmas tea party organised by Youth Connexions. 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 Connexions are running another Christmas tea party this year.
8. Earlier in the year RCG also worked with Youth Connexions on a project called 'Spread the Love'. 15 clients were selected and given a box of goodies, the feedback was lovely.

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. Policies

1. Five policies have been created and updated this year: Data Protection; Secure Handling of Information; Health and Safety; Conflicts of Interest and Lone Worker. Printed copies are available in the office or can be requested electronically.

vi. Recruitment

1. Several attempts to recruit volunteers have been tried this year without much success. Leaflets and posters around the village calling for 'Local Heroes' together with a piece in St Albans Review and the Common Round have proved fruitless. As the demand on services increases, the need for active volunteers is crucial.

vii. External Contacts

1. Since our last AGM meeting Claire-Louise has attended several conferences in both Hertfordshire and Buckinghamshire.
2. Recent liaison work with Redbourn Children's Centre provides RCG with access to different demographics in the village.

viii. Statistics: car journeys from October 2015 -September 2016, see Appendix I

c. Minibus Manager – Dennis Bigham presented a report:

- i. The current minibus is running well, has recently been serviced and fitted with new tyres and brake pads. The rear tail lift has also been serviced; both panels needed straightening but are now in good working order.
- ii. The minibus goes out most days on the scheduled shopping, swimming, and club trips and on frequent special outings.
- iii. Minibus drivers are always in great demand and new volunteers are keenly sought after.

- iv. It is anticipated that RCG will receive the new minibus in the spring of 2018. It is still with the manufacturers in Italy and will arrive at a local body shop for customisation soon. All requests with the exception of the arm rests have been agreed.
- d. **Street Contact Coordinator** - Steve Lillywhite presented his report:
 - i. Overall the number of Street Representatives (SR) is now 49, a slight decrease from 51 last year.
 - ii. Sarah Street has kindly stepped in to replace Steve Boniface who moved away from Mansdale Road. Claire Gurney and Katherine Horstman have also retired from the role. Thanks are extended to all three for their services over the years.
 - iii. An active volunteer recruitment campaign will begin at the Christmas Market when the streets requiring cover will be advertised.
 - iv. Thanks again to Rev Will Gibbs for the two reprints of the residents' packs.
 - v. At the Classics Car Show two newcomers to the village expressed their thanks for receipt of the useful residents pack and the welcome to the village.
 - vi. The forthcoming edition of Contact will publicise the Fire Safety check offered by Herts Fire Service who also fit smoke alarms free of charge if required.
- e. **Outings Organiser** – Annie Lowe presented her report:
 - i. Annie reported a very busy twelve months although it is difficult to attract new clients for the outings, there are currently eighteen regular people.
 - ii. From November 2016 to October 2017 there have been twenty three outings; eighteen on Thursday afternoons (most to local Garden Centres) and five special all day trips. The total number of places amounts to 234.
 - iii. The all day trips were to The Waterways Canal, Southend, summer lunch at Redbourn Golf Club, Bekonscot Model Village and a Christmas lunch at the Plough and Harrow.
 - iv. Thanks were expressed to RCG for funding towards three of the day trips. Also thanks to the bus drivers and couriers (Rebecca Jenkins, Tracy Witterick, Austin Prall, Chris Wright, and David Paynter) and the office staff.
- f. **Mobility Equipment Manager** - In Bernie Penny's absence Sally read his report:
 - i. Seven mobility scooters were serviced on 2 October 2017; one needed a new battery.
 - ii. Six scooters are on loan so one is currently available – does anyone know of someone who could benefit from using a scooter?
 - iii. All wheelchairs were serviced in 2017 as they are returned from loan.
 - iv. The old wheelchairs, Zimmer frames and bathroom mobility aids will be collected by St Albans recycling centre.
- g. **Members' survey results** – Sally highlighted several significant points from the survey of members' views September 2017, see Appendix II
- h. **Chairman's overview**

- i. Barry acknowledged the work of the volunteers, who are the visible face of the charity and without whom RCG could not exist. The thousands of voluntary hours that many members devote to helping clients enhance their quality of life. Their workload equals more than two full time employees working every single weekday. The office staff bring together a client with an able volunteer, the most vital of tasks and a core operation. Grateful thanks are extended to all drivers and couriers who improve the mobility of so many villagers and thereby help to support their independence. Also thanks to all the Street Representatives who look out for neighbours who might need a helping hand and welcome new people to the village. Many others help RCG with other practical, legal and financial assistance. Thank you to everyone.
- ii. Perhaps not so visible is the work by the Trustees who meet with Claire-Louise, the office manager twice a month; each Trustee has specific responsibilities for ensuring the efficient running of the charity. Regular discussion and resolution of issues achieves the necessary legislative compliance and good working practice that gives clients and members of the public confidence to use the services of RCG. All Trustees put in many hours of hard work between meetings to present papers and reforms improving the way the organisation functions and I would like to applaud them all for their dedication to our continued success.
- iii. Although no longer a Trustee, but still very much involved, I should like to publicly thank Mollie for continuing to host our Management Committee meetings every other week; also many thanks to New Forge Place for hosting our quarterly Advisory Meetings where we always feel welcome.
- iv. Due to the additional work involved in organising the Redbourn Classics Show in September and the series of strategy meetings, with professional guidance, to help us develop a longer term strategy for the continued success of RCG, we were sorry not to hold our usual Members Party this autumn. However, it will occur at the end of January to celebrate the good works of our volunteers at St Mary's Transept and hopefully cheer up the bleak mid-winter at the same time!
- v. Last December we were once again pleased to be associated with Youth Connexions and the Parish Council in staging the sixth Christmas Tea Party for the elderly. We wondered if the tradition would continue but thanks to Claire-Louise's persistence, I am pleased to say that the seventh tea party will be held on Sunday 10 December. If you wish to nominate someone perhaps living alone and in need of company, please contact the office.
- vi. Thanks also to Parish Councillors for their continued financial support which helps to keep the Care Bus on the road providing door-to-door service. As many of you will already know, our minibus is being replaced in part by a donation from the West Herts Charity Trust which we hope will be presented in the New Year. We are very grateful to two Redbourn households for each donating significant sums completing the requisition

with many enhancing features. The bus will have an additional row of seats, enabling us to take more people on outings and other trips.

- vii. We thank too our many friends, organisations and businesses who have kindly given donations that help to support the community work and to those pubs, shops and other premises that display our charity collection boxes, bringing in several hundred pounds each year.
- viii. We must thank everyone who has made a contribution to our funds this past year. This includes two supporters who organised events each raising more than £1,000 and two others for the purchase of a defibrillator for the Care Bus, yet another asset for the village.
- ix. The Redbourn Classics Motor Show was a fantastic success and hopefully you took the opportunity to visit what was a great village event which had something for all the family. Twenty members of the Care Group volunteered and helped with the proceedings in some form or other. Peter Robey and I took charge of the marshalling of Exhibits and the Bucket Collection. It all went fairly smoothly but was just a little marred by the appearance of one or two rather heavy showers which sent a lot of people scuttling for cover or for home. There were lots of charity stalls and food outlets as well as entertainment for children and adults. It was the closest thing to a village fete for Redbourn in a number of years. The event netted profits of around £8,000, half of which was donated to RCG. The Parish Council was very pleased with the event and will hopefully sponsor it again next year. I also hope that RCG will once again benefit from the proceeds.
- x. Recently we introduced some important policies on Lone Workers, Data Protection, Secure Handling of DBS Records, Health & Safety and Conflicts of Interest. These have now been rolled out to members. Grateful thanks are particularly owed to Sally, Peta, Claire-Louise and to other trustees who contributed. Thanks also to The Harpenden Trust for their collaboration in this task.
- xi. Finally, a plea for you to help us on Sunday 3 December at the Redbourn Christmas Market. We have been given a free stall outside our office to promote RCG activities. Just an hour or two between 10 & 6 is all we ask. Please see Claire-Louise to help us fill the spaces in a roster, we will be most grateful for your assistance. Thank you.

5. Presentation of Long Service Award

Ralph Goold joined RCG about 24 years ago and retired as Trustee and Treasurer in 2015 but continued as a volunteer car driver until this summer. Barry thanked him for his long service and presented him with an engraved silver plated salver.

6. Nominations and Election of Officers 2017/2018

The committee stood down and in the absence of Tony Swendell (President) David Cheetham kindly officiated:

- i. The election of chair, the nomination was Barry Welch, the proposer was Annie Lowe and seconder was Mike Thain.
- ii. The election of vice-chair, the nomination was Peter Robey, the proposer was Barry Welch and the seconder was Rosemary Ross.
- iii. The election of treasurer, the nomination was Dennis Poole, the proposer was Barry Welch and the seconder was Chris Wright.
- iv. The election of secretary, the nomination was Sally Bartlett, the proposer: was Barry Welch and the seconder was Doris Cheetham.
- v. The election of remaining committee (en bloc), the proposer was David Cheetham and the seconder was Rosemary Hinde.

7. Appointment of Independent Examiners

Nomination for R.S Harding, chartered accountant, the proposer was Dennis Poole and the seconder was Jane Spreull.

8. Any other Business

David Cheetham proposed a sincere vote of thanks to Barry Welch for all his hard work and many hours of commitment to RCG.

Meeting closed at 8.55pm

Signed..... Chairman

Dated.....2017

Draft until signed

Appendix I Statistics: car journey from October 2016-September 2017

	2016-2017	2015-2016	2014-2015	2013-2014
Luton and Dunstable Hospital	100	45	82	94
St Albans City Hospital	158	154	118	106
Hemel Hempstead Hospital	48	35	35	28
Watford Hospital	42	36	32	29
London Hospitals	18	9	8	18
Lister, QE2 Hospitals	3	12	12	8
Stoke Mandeville Hospital	7	4	1	*
Bedford Hospital	2	7	2	*
Redbourn Health Centre	103	92	32	27
Stroke Club (weekly)	31	72	39	56
Macular Club (monthly)	12	12	12	20
Redbourn Dentist/Physio	27	25	*	*
Local opticians/dentists	34	*	*	*
Elms/Red House	92	87	101	93
St Albans Centres	20	36	37	16

Statistics not available *

Appendix II Summary of members' survey results

1	<p>How appreciated do you feel?</p> <p>60% 5 star 28% 4 star 11% 3 sta</p>
2	<p>How likely are you to continue volunteering for the Care Group?</p> <p>83% very likely 10% quite likely</p>
3	<p>With regard to your volunteer experience, please select your level of agreement with each of the following statements:</p> <p>97% the volunteer work was meaningful to me 62% I received appropriate amount of training for the role 22% I could offer more if I was asked 88% I always feel safe when volunteering 30% I don't always receive appropriate information about client(s) 35% Sometimes there are misunderstandings or mistakes in arrangements 4% On occasions I have felt concerned about confidentiality issues 78% I am conversant with data protection legislation 4% There are times when I feel anxious about lone working 14% I would like to give feedback on my volunteer experiences 24% I think the Care Group should use social media to communicate news/attract volunteers 4% I know someone who might be interested in volunteering with RCG</p>
4	<p>What voluntary roles are you involved in with the Care Group? (note that some have more than one role)</p> <p>57% car drivers 26% couriers 13% minibus drivers 13% office staff 23% street reps</p>
5	<p>The Redbourn Care Group is established to promote charitable purpose for the benefit of the Redbourn Community. How successful would you say it is in providing friendly help to residents in the village?</p> <p>Very successful responses: 60% who find their life impaired by loss of mobility 30% who have experienced a recent accident 36% who may be ill 11% who have experienced a bereavement 15% who would like to enjoy recreation in the company of others</p>
6	<p>What do you think the Care Group does well?</p> <p>Responses divided into 3 broad categories of almost equal status: Community Contact Transport /Mobility Complimentary Additional comment was "Yes but I think not everyone in Redbourn thinks that it is for them to use"</p>
7	<p>Do you think accuracy, efficiency, communication and organisation of the volunteer work for example arranging minibus rotas, car driving appointments, could be improved by</p> <p>40% increased use of email e.g. with job requests / confirmations</p>

	<p>19% more use of phone calls 27% electronic access to rotas/jobs 24% computerisation of routines 21% more personal discussion 27% opportunities for follow up and feedback</p>
9	<p>I would be happy to receive RCG newsletters with updates by email 82% yes</p>
10	<p>Do you have any other talents or time you could offer the Care Group? 4% possibly</p>
8	<p>Please give your suggestions for the future development of the Care Group Keep doing the good work you are doing. Working more closely with other village community groups and religious groups as well as county aid organisations.</p> <p>I think more efficient communication would be a key to a more positive future.</p> <p>Be a part of forming a Bereavement Visitor / Support Group. - a more visible office on the High Street would enhance the profile of the Care Group - could be a drop in point for community information and help</p> <p>I don't really have any, though we need to recruit more and younger minibuss drivers.</p> <p>I have no suggestions - it should carry on doing what it does well - it cannot be a total social service - I assume a big problem is attracting new volunteers when even retired people live such busy lives - newsletters and articles in The local media are no doubt the only means - is there any/more scope for sponsorship from local business? No further suggestions.</p> <p>Definitely e-mails would be good - I often miss phone calls and it's too late by the time I pick up the message.</p> <p>Just stay positive, we all work hard, everything is available to those who request help</p> <p>Just carry on with what you do so well.</p> <p>Maybe make use of more computerised systems and email etc. I don't know enough about how clients are referred to the group to see how more could be done.</p> <p>An annual form for car/bus drivers, couriers to fill to confirm they wish to continue driving for the Care Group probably by email.</p> <p>Make people more aware that we do not only care for old people.</p> <p>Chase more volunteers.</p> <p>Creating opportunities to involve volunteers to a greater extent looking at recruiting "younger" volunteers and residents who can offer other services such as personal shopping as some residents are not able to join the minibuss shopping trips look at befriending services or simple companionship services.</p> <p>Online rotas and messaging.</p> <p>Perhaps we could work with surrounding villages.</p> <p>Visible on line access to minibuss rota to allow easy volunteering instead of "begging" phone calls. To try to involve younger people in the work of the Care Group - lot of people work from home so could spare a little time to help.</p> <p>On a practical matter for car drivers, acceptance for a request should confirm whether there are any special needs requirements - one lady I collected had a walking frame for which I was unprepared, but fortunately it fitted into the hatchback.</p> <p>Attract a wider range of clients and grow our volunteer base - provide an efficient and effective service that is able to flex to meet new and changing demands both from clients and volunteers - continue to promote and communicate our activities and engage with stakeholders and funding partners.</p> <p>I do strongly think that we should use the computer for ease of planning and a mistake free future. Maybe that is easier said than done, important I know. It would probably take some time in training and changeover but it is undoubtedly the way forward.</p>

<p>Promoting use of Care Group volunteers to take villagers to social events - or just visiting friends in the village - the perception is that the Care Group is for 'medical' appointments but it should be to enhance the general well being of our villagers.</p>
