

Redbourn Care Group
Advisory Committee Meeting
4 April 2017



Minutes are 'Draft until Signed'

Members present: Barry Welch (Chairman), Peter Robey (Vice-chair), Dennis Poole (Treasurer), Sally Bartlett (Secretary), Claire-Louise Lawlor (Office Manager), Steve Lilywhite (Street Co-ordinator), Ann Mundy, Connie Crawley, Margie Johnstone, Bernie Penny, Rev. Will Gibbs and Peta Gunson.

Barry welcomed everyone to the meeting and introduced guest Tracey Back, Redbourn Outreach Worker with Harpenden Rural Children's Centre.

1. **Apologies** were received from Mollie Williams, Sheila Seabrook, Annie Lowe and Dennis Bigham.
2. **Minutes of the previous meeting** on 10 January 2017 were approved as correct; they were proposed by Peter Robey and seconded by Dennis Poole.
3. **There were no matters arising from the minutes.**
4. **Reports:**
 - a. **Treasurer:** Dennis presented the treasurer's report and circulated a summary of income and expenditure to date in the current financial year, together with a statement of current cash reserves. The generous amount raised by Edna Lindfield at her needlecraft exhibition is worth highlighting, as is amount from the Waitrose Community Fund. The Parish Council have allocated £4k for the Care Group this financial year. Barry thanked Dennis for all his hard work.
 - b. **Office Manager:** Claire-Louise presented the following information:
 - i. We currently have 269 clients on our books, an increase of six from our last meeting. We have 54 drivers which is one less than reported at our last meeting but we do have two new car drivers currently going through the application process which should maintain the overall number of volunteers at 120.
 - ii. Over the last 13 week period we have provided 180 car journeys. It is very interesting to note that we have seen an increase in the number of cancelled appointments; 21 were cancelled (after we had arranged drivers), the hospitals are making the cancellations. On one of our busiest weeks we arranged 22 drivers to take clients to their medical appointments.
 - iii. We do now keep two disabled Blue Badges in the office as the need for drivers to use one has increased significantly.
 - iv. We now have a defibrillator in the mini bus which was kindly donated by a valued volunteer and a Redbourn resident.
 - v. There are 17 mini bus drivers (two moved away in February). This means it is challenging when regular drivers are on holiday, so we are looking to recruit more mini bus drivers.

- vi. The mini bus is out every day: over the last 13 weeks it has made 81 regular trips. It has been loaned out 13 times to local organisations, including to Redbourn Youth Group, W.I., New Forge Place, Woollams, St Marys and U3A.
- vii. Currently we have 11 clients for Monday morning swimming and 41 clients on the regular shopping trips. Tony Pearce transports clients to the monthly Macular Club in St Albans and until recently to the Stoke Club - unfortunately, due to illness of one client we are not currently running this weekly trip to St Albans. The Monday Club is short of participants.
- viii. We currently have 13 office staff, 10 of whom work alternate weeks and 3 reserves who cover on a regular basis. It has been staffed every day except for Bank Holiday 2 January 2017. The office continues to be used monthly on a Tuesday afternoon between 14.00 and 16.00 by the Hertfordshire Hearing Advisory Service.
- ix. We have re-arranged the office desks and furniture creating a more inviting space for clients. It also gives a little more room for wheelchairs as we have noticed an increase in requests from drivers for a wheel chair when taking clients to hospital appointments.
- x. A meeting for office staff is scheduled for 11 May. Peta Gunson has agreed to come along to discuss Safeguarding issues and potentially review procedures.
- xi. There are only a few volunteers who have not yet responded to the recent mail out with updates of the Safeguarding policy. This will be followed up as we require 100% compliance. We also plan to discuss our Safeguarding policies with the Harpenden Trust in the near future.
- xii. Shelia Seabrook's son in law has agreed to help us with creating a computer system to assist with bookings. A meeting is planned for after Easter.
- xiii. In partnership with Youth Connections we took part in 'Spread the Love' box distribution. We selected 15 residents who we thought would like to receive a box of goodies. The feedback has been lovely and we have heard from several residents about how touched they have been. The Day Centre recently arranged a wonderful celebration for Daphne Selwyn – Fatte 100th birthday.
- xiv. Attending the regular 'Stronger Together' meetings set up by the CVS is a great opportunity to meet with other local charities including St Albans Old Peoples Trust. We also attended a recent meeting of 'The Children's Trust' in Wheathampstead and look forward to creating a good relationship with the Children's Centre in Redbourn.

- xv. Further requests for blogs for the CTA and provision of information for an article in the latest 'Together' magazine ensures the work and profile of RCG is publicised nationally.

Barry thanked Claire-Louise for all her hard work.

- c. **Minibus Manager:** in Dennis' absence, Barry summarised:
 - i. A cover for the tail-lift is on order.
 - ii. The bus is booked in for annual 'weight tests' on 25 April.
 - iii. Bernie Penny raised the fact that the front plate of the tail-lift does not automatically come up and shifts forward when someone stands on it.
 - iv. No other technical issue had been reported.
 - v. No update from Community Transport Association as to the bid for funding for a new minibus was currently available.
- d. **Street Co-ordinator:** Steve updated the meeting:
 - i. A list with all registered Street Representatives and their email addresses was compiled a year ago in anticipation of improving communication.
 - ii. To date, five requests for packs have been received which is a disappointing number.
 - iii. The Easter edition of the Contact newsletter contains an article outlining the importance of keeping the new resident packs up-to-date.
 - iv. Tracy Back requested a number of packs for distribution, which it was agreed would be left in the Care Office for collection.
 - v. The village Estate Agents do have copies of the pack and distribute to new residents.
- e. **Wheelchairs/scooters:** Bernie reported the following:
 - i. All Zimmer frames and Rollators are currently on loan. Half the wheelchairs are on permanent loan and no scooters are currently available. There is an electric wheelchair suitable for indoor use but that is all at the moment.
- f. **Outings:** in Annie Lowe's absence Barry reminded the meeting that the dates for the 2017 outings are in the current edition of the Common Round.
- g. **Chairman:** Barry reported the following:
 - i. The postponed decision from the CTA (expected in January) has subsequently delayed the plans for replacement of the current minibus. However the decision should be imminent.
 - ii. The Abbey Theatre in St Albans is donating half the proceeds from the performance of 'She Stoops to Conquer' on 11 May to RCG. This event is being widely publicised as it could raise a substantial amount, about half the tickets half been sold to date.
 - iii. Edna Lindfield's exhibition of needlecrafts raised a huge amount of money for RCG and she has been most sincerely thanked.

- iv. A new event for the village - 'Redbourn Classics Motor Show' is planned for 16 September on the Common. This is being organised by Friends of St Mary's and proceeds will be shared with RCG. The Parish Council has donated a 'start-up' grant, anticipating that it could become an annual event.

5. AOB

- a. Rev Will Gibbs reported the recent death of Cyril Lambert, a founder member and staunch supporter of RCG.
- b. Peta Gunson raised the importance of keeping up-to-date on Safeguarding issues (these are related to vulnerable adults, i.e. anyone over 60 years).
 - i. She advised that best practice is for the RCG Trustees and members of the Advisory Group to discuss updates and procedures on an annual basis.
 - ii. Volunteers including office staff should also ideally revisit accepted practice and procedures annually. As mentioned above Peta will discuss this in further detail with Office staff at their meeting on 11 May.
 - iii. As the nominated Trustee for Safeguarding, she will discuss individual cases, referred by the Office Manager (or any Trustee) and act accordingly.
 - iv. Peta distributed a proposed (draft) 'Incident and Investigation' form and information about what abuse is/what to do if you suspect abuse. Issues include neglect, particularly self-neglect and matters such as discharge from hospital without a care plan.

6. **Guest speaker Tracy Back, Redbourn Outreach Worker** with Harpenden Rural Children's Centre. Tracy outlined aspects of her work with families in Redbourn:

- i. She works with families from pregnancy stage until the child reaches school age when the school takes on responsibility. Issues can be parenting, behaviour, money, post-natal depression, loneliness, isolation (several families are moved into Redbourn from London). She reported that domestic violence in Redbourn is on the increase.
- ii. Tracy works with GPs, Health Visitors, Preschool staff (there are insufficient childcare places in Redbourn) and others.
- iii. Tracy frequently collects food from the foodbank for some families, (especially if the month has five weeks) and arranges practical help such as basic cookery classes for those who cannot cook.
- iv. Tracy currently works with about ten families in Redbourn.

Barry thanked Tracy for coming to the meeting, to enlighten and inform the Advisory Group of the work she undertook for the families in the village. He anticipated that RCG might be able to offer some support in the future.

Meeting closed at 8.55pm

Advisory meetings for 2017 are in New Forge Place at 7.30 on 4 July and 3 October.

AGM is 19 October at 7 for 7.30 in the Village Hall.

Signed.....Chairman Dated.....2017

Draft until signed