

Redbourn Care Group
Advisory Committee Meeting
16 January 2018



Minutes are 'Draft until Signed'

Members present: Barry Welch (Chair), Sally Bartlett (Secretary), Claire-Louise Lawlor (Office Manager), Steve Lillywhite (Street Co-ordinator), Connie Crawley, Sheila Seabrook, Margie Johnstone, Ann Mundy, Pauline Allcroft, Annie Lowe and Rev Will Gibbs.

Barry welcomed everyone to the meeting with wishes for a Happy New Year.

1. **Apologies** were received from Peter Robey, Dennis Poole, Dennis Bigham, Peta Gunson, Bernie Penny, Mollie Williams.
2. **Minutes of the previous meeting** on 3 October 2017 were approved as correct; they were proposed by Margie Johnson and seconded by Steve Lillywhite.
3. **There were no matters arising from the minutes.**
4. **Reports:**
 - a. **Treasurer:** in Dennis's absence, Barry circulated the financial statement and read his report.
 - i. Income from Classics Car Show was almost £4,000. A further £2830 from reclaimed Gift Aid for last five years 2012 to 2017 has been received. Gift Aid claims are now up to date.
 - ii. Redbourn Auto Solutions have renewed their £1,000 a year sponsorship for maintenance and servicing the minibus.
 - iii. The Christmas Market raised £43 in donations. RCG participation was primarily intended to raise awareness and for this purpose a professional standard gazebo with customised livery was purchased (£1667) in early December. It was a major expenditure but will be used at many future events; thanks to Steve and Dennis B. for organising this.
 - iv. Cash reserves are declining as the year progresses. This is in line with expectations, and the sources of income mentioned above are helpful. As yet we have no knowledge as to whether the Parish Council will give a grant towards costs, an important component of annual income.
 - b. **Office Manager:** Claire-Louise presented the following information:
 - i. Largely due to this year's Christmas Market RCG received enquiries from nine people who are interested in volunteering as street reps, drivers and office staff.
 - ii. Since our last meeting in October two new mini bus drivers, one office staff member, two car drivers and three new street reps have been recruited. In addition applications from a car driver and a mini bus driver were received last week.

- iii. There are currently 280 clients, an increase since the last meeting and altogether there are 122 volunteers, an increase of one.
- iv. Unfortunately, snow prevented the execution of the annual Christmas Tea Party. A real shame as a lot of hard work goes into the preparation for the party from Youth Connexions and RCG. However, clients received their gifts which were hand delivered early January. Thank you to those who helped on the day whether it was calling the clients to advise cancellation or delivering gifts in the New Year.
- v. **The Care Office** was open every day during the seasonal period (except the bank holidays). As happens every year the latter part of December was quieter since the number of requests for drivers is less and the Day Centre/Pop In are closed for the holiday period. A new office team member is currently training, her name is Tina Brown, and initially she will be on the reserve list.
- vi. **Car drivers** - currently 57 which is an increase of two since our last meeting. There are more journeys to Watford Hospital and fortunately our new drivers are prepared to drive there. Parking is the biggest issue at most hospitals, especially at Watford and therefore many clients require the 'Blue Badge' and often a wheelchair.
- vii. There were 173 car journeys over the last 13 weeks; due to the Christmas holidays this is down slightly from the last term. The snow caused a high number of cancellations however trips continued provided the client and the volunteer were happy.
- viii. Roundwood Park School invited some of our clients to their Christmas Tea Party and RCG organised transport for this event.
- ix. **Mini bus drivers** – currently 19, a very welcome increase. The mini bus has been out 84 times on scheduled trips and loaned 16 times (including RCG outings) to NFP, Woolams, Mencap, for private hire, the youth club and the WI. All regular shopping journeys continued over the Christmas period.
- x. Redbourn Auto Solutions came to the rescue in December by loaning their mini bus at extremely short notice for the rescheduled Christmas lunch.
- xi. **Couriers** - currently number 35.
- xii. RCG has been working with the 'Kitchen Front Cookery Company' to help them with their initiative 'The Larder Louts', whereby they provide cookery classes. This is aimed at people who live alone or people who have may not have cooked in the past and due to their changing circumstances such as the death of a partner, would benefit from this course. We have nominated individuals in the village whom we thought would like to attend the 4 week course; however they would be happy to

have a few more names. The first session is 23rd of January in the Parish Centre.

- xiii. **External training and meetings.** Three members of the management group will attend a course in February on the new data protection legislation due in May 2018 which affects the way organisations including charities organise their personnel data.
- xiv. CVS in St Albans are now known as Community Central having been re branded. Their regular 'Stronger Together' meetings are a fantastic opportunity to find out what is going in the volunteer sector and how we can work together.
- xv. RCG was represented at the multi-agency meeting at Batford Children's Centre.
- xvi. After the recent closure of East of England's Private Ambulance Service, Community Central has been in discussion with the Clinical Commissioning Group about the increase in demand for charitable transport services and the impact that it has on local communities. RCG received a letter of thanks from the Chief executive Kathryn Magson:

"During a meeting earlier, this year with St Albans CVS I was hearing a considerable amount about the great work of your organisations and in particular the impact of recent performance issues of the Patient Ambulance Services contract. On behalf of the CCG I am writing to acknowledge the work that you do and the considerable value that this clearly provides in the communities that you serve." Thanks from Kathryn Magson, the chief executive of the Herts Valleys Clinical Commissioning Group.

Barry thanked Claire-Louise for all her hard work.

- c. **Minibus Manager:** in Dennis's absence, Sally read the report:
 - i. The new bus is still in transit.
 - ii. The current minibus is running well, with no problems to report.
 - iii. The garage door is without an emergency (battery) back up but the company have now received one and will fit soon. At the moment the door is running on mains only.
- d. **Street Co-ordinator:** Steve updated the meeting:
 - i. Marketing at the recent Christmas Market event resulted in three new Street reps coming forward. They are Doreen Cosier for Crouch Hall Lane; Tina Brown for Aubrey Lane; John Schofield for a section of The Park.
 - ii. Hopefully the 'Gazebo Effect' is the way forward and will continue to raise the profile of the RCG at future events!

- e. **Wheelchairs/scooters:** no report
- f. **Outings Organiser:** Annie presented the following information:
 - i. The Christmas trip to Dobbies Garden Centre, in Milton Keynes was very successful.
 - ii. The Golf Club Christmas lunch was delicious!
 - iii. Thanks to Redbourn Auto Solutions for the loan of their minibus at short notice.
 - iv. St Albans Arena cancelled the afternoon's pantomime performance on 5 January at short notice which was very disappointing for those who had tickets and were planning to go in the RCG minibus.
 - v. The first outing for 2018 will be 1st March. The Tuesday 'Specials' will be announced in due course.
 - vi. Likely to need an alternative mini bus driver for Thursday's outings.
- g. **Chairman:** Barry reported the following:
 - i. Sad to report Robert Pritchard passed away recently; he was the valued mini-bus manager for 19 years until 2015. He had vascular dementia and lived in the same care home as his wife Maureen. The funeral is at Stopsley Crematorium on Friday 2 February at 11am. Also sad to report death of Vic French. He gave many years of loyal service in the office until he retired some years ago. A moment of reflection was held for them both.
 - ii. Redbourn Classics Motor Show is 15 September 2018 from noon until 5pm. RCG will be involved again with the new gazebo. The Parish Council were pleased at the success of the last event and will sponsor again. Other charities may be brought in to help so it is not yet know how the proceeds will be shared.
 - iii. The RCG management team have completed the third session of the Strategy Planning programme. Further discussion over the coming months will confirm any changes and future developments for RCG.
 - iv. The volunteers (members) Party is on 31st January 2018, at St Mary's Transept from 7-9pm, postponed from the autumn due to extra events.
 - v. The personalisation of the Christmas cards to members was well received.

5. AOB

- a. Will explained that St Mary's 2018 Charity of the Year is Dementia UK which will include not only raising funds but activities such as volunteering at St Matthew's Care Home. The launch will be on Pancake Day - 13 February at the Cricket Pavilion from 9.15 to 12.30 where Pancake related fun will be had by all! Keith McAdam (PCC Lay Chairman) has recently founded a charity called 'Music for my Mind'.

Meeting closed at 8.20 pm

Advisory meetings for 2018 are in New Forge Place at 7.30 on 10 April, 10 July and 9 October.

AGM is 18 October 2018 at 7 for 7.30 in the Village Hall.

Signed..... Chair

Dated.....2018

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