

Redbourn Care Group  
Advisory Committee Meeting  
3 October 2017



**Minutes are 'Draft until Signed'**

Members present: Barry Welch (Chair), Peter Robey (Vice-chair), Dennis Poole (Treasurer), Sally Bartlett (Secretary), Claire-Louise Lawlor (Office Manager), Steve Lillywhite (Street Co-ordinator), Dennis Bigham (Minibus Manager), Peta Gunson, Mollie Williams, Connie Crawley, Sheila Seabrook, Margie Johnstone and Rev Will Gibbs.

Barry welcomed everyone to the meeting.

1. **Apologies** were received from Ann Mundy, Pauline Allcroft, Annie Lowe and Bernie Penny.
2. **Minutes of the previous meeting** on 4 July 2017 were approved as correct; they were proposed by Margie Johnson and seconded by Dennis Poole.
3. **There were no matters arising from the minutes.**
4. **Reports:**
  - a. **Treasurer:** Dennis presented the Care Group's financial results for the full year ending August 2017 and an update to the end of September on the current year beginning 1<sup>st</sup> September.
    - i. **Financial results for 2016-17**
      - Whilst the year ended with a deficit of £7230, this was better than originally feared. In the previous year grants of £4250 from Harpenden Trust; bequests and "in memorium" gifts amounted to £1452. This financial year the gifts were £819, resulting in £4900 less. Bank interest was also £690 less. Fortunately income was supported by some additional income:
        - Donations increased to almost £2900
        - Collection boxes in shops and pubs were up £220
        - Minibus fares rose £720
      - The net effect was that overall income fell by £1800 compared with previous year.
      - Expenditure changed very little from the previous year and was close to the budget. Most costs were similar to the previous year with the exception of minibus repairs and maintenance which were down about £1800; miscellaneous costs were £4217 (double previous year). Increases were threefold; £1105 for defibrillator for the minibus; £586 for printing Contact newsletter (was previously free); £335 for volunteer ID lanyards.

**ii. Financial results for September 2017**

- Excellent start to the new financial year with £2159 increase in funds.
- Classic Car Show (16.08.17) raised £3926.
- Reclaiming gift aid should raise approximately £600.
- Optimistic that this year's deficit (currently £3800) can be reduced.
- Main benefit is gift of new minibus.

**b. Office Manager:** Claire-Louise presented the following information:

- Currently have 276 clients, the newer clients are increasingly using our service for social reasons as well as medical appointments. The Redbourn Children's Centre also passes on referrals.
- Currently have 121 volunteers which include office staff, car drivers, mini bus drivers, couriers and street representatives, three less than reported at the last meeting.
- Advertising for 'Local Heroes' (volunteers) through leaflet drops, posters around the village, via the Cricketers Pub, M Magazine and Classics on the Common has not produced any results as yet.
- Since our last meeting two volunteers who were previously in the application process have now started car driving which is a huge help.
- One of our office staff has retired from office duty but she continues to courier and drive. The office staff team consists of 13 members which includes me and Geoff Garrad –Cole who assists with the car insurance updates. A change to the insurance documentation process has resulted in time saving efficiency. If volunteers add the fact that they are volunteers on the occupation field of their insurance policy it is automatically updated on renewal saving further follow up and need for extra form filling.
- The office staff meeting on 28 September provided an opportunity to work through best practice and discuss moving forward. The office was staffed every week day except for the August bank holiday.
- Currently have 55 car drivers. This sounds impressive; however it is increasingly difficult to find available drivers. Over the last 13-week period we have organised 186 car journeys. This is an increase of 44 journeys since our last meeting and considering this is over a summer period is a substantial rise. Cancellations (of which there have been several) are frustrating when considerable time has been spent organising a driver.
- A skeleton NHS transport service covering Hertfordshire, Bedfordshire and Luton will operate now that the Private Ambulance service (East of England) has discontinued. St Albans CVS advised the Care Group that they may experience a greater demand for transport to medical appointments due to this closure.

- ix. Currently have 17 mini bus drivers plus one new person who requires training. Mini bus drivers continue to be in great demand. Increasingly drivers are not in a position to commit to a regular weekly or fortnightly rota. The consequence of this is an increase in calls from the office to engage drivers for the week ahead.
- x. The mini bus has been out every week day on scheduled trips except for Tuesdays when there is some flexibility for different outings or loan. The mini bus has been loaned 20 times since the last meeting; this includes two private hires, RCG outings, Day Centre Outings, the WI who borrow it once a month, Woollams and the Redbourn Youth Club. This is an increase of three loans since the last meeting.
- xi. Currently have 35 couriers, inevitably some volunteer more frequently than others.
- xii. The new polices have now been approved by Trustees and are almost ready to be published.
- xiii. The Care Group has taken a subscription for membership of the Fundraising Regulator which is an organisation that holds the code of conduct for practise and maintains standards for charitable fundraising in the UK. Their logo is now on RCG documentation.
- xiv. The Care Group also has registered with My Donate <https://mydonate.bt.com/charity/search.html> enabling online donations with gift aid options and their logo is on the publicity.
- xv. Lanyards have been welcomed by volunteers and most are wearing them on public duties to help identification of role. They are available for collection from the office.
- xvi. The 'Stronger Together' partnership with St Albans CVS provides a good networking body and useful information by attendance at their regular meetings.
- xvii. Attendance at two conferences proved useful and informative: one in Buckinghamshire focusing on 'Attracting and Keeping Volunteers' and the other run by Teams Herts on 'Managing Volunteers'. Both of which promoted the need for a volunteer handbook which will be addressed in the coming few months.

Barry thanked Claire-Louise for all her hard work.

c. **Minibus Manager:** Dennis summarised:

- i. No news on the new mini bus at this time. It is coming from Italy to the body shop for customisation as agreed by Care Group.
- ii. The current minibus is running well, it has been serviced, fitted with two new tyres and brake pads.

- iii. The mini bus has had a few bumps and scrapes over the last couple of months. The panels on the rear tail lift have been straightened.
- d. **Street Co-ordinator:** Steve updated the meeting:
  - i. Three Street Reps less, now 48 across the village, vacancies: Holts Meadow: Mansdale Road; The Park (part).
  - ii. Efforts to recruit are ongoing – please do report any potential volunteers for follow up.
  - iii. Two new residents at The Classics Car Show reported how useful it was to receive the welcome pack listing the local contact numbers.
- e. **Wheelchairs/scooters:** in Bernie’s absence, Barry summarised his report:
  - i. Six electric scooters currently on loan, one available.
  - ii. All scooters recently serviced, only one needed a new battery.
  - iii. No need to accept donations at this time.
- f. **Outings:** in Annie’s absence Sally read her report:
  - i. July’s trip to Southend was enjoyable with good weather.
  - ii. August’s summer lunch was excellent, management very caring.
  - iii. September’s trip was changed from Whipsnade (too expensive) to Bekonscot Model Village & Railway, very successful with good menu.
  - iv. From October, the Thursday half day outings will start half an hour earlier.
  - v. November outings will be to the Christmas garden centres.
  - vi. December will be Christmas lunch at the Redbourn Golf Club.
  - vii. January will be to the pantomime in St Albans.
  - viii. Annie expressed her thanks to the Advisory Group for their support.
- g. **Chairman:** Barry reported the following:
  - i. Classics Car Show was a fantastic success: a great village event for all the family. Twenty members of the Care Group volunteered and helped in some way or another. Many charity stalls and food outlets, as well as entertainment for the children, only marred by a few showers. Half of the proceeds were donated to the Care Group. It is hoped that the Parish Council will sponsor again in the future.
  - ii. Strategy Planning: the Care Group have been fortunate in securing a grant to engage a professional to lead three strategy planning sessions which involve mid and long term planning.
  - iii. New policies: five policies (four new and one updated) now agreed: Lone Worker; Data Protection; Health and Safety; Secure Handling, Use Retention and Disposal of Disclosures and Disclosure Information; Declaration of Conflicts of Interest. Thanks to all those involved.
  - iv. Cricketers quiz evening: raised £165 for the Care Group. Disappointing turn out with only seven tables, 50% less than previous years. Next year’s quiz is in June.

- v. Youth Connexions Christmas Tea Party: Sunday 10 December (fifth consecutive year). Contact Claire-Louise if would like to nominate someone.
- vi. Volunteers Party is 31<sup>st</sup> January 2018, postponed due to extra events during this autumn.
- vii. Advisory Committee: suggestions invited as to how the membership of the group could be braodened. Suggestions: Wendy Hammersley, surgery manager; Tracey Back, Redbourn Outreach Worker with Harpenden Rural Children’s Centre; a Parish Council representative. Further ideas welcomed.

**5. AOB**

- a. Peter raised the possibility of optimising the opportunity to recruit Street Reps at the forthcoming Christmas Market. Followed by a discussion about gazebos and presentation of the Care Group at local events.

Meeting closed at 9 pm

**The first advisory meeting in 2018 is in New Forge Place at 7.30 on 16 January TBC.**

**AGM is 19 October 2017 at 7 for 7.30 in the Village Hall.**

Signed.....

**Chair**

**Dated.....201D**

**Draft until signed**