

Redbourn Care Group
Advisory Committee Meeting
10 April 2018



Minutes are 'Draft until Signed'

Members present: Barry Welch (Chair), Sally Bartlett (Secretary), Dennis Poole (Treasurer), Peter Robey (Vice Chair), Dennis Bigham (Bus Manager), Claire-Louise Lawlor (Office Manager), Rev Will Gibbs, Mollie Williams, Margie Johnstone, Pauline Allcroft, Annie Lowe (Outings Organiser), Brian Brasier, Martin Howe, Jeff Mulcock, Catherine Cannon, Graham Lawrence, Alan Gibson, Rosemary Ross, Rebecca Jenkins and Tracy Witterick.

Barry welcomed everyone to the spring meeting with a special welcome to invited members who will participate in the ideas and suggestions item which Sally will later explain.

1. **Apologies** were received from Steve Lillywhite (Street Co-ordinator), Peta Gunson, (Safeguarding), Bernard Penny (Mobility Equipment Coordinator), Connie Crawley, Sheila Seabrook, Ann Mundy and Janet Lang.
2. **Minutes of the previous meeting** on 16 January 2018 were approved as correct; proposed by Peter Robey and seconded by Dennis Bigham.
3. **There were no matters arising from the minutes.**
4. **Reports:**
 - a. **Treasurer.** Dennis circulated the financial statement and his report:
 - Since the last meeting cash reserves have fallen from £10,573.63 to £7,143.17. Spending has exceeded income by just over £3,400 (over last three months); however there are no serious unplanned outgoings.
 - The Parish Council generously awarded the Care Group a grant of £5,000, a significant increase over recent years; the cheque will be received next month.
 - The executors of Vic French's will have informed us that he left the Care Group a legacy of £6,000 which will be forwarded in due course.
 - These two generous amounts total £11,000 which means we will exceed our planned income for 2017-2018. However although we have no immediate cause for concern it is vital to stay on top of fundraising to protect our long term activities.
 - The arrival of the new minibus will incur an outlay of £23,500 but these costs have been covered by generous gifts from three Redbourn residents.
 - The Redbourn Care Trust currently holds funds of £135,548 which will be used to support the Care Group when required.

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

- The winter months have thrown up several operational challenges, snow stopped business and for the safety of our drivers and clients we took the decision to cancel some of our normal bus arrangements.
- We currently have 299 clients (an increase of 19) and 129 volunteers (an increase of 7) since our last meeting.
- There are 14 office staff including Geoff Garrad-Cole, 57 car drivers with two currently in the process of application and 36 couriers. There are currently 21 mini bus drivers (an increase of 2) however we will be shortly lose two.
- Over the last 13 weeks the office has organised 172 car journeys and year to date the total is 345.
- Despite the snow there have been 83 regular mini bus journeys plus 11 additional journeys such as hire to Woollams, New Forge Place and WI. The Care Group Outings were cancelled during the snow and when the regular minibus broke down. Therefore, year to date the number of regular journeys stands at 167.
- Last year statistics amounted to a total of 1099 combined journeys. The year to date (end of March) the number reached 512. The office staff must be thanked for their continued hard work in marrying drivers with clients; sometimes this can be a huge challenge and means staying after 12 noon going the extra mile.
- We provided the transport for a local initiative: a series of cookery classes called 'Larder Louts'.
- The Care Group website is currently being redesigned; it should be available over the next few weeks.
- We are working towards compliance (by 25 May) for the GDPR data protection laws, ensuring all the personal information we hold is legal and legitimate. It involves examining our systems, storage, encryption and access as required.

c. **Minibus Manager.** Dennis informed the meeting of the following:

- No date as yet for the arrival of the new bus; it is being kitted out to the required specifications. Following the refit it will receive the livery and go to Derby for registration.
- The minibus recently had problems with the steering lock and the AA were called. Redbourn Autos kindly loaned the Care Group their minibus whilst it was in for repair.
- The Care Group will be looking for sponsors for the new bus, Redbourn Autos generously give £1,000 pa but we will be seeking additional donations.

d. **Street Co-ordinator:** no report.

- e. **Wheelchairs/scooters:** no report.
- f. **Outings Organiser:** Annie presented the following information:
- There are currently 28 clients who like to go on the outings.
 - The snow and bus repairs prevented any trips during March; the first of the year was 5 April when the trip was to Tring Garden Centre.
 - The next dates are: Tuesday 8 May – lunch at Beefeater in Luton. July 24 offers a trip on the Thames from Kew to Westminster and August 14 is a seaside trip to the south coast.
 - An additional regular minibus driver for the outings would be ideal.
- g. **Chairman.** Barry reported the following:
- It was a thrill and an honour to be invited to the 23rd Annual High Sheriff Awards in The Great Barn, at Micklefield Hall on Thursday 8 March 2018. Since the High Sheriff chose volunteering in Hertfordshire as this year's theme the focus of the evening was to celebrate "volunteering" Redbourn Care Group was fortunate enough to be presented with one of Will Hobhouse's Personal Awards "for their wonderful support of the older community in Redbourn".
 - The High Sheriff visit to Redbourn - Tuesday 27 March. Will Hobhouse arrived at the Village Hall and visited the Care Office, talking with interest to the office volunteers about the work of the Care Group. He went across to New Forge Place where he met residents who boarded the Care Bus with him, travelled round the Common to pick up more people, all bound for a reception at the Parish Centre.
 - Volunteers' Annual Party was at the end of January. 60 members and guests attended to celebrate volunteering and appeared to enjoy it very much, especially the superb finger buffet and refreshments. It is important to acknowledge the total worth to the community that our members give to Redbourn villagers year on year.
 - Cricketer's Pub Charity Quiz Night – Sunday 24 June at 7pm. Each team consists of a maximum of six people and must be booked in advance. Tickets cost £10 per head and include a bottle of wine and a food platter. Please book a place as the proceeds go to the Care Group - call 620612.
 - Redbourn Classics Motor Show is 15 September 2018 from noon until 5pm. RCG will be involved again with the new gazebo. The Care Group and Friends of St Mary's will again benefit from the proceeds
 - Redbourn Christmas Market – Sunday 2 December. Again we will be taking part with the gazebo stand in the Village Hall car park. We have also been invited to manage the MOT Centre Car Parking arrangements using our own volunteers. In exchange we will be able to collect donations for the Care Group.

5. Ideas and Suggestions

Attendees were divided into four groups and spent 15 minutes discussing the following:

Ideas for activities that will raise greater awareness of the Care Group within the village.

Here are the suggestions and ideas that came from the groups. They will be discussed and taken further at the next meeting.

- Picture of Care Bus on the website.
- Linking website to other Redbourn websites i.e. Village Hall, Facebook, Parish Council.
- Invite 3 Counties Radio when new bus arrives – incorporate it into their programme, going out with the bus.
- Open recruitment evening for car drivers / couriers.
- Explore partnership with Redbourn Fun Run – could we be a beneficiary next year May 2019?
- Stronger links with the schools, - PHSE, Assemblies, PTA.
- Expand advertising from Common Round e.g. MI Magazine.
- Leaflet drop – with info requesting help etc. or a donation.
- Street coordinators to be more proactive – more recruits / personal contact.
- Library – keep an eye open for new couriers to refer them, placard with info about the Care Group.
- U3A to be approached and encouraged to participate or spread the word.
- Schools – posters?
- Other village Care Groups – liaison with them.
- Name change.
- More training on a much more regular basis for volunteers especially couriers' e.g. first aid, wheelchair use.
- More information in the Common Round – make the advertisement more appealing.
- Appeal to younger groups and offer support such as funding.

6. AOB

- Parking at hospitals even with a Blue Badge is becoming increasingly difficult; in particular at Luton and Dunstable where some redesign works have reduced the number of disability parking spaces. Suggested that it was raised at the next Community Central Transport Meeting (organised by St Albans Voluntary Services). There are other Health Forums where it might also be appropriate to raise for discussion.
- Safeguarding is an issue that is continually monitored however the insurance renewal policy requested a more rigorous approach to ensure volunteers were updated. This will need to be addressed before next year's renewal.

Meeting closed at 9.00 pm

Advisory meetings for 2018 are 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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