

Redbourn Care Group
Advisory Committee Meeting
9 October 2018



Minutes are 'Draft until Signed'

Members present: Barry Welch (Chair), Peter Robey (Vice Chair), Sally Bartlett (Secretary), Dennis Poole (Treasurer), Dennis Bigham (Bus Manager), Rev Will Gibbs, Bernard Penny (Mobility Equipment Coordinator), Claire-Louise Lawlor (Office Manager), Connie Crawley, Rebecca Jenkins, Sheila Seabrook, Alan Gibson, Rosemary Ross.

Barry welcomed everyone to the meeting with a special welcome to returning attendees.

1. **Apologies** were received from Steve Lillywhite (Street Co-ordinator), Margie Johnstone, Pauline Allcroft, Annie Lowe (Outings Organiser), Jeff Mulcock, Ann Mundy, Peta Gunson, (Safeguarding), Tracy Witterick, Rosemary Hinde, Marie Maynard.
2. **Minutes of the previous meeting** on 10 July 2018 were approved as correct; proposed by Dennis Poole and seconded by Dennis Bigham.
3. **There were no matters arising from the minutes** except to say that the ideas and suggestions raised at the two previous Advisory Meetings will be followed up in due course.
4. **Reports:**
 - a. **Treasurer.** Dennis circulated the financial statement.
 - b. **Office Manager.** Claire-Louise informed the meeting of the following:
 - The Website and Facebook are showing good analytics. Tony Barr volunteers his time on a weekly basis by meeting in the Care Office to plan Facebook posts and discuss IT matters.
 - The computer system Charitylog is steadily building, but it takes time.
 - The local health centre merge has resulted in increasing numbers of clients requesting journeys to St Albans, as the doctors are frequently fully booked in Redbourn. The request for lifts to either the pharmacy or surgery for the flu inoculation has also put additional pressure on car drivers.
 - Senior Forum useful – met new GP Practice Manager.
 - Currently 305 clients, 111 volunteers, two pending applications.
 - Christmas Tea Party – change of personnel – awaiting date from new organiser.
 - Grant received from St Albans City and District Community Grants Fund for £2430.00 was successful, for Manual Handling Skills Training for volunteers. Information will be circulated later this month.
 - Classics Show successful with four potential volunteers.
 - Office staff reduced due to Mollie stepping down, thanks to her for all her support and guidance. Office support staff

meeting planned for 25 October to discuss GDPR and safeguarding issues.

- Since the last meeting the office has organised 169 car journeys, 83 scheduled minibus journeys plus 18 minibus loans.
- There are still spaces on the Wednesday evening shopping trips to Woodall Farm.
- Citizens Advice are increasing activity in the village.
- Community Central are making Advanced Driving sessions available for car drivers.

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

- New minibus now on the road: new PA system, parking system front and rear, new internal lift, darkened windows, air conditioning, heater.
- Old minibus to be sold this week.
- Discussion was held regarding management/logistics of Day Centre journeys.

d. **Street Co-ordinator.** Steve left a report:

- “2018 has, I am afraid, not been a good year for the Street Rep team as for various reasons we have lost some Street Reps mainly though through the recent GDPR exercise. Unfortunately, this happened just after I had informed my fellow trustees and committee members that it is my intention to stand down as coordinator for the team at the forthcoming AGM. After approximately 20 years in the role it is time for fresh ideas. During that time many things have changed, not least on how we all communicate. I can just about get by with email and the WWW, but social media leaves me cold! However, in the recent past I have had comments passed to me from a couple of younger families, that how nice it was to receive a knock on the door and be given a new resident information pack and a welcome to the village. The moral in this tale is that there is still no substitute for the personal touch, which is why we are looking for someone a little younger than my 79 years to breathe new life into the Street Rep team.”
- Thanks, were expressed to Steve for his dedicated work in this role.
- The street coordinator does not have to be a Trustee.

e. **Wheelchairs/scooters.** Bernie informed the meeting that:

- All scooters have been serviced.
- The new recently purchased scooter is awaiting a part.
- Four wheelchairs and two rollators have been donated this year.
- Information to check current insurance policy is required by Peter Robey.

f. **Outings Organiser:** Rebecca presented the following information:

- The summer trips to Bognor Regis and Brighton are not likely to be repeated as too far to travel.

- There are currently 30 clients who like to go on the outings.
- g. **Chairman.** Barry reported the following:
- Thanks to Will Gibbs and Mmasape Zihle for organising and conducting the Service of Dedication for the new minibus (Sunday 7 October). Also, thanks to Mollie Williams for plentiful refreshments. Mike Humphries from West Herts Charity Trust attended with other members of the presentation party for the official hand over. Will agreed to submit article to local press.
 - Redbourn Classics Motor Show on Saturday 15 September was deemed a great success. Shortage of volunteers was disappointing but proceeds via bucket collections was almost £7k. RCG received £5,200. The organising committee awarded £2k to Museum Portico Project and a further £5k to St Mary's Church for restoration work.
 - Redbourn Senior Forum was on Monday 17 September in the Parish Centre 10.30 – 2.00pm. Twenty-nine local organisations were represented and approximately 100 people attended.
 - Redbourn Christmas Market is on Sunday 2 December 2018. Again, a request for volunteers to help with car parking and / or in the RCG gazebo. <http://redbournchristmasmarket.com/stalls/>

5. Role of the Advisory Committee

- Barry outlined the function of the Advisory Committee:
 - i. To report the works and progress of the group to interested members of other village organisations and gather feedback.
 - ii. To listen to suggestions and ideas that members might wish to put forward for improving the management and services we could or should provide to the community.
 - iii. To provide a written record of the meetings which would be accessible to members and other interested parties.
- Peter Robey outlined some ideas for the future:
 - i. To circulate reports for the meetings in advance, releasing the time at the meeting for questions and other topical issues, perhaps inviting a speaker, at both Advisory Meetings and AGM.
 - ii. Ask volunteers/specialist professionals e.g. marketing, fundraising, for input into management meetings.
 - iii. Commit to involving younger people, both in terms of support for projects and engaging volunteers in their 40s and 50s.
 - iv. Some Trustees for Care Trust need to be different than those in Care Group.
 - v. Seek advice as to how we fundraise and/or gain access to grants.
- Discussion and comments were put forward:
 - i. Importance to maintain the Care Group mission i.e. focus on loneliness

- ii. Perception of caring for elderly in the village is widespread but reflects the reasons for its inception.
- iii. Importance of Advisory Group function is an interface between community and management group.
- iv. Find ways to interest local people who wish to contribute without having to attend a meeting e.g. a short project that has community benefit.
- v. Cross generational activities are worth exploring e.g. under fives with elderly people, dancing, singing or community activity.
- vi. Sharing stories and tapping into flexible life styles of parents is also worth exploring.
- vii. Attendance at village events worthwhile e.g. use minibus to take people around on the Open Gardens weekend and explore further opportunities to promote the Care Group such as at U3A and the Recreation Centre.

6. **AOB** – none raised

Meeting closed at 9.20 pm

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

Signed..... Chair

Dated.....2018

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