

Redbourn Care Group
38th Annual General Meeting
18 October 2018



Minutes are 'Draft until Signed'

Present: Barry Welch (Chair), Peter Robey (Vice chair), Dennis Poole (Treasurer), Sally Bartlett (Secretary), Claire-Louise Lawlor (Office Manager), Peta Gunson (Trustee), Rev Will Gibbs (Trustee), Steve Lillywhite (Trustee), Tony Swendell (President).

Pauline Allcroft, Alasdair Auchinvole, Tony Barr, John Bower, Brian and Pat Brasier, David and Doris Cheetham, Connie Crawley, Jean Day, Jean Fisher, Alan Gibson, Mike Greensmith: Wheathamstead Community Group, Brian Gunson, Cyril Harling, Rosie Hinde, Shirley Holtey, Ann and Martin Howe, Margie Johnstone, Janet Lang, Graham Lawrence, Lucky Lewis, Helen Loveland: Harpenden Helping Hand, Annie Lowe, Mike and Ros Mansell, Jeff Mulcock, Ann Mundy, David and Lyn Paynter, Austin Prall, John and Pauline Ridgwell, Ann Rudeford: Wheathamstead Community Group, Caroline Snook, Sarah Street, J.M Sullivan, Mike and Sue Thain, David Waghorn, Diane Whiskin, Mollie Williams, Tracy Witterick, Geoff Woodhouse, Chris Wright.

Chairman's opening address: Barry welcomed everyone to the 38th AGM and expressed thanks to all our members for the wonderful support they have given Care Group clients this past year. A very warm welcome also to our guests Mike Greensmith and Ann Rudeford from Wheathampstead Community Group and Helen Loveland from Harpenden Helping Hand. Barry requested that any questions should be raised through the chair said that next year we planned to circulate an Annual Report prior to the meeting which should leave us more time for discussion, questions and possibly an invited speaker.

1. **Apologies** were received from: Dennis Bigham (Trustee), Joyce Boyd, Tina Brown, Paul Chamings, Linda Clarke, Wendy Cruickshank, Jennifer and Paul Dewhirst, Tony Godfrey, Rebecca Jenkins, Annie Manning, Jim May, Jane Owen, Rosemary Ross, John and Pat Schofield, Sheila Seabrook, Sue Terzza, Raj Visram: St Albans Good Neighbours Scheme.
2. **Minutes of previous meeting** - on 19 October 2017 (for the 37th AGM) were proposed as correct by Mike Thain and seconded by Mollie Williams.
3. **Matters arising** – none.
4. **Reports**
 - a. **Treasurer** – Dennis Poole presented a report:
 - i. Dennis distributed printed details of annual accounts for 2017-2018 and reported that the Independent Examiner signed off the 2017-2018 accounts.
 - ii. Dennis explained the details as presented in the handout. There were some notable bequests and the Parish Council had kindly increased its donation from £4k to £5k.
 - iii. The accounts documentation included detailed costs, donors, special thanks, performance, operating results and banking reconciliation.
 - iv. Barry requested a Proposer and Seconder for acceptance of the accounts: the proposer was Peter Robey and the seconder was Alan Gibson.

- v. Barry expressed thanks to Dennis Poole for all his hard work on the accounts.
- b. **Office Manager** - Claire-Louise Lawlor presented a report:
- i. Please indicate you prefer not to have your photo on the RCG website or Facebook Page.
 - ii. Several developments over the last year include the launch (in May) of the new website with assistance from FL1 Digital, a web design company based in St Albans. Also, the more recent launch of a Facebook Page for the Care Group. Tony Barr volunteered to assist with IT developments and his time and support are greatly appreciated.
 - iii. In May 2018 revised GDPR regulations came into force. A computer system: Charitylog, was purchased, which involved transfer of data and although challenging and time-consuming the client and volunteer data is secure, ensuring RCG is compliant with the regulations. The goal is to have all information in the one place. Currently there is no date for general office use but the roll out will be carefully managed and trialled at the appropriate time.
 - iv. A grant from St Albans City council has given funds to run a Manual Handling course, run by an external specialist company. A similar course, a few years ago was well received; listening to feedback from volunteers prompted organisation of another. It will cover, common manual handling, injuries, responsibilities of RCG and volunteers, managing equipment, the correct use of equipment, different types of manual handling aids and ones specific to RCG. The overall purpose of this course is to ensure that volunteers are comfortable, whether it be taking a client to hospital in their own car with the aid of wheel chair or being a courier/driver in the mini bus.
 - v. There are currently thirteen office volunteers. This year Mollie Williams has stepped down and sincere thanks are expressed to her for all her help in the office over the years. Tina Brown has joined the office.
 - vi. As the office continues to be busy, on occasions help with the administration side of things such as photocopying, filing is required. If you know of someone who would be interested in volunteering for this flexible role, please do make contact.
 - vii. Youth Connexions are planning to provide residents with another Christmas Tea Party, date unconfirmed yet. If you know of anyone on your street or area who would benefit, please make contact.
 - viii. Community Central continue to host Stronger Together meetings which are a valuable communication network in the area.
 - ix. Please see Appendix one and two for statistics.
- c. **Minibus Manager** – In Dennis Bigham’s absence Sally read his report:
- i. The new mini bus is on the road and has all the extra requested fittings and fixtures such as a PA system, darkened windows, front and rear heater, air conditioning, parking sensors, camera and Satnav. Mini-bus drivers and couriers have had familiarisation sessions.

- ii. The new minibus was at the recent Classic Show in September and is now in full service with regular programme of trips, journeys and outings for residents.
 - iii. The previous minibus was recently sold to a dealer in the north of the country.
 - iv. Barry expressed sincere thanks to Dennis Bigham who will not be standing again as a Trustee or Minibus Manager. If anyone is interested in the role, please contact Barry.
- d. **Street Contact Coordinator** - Steve Lillywhite presented his report:
- i. Overall the number of Street Representatives (SR) is now 42, a decrease from 50 last year.
 - ii. Steve said with some regret he is standing down as Street Representative coordinator after approximately 20 years in the role. The role has given satisfaction such as when local families recently said how much they appreciated a knock at the door from a neighbour and given a welcome pack for new residents to the village. This proves there is no substitute for the personal touch!
 - iii. Barry expressed sincere thanks to Steve for such long and dedicated service and hoped that someone would come forward to take up the challenge.
- e. **Outings Organiser** – Annie Lowe presented her report:
- i. Annie reported a very busy twelve months although the poor weather earlier in the year meant cancellations. During April and May the afternoon outings continued; the lunch trips went ahead after some rescheduling; the seaside trip to Bognor went according to plan in August; the trip to Brighton proved rather too far and October saw the continuation of afternoon outings to local Garden Centres. November and December will have visits to Christmas Garden Centres and a lunch at Redbourn Golf Club, concluding the year with a trip to St Albans Arena Pantomime.
 - ii. Planning is in progress for 2019 with a programme of outings to varied places.
 - iii. Barry expressed thanks to Annie Lowe, Tracy Witterick and Rebecca Jenkins for providing the outings this year.
- f. **Mobility Equipment Manager** - In Bernie Penny's absence there was no report.
- g. **Chairman's Overview**
- i. The year has been an extraordinarily busy one for both our volunteers and the board of trustees. Claire-Louise has illustrated just how hard our drivers have had to work because of the ever-reducing NHS facility in Redbourn and we thank them for coming to the aid of patients, our clients, some of whom are having to travel further afield for their medical needs.
 - ii. For our trustees there has been tremendous change in the way that we, even as a small charity, need to do things differently to comply with changes to the law regarding data protection, safeguarding and the like. At the same time, we are reviewing the structure of all meetings to see how we can best secure a continued good future for our clients and members alike and

planning our strategy for the years ahead. All of them put in many hours of hard work behind the scenes to present papers and reforms and I would like to publicly thank them for the support they give to me and their dedication to the continued success of Redbourn Care Group.

- iii. The Trustees are pleased and proud to acknowledge the wonderful gift of time and the thousands of voluntary hours that our 100 plus members, devote to helping our clients enhance their quality of life. Firstly, there are the Office volunteers who so ably carry out the most difficult of tasks in finding drivers to help transport clients. Our grateful thanks go to all our drivers and couriers who improve the mobility of so many villagers and thereby help to support their independence and help alleviate the effects of loneliness. To all the Street Contacts who look out for neighbours who might need a helping hand and welcome new people to the village. We also thank the many other friends and supporters who help with other practical, legal and financial assistance.
- iv. We thank also our Parish Council for their continued financial support that helps to keep our Care Bus, also known as the Village Bus, on the road to provide our essential door-to-door service.
- v. We thank too our many friends, organisations and businesses who have kindly given donations that help to support our work in the community. Also to those pubs, shops and other premises that display our charity collection boxes, bringing in several hundreds of pounds each year.
- vi. We must thank everyone who has contributed to our funds this past year. Special thanks are given to our friends Olive, John & Pauline who have made significant gifts of money towards the purchase of the new minibus so that it has been totally funded without using our own reserves.
- vii. Following the arrival of the new bus and lengthy training/familiarisation process, we had the Service of Dedication the day before it was officially brought into regular service. The service was attended by the Chairman of West Herts Charity Trust (WHCT) who, interestingly, told us that of the 88 minibuses they had part donated, this was the first bus ever to be blessed, which he said was rather nice! I must express our thanks to Will and his colleagues for all the arrangements and conduct of the service.
- viii. One way of expressing our gratitude to members is to invite them and a guest to our annual party which this year was held in January and it was most enjoyable in countering the bleak midwinter! Look out for your invitation for next January 31st, you will be very welcome.
- ix. The Redbourn Christmas Market gave us the welcome opportunity to display our lovely new and blue gazebo. This investment has featured several times this year and helps promote our profile. This year we have been tasked with managing the parking at the MOT centre. We hope that users will be grateful so that we may benefit from any donations. Your assistance in staffing the carpark would also be much appreciated!
- x. In March we were honoured by the High Sheriff of Hertfordshire for the support we give to older people of Redbourn. Some of us attended his

presentation evening in Sarratt and later in the month the High Sheriff, at his request, came to see us in the office and had a trip in the Care Bus around the village picking up clients before joining us for a reception in the Parish Centre, hosted by the Chairman of the Parish Council. Indeed, a proud occasion for us all.

- xi. Again, this year we helped to organize and participate in the recently held Redbourn Classics and Village Fete. This, the second such event, proved highly profitable for the two charities involved and one of the best, if not the best, fundraising events that we have been involved with. It was a lot of hard work but very worthwhile. I should like to thank every one of our members who played a part in helping to make it a great success. Next year's event is scheduled for 7th September when even more helpers will be required.
- xii. Just two days on from The Classics, we took part in the first Redbourn Senior Forum, held at the Parish Centre, where 29 local organisations exhibited the various facilities accessible to Redbourn residents. Approximately 100 people attended, and the event was considered a great success.
- xiii. Finally, a plea for you to help us on 2 December at the Redbourn Christmas Market. We have been given a free stall outside our office to promote the Care Group activities. Just an hour or two between 10am & 6pm is all we ask. Please see Claire-Louise to help us fill the spaces in a roster. We will be most grateful for your assistance.

5. Constitutional amendment

The Trustees of Redbourn Care Group discussed and agreed to recommend to members a constitutional amendment to point 8:

Equal Opportunities It is RCG's policy to treat all persons with dignity and respect. No individual shall be excluded from membership of the Group or de-barred from an official capacity on the Management Committee on the grounds of age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or having a child, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, and sexual orientation.

Proposer: Peta Gunson: Seconder: David Cheetham. Accepted.

6. Presentation of long service and retirement awards

- i. Six car drivers, couriers and minibus drivers retired this year after long service: John Fisher, David Waghorn, Brian Brasier, Alasdair Auchinvole, Maxine Kerry and John Bartlett.
- ii. Five active volunteers have a total of **153 years** between them! The longest serving has given 34 years and four others were also recognised for having over 25 years each: Lyn Paynter, Jenny Wynn, Connie Crawley, Diane Whiskin and Shirley Holtey.

7. Safeguarding update and case studies

Peta Gunson, Safeguarding Lead presented an update on safeguarding and what it means for volunteers – see Appendix Three. Will Gibbs is deputy Safeguarding lead and Janet Lang also assists along with Claire-Louise Lawlor who will attend training shortly.

8. Nominations and Election of Officers 2018/2019

The committee stood down and Tony Swendell (President) kindly officiated:

- i. The election of chair, the nomination was Barry Welch, the proposer was David Cheetham and seconder was Peter Robey.
- ii. The election of vice-chair, the nomination was Peter Robey, the proposer was Barry Welch and the seconder was John Ridgwell.
- iii. The election of treasurer, the nomination was Dennis Poole, the proposer was Barry Welch and the seconder was Annie Lowe.
- iv. The election of secretary, the nomination was Sally Bartlett, the proposer: was Barry Welch and the seconder was Ann Mundy.
- v. The election of remaining committee (en bloc), the proposer was David Cheetham and the seconder was Mollie Williams.

9. Appointment of Independent Examiners

Nomination for R.S Harding, chartered accountant, the proposer was Barry Welch and the seconder was Peta Gunson.

10. Any other Business

David Cheetham proposed a sincere vote of thanks to Barry Welch for all his hard work and many hours of commitment to RCG. Please note that after eleven years, this is Barry's last year as chairman.

Operational details for the new minibus need further discussion and will be taken up asap.

Meeting closed at 8.55pm

Signed..... Chairman

Dated.....

Draft until signed

Appendix 1 Statistics: car journeys

	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014
Luton and Dunstable Hospital	150	100	45	82	94
St Albans City Hospital	155	158	154	118	106
Hemel Hempstead Hospital	33	48	35	35	28
Watford Hospital	64	42	36	32	29
London Hospitals	19	18	9	8	18
Lister, QE2 Hospitals	3	3	12	12	8
Stoke Mandeville Hospital	1	7	4	1	*
Bedford Hospital	0	2	7	2	*
Redbourn Health Centre	93	103	92	32	27
Stroke Club (weekly)	n/a	31	72	39	56
Macular Club (monthly)	24	12	12	12	20
Redbourn Dentist/Physio		27	25	*	*
Local opticians/dentists	8	34	*	*	*
Elms/Red House	88	92	87	101	93
St Albans Centres	20	20	36	37	16

Statistics not available *

Appendix 2 Statistics: volunteers

	2018	2017
Volunteers	111	121
Clients	307	277
Car drivers	52	55
Couriers	32	35
Minibus drivers	17	17
Street Representatives	42	50
Office	13	13
Total number of car journeys	722	697
Total number of scheduled minibus journeys	414	342
Total number of non-scheduled minibus journeys	64	60
Total number of journeys	1200	1099

Appendix 3 Safeguarding Update

“Doing nothing is not an option – if you see something, say something”

Safeguarding (Care Act 2014) applies to an adult:

- Who has need for care and support (whether or not the Local Authority is meeting any of those needs)
- AND is experiencing, or is at risk of, abuse or neglect
- AND as a result of those needs is unable to protect himself or herself against the abuse or neglect, or the risk of it

Hertfordshire Safeguarding Adults Board

- The Board works to help protect adults at risk of abuse or neglect
- Any abuse is wrong. Everyone has the right to live their life free from violence, fear and abuse.
- Our vision is that all adults at risk are cared for and supported in an environment free from abuse, harassment, violence and aggression

What is abuse?

- Abuse is when another person hurts, harms or causes distress to an adult at risk
- Abuse is a violation of an individual’s human or civil rights by any other person(s)
- Abuse may be a single act or repeated – directly or indirectly
- Intention is not a defence
- Abuse can be from family, friends, neighbours, a stranger or other patient. It can also be caused by paid staff, carers and volunteers

What types of abuse are there?

- Physical such as hitting or pushing
- Sexual abuse such as inappropriate touching, sexual assault or rape
- Psychological or emotional abuse such as being shouted at, ridiculed, or bullied
- Financial or material abuse, including misusing, withholding or stealing someone's money or belongings
- Organisational abuse - when any of the above types of abuse are caused by an organisation. This is failure to provide care or the provision of inappropriate care that results in someone being harmed

Types of Abuse	
Physical	Modern slavery
Sexual	Self-neglect
Psychological	Female Genital Mutilation (FGM)
Financial/Material	Forced marriage
Discriminatory	Radicalisation
Neglect/acts of omission	Hate crime
Organisational	Mate crime
Domestic violence	Cyber abuse
	<i>Deprivation of liberty</i>

What might be the signs of adult abuse?

- People being abused may become withdrawn, depressed or tearful. They may also be angry or aggressive. They could have unexplained or frequent injuries
- They might not have any money for leisure activities or to buy food. They might lose their appetite, stop going out or stop welcoming visitors. They may not want to be left alone with certain people.
- They may not take as much care as normal with their appearance, such as not bathing/shaving

What do I do if this is related to Redbourn Care Group?

1. Listen and be sympathetic. Don't judge or make promises. May ask "is there anything else you want to tell me?" Do not ask any probing questions
2. If there is immediate danger to life, risk of injury, or if a crime is being committed dial 999. If there is no immediate risk but a police response is required as soon as practicable due to the seriousness of the incident and/or the potential loss of evidence dial 101
3. Request consent to safeguarding enquiry if necessary. Record all details. e.g. any injuries, any signs of injury, photographs if agreed, photocopy your record
4. Report disclosure/allegation to **designated lead** asap
5. The designated lead will report and send all information to investigating team (**Hertfordshire Safeguarding Adults Board**) asap

6. **DESIGNATED LEAD IS PETA GUNSON – 07836553264**, or report to another Trustee or Claire-Louise Lawlor who will ensure it is passed to the designated lead or deputy immediately. Everything will be treated in confidence.

Outside of Redbourn Care Group

If you or someone you know is being abused or neglected, call us (**Hertfordshire Safeguarding Adults Board**) on 0300 123 4042 (open 24 hours a day).

If outside Hertfordshire, each council has its own Safeguarding Board so check their website and search for safeguarding