



Minutes

Members present: John Angel, Sally Bartlett, John Bowyer, Tina Brown, Kate Bretherton, David Catley, Inger Cooper, Jean and John Fisher, Peta Gunson, Anne and Martin Howe, Rebecca Jenkins, Margie Johnstone, Claire-Louise Lawlor, Steve Lillywhite, Jeff Mulcock, Ann Mundye, Tony Pearce, Bernard Penny, John and Pauline Ridgwell, Peter Robey, Rosemary Ross, Sheila Seabrook, Caroline Snook, Jane Spreull, Sarah Street, Chris Wright.

Apologies

Pauline Allcroft, John Convery, Jean Day, Will Gibbs, Alan Gibson, Tricia Mckern, Maria Maynard, Dennis Poole, Mike Thain, Barry Welch, Mollie Williams.

Peter Robey welcomed everyone to the meeting.

1. **Maxine Bromyard, Citizen's Advice**, St Albans gave a presentation outlining the work of CA. Redbourn is part of the "Out and About Project" with sessions at The Parish Centre every second and fourth Monday 10-12 noon. Also, in the local library on Thursday mornings. Full range of services on offer: 01727 811118. Contact in New Forge Place to be provided, and publicity was distributed.
2. **Street Contacts** – Pauline and John Ridgwell began by acknowledging Steve Lillywhite's 20 years of dedicated service as coordinator. Currently 54 % of streets have a contact and 46% do not. Ideas going forward are to publicise at Care Group events; use a direct approach, ask Common Round deliverers, Neighborhood Watch representatives, or target particular streets with leaflets; advertise in the Common Round and Redbourn News. The role comprises:
 - a. Welcoming new residents and delivering village information pack
 - b. Explaining what Care Group can offer now or in the future
 - c. Suggesting helpful Care Group services appropriate to the resident
 - d. Keeping a general eye on frail and elderly people
 - e. Seeking feedback from residents
 - f. Sharing ideas with the Care Group for improvements
3. **Quarterly Report** – January to April 2019. Previously circulated, Peter Robey highlighted key headings; financial updates and statement circulated. Full report below.

4. **Building Effectiveness Programme** - Sally Bartlett outlined the project and progress to date. It runs for nine months and is organised and funded by Hertfordshire Community Foundation and Will Hobhouse. The Care Group has been selected as one of ten charities in Hertfordshire to participate giving us access to expertise: a mentor, John Angel and an adviser Sue Pearlman.
 - a. Our project is twofold - essentially a 5-year business plan which involves measuring our impact and looking to the future.
 - b. We plan to recruit a research student from Hertfordshire University who will compile demographics of the village, potentially for the next 5-10 years. We will also gather research that will look at other charities/services in the area.
 - c. On 15 July we plan to invite clients to discuss, what the Care Group does well and what we should be considering for the future. Volunteers will be asked similar questions as gathering feedback and ideas from stakeholders are an essential part of the project.
 - d. The trustees are also looking at skills gaps on the current board and will be looking for a couple of new trustees, one for the role of secretary and the other a strategic fundraiser.

5. **Safeguarding Update** – Peta Gunson highlighted the revised Safeguarding Policy, available on the website (access via the blue footer). It is everyone's responsibility to report safeguarding issues to Hertfordshire Social Services and/or discuss with Peta, the Safeguarding Lead.
6. **Events** – Classic Moor Show on 7 September, is the Care Group's largest fundraising event. Thanks to those who have volunteered to date.
7. **AOB**
 - a. Continually requesting car drivers, therefore proactive offers of availability from individuals is welcome.
 - b. Delighted to acknowledge Wendy Bloisi's great achievement, her Trek to Machu Piccha has raised more than her £2k for the Care Group increase on the original target. Huge appreciation for her effort was expressed.

Redbourn Care Group

Charity No 297955



Advisory Report

January to April 2019

Update from the Chair

The Care Group is very pleased to have received the annual grant from The Parish Council, a vital contribution towards minibus running costs. Ashton's Estate Agents also very generously presented a cheque for £500 to the Care Group. Thank you also to those who had charity boards outside their house as this meant we were entered into the draw and were lucky enough to receive this sum. We hope to be nominated next year as one of their listed local charities, at which time we will ask you to place your vote.

Despite anticipated snow, many volunteers made it to St Mary's Transept for a social evening at the end of January. It was a lovely occasion which marked the 80th birthday of a founder member and recognised the dedicated services of the minibus manager. The Crafty Ladies once again presented a donation, and many other contributions to the work of the Care Group were acknowledged.

The Care Group has also been selected to participate in an innovative development project called Building Effectiveness, designed to help the Hertfordshire voluntary sector to thrive. This project is delivered by HCF Training and Development in collaboration with Cranfield Trust. It is funded by the Garfield Weston Foundation and Will Hobhouse (the High Sheriff for Hertfordshire 2017). The Care Group demonstrated a serious commitment, in terms of time and energy to achieve goals required for a sustainable future which impressed the selection panel.

In cooperation with the Parish Council four one day First Aid courses have been very well attended, enabling forty two volunteers to renew or update their certification.

The trustees completed two sessions of training on Fundraising for small charities and another session on Governance of Charities. The training was funded by a grant from Hertfordshire Community Foundation.

Update from the Office Manager

The office in the village hall continues to be busy, open every morning (9.30-12 noon) except for Bank holidays. The demand on services has remained high this year. Thank you to all office volunteers for their continued efforts to match volunteers with clients, as this is not always straightforward and can take several phone calls in order to find drivers who have availability.

The computer system, Charitylog is functioning as our main database, since all clients and volunteers have been entered on the system. Many clients were contacted and asked for updated details. Charitylog is a cloud-based management system which is GDPR compliant. The manual diary systems are in place as it will take more time to transfer to a totally electronic system, which will not happen until it has proven to work seamlessly. The plan is to have two people in the office during the transition to the new system and beyond.

Replacement IT equipment has been purchased from a kind donation, this includes a laptop, monitor and accessories. The Village Hall has improved Wi-Fi which has made a huge difference to access from the Care Office. The Website and Facebook continue to develop.

The Office Manager attended a Level 1 safeguarding course. Other essential operations such as production of emergency cards, managing car licences and insurances continues to be undertaken efficiently by volunteers. Sadly, the office was burgled in December, it was ransacked and the mini bus keys, an iPhone and £10 in cash were stolen. The crime was reported to the Police.

Current statistics:

- Total number of volunteers : 118, comprising
 - Minibus drivers: 19
 - Couriers: 26
 - Car drivers: 51
 - Street contacts: 47
 - Office support: 16
- Total number of registered clients: 313
- Total number of car journeys during this period: 257
- Total number of scheduled minibus journeys during this period: 114
- Total number of non-scheduled journeys e.g. Outings, Lunches, WI, U3A: 16

Safeguarding Update

One safeguarding concern was referred to Hertfordshire Adult Social Services.

Minibus Update

The new minibus management team (which comprises four volunteers with a nominated team leader) work closely with the office. They agree a rota, usually a week or more at a time so there is always a duty manager on call.

The team ensure the bus is in good working order, full of diesel, clean and tidy. They also arrange the servicing, MOT and any additional necessary mechanical requirements. The first MOT is due in April.

The team also undertake training of new couriers and drivers. The minibus continues to be parked at New Forge Place (thanks to the kind agreement of the residents) until

it can return to its permanent home in the garage at the Fire Station. The current restriction on access to washing facilities at the garage, means externally the vehicle is not always as smart as it was historically but no doubt this situation will be remedied soon. Interior cleaning is more manageable but the wet ground conditions cause foot marks inside and so cleaning takes place on an opportunity basis.

After the office break-in and the theft in December, the minibus keys had to be recalibrated and the spare key replaced.

Outings Update

The Outings team and the office are working closely together to manage the outings this year, so it is fantastic to be able to report that eighteen afternoon trips have been arranged between March and December.

This year there are new destinations and outings offered on different days of the week. The three regular couriers have a group of ten clients who they ask first, and the spaces are subsequently allocated to those on the waiting list (currently thirty-one). The aim is to fill the minibus so if regular clients are unable to go that afternoon, those on the waiting list are offered the opportunity to go.

Since the first outing in March, fifty-six clients have been out for afternoon trips and they are asked to complete a feedback form to assist forward planning. The current destinations are:

- Woburn Sands (Frosts) Newport Rd, Woburn Sands, Milton Keynes MK17 8UE
- Worlds End, Wendover Aylesbury Rd, Wendover, Weston Turville, Aylesbury HP22 6BD
- Stockwood Park, Luton London Road Luton LU1 4LX
- The Canal Museum, Bridge Rd, Stoke Bruerne, Towcester NN12 7SE
- Van Hage Garden Centre, Pepper Hill, Great Amwell, Ware SG12 9RP
- Woburn Abbey Deer Park, Crawley Rd, Woburn, Bedford MK17 9QN

Mobility Equipment Update

Currently there are four electric mobility scooters, both available for loan: two large (Quingo size) and two recently donated medium-sized scooters. All these electric scooters are charged and ready to go!

Since Christmas two wheelchairs have been donated, unfortunately one lost a wheel on its way to the garage; quite a comical sight to see our mobility volunteer chasing the wheel down the road, fortunately only for short distance! There are however currently two wheelchairs available for loan.

Street Contacts News

John and Pauline Ridgwell are now the co-ordinators for Street Contacts, following on from Steve Lillywhite who performed this role for many years. Street Contacts welcome new residents to their area, deliver a village information pack and explain and promote the services on offer from the Care Group as and when needed.

There are currently 45 streets with a Street Contact and 33 streets with a vacancy.

The aim, as before, is to extend cover by actively recruiting new Contacts. There are a number of ways to achieve this, including direct approach, targeted leaflets, general advertising in Common Round and Redbourn News and integrated working with Neighbourhood Watch members. Street Contacts are wonderful examples of Redbourn's caring community.

Website/Facebook News

The Care Group website now has a Google Business Profile which means more information about the group appears on the right-hand side of the results page. Also, the additional analytics provided mean we can track the terms people use when searching for charities like ours; these revisions and updates have resulted in a higher ranking in the search results list.

The News section of the website is another recent development which allows us to attach tags (terms) such as donations, fundraising, volunteering which helps to increase the number of hits. The News section also offers the opportunity to add bitesize updates with a photo or collection of images.

The Facebook Page was set up in September 2018 and statistics show a steady increase in followers, reaching 1.5k in January. We welcome quotations, photos and suggestions for publication on both the website and Facebook. Email: info@redbourncaregroup.co.uk

Financial Statement

Our basic operating costs are showing a steady increase from year to year. This is not driven solely by general inflation, but also by the increasing calls on our services and the pressures to meet regulatory demands which are pushing up our IT, admin, and training costs.

Despite these extra costs it is pleasing that at the time of writing, seven and a half months into our financial year, our income for the year is showing a surplus of £7563 over our expenditure. We have also just received confirmation that once again the Parish Council has generously awarded us a grant of £5000. This means that we will

almost certainly reach our financial year end (31 August) with a better financial position than last year.

Our income was given a welcome boost by the sale of the old Mercedes bus, which brought in £6500. In addition to that we had another wonderful result from the Classic Motor Show, which (with Gift Aid) has brought us over £6000.

We continue to be well supported with donations from the community and have enjoyed a £2430 grant towards our training costs from St Albans District Council.

On the expenditure side costs are running very much to expectations, and there have been no unpleasant surprises. An up-to-date detailed statement of our income and expenditure will be available at the meeting for those who would like to see it.

The headline position as at 16th April 2019 is

- Total income £28470.56
- Total expenditure £20906.77

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