

Clevedon Care
(Registered charity no. 299247)

**Minutes of the Management meeting held on Monday 9th February 2026
at the YMCA, Marson Road, Clevedon. BS21 7NN at 5.30pm**

Present: Ian Turner (Chair), Di Brown, Julie Butt, Kevin Casemore, Sarah Clark, Julie Ginn, Brian Rose, Tom Shaw, Andrew Spear, Marie Spear.

1. Welcome

Ian welcomed everyone to the meeting.

2. Apologies

None.

3. Approval of Minutes of the meeting on 3rd November 2025

The Minutes of the meeting held on 3rd November 2025, having previously been circulated, were approved and signed as a true record by the Chair.

4. Matters arising

Long service recognition

To be discussed in Secretary's report.

Database update

To be discussed in Secretary's report.

YMCA/Blue Badge process

This was discussed at the last meeting as Di had reported there had been an issue getting Blue badges out of the post box during the YMCA holiday period. Di had been in contact with The Pets Pantry who were happy for drivers to drop blue badges through their letterbox, however, it had since transpired that their post box was not big enough. Several options were discussed and it was agreed that the School Term dates would be printed and drivers will be told not to put Blue Badges into the post box during school holiday periods. A note will go into the Blue Badge envelope as well.

5. Chairman's report

Road Safety Strategy

Ian had previously issued details on the proposed Road Safety Strategy launched by the Government, which will introduce mandatory eyesight testing for drivers over 70 and cognitive testing for older drivers, every 3 years. Opticians advise 2 yearly check-ups, with some having to do this annually. It was noted that the Police can stop drivers adhoc and do a roadside eyesight test at any time.

Everyone agreed that as a Committee we have a duty of care to ensure that our clients and drivers are safe. We need to consider our action plan to manage and monitor this when it becomes law. Discussions took place on various options; implementing annual checks and declarations including confirmation from drivers of eye sight tests. This will need to be discussed and revisited so that we have a suitable process in place when the time comes.

In the meantime, it was agreed that we should raise awareness to drivers now. Tom will put out an email and urge all drivers to get their eye sight tested if they haven't recently and then regularly thereafter. He will include information on the future Government plan. Tom will also include this in his AGM report, at future driver meetings and include the message for new drivers.

Community Transport meeting

Ian had attended a workshop held by the Community Transport Association. A summary of this had been provided to the committee. It was interesting to see what other community transport schemes are doing. Most schemes are using pen and paper, but larger schemes are using a software called VIA, which is

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worth us investigating. Other points raised being: not overloading drivers; using email templates; Volunteer recruitment issues, one scheme had fly posted bus stops; consider people who WFH who may have some availability during the day to do local jobs. Eligibility criteria for clients. Alternatives to collecting cash. Cut of at 80 years for drivers or requirements for a medical report for 80years+ drivers. It was interesting to see how schemes are adapting to different scenarios, some of which we may face in the future.

Infographic

To be discussed in Digital Coordinators report.

6. Statistics review

The statistics were produced by Roger Davidson and circulated for the final quarter of 2025. A total of 3649 journeys had been taken for the year, a 3.3% increase on 2024. The top 9 drivers in 2025 contributed to 40% of the jobs. It was noted that things seemed very slow at present, but the increase in the number of keen new drivers, certainly in the last quarter has helped to ease the burden across all drivers. Roger Davidson was thanked for his continued efforts on pulling this information together.

7. Secretary's report

The Secretary's report had been issued with the agenda in advance of the meeting. In summary:-

- North Somerset Car parking charges – Email sent to all DOs and drivers informing them of the new enhanced local rate once the car park charge have been implemented. DOs advised of claim process for car park charges whilst on duty. As yet no charges have been implemented by NSC as there is a legal challenge in place.
- Long Service recognition – Kevin will pull together Certificates for 10 & 15 years service. Julie Ginn will liaise with Kevin on paper/card for printing. Marie will purchase £30 gift cards from The Mall at Cribbs Causeway for 15year+ volunteers. It was agreed to present David Steele with the relevant Certificate for his service to Clevedon Care. Records on Zoho showed that David started volunteering in January 2010 and therefore a 15yr certificate & gift card is due.
- Client database – Ian had emailed Jane to ask if she has the time to keep the database up to date at minimum on a monthly basis, which she has agreed to do. Jane had updated the database up to mid July 25 and Marie had finished this off by bringing this up to date as at 31/12/25. No further updates have been done in 2026. Marie was asked to contact Jane at the end of February to enquire when she will have time to bring the database up to date. Sarah was happy to take this on if Jane was unable to commit to this timeframe.

8. Project Co-ordinators report

Spring into Action – it was agreed that Di will give an update on this scheme at the AGM.

Di's main focus was on the 40th Anniversary celebrations. Much of the work needs to be done this year with all of the Committee getting involved. Di provided an outline of her ideas prior to the meeting. There was general consensus that the suggested use of Nurses and hospital beds at the beginning and end of the parade did not align with our core service of driving clients to medical appointments.

Summary of outline provided by Di

- Planned date is a Saturday in September 2027
- Parade from Salthouse Fields to Clevedon Court
- Evening reception at Clevedon Court
- Sunday will be a celebration service held at St Mary's Church
- As much publicity as possible: Local Reach, North Somerset Times, local groups, Facebook. Posters to be distributed around Clevedon and sponsorships required to cover costs
- Di will liaise with North Somerset Council for necessary permits and will liaise with Andrew on Insurance requirements.

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- Need to make contact with past volunteers to get them involved, hopefully through word of mouth, Local Reach and Facebook: Have you volunteered for Clevedon Care in the past, we would like to hear from you. Please contact etc.....
- Di will reach out to current volunteers via email and at the AGM asking for suggestions, ideas and involvement in the process.

9. Treasurer's report

The Treasurer's report had been issued with the agenda in advance of the meeting. In summary:-

- Annual accounts up to 31st December 2025 had been completed. Andrew had been in contact with Derek Hanson who will examine these independently in February, ready to be presented at the AGM.
 - 2025 showed a surplus on 2024 helped by a generous legacy donation of £4,000
 - Publicity includes Local Reach driver recruitment ad of nearly £1,000
 - Printing included the termination payment for the old copier of nearly £1,000
 - Hospitality showed an increase spend on 2024 but many of the comparative figures had been coded against Miscellaneous in 2024, and the figures were in line with what was expected.
 - Office insurance has been renewed, effective from 1/3/26
 - Phone & broadband lines had been upgraded to full fibre with a new contract signed for two years. Pricing was similar to that we already paid.

Marie asked if the 'tips' received by drivers, and subsequently passed from the driver to Clevedon Care, could be classed as gift aid donations. Andrew confirmed that this was not possible, as any 'tips' received by drivers belonged to Clevedon Care and not the driver. It was noted that not all drivers had passed on tips. Tom agreed to remind drivers of the policy on this.

10. Driver Co-ordinators report

Tom reported that new driver enquiries seemed to have dropped off over the winter period. New drivers who have recently joined us include: Terry Williamson (who is unfortunately now ill), Nic Perfitt, Geoff White, Rosie McCulloch, Rich Fenn and Dave Gill. Jan Oliff and Ian Ford have left Clevedon Care, although Ian has indicated his willingness to return once his health has improved sometime in the future.

There had been two incidents recently of parking fines at WGH. In each case the driver parked in a space not designated as part of the main car park and therefore the fines were justified. Tom had managed to get the fines rescinded but has put out a warning to all drivers to only park in the main car park at WGH.

Tom confirmed there had been no procedural or safety complaints received since our last meeting.

Tom confirmed that there had been no incidents on safeguarding and following a review, no revisions to the safeguarding policy were required.

Julie G informed the meeting that whilst she was caught in the very long delay on the motorway last Friday, having picked up an Emergency drive job, there was an issue with a third party driver. Julie confirmed that the husband & wife client, were understanding of the situation having missed their hospital appointment and the very long delay on the motorway, which was out of everyone's control.

Everyone caught up in the incident had been on the motorway for a very long time, in her case she got on the motorway in Clevedon just after noon and eventually managed to get off at Portishead just after 5pm. As the police were managing vehicles off the motorway at Portishead, cars were merging and pulling in front of each other. A box van driver became aggressive towards Julie, wound down his window and launched a vile diatribe towards her. Julie remained calm during the incident, but needed to stop the male client from getting out of the car. For some unknown reason, the box van driver proceeded to

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film Julie, which would have caught her Clevedon Care ID badge and decal, hence the reason for making the committee aware of the incident. Unfortunately Julie was in no position to get any details to report this to the Police. The committee thanked Julie G for letting them know of the incident, and were appalled by the actions of the van driver and sorry that Julie was subjected to this road rage.

11. Duty Officer's report

Julie confirmed we currently had 31 Duty Officers, with 2 more showing an interest but will be held for a couple months as we currently had enough cover in place. Julie was working with Liz R on the rota, trying to get regular shifts in place for the afternoons. 2 DOs were due to retire next year.

4 week in advance bookings had gone well since September and over the Christmas period and there was no reason not to adopt this rule.

New diary sheets had been produced and were being tested at present.

The drivers board had been tweaked with help from Brian and Viv and was a lot easier to read. This now included the number of jobs each week that a driver would prefer to do.

The calls received were split 70/30 am to pm. So a slight increase in the afternoons.

No complaints had been received since the last meeting.

The number of calls taken in January 2026 was 323, compared to 280 in January 2025.

WhatsApp was working well. Thanks for Julie G for picking up the Emergency call last Friday. The reason for the emergency drive was due to the original driver being unable to do the job. They had sent a WhatsApp to the office informing them of this, and the message had been read, but not dealt with for some reason. Tom had previously asked drivers to ring the office if they were unable to do a job, rather than rely just on text or WhatsApp messages as the office does get very busy and messages could be missed. Tom will reiterate this again.

12. Publicity

It was agreed that the 3 monthly paid Local Reach editorial and advert focussed on recruitment of volunteers had been a success last year with a lot of the new drivers coming from this, although Word of mouth is also generating interest.

We had discussed doing another 3 monthly editorial in March, April and May of 2026 and there was some discussion on the timeframe for this. Our driver numbers were up by 9 compared to last year, and although January 2026 showed 43 more jobs taken compared to last year, there had been no jobs unfulfilled due to no driver availability. It was however important to continue to keep on top of driver recruitment. Andrew did raise his concern on the amount being spent but it was agreed to put out another editorial in April, May & June costing approximately £1,000.

Ian will continue to submit the monthly free ad in the Local Reach as well. It was noted that the distribution of the Local Reach was a bit hit and miss.

13. Digital Coordinator

Kevin reported that he had started to make some tweaks on the website, in particular the landing page. He will add the new driver group photo and add the Chris Hembery poem shortly. The website needed a major redesign and he will make a start on this.

Facebook posts have continued, he will shortly add the Chris Hembery poem. Kevin agreed to look at weekly posts, using some content from our History, stats information etc. on quieter weeks.

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Kevin had produced an Infographic from information provided by Ian and Marie. Ian explained that the origin of this was to gather information together to update the information displayed on the website. It was also felt this would be a useful graphic representation of information to show key data and facts for Clevedon Care in a visually striking and simplified way.

It can be used as an aid to show stakeholders i.e. North Somerset Council, our MP the positive effect Clevedon Care has on the community. It will also be included within the AGM information for our volunteers so they can see the stats in an easily digestible format.

A few tweaks were discussed on the information to be shown, notably the addition of Clevedon included as one of the top destinations, inclusion of the Clevedon Care logo, website, Facebook link and phone number. Including 99% of jobs fulfilled and 3.8 times around the world by miles travelled. Tom advised that he had calculated, based on the 15,000 hours of volunteer time given, this equated to £192,000 in monetary value and this will be added. Marie will update the information and pass to Kevin.

14. Social Secretary

Julie G had met with Di to discuss the Socials and thanked Di for her help and pointing her in the right direction.

The date for the BBQ will be Saturday 6th June, starting 6/6.30pm at Kenn Village Hall. Sarah will be away and unable to assist with arrangements at the hall on the day, however Sarah had provided Julie with information to assist. Di had been in contact with Ian, the chef, who had agreed to help again, however within 24 hours of that conversation, Ian had suddenly been rushed to hospital and passed away.

Brian will speak to a family member to check on their availability to cook. Julie G confirmed that a Hog Roast was too expensive. Volunteers will be asked to provide desserts. Sarah confirmed there was WIFI at the hall and Tom offered to assist with equipment to provide music and will liaise with Julie G. Julie G asked if anyone had a small amount of space available in a garage or shed to locate some alcohol and equipment to let her know.

Fish & Chip evening will take place on Saturday 12th September. More details to follow in due course. Marie & Andrew gave their apologies and will be unable to attend or provide desserts as they are away.

15. AOB

Oxygen tanks

Di asked if drivers could be asked to ensure any clients with oxygen tanks are reminded to take a spare. It was confirmed that Tom had already emailed drivers about this.

WhatsApp

Di asked if WhatsApp on the drivers group could be used for the purpose it is intended and no chit chat. It was confirmed that this had already been communicated to drivers via the group chat.

Client - DC

DC, daughter of AC who had been removed as a client last year, was due to be transported by Andrew to Southmead this Thursday. During her original call, taken by Sarah she wanted the driver to collect from her home and her mothers, we made it clear that this would not be possible and we would only collect from one location. Marie booked the driver and reiterated again to DC that we would collect from her home only and her mother would be expected to be there. Andrew wanted to make the committee aware and asked for guidance if on the morning, he is asked to collect from the mothers home as well. It was agreed it would be difficult not to collect from the mothers house as the client would not have a companion to escort her for the operation. If this did happen, communication would be sent to DC in due course.

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Office closure

We have been notified by the YMCA that electrical testing will be taking place throughout the building on Tuesday 3rd March. There was likely to be a lot of disruption to the power supply, noise and workmen accessing the electrics in our cupboard, therefore it had been decided to close the office for the day. Tom will inform drivers. Julie will let DOs know and Kevin will put out posts on Facebook and our website.

Change of committee date

Ian was unable to make the planned meeting on Monday 11th May as he was away and asked for an alternative date to be agreed. Tuesday 5th May was agreed. Sarah gave her apologies as she will be unable to make that meeting.

The meeting closed at 8.05pm

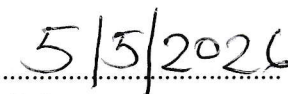
16. Date of the next committee meeting:

- AGM - Wednesday 29th April 2026, Kenn Rd Methodist Church Hall at 7pm
- Committee meeting - Tuesday 5th May 2026, YMCA at 5.30pm

Signed and approved as a correct record.



Ian Turner – Chair



Date