

Chairman's report – AGM – April 2026

It has been a busy year. We have increased the number of jobs and the number of clients-a clear sign that there is strong demand for our services!-despite the extra work imposed by cancellations due to the doctors' strike. Thanks to all volunteers-particularly those who do more than one task for us! Major thanks also to the members of the committee for working tirelessly for CC.

We have produced an infographic to convey the year's performance at one glance and this will be sent to key stakeholders so they are aware of the impact we have on the community. The graphic will be updated next year. Thanks to Kevin Casemore for producing it.

Complaints

This year we instituted a new complaints procedure. All complaints are now recorded and forwarded to the co-ordinators for action. Complaints to be dealt with as quickly and simply as possible. Safety complaints are dealt with more thoroughly to ensure care of clients and drivers. This year we have had several complaints, resulting unfortunately in the removal of one client and one driver.

Fuel Price Rises

There has been an increase in the cost of diesel by about 50p since the start of the Iran crisis, however diesel is still below £2 a litre and so within the normal spread of prices. At that price it amounts to an average of 21p a mile. The 45p a mile is set by Government and includes the total cost of car ownership not just fuel. It has remained the same since 2011. I have consulted with the Community Transport Association which lobbies government on our behalf. The CTA advises us not to change the rate unless the government increases it as this could affect the tax status of drivers and the employment relationship with CC. However, we can add 5p a mile for the journeys where we carry clients. To do this we will have to recalculate the rates for each destination.

Fuel Shortages

In the event that there are fuel shortages we have a contingency plan which will be communicated at the time. In the meantime we are collecting details of drivers with electric cars.

40th Anniversary of CC

2027 is anniversary year and a great opportunity to raise the profile of CC. Any volunteer who has connections to other groups in Clevedon please think of activities we can do together to publicise the occasion.

Ian Turner

Secretary's report – AGM – April 2026

North Somerset Council - Car Park & On-Street Charges in Clevedon

I've been keeping a close eye on this over the past 18 months, although we haven't had any direct communication from NSC since last August.

Last October, we discussed the potential impact of the proposed charges at your Duty Officer and Driver meetings. Following that, the committee agreed a course of action, and I emailed everyone in November outlining the enhanced local rate, which will apply once charges are introduced. Duty Officers were also given guidance on how to claim parking costs while on duty.

At the moment, no charges have been implemented due to ongoing legal challenges. A business group has taken action regarding the Triangle car parks, and the case is now expected to go to a statutory review after 1 June. There has also been strong local opposition, including a petition of over 4,300 residents and a decision by Clevedon Town Council to pursue a judicial review regarding the on street parking in the Hill Road area.

This afternoon, NSC have confirmed that they will not be introducing on street charges in the Hill Road area, which is very good news. It will only apply to Elton Road and Old Church Road. They intend to continue with charges in the Triangle area car parks from the summer, but as I said earlier this is still subject to a legal challenge. I'll continue to keep you updated as things progress.

Database

Our database, originated from a proposed move to a computerised system in 2023. Although this transition did not take place, it continues to be maintained by Jane Cumming, and I'd like to thank her for that. She keeps it up to date regularly by adding new clients, removing those who are no longer with us or haven't used the service for over two years, and updating contact details. Recent data cleanses removed over 500 inactive clients, and we now have around 1,200 registered clients.

It's a really useful resource, especially out of hours when drivers may need to check client phone details.

New Purchases

We purchased a new multifunction printer last May, funded by donations from Kenn Lunch Break Group and Portishead Sugarcraft Group, and it's been a great addition—reliable, good quality, and much better than the old machine. It is also WIFI enabled. We also bought a laminator for the office.

Documentation

We've updated our enrolment and reference forms to include a couple of new questions—how people heard about us, and how many driving jobs they can take on each week. These forms are available to print and in Word, Excel and PDF formats for our Driver and DO coordinator to use.

Responses to the new questions have already helped us better understand where our focus on driver recruitment should be and manage job bookings.

Diary

Following Duty Officer feedback, we introduced a new diary template for 2026, which is more flexible and better suited to our needs.

Statistics

Our quarterly statistics continue to be produced by Roger Davidson, and I'd like to thank him for his ongoing support. These reports are very helpful to the Committee for monitoring and planning our service.

Blue Badges

Finally, our three Blue Badges are due to expire in September. I'll be applying for replacements in June and will also look into obtaining additional badges.

That's everything from me—thank you. Refreshments will be served at the close of the meeting.

Marie Spear - Clevedon Care, Committee Secretary

Treasurers report for the 39th AGM on Wednesday 29th April 2026

My name is Andrew Spear and I was invited to become the Treasurer of Clevedon Care following the retirement of David Eggleston from the position.

I became the Treasurer from 1 January 2025 so these accounts to 31 December 2025 are the first year that I have dealt with.

The Charity year end is 31 December 2025 and the accounts have been provided with the agenda and other information.

The charity trustees (management committee) are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

As the turnover of the accounts is less than £1,000,000 then the accounts do not require a full statutory audit. They also do not require an independent examination as the turnover is less than £25,000. However in accordance with the constitution of Clevedon Care, the accounts have been 'audited' by Derek Hanson who acts as an independent reviewer of the accounts.

Derek has reviewed the accounts and all supporting information as he is happy with the figures as prepared by me.

Driver Tips are the total of amounts received through drivers from clients which have either been paid direct by drivers to our bank account or passed through the office and then collected and banked by me on a regular basis.

We have been fortunate to have received a number of donations through the year.

The main donations were:

£1,153.80 was received via the Cottage Hospital league of friends as a result of the closure of the Yatton driving scheme.

£235 as a result of talks given by Ian

£350 from Kenn lunch club towards the cost of the new printer

As a charity we are registered for 'gift aid' with HMRC and we have been able to recover some money on donations as a result.

We have received a legacy of £4,000 from the estate of the late Jade Glenn who was a client of Clevedon Care

We do earn money on our investments. There is a deposit account with Lloyds bank with a balance of around £8,000. There is also £30,000 invested with the CCLA which is Churches, Charities and Local Authorities Investment Management Limited. The interest rate has fluctuated but was on average 4.2% for the year. There is also a £30,000 investment with EdenTree. EdenTree is a sustainable investment manager company which is part of the Benefact Group – a charity-owned, international family of specialist financial services companies. The investment return from EdenTree is partly interest and partly changes in the

value of the investment. For this year, the return was around 6% - although this will fluctuate from year to year depending on the valuation of the investment.

Rent is mainly for the office at the YMCA. The rent did increase during the year and is now £150 per month.

Printing postage and stationery includes the termination costs of £733 for the previous expensive and onerous lease contract for the old printer.

Furniture and equipment this year includes around £400 for the purchase of the new printer and printer trolley.

Publicity costs included the half page adverts for three months in the Local Reach publication aimed at driver recruitment.

Hospitality includes the costs for the Summer BBQ and the autumn Fish and chip supper.

So total income for the year was £11,706, with costs of £9,666 leaving a 'profit' of £2,040 for the year. However, we also benefited from the increase in the value of our Eden Tree investment of £1,377.

So, the actual 'profit' for the year is effectively £3,417.

We are in a very fortunate position to have substantial reserves and at 31 December 2025 these were £70,128.

Driver co-ordinator report for Clevedon Care AGM 29th April 2026

As ever, and quite rightly, a great big thank you to all of our drivers for making an outstanding contribution to this year's successful operation.

At the last AGM I reported that we have 39 drivers but needed 50 and in the last year had recruited two. This year we have 49, soon to be 50, and have recruited 12. We have lost one or two, mostly for laudable reasons – apart from one. In an unprecedented move, that one driver was taken off the books due to offensive behaviour towards DOs and committee members both by messages and by voice.

Last week I interviewed a nice lady, Carol Wood, who I am sure will be joining us. She was introduced by Brian Cherry, it's not the first time he has introduced new drivers. Thank you Brian. This coming year we will probably lose one or two (we are not the youngest bunch in town) so, come on all drivers and DOs – see if you can emulate Brian.

Joiners this year are: Jill Clode, Clare Eden, Rich Fenn, David Fife, David Pratt, Nick Perfitt, Geoff White, Richard Cawse, Terry Burns, Terry Williamson. Plus two who subsequently retired. Did I miss anyone?

DBS – I have been pleased to see plenty of drivers coming in to renew their DBS certificates and subscribe to the Update Service – which means they never have to renew again. Don't forget to let me have a copy of the certificate as soon as it arrives – then I can process the update for you. More are welcome.

Hospital parking – Last year I reported that I was trying to simplify the system. I've had a modicum of success. Currently I register for free parking: new drivers or change of vehicle at the time that it happens and also provide a summary of active drivers on 31st December each year. The anomaly is that, although this does cover WGH each driver still has to report to the general office at WGH, with their CC ID, on first visit and annually thereafter. I have asked for this to be changed. And last week I asked for a concise statement of how the system works so I could relay that to you today. As yet I have not received it.

Bookings – one driver reports that he finds it difficult to get a word in when getting WhatsApp messages as he tends to be pre-empted. I don't think this is a widespread problem. Any comments?

Role of Driver Co-ordinator. As you know I am seeking to retire from this position, due mainly to medical issues, and will be happy to continue until a successor can be found. The best source, obviously, is existing CC members. So, all drivers and DOs, if you are interested but want to know more about it please call me. The post is not onerous, this report being about the largest task involved.

There have been no safeguarding issues this year. There have been one or two complaints but, to my knowledge nothing serious and nothing unresolved.

Tom Shaw

Duty Officer Coordinator Report AGM Wednesday 29th April 2026

Since the last AGM we have welcomed 5 duty officers to the team – Terry, Jenny, Julia, Anne & Zuri.

Thanks to all Duty Officers for welcoming them, covering holidays & sickness throughout the past year.

Also, a massive thank you to Liz Rowen, who has the unenviable task of sorting out the monthly rota.

We have taken around 1100 job requests so far this year. This doesn't include processing numerous appointment cancellations, date or time changes, driver swaps and general enquiries. Phone continues to be busier in the mornings.

Following a trial, journey requests are now being taken up to 4 weeks in advance. This is working well and saves clients phoning in numerous times.

Requests from website are also increasing week on week, quite often these are new clients to Clevedon Care, so additional admin is required for these.

Thanks to all drivers for responding so quickly to our WhatsApp requests and taking on additional jobs.

Reminder to all drivers to ring in on the mobile as you will be stuck in a queue if using the landline.

Drivers are welcome to come into the office at any time. If any driver would like to 'shadow' the DO team, even if only an hour, please let me know & it can be arranged.



PROJECT COORDINATOR'S REPORT APRIL 2026

Good Evening Everyone. This is the last time I will stand here in this particular role.

Julie Ginn is taking over the "party side" as Social Secretary – welcome Julie.

We had two very well attended events last year – a BBQ in Kenn Village Hall and a Fish & Chip Supper at Walton St Marys Church Hall. *Julie will continue the tradition in 2026.*

The public awareness and advertising for drivers side of my job has been shelved for the moment. We have proved over the last year that Word of Mouth and the Local Reach are by far the most effective ways of recruiting drivers. Looking back at past records word of mouth has been the most productive driver recruitment over the last four decades!!!"

If you remember, in the Spring, we ran an incentive scheme with an M & S or John Lewis voucher for anyone who introduced a new driver.

Our Congratulations to:	Sarah Clarke	introduced	Nik Perfitt
	David Eggleston		Rich Fenn
	Tony Parker		Terry Burns
	Terry Burns		Geoff White
	Tom Shaw		Richard Cawse
	Tony Parker		Dave Gill
	Brian Cherry/Sally Bessant		David Pratt
	Brian Cherry		David Fife

Grateful thanks too, as all the above declined to take their vouchers thus saving CC funds!

With most of my job being dealt with elsewhere I have become a 3-year trustee in order to head the team organizing our 40th Anniversary Celebrations in September 2027. With eighteen months to go I have so far come up with the following ideas::

40th Anniversary Proposed Plans

- Date: September 2027 – 10/11/12th September
- Friday Inflate, tie and distribute balloons and banners to agreeing sponsors/
supporters
- Saturday 10.30 until finish. Parade starting at the Salt House Fields, Elton Road, The Beach,
Marine Hill, Hill Road, Bellevue Road, Elton Road, Old Church Road,
Old Street, East Clevedon Triangle, Tickenham Road, Northern Way
Central Way. Kenn Road, Great Western Road, back along Old Church Road
and into Salthouse Carpark.
Parade to be 20 cars or less (whatever is allowed) and lead and backed by 1st World War
Ambulances if the owners play ball. (Chairman's request!) or with cars from Cars &
Coffee with Stevens Car in front
All cars to have decals on each side
Walkers in Hi vis vests with placards promoting driving for CC.
Collection buckets and printed green balloons – loads. Event request already
sent to n-somerset and a first reply - telephone, received
- Possible Cream tea at the Hawthorns with some UKeBox players in the
background.
- Evening Reception – by invitation only – at Clevedon Court with Finger Buffet. This has
been booked with Julia Elton and the caterer – Nick Wring.
Lord High Sherrif, local MP. Chair of Town Council etc, Past Chairmen, ex long term
drivers and Duty Officers, other dignitaries
- Sunday Service at St Marys Church Walton where the Rev. John Smart held
the first service for CC. Open to all. To be followed by wine & cheese etc
Perhaps Nicholas Maddox – as a past driver and about to begin again,
readings by volunteers. Politically perhaps Noel Hector or David Eggleston
to take the service
- Publicity Maximum, hopefully with the help of Peter Gibbs, NS Times, Bristol Evening
Post and Radio Bristol, posters in the windows, waiting rooms etc of
CC sponsors. Tesco, Sainsburys, That Copy Shop (to sponsor printing of programme?),
Pier, Curzon, Hospital, Care Homes Medical Centres etc
Some to sponsor with ads or articles in programme, posters in premises others to
sponsor financially to cover our costs.
- Our Message - Success and local appreciation of CC over 40 years and our onward need
for drivers to continue our excellent service.

Permission will be needed for the procession and our Insurance cover checked for both these events.
Cost a consideration, if too expensive abort.

Programmes – 4/6 page – daily events, history of CC and its chairmen, sponsors etc.
New leaflets and posters in start of 2027. Local Reach to carry articles through the year.
North Somerset Times articles Spring and Summer announcing daily programme

Any other ideas gratefully received.

I will be calling upon lots of you to help on the days so please put 10/11/12th September 2027 in your
diaries.

Social Secretary's report for AGM 2026.

BBQ date has been confirmed as Saturday 6th June at Kenn Village Hall.

Request made for 2 volunteers to help with the BBQ cooking on the day – Ian Turner kindly agreed to be 'No2' and another driver has made contact with me confirming that subject to checking his diary, he can oblige as well. Once I have received confirmation from that gentleman, I will issue a 'public service e-mail' confirming the details etc..

Fish N Chip Supper has also been booked for Saturday 12th September at St Marys Church Hall – further details will be communicated after the BBQ has taken place..

Ongoing support being provided to Di Brown with the 40th Anniversary plans.

Julie

Social Secretary