

The Ivers Good Neighbour Scheme

Minutes of the 6th Meeting of the Organising Committee held
Wednesday 12 April 2017 at 21 Bathurst Walk, Richings Park



Present: Mike Kennedy, Chair; Chris Jordan, Hilary Quincey and Granam Young.

Apologies for Absence: Paul Griffin

57. Minutes

The Minutes of the fifth meeting held on 27 March 2017 were received, approved and signed by the Chair as a true record.

58. Matters Arising

(i) Procedural Notes for Co-ordinators and Drivers

The notes produced by Chris, see min no 53, form the basis of the process to be adopted by coordinators when receiving calls and allocating drivers to clients. Graham will up-load the details of all registered clients onto a multitask workbook and will take each coordinator through the process.

When a call is taken, co-ordinators will prepare a job sheet with a unique reference number with details of date and time of the appointment. S(he) will then switch to email and initiate a SMS message to all drivers by copying and pasting across the details from the job sheet.

Only available drivers will respond by SMS message to the duty coordinator who will then upload these details to the job sheet, telephone the client and inform them of the pickup time and drivers' details. The driver will be sent details of the pickup address and any mobility/access difficulties. The driver will inform the coordinator when the job is completed.

To overcome potential problems a practice run was considered and agreed.

(ii) Welcome letter to Registered Users

Hilary had prepared a draft welcome letter to those clients who had already registered. This differs slightly from Graham's version which is designed for those clients who have enquired about the GNS but have not yet registered. It was agreed that Hilary's welcome letter could be sent to the three clients who had already registered, while Graham's letter with changed opening paragraph could be sent to the person who had expressed an interest via Facebook.

(iii) Charity Registration

The Charity Commission appears reticent to register organisations with a turnover of less than £5,000, unless they are considered CIOs, Community Interest Organisations. A further change in our adopted constitution would be needed to comply with Charity commission rules. **ACTION: MK to liaise with Debi Game for examples of those organisations who have successfully applied for charity status.**

(iv) Wheelchairs

It was agreed to hold this in abeyance until client needs are better established.

(v) Induction pack and policies upload to website

Mike praised Kathryn Pike for uploading the policies onto <http://theivers.org.uk/>

ACTION: MK to check that all policies have now been uploaded in the correct format, with particular regard to the coordinator's role which appears to be in draft form.

(vi) Insurance

Mike confirmed that Zurich had reissued an amended invoice with a 5% discount and would resend this to Graham for payment. **ACTION: MK**

59. Recruitment of Volunteers

We currently have 8 volunteer drivers and 5 co-ordinators. The challenge for us is the recruitment of more coordinators. Graham passed detail of a potential volunteer for Mike to follow up. Mike offered to serve as a coordinator until such time as sufficient volunteers came forward.

60. Publicity

An article in the Iver Parish Church magazine will appear in the next issue. In the absence of Paul, Mike offered to contact *In and Around Iver* for publicity in their next magazine and draft a media release for the press and radio ahead of our launch date. **ACTION: MK**

61. Financial Report

Graham gave a brief resume of the financial position. Two payments for training and insurance are due while the cheque from the *Save the Pub Group* has been paid in and cleared. Further cheques from three former members of the *Save the Pub Group* totalling £150 who be held in abeyance until the charity status is resolved so that gift aid can be claimed. The GASDS, the small donations scheme, enables the donations we receive from our clients would qualify for tax relief. Graham to prepare an expenses claim form to enable committee members to reclaim expenses incurred to date on postage, envelopes, printing and telecoms. **ACTION: GY**

Mike had sought clarification from IPC as to the progress on the two grants awarded by SBDC and BCC (LAF) that were due to be paid to IPC and released to GNS. Chris offered to use his good offices to follow this up with the Clerk. **ACTION: CJ**

62. Launch Date

After some discussion it was agreed to formally launch the Ivers Good Neighbour Scheme on **Monday 8 May**. Graham to inform all drivers that the launch date will be Tuesday 2 May as this will enable us the road test the scheme under real conditions prior to the launch date. Mike offered his elderly neighbour, Pauline McGarrigle to call in on Tuesday 2nd May to arrange transport on Thursday 4th May to Iver Heath Medical Centre. Graham would act as the duty coordinator, the committee to convene at his house at 10am to see how events unfold. Graham would SMS message all drivers and follow the process through and only then inform the volunteer driver that the trip is a dummy run. **ACTION: MK and GY**

63. Date of Next Meeting

Date of next meeting Friday 21 April at 11.00 at 21 Bathurst Walk, SL0 9AS – courtesy of Hilary Quincey

Distribution: Paul Griffin; Chris Jordan; Mike Kennedy; Hilary Quincey; Graham Young;

cc to J Austin-Lavery (Bucks CC); D Game (Community Impact Bucks) Emma Woodbridge (Iver Heath Medical Centre); Anita West (Iver Medical Centre); David Whittaker (Wye Valley Volunteers); and Kathryn Pike for publication on <http://theivers.org.uk/> (thank you Kathryn)