

# The Ivers Good Neighbour Scheme



Minutes of the 2nd Meeting of the Organising Committee held on Thursday 26 January 2017 at the Bull Bar and Grill, 7 High Street, Iver at 10am

Present: Mike Kennedy, Chair; Paul Griffin; Chris Jordan; and Graham Young;

In Attendance: Debi Game (Community Impact Bucks); Emma Woodbridge and Sandra Woodley (Denham and Aysgarth Practice); Anita West and Julie Cutts (Iver Medical Centre and Iver Heath Health Centre); and David Whittaker (Wye Valley Volunteers)

Apologies for Absence were received from Hilary Quincey

## 16. Welcome

The Chair welcomed everyone to the second meeting of the organising committee and extended a special welcome to our visitors.

## 17. Minutes

The Minutes of the inaugural meeting held on 16 January 2017 were received, approved and signed by the Chair as a true record.

## 18. Matters Arising

(i) **Appointment of Officers** It was **RESOLVED** that Paul Griffin be appointed to the position of Publicity Officer. It was confirmed that Iver Parish Council would be meeting on 6<sup>th</sup> March to consider the appointment of a representative to serve on the Committee meanwhile Chris Jordan offered to continue to serve in a voluntary position. It could not be presumed that Paul Griffin would also represent South Bucks District Council (SBDC) as both Councillors Jilly Jordan and Wendy Matthews had previously attended the earlier public meetings. **ACTION PG to check with SBDC on the appointment of a district councillor representative.**

(ii) **Constitution** The Chairman reported a minor change to the previously agreed constitution required by Metro Bank confirming the names of the Chair, Secretary and Treasurer within the appropriate clause of the constitution. It was **RESOLVED** that the matter be noted and the change in the constitution be approved.

(iii) **Bank Account** the Treasurer updated the meeting on the progress to date in setting up an account with Metro Bank. Although all our data has been captured and condensed onto an application form it still needs to be approved by Head Office. *(Post meeting note) The bank also requires confirmation of our projected turnover c£4,000 before head office will approve the application. This has subsequently been confirmed by the committee via email and is verified here in the minutes and substantiated in a copy of the forecast income and expenditure for 2017 attached.*

(iv) **Independent Examiner** It was **RESOLVED** that the appointment of an Independent Examiner be deferred to a later meeting to allow the committee time to approach prospective appointees. **ACTION: ALL**

(v) **Funding Opportunities** The Chair confirmed that the application to the Local Area Forum (LAF) for £2,000 is 80% complete while the bid for £600 from SBDC had been sent. A decision from The Bull Community Group on the release of funds to the GNS was expected late that day. A general discussion followed on potential training needed in manual handling and safe use of wheelchairs. The issue of identity badges for drivers was also considered essential. It was **RESOLVED** that the report be noted and that the LAF application be amended to include the cost of 2 lightweight collapsible wheelchairs and further training. *(Post Meeting Note) The Bull Community Group has released £714.42 to the GNS which will be banked as soon as the account is opened.*

### 19. **Establishing our Client Base, Communications and Best Practice**

The aim of the Iver GNS is to provide transport to and from GP surgeries for elderly and infirm residents who would otherwise have difficulties in making the journey. The representatives from our medical centres were in general agreement that this scheme would free up GP time with fewer home visits. However, surgeries always accommodate where they can and if a patient needs transport or has to arrange for a carer to bring them etc, the surgery would pre book the appointment for them.

Providing data which would allow Iver GNS to contact clients is tricky because of patient confidentiality. However, what surgeries can do is promote the scheme and advise patients of our existence and encourage them to contact us for transport, or if a patient needs transport the surgeries could then pass our contact number on and they would be responsible for contacting us to arrange transport. It was felt essential that patients pre register their interest beforehand rather than allowing them to make on the day emergency appointments. A client registration form similar to the one used by Stoke Poges could be used. The estimated client base was thought to be around 40. Surgeries would hand out the pre-registration form to patients who would return these to their GPs in a sealed envelope who in turn would forward these to a nominated co-ordinator. **ACTION: MK**

The treasurer outlined the concept of a virtual phone number for c£3per month that would become our dedicated 01753 line. A back office system for recording and storing data relating to trips to and from Doctors' Surgeries would also need to be set up. David Whittaker offered to research other similar services available in Bucks and how medical practices work with these. **ACTION: DW**

It was suggested that in the first instance the phone line would be operable from 0830 – 1200.

David Whittaker shared good practice concepts deployed by Wye Valley Volunteers for consideration and adoption such as drivers maintaining confidentiality; insurance; fares; record keeping; policies and procedures. Reference was made to the Hampshire County Council good practice guidelines for voluntary car schemes. Adoption of their more detailed Driver registration form rather than our existing expression of interest form was agreed. **ACTION: MK**

Debi Game offered to explore other operating schemes to establish pc applications use; booking systems and Health & Safety policies. **ACTION: DG**

The Chair was invited to attend the next meeting of the Ivers Practice Patient Participation Group (PPG) on Thursday 16th February 2017 **Action MK**

## **20. Charging Policy**

David Whittaker circulated the fares structure operated by Wye Valley Volunteers and shared the methodology used for collecting cash from clients. A minimum fare of £4 was considered not unreasonable. Chris Jordan had produced an excellent fares matrix for the roads in The Ivers based on a suggested tariff and hoped to conclude this work by the next meeting. **ACTION: CJ**

## **21. Recruitment of Volunteers and Publicity**

The treasurer had arranged for the printing of posters promoting the scheme and seeking volunteers. These had been circulated widely throughout Iver and Iver Heath although more were required in Richings Park **ACTION: GY**

Editorial coverage of the Iver GNS is required in both the Iver and Iver Heath Church magazines and *In and Around Iver*. **ACTION: PG**

## **22. DBS Checks and Training**

Details of the volunteers registered with The Ivers GNS, currently 11 volunteer drivers and one coordinator, will require DBS checks. Debi Game offered to process these. On average each application takes about an hour to register for the service, followed by complete document verification at the end of the process. The cost of DBS checks is covered in the funding application to SBDC and LAF. The verification stage could be completed utilising one day of Debi Game's support time in Iver.

Safeguarding training involves a 3 hour course which could be held at Richings Park Sports and Social Club

## **23. Policies and Procedures**

The Chair had made use of the Good Neighbours Scheme specific policies and templates on Equal Opportunities; Safeguarding Policy; Vulnerable Adult Protection Policy. Debi Game offered to looking into a template Health and Safety Policy which could also be adapted and subsequently adopted. **ACTION: DG**

## **24. Launch Date**

There were no immediate plans for this until DBS checks and training have been completed. It was suggested that a soft launch would be preferable.

## **25. Date of Next Meeting**

The meeting closed at 12.00 pm. **Date of next meeting Friday 17 February at 10am in the Bull Bar and Grill**

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/>