



Chairman Alison Keal
Secretary Gwen Griffiths
Treasurer Jeff Eaves
Minutes Secretary Jean Penny
www.whissendinegns.org.uk

Holders of a Gold Award for Village
Achievement 2011

Minutes of the Meeting of the Management Group on Tuesday February 2nd 2016 2pm.

Present: Alison Keal, Jeff Eaves, Gwen Griffiths, Kate Hamilton, Marion Lawrie, Sally Moyce, Sue Spencer and Jean Penny.

- 1 Apologies for Absence: Maureen Hodge, Jenny Pearce.
- 2 Minutes of previous meetings:
 - Management Group meeting held on November 23rd 2015. The minutes were Agreed and signed.
Action: Jean to send to Sue to put on website.
- 3 Matters arising from the minutes:
 - Shane's response to the WGNS Grapevine notice about Janet: he said '*I wanted to thank everyone in WGNS for their kind, supportive and loving words about Janet. She was always very passionate about the scheme and the fine people who make it possible on a daily basis. When she used it for herself, she commented on how wonderful it was to have such friendly and helpful people in times of need. Thank you all very much and if there's anything I can do, just ask.*'
 - Christmas dinner at Jackson Stops was considered a success and Gwen thanked everyone for her present. The restaurant has already been booked for 2 December 2016. Volunteers will be contacted later in the year.
 - Wheelchair liaison has been added to the list of re-assignment of responsibilities. If the wheel chair is lent out, this should be recorded on the work record. Other responsibilities were amended.
 - Gwen and Sue have updated the induction pack.
 - Jean has drafted a WGNS introduction letter and delivered with a fridge magnet to new villagers.
 - Alison is now compiling the phone rota. If volunteers are going away and do not want to be contacted, they should let the phone holder know.
 - Gwen will contact Pat Lake for space to archiving WGNS paperwork in the church. It was agreed that information from the first year of WGNS should be archived and paper work such as past minutes that is stored electronically could be destroyed.
- 4 External relations: three organisations have contacted wanting information.
 - Rutland County Council (this was redirected to Sue Renton) Merton Borough Council and Braunston in Rutland.
 - It was agreed that enquires from the website will go directly to Alison who will redirect to / involve others accordingly.

3rd February 2016

- 5 Finance, travel subsidy, funding, donations and expenses: Jeff reported
 - Our bank account has been successfully changed to HSBC.
 - We still have not received £220.50 from RCC for travel subsidies. Jeff will continue to pursue as until this money is received the Lloyds account cannot be closed.
 - The current balance is £1143.73 (excluding the £220.50 owed from RCC).

- 7 Stats/website: Sue presented the statistics for 2012 - 2015.
 - The data shows the yearly fluctuations meaning that demand continues to be unpredictable and that in 2015, 80% calls were for transport.

 - It was agreed that from January 2016 volunteers should record on their work sheets all administrative work including meetings attended and supporting administration tasks i.e. updating the induction packs, preparing the statistics, finance tasks, preparing and circulating agendas and minutes etc. This will be a vital record when talking to other groups about the amount of administrative work is needed to support a Good Neighbour Scheme.

- 8 Update on current clients / volunteers:
 - Gwen and Alison held an induction for 7 of the 8 new volunteers. They covered volunteer assignments including driving, befriending, holding the phone. They were talked through assignment sheets and the importance of filling in and returning the monthly work sheets.

 - Gwen had received a thank you card for WGNS from the family of Audrey Hills.

 - There is now a volunteer's parking space at Peterborough hospital. If this is full volunteers should take the parking ticket and WGNS id card to reception who will validate the ticket and no charge will be made for parking.

 - Gwen has produced WGNS '*volunteer drivers on call*' cards to put in volunteer car window to use when driving clients. Contact Gwen for a card.

 - Volunteer and clients needs and arising issues were discussed:
 - Volunteers should take care of themselves if clients have poor mobility and are unable to be transported safely.
 - Volunteers should not get involved with clients money.
 - Volunteers should not use a clients debit or credit card which requires the volunteer to use the client's pin number.
 - If food is bought on behalf of a client, ensure two copies of the receipt are obtained - one for the client and one for the volunteer.
 - If a client is having problems accessing money, relatives should be contacted.

- 9 DBS renewal: From now on DBS applications will only be submitted when volunteer forms have been signed and returned.

- 10 Phone rota: Gwen has completed the rota until the end of March 2016.

- 11 Any other business:
 - Gwen will send out the form to update driver information and Sue will do the same for general volunteer information.
 - When Kate is on holiday, Gwen will take over the organisation of Age UK and Happy Circle lunches.

- 12 Date of next meeting: 2pm Monday 25th April 2016

Re-assigned responsibilities

Task	Management Group member
Contact with volunteers e.g. coffee mornings and other social items	Kate
Updating data base of volunteers database	Sue
Updating of database for driving i.e. volunteers and clients	Gwen
Updating of documentation e.g. constitution, policies, induction pack, content of website	Management Group discussion for Sue to action
Submitting WGNS items into Whissendine Grapevine	Jean
General letters e.g. of thanks	Jean
Update of phone co-coordinators folder	Gwen
Contact with RCC re travel subsidy	Gwen
Liaison with Rutland Community Agency	Jenny
Phone rota	Alison
Taking and distribution of meeting minutes	Jean
Monday morning phone coordination for Happy Circle and Age UK transport	Kate
Statistics and web	Sue
All things related to finance	Jeff
DBS	Maureen
Signatory on documents etc	Chair Alison, Secretary Gwen, Treasurer Jeff and Management Group Member Sally
Preparation of agenda for Management Meetings	Chair Alison, Secretary Gwen and Minutes Secretary Jean
Sounding board to the Chair - support and advice	All committee especially Secretary Gwen, Treasurer Jeff and Management Group Member Jenny
Miscellaneous e.g. preparation of signs, phone number onto wheelchair	Management Group members as necessary
Talking to others interested in Good Neighbour Schemes	Alison and Management Group members as necessary
Representation of WGNS e.g. to parish	Management Group members as necessary
Organisation of Christmas party	Management Group members as necessary
Wheelchair liaison	Sally, Jenny and Albert