

## **MAIDENHEAD CARE**

### **Chairman's Annual Report 2018**

During 2018 the Management Committee met four times and the Trustees held three meetings. I am grateful to all for maintaining a very high attendance level for all these meetings. They are important, not only to keep members abreast of activity, but in gauging opinion in deciding our way forward.

The early part of the year was dominated by efforts to comply with the General Data Protection Regulations (GDPR) which came into force in May. Thanks to sterling work by Mike Moss and Paul Heelas we were able to move forward confident in the view that we are fully compliant. Many administrative details had to be checked, including an update of our Drivers' Handbook, and our thanks must be recorded, especially to Mike, for all the work involved in this. In addition to GDPR we had to comply with requirements associated with our change in the agency handling our DBS checks, in particular statements concerning how we store, retain and dispose of disclosures.

At our Management Committee meeting in April it was decided, that due to health and safety issues and a significant reduction in demand, we would no longer support our heavy help in the home (HHH) initiative. Our thanks to Alan Evans for heading this section for many years were recorded.

2018 was the first full year that Stan Webb headed our transport section and he also became a director and trustee. He has settled in really well and has become a valuable addition to our trustee and management meetings. Well done Stan.

After many years as Membership Secretary Fiona Wells stepped down and Diana Robertson took over. The change has been seamless and we thank Fiona for her past work and wish Diana success in the role.

Our regular social events continued during the year. The Summer Party, held once again at Stubbings Church, was made free to all volunteers and partners and it was disappointing that we did not have a greater response. St. Peter's Church again hosted the Christmas "Get-Together" with the catering for both events undertaken brilliantly by Katie and Ian Sarsfield - no one goes home hungry! The October coffee morning and box opening was blighted by a mix up at the venue but, none-the-less was supported reasonably, although the number of boxes presented has been reduced by volunteers submitting donations from clients directly to our bank account. We attended the Lions Combined Charities Fair where we displayed a DVD outlining the aims and work of the Charity and distributed leaflets to a significant number of people. The DVD was produced and set up by Paul Heelas who also loaned us a television set and DVD player. This was a change from our usual stall of "crocks". It did attract attention and helped broaden the knowledge of Care in our community.

Recognition of our work was given by the local branch of CAMRA who chose us as their charity partner for the 2018 Maidenhead Beer and Cider Festival held at Desborough School from the 26<sup>th</sup> to 28<sup>th</sup> July. Twelve volunteers covered fifty hours at the event which saw us benefit, mainly through the sale of raffle tickets, by boosting our funds by around £800.

We were also chosen by the Kevin Cruise Foundation to receive free tickets for our volunteers to attend the seasonal pantomimes in both Windsor and Maidenhead. The Foundation, set up by Martin Cabble (stage name Kevin Cruise) purchased 55 tickets for us which were used by 17 volunteers and their families.

Finally, my sincere thanks go to all people associated with Maidenhead Care for their help and support throughout the year.

John Robertson MBE

Chairman

Transport Section 2018

The last year has seen a few changes in the need for more drivers as we have recruited some and lost some. Thanks to the duty officers who have managed to satisfy most of our client requests.

Parking seems to be fairly ok now that we know most of the hospitals' parking arrangements for volunteer drivers. Blue badges are used on a regular basis running at an average of two a week. It would be good to make it known to all our drivers that these are available on a first come/first served basis. We have three badges, two of which I keep and the other is with Mary. Driver I.D. lanyards have been given out to about twenty-five drivers but I would really like every driver to have one. I would like to thank Paul for his hard work in the design and make up of the badges.

I have opened an account with Transport for London concerning the congestion charge under the blue badge organizational scheme. It means our London drivers no longer have to worry about entering the congestion zone and we, or the client, do not have to pay the charge.

We had some unusual requests regarding transport to places, which I discussed with Hillary, and it was decided that these were outside our remit e.g. taking a person to meet friends at the pub!

As to date I have no statistics regarding journeys for 2018 but these will be submitted at the A.G.M.

I would also like to thank Ray McPherson for looking after the Blue Badge record for me whilst I was away.

Stan Webb

Duty Officer Report 2018

Since I wrote this report last year we have had very few changes to the Duty Officer team. We have lost one member as she takes up the important role of being a granny child minder. On the plus side we have trained one Duty Officer who is offering a whole day a month and we have a new Duty Officer starting on the rota at the end of April offering half a day a month. We have a third potential Duty Officer starting her training who hopes to be working by June, again offering half days. Both of these ladies have young children so cannot commit to a full day or working in school holidays.

As ever, I am always amazed how hard the Duty Officers work to meet the needs of our clients when they ring in. We have to turn down very few requests overall and always try to give these clients suggestions of other organisations who could help. We do try to prioritise clients who have medical appointments or need help with day to day living, such as essential shopping.

We regularly have complimentary comments over the phone about our wonderful volunteers and are pleased to pass these on to the people concerned.

Pearl continues to work wonders with organising the rota, so many thanks to her and also to Mike who is always ready to cope with our computer queries no matter how small they are.

Finally, a huge thank you to the team, many of whom are still offering to "fill in" the gaps on the monthly rota. Without their commitment and loyalty to the scheme we would be unable to offer such a well-respected service to the community.

Hillary Simpson

## Help in the Home Light & Visiting 2018

### Mainly visiting, befriending and shopping needs

In 2018 we had ten volunteers who regularly visited their clients, their contacts in each case varying to meet the needs of the clients, and using the skills and interests of the volunteers.

Shopping needs have mainly been “shopping for” as the clients have had mobility problems, or the weight of the shopping bags becomes a problem also. We aim to get to know items, and brands they like, and buy from the store of their choice. Traffic problems and parking limitations, together with town redevelopments, sometimes cause difficulties also. Most clients are using ready prepared food from shops or companies such as Wiltshire Farm Foods, but like to buy items they particularly enjoy as well.

We still need to find volunteers to assess clients’ needs both for shopping and visiting, and would spend time in helping them with a straight forward training plan.

The help volunteers give to the clients is very much appreciated by them. Thank you all so much.

Mary Forrest

## Membership Report 2018

Since I took over as Membership Secretary last year I have seen 16 volunteers of which 13 are now on the books. Of the three others, one is still being processed by the DBS, one lady withdrew at the last minute, having been very keen but nervous of the responsibilities involved, and one young lady who was very undecided as she could only do Saturdays, and thought the local charity shop would be a better option, with which I

agreed.

One of the recent applicants was only interested in being a duty officer, which was good news for Hillary, and I think she is now on board.

My thanks to everyone who has helped me over the first year, especially Mike and Hillary who have given me invaluable advice.

Diana Robertson