

MAIDENHEAD CARE

Vice-Chairman's Annual Report 2016/2017

This year has followed a similar pattern to 2015 with the trustees - Mike, Colin, Elaine and myself - working closely with Hillary, Pearl, Pat, Paul and Fiona.

Mike and our independent examiner, Anne Cooke, have been busy seeing we continue to comply with the rules of our being both a charity and a company: Hillary keeping the DBS system up to date and Pearl producing the duty officer rotas - no mean task!! Paul Heelas keeps a close watch over the online Care information, making sure we don't miss volunteering enquiries and information enquiries also. Colin, Pat and I watch referrals for help from Care. Pat now feels she can no longer cover the Section Leader position, and we wish to thank her for the thoughtfulness and care she has given the role.

We have had our usual events. The street collection on Saturday, 11th June, which raised £423.43 - our very loyal collectors all came along to help, and the weather was reasonable. The summer party was held shortly afterwards on Friday 17th June. Katie and Ian produced lovely food, Care volunteers made delicious puddings, and our heartfelt thanks to all who laid up tables, cleared away and helped with washing up. It's an enjoyable evening for volunteers and friends of Care to catch upon news. The same can be said about the Christmas "thank you" get-together at St. Peter's. This was also much enjoyed and thank you again to Katie, Ian, Andrew and Sue Fleet.

The Care Commissioning Service was held at St. Luke's on 6th July; Sonya and Sally worked together on the plans for the service. The Choral Society were able to sing for us again, and both the service was very enjoyable and the lovely refreshments produced by St. Luke's Church members. We had the Care coffee morning on the 15th October again a good opportunity to hand in a box, ask for information and put a name to a voice.

Lastly, the Charities Fair fell on 5th November. People were generous with china and glasses (and we also had kept several boxes from the previous year). John and Jackie kindly sorted and priced before the event and one or two volunteers came each hour to help on the stall. We raised £365.50 and any goods left over were delivered to the Thames Valley and Helen & Douglas House charity shops.

As you are aware we are still without a chair person. We wrote to all the volunteers, we have had a mention several times re volunteering in Val Bosley's Maidenhead Advertiser column, Andrew Fleet has raised this need with Churches Together and we ran a stall in the Library one Saturday morning. Our need for a new chair is more urgent than ever. We are also still keen to find a poster designer to set out our volunteering needs in the town on public notices, church notice boards, etc.

This year has been a difficult one for several volunteers coping with major health problems, and we wish them all a complete recovery. Sadly at the beginning of this year we learned that our previous Treasurer, Judy Holland who had moved to Suffolk, died and Hillary very kindly drove a neighbour and myself so we could be at the funeral.

We wish to thank all the volunteers for their wholehearted participation in the scheme, and their care and commitment to the clients' needs.

Mary Forrest
Vice-Chairman

Duty Officer Report 2016/2017

In the past twelve months, we have found it increasingly difficult to maintain a full rota. The two Duty Officers who trained last year are now valued members of the team, although one of them is only available to offer dates in school holidays. We appreciate their commitment to the scheme.

We have lost two more long serving Duty Officers as both have moved or about to move away from the area. They will be missed. Another Duty Officer has resigned as she was finding the work on the computer a problem with her eyesight. Two others are still in full time employment and unable to offer any time at present. Hopefully they will return when they are able. Since the letters to volunteers were sent asking for more Duty Officers, two ladies have come forward. One, having been a Care driver for some years, has completed her training and hopes to be included in the May/June rota. She can only offer half days at present, but that will be very useful. The second lady has just started her

training and I am hopeful she will be included in the rota after that. This leaves us with just 18 working Duty Officers on our list, and as several of those only offer half a day a month there have been weeks when kind Duty Officers have offered an extra day. Thank you to them for keeping Care "open".

Once again, I must thank Pearl for the time-consuming and often frustrating job of organising the rota. Thank you too to Mike for his technical support. Finally, my biggest thanks go to all the Duty Officers who manfully carry on dealing with whatever problems they encounter when the phone rings. I feel like using the slogan

Keep calm and carry on smiling down the phone

Hillary Simpson

Transport section report 2016/2017

2016 saw the addition of some valuable new drivers and the natural retirement of others but we still need to either recruit more volunteers or seek help from existing drivers in giving us some additional flexibility in the hours they are able to offer if possible. We are, however, very grateful for the considerable contribution they are making to the service, without whose help we could not survive. A potential concern is also the rise in the age profile of our drivers, which could lead to concerns for the future.

Parking at hospitals is still of concern in many cases but progress is being made in several areas - particularly Wexham Park. Wexham Park has seen the addition of a new car park for over 100 cars near the Eden Centre/Day Unit, reorganisation of the main car park to give many more Blue Badge parking spaces and work on the car park on the right of the site entrance. 2017/2018 will see changes to staff car parking and the opening of car parking on the opposite side of the main road, and we hope to keep everyone up to date on these changes as soon as we receive it.

Our Blue Badge usage continues at about four times a week despite an increase in the number of our passengers applying for their own badges.

Statistics for the year show that regular commitments are 30 down on last year, and this is due to a reduction in both weekly and fortnightly needs.

The overall transport journeys are up from 2,279 in 2015 to 2,298 in 2016, which gives a monthly average of 191 journeys. Hospital trips up to 1,313 in 2016 compared to 1,235 in 2015.

St. Marks 290 (267), King Edward VII 413 (386), Heatherwood 213 (141), Wexham Park 254 (249), High Wycombe 3 (4), Bracknell 36 (47), London 18 (9), Oxford 21 (26), Reading 35 (53), Frimley 9 (1 1), Amersham 0 (3), Mount Vernon/Harefield 16 (20) and others 3. The trend shows a marked increase for Heatherwood as well as increases for St. Marks and King Edward. In addition, 985 transport requests took place for doctors, dentists, shopping and day centres.

Donations for journeys have been reviewed but it was felt it was not necessary to increase any charges or expenses paid to drivers.

Once again, thanks to Bill Swan for compiling the statistics and all the drivers for their time, care and patience. It is greatly appreciated by our passengers who, in many cases, only get out when we are able to help them, which proves the value of the social contact we offer. Also thanks to Mary for maintaining contact with other organisations which is a great help.

Help in the home light report 2016/2017

Pat Place and I have covered the HHL and visiting.

The "Help in the Home" area mainly centres around "escorted shopping" or "shopping for.. for clients. In escorted shopping we will usually set up a recurring commitment with three or four volunteers helping on a rota basis and soon they will know the client and what is needed. With shopping for, often only one volunteer is involved, and again we will normally shop at one main outlet and possibly Marks & Spencer. Most people like to be in control of their shopping list, so the sooner we are familiar with it makes life easier for client and volunteer.

With visiting we try to find a volunteer who will enjoy getting to know the client, their interests, life story, etc., and we can fix times of an hour or so for them to get together regularly.

In more recent years our clients have been in the age range 80's to early 90's, rather than the 70's when Care started up. Consequently, our link can be shorter due to health or age deterioration, but does still prove very useful and is appreciated. We think carefully of our roles as volunteers and good neighbours and aim to help in these capacities.

As you are aware we need volunteers to assess HI-IL and visiting requests. We feel we can simplify this with one coping with shopping needs and the other visiting requests. We will, of course, spend time with people new to this and how to handle it, and produce backup information.

The current figures are as follows;

regular transport to the shops:	6
regular escorted shop:	3
shopping for regularly:	12
visiting:	5

Mary Forrest

In October 2015 we started helping a couple shop on a weekly basis. Towards the end of 2016 the lady fell and spent a few weeks in hospital. Unfortunately, her husband then also spent a couple of weeks in hospital at the same time. They are now back home but she is unable to get out, so we are taking him with the shopping list when he feels able. In January 2016 one of the ladies we helped also fell and after a stay in hospital is now living in a nursing home, In June 2016 we started to help a gentleman in sheltered housing, but as his brother was also visiting and taking groceries we stepped back.

In April 2016 we had a request to help a married couple with the shopping but then again, having set up a volunteer, on arrival the first time the volunteer found the couple had got someone else to do the shopping. When this happened a second time, again we stepped back. We also had a request for help with shopping in May 2016 but the request was cancelled when the lady returned to London. We also had a request in August to take a lady to Sainsbury's on a fortnightly basis and this has been running smoothly.

We presently have a number of recurring commitments and regular commitments ranging from escorted shopping to transporting the client to the supermarket where they are independent.

Pat Place

Membership Report 2016/2017

Since the last AGM we have twelve new volunteers. We are delighted to have a new Duty Officer in training. Three of the volunteers wish to visit and Mary, with her encyclopaedic knowledge of our clients, endeavours to connect them with a suitable volunteer. Not always an easy task as Mary will attest, as our clients' situations change frequently. The other new volunteers are happy to cover driving and HHL.

As a matter of interest, the volunteers have come through a variety of sources. One from the Advertiser, two from the Care website and the rest from contact with clubs, their churches and existing volunteers. I am waiting for references from another prospective volunteer who saw our details on the WAM website. I have been in e-mail contact with someone else who came via the Care website. I will be meeting with them after Easter.

Based on those statistics may I ask that all current volunteers should have a quiet chat with some of their friends.

Fiona Wells