



Great Massingham Area Community Car Scheme

2019 Annual General Meeting

Date: 16th May 2019 Time: 19.00

Location: Rudham and District Village Hall

ATTENDEES PRESENT:

Committee:

Malcolm Tibble (MT), Outgoing Chairman

Dave Butterworth (DB), Incoming Joint Chairman

Neil Steed (NS), Incoming Joint Chairman (Later)

John Horsfield (JH), Treasurer

Caroline Boyden (CB), Secretary and Cllr Great Massingham

Bob Panrucker (BP), IT Committee Member

Christine Howlett (CH), Committee Member

Guests:

Sean Asplin, Norfolk County Council and Jackie Candy, Sandringham Flower Show

Community Car Members, Drivers and Supporters:

Mike Jackson, Sue Donnelly, Jackie Clayton, Lindsey Tibble, Cllr. Sue Jones- East Rudham PC, Pete Smith, Nicola Smith, Steve Bretell, Stephen Theunissen, Helena Aldis, Derek and Tina Wylde, Derrick Howlett, Dave Davies, Graham and Linda Swallow, Barbara Nadel, Malcolm Duffey.

APOLOGIES: Tony and Sue Dessent, Peter Easby, Sir Henry Bellingham MP, Susan Carlisle, Ann Bowen, Maggie Prue, Adrienne Ferry, Arthur and Irene Allen, Valerie Robson, Chrissie Warnes, Brenda Cox, Jane Hollister, Fred and Catherine Rothwell, Roger Gillett, Maureen O'Hara, Tim Chaloner, Sylvia Playford, Lucy West.

AGENDA

1. Welcome
2. Apologies for Absence
3. Approval of Minutes of the May 2018 AGM
4. Matters arising from the 2018 AGM
5. Management Committee
6. Financial report for the 12 months ending 31st March 2019
7. New Computer System Report
8. Election of Management Committee
9. Outgoing Chairman's Report for year ending 31st March 2019
10. Incoming Chairman's address
11. Presentation by Sean Asplin, Passenger Transport Manager, Norfolk County Council
12. Review of the new Dead Miles Charging Policy
13. Driver Recruitment "New Arrivals Letter"
14. Any other business

DISCUSSION:

- 1. Welcome from the Chairman, Malcolm Tibble**
- 2. Apologies for Absence** (as above)
- 3. Approval of last AGM Minutes.**

These were agreed and approved.

- 4. Matters arising from the 2018 AGM**

Page 2 – the handbook has been revised.

- 5. Management Committee update for year to 31st March 2019**

6. Malcolm Tibble, retiring Chairman, gave an update on the work of the Committee over the past year

1. A working party was set up, headed by Tony Dessent, to review policies and the dead miles scheme was implemented to stem further depletion of reserves.
2. A total overhaul of the website by DB and BP
3. Angie, Chrissie and Linda left as coordinators and we now have Barbara and Lucy who have worked hard to incorporate new working procedures, and both are excellent – a gift for both was presented.
4. Kings Lynn Borough Council now joined with the NCC on funding.
5. Data Protection. We have a clear GDPR policy in place, which is signed by the committee and coordinators. “Legitimate interests” under GDPR allows drivers to have the contact information for all drivers.
6. The donated car was sold and raised funds for the scheme
7. New driver recruitment to be discussed later with Malcolm Duffey.
8. Tony Dessent stood down as Treasurer. John Horsfield has taken on the role from January 2019.
9. Bob Panrucker and Caroline Boyden have joined the committee.

2018 AGM Minutes: Acceptance proposed by Linda Swallow and seconded by Sue Donnelly. Minutes approved and adopted unanimously.

7. Financial Report for 12 months period ending 31st March 2019 Presented by John Horsfield

1. Firstly, may I take this opportunity to thank Tony Dessent for all his work as treasurer and for making the handover to me so painless. I would also like to thank Roger Gillett for once again kindly agreeing to audit our accounts for no fee.
2. The annual accounts have been successfully audited and the attached summary sheet gives the overall state of the scheme’s finances. Once again, we have had to withdraw £2000 from our reserves to maintain a positive balance in our everyday account, but fortunately due in large part to the kind donation of a car, and better management of our dead mile’s costs, our total capital has only fallen by £264:97.
3. As you know we have taken the difficult decision to charge our passengers dead miles and following a glance of the summary sheet, you may ask why that has become necessary. In addition to the car, we have benefited from an additional £500 donation from the surgery to make up for no donation in 2018, a late request for office rent, and a refund from BT following our change of communications provider.
4. In total we have gained an additional £1,660.23, which must be taken as “one-off” receipts. As I am sure you will agree, the scheme simply cannot continue for long, with an average of £2000 being lost from our reserves each year.
5. So, on to the estimated budget for next year and as you can see, we hope to just about break-even. I have assumed there will be no passenger or driver donations next year, I hope to be proved wrong, but with passengers paying more for some journeys and drivers no longer having dead miles to donate, I feel it is a prudent prediction. Much will depend on donations from our usual sources and I will write to everyone to sound out their intentions.
6. The sundries entry in the summary deserves explanation, as it is such a large amount; it consists mainly of printing costs, new ring binders, advertising and staff DBS checks along with a plethora of small outgoings.

7. I have written to all parish councils that have failed to donate this year with mixed results, but in general I am still hopeful we will be successful in bringing in a little more cash.

8. There are two Parish Councils outstanding: Weasenham (no donation in 17/18) and Tattersett (request is before the Parish Council this May).

9. Mike Jackson queried if calendar or financial year and JH confirmed financial year. It was also advised that the Weasenham PC had a high turnover of members.

8. New Computer System Report

1. BP gave the report on the new computer system, with which he has been heavily involved in implementation and training. The new system was set up to create reports, cut down on paper, run auto reports and computerize the booking system. The coordinators can now email drivers and advise on the cost estimates and routes.

2. We now have a regular back up in place. All this for a total cost of only £42.00. Well done BP!

3. The coordinators have received full training, making the system successful. Consequently, we now have an efficient and flexible system in place.

9. Election of the Management Committee

The new co-chairmen elected are Dave Butterworth and Neil Steed

Treasurer – John Horsfield

Secretary – Caroline Boyden

Committee members – Bob Panrucker, Christine Howlett, Tony Dessent, Sue Donnelly.

10. Outgoing Chairman's Report for year ending 31st March 2019

1. This report, which covers the 12 months ending 31 March 2019, will be my last. I have held the Chair for three years and I feel the time is right for me to let somebody else take on this highly rewarding challenge. I believe I have done my duty in this respect by encouraging Dave Butterworth and Neil Steed to volunteer as co-chairmen. Both currently serve on the committee and have demonstrated commitment and enthusiasm for the continued success of the scheme.

2. The scheme certainly is successful if passenger demand is the yardstick by which it is measured, and I can't think of any other criterion.

3. Looking back to 2010, the scheme did under 4000 trips. Although 2018 showed a drop of around 5% compared to our record year of 2017, we still clocked up over 5600. We have, therefore, grown by nearly 50% in 8 years.

4. We had about 50 drivers then and we have about the same now, although in reality, the effective strength is probably closer to 30. The committee is aware of the strain this puts on drivers and coordinators and has increased its emphasis on recruitment, but volunteer drivers do not grow on trees.

5. Whilst there is no criticism of the "occasional" driver, those stars that carry out huge numbers of trips are to be highly congratulated.

6. Likewise, our two coordinators, Lucy and Barbara, have completely met our high expectations. They are completely passenger focused and on many occasions arrange trips at incredibly short notice. In fact, it is not unknown for them to close the office for a short while so that they can take a passenger to a hastily arranged doctor's appointment.

7. When we lost Angie, Chrissie and Linda a year or so ago, I, for one, had concerns about how we would replace all that encyclopedic knowledge, but our recruiting panel in which I was ably joined by Christine Howlett and Neil Steed discovered a couple of jewels.
8. GDPR came into force in May last year. I believe we approached this pragmatically. We have made everyone aware of our ability to hold and duty to protect each other's data by claiming "Legitimate Interests" (as defined in GDPR).
9. It is reasonable for each driver to have in their handbook the telephone numbers of all others so that they can call on somebody else if, for instance, the car won't start, or the driver is unwell.
10. From April 1st, the way we receive the majority of our funding has changed slightly. The Borough Council of King's Lynn and West Norfolk has joined forces with Norfolk County Council so that we will now receive a single monthly installment, whereas the BCKL&WN in the past sent one annual grant. This will improve our cash flow within the year and, I believe, reduces the possibility of the BCKL&WN withdrawing funding due to budget pressures.
11. I am grateful for the support we receive from Sean Asplin at County Hall. I am sure he has had to battle hard to protect his budget allocation.
12. Donations from parish councils and the Docking and Massingham Surgery remain another important source of funding. In this financial year we were again pleased to receive a £500 donation from Sandringham Flower Show and £200 from Weasenham Fund Raising Outreach Group (FROG). This group holds a quiz on the first Thursday of each month in the Fox and Hounds, Weasenham. A small group of us went to one of their evenings; we came joint first and had a most enjoyable time.
The treasurer's report gives all the detail concerning our finances. As with everybody, we have been forced to take tough decisions and in our case, we decided to transfer the burden of dead miles from the scheme to our passengers. A Working Group chaired by Tony Dessent did not arrive at this decision without a lot of soul searching and debate. We all realise that many of our passengers are hard up but if we had continued to overspend, we would be putting the future of the scheme in jeopardy. Nobody would thank us for overseeing its demise.
13. Bob Panrucker, a recent driver recruit and now committee member, is an experienced IT consultant and volunteered to design and install the necessary software to create screens somewhat similar to a taxi operation and guide the coordinators through the introduction of this process. With his expert help and a ready willingness on the part of our coordinators, we can be sure of a slicker, less time-consuming system. The potential to carry out more of the administration on the system is immense. Our total expenditure is less than £50 and Norfolk CC have hinted at other schemes adopting it.
14. As Chairman, I offer my thanks to several people and organisations:
15. My grateful thanks go to the Committee Members who have helped me through the past year: our Treasurers, initially Tony Dessent who has passed the job on to John Horsfield, Dave Butterworth, Christine Howlett, Neil Steed and Bob Panrucker and Caroline Boyden (co-opted onto the committee during the year as Secretary). Thank you all for agreeing to stand for another year.
15. I mentioned earlier, our two coordinators, Barbara Nadel and Lucy West. After some initial trepidation, I believe they have fully embraced the ethos of the Scheme showing a wonderful empathy with passengers and a strong rapport with our drivers. I would like them both, therefore, to come and collect a small token of our thanks.
16. I must also thank my dear wife, Lindsey, who has prepared the buffet for this evening.

17. We must not forget our funders. Budgets are tight at all levels and we are grateful for the support we receive from Norfolk CC, the BCKL&WN, the parish councils, surgery, Sandringham Flower Show and FROG. Small donations were also received from passengers.

18. Finally, my thanks and congratulations go to everybody connected with the Scheme. We do a fabulous job, taking passengers to all sorts of destinations that they could not reach without our help. Now that my time as Chairman has come to an end, I can hopefully give some more time to driving.

19. That concludes my report and I will take questions.

MT was thanked for all his hard work. DB presented a gift from the committee.

12. Incoming Chairman's Address

The new Chairman will, in fact, be a joint chair with DB and NS. We have both worked together in the past and can work well together.

1. DB thanked Malcolm for his sterling work as Chairman over the last three years, with many achievements including his work with Adult Safeguarding and training and GDPR implementation to name a few.
2. Our Scheme is now live on Voluntary Norfolk's website, advertising for new volunteer drivers.
3. Driver updates and DBS checks are ongoing
4. Understanding and resolving the issues around GDPR took up a lot of time but is now completed and a GDPR Policy has been agreed.
5. Social isolation is a significant issue in rural communities, which our scheme helps alleviate. In addition, 43% of the journeys we undertake are for medical reasons, GP surgeries, hospitals and dentists.
6. DB and NS will be looking at the "pros and cons" of the Scheme becoming a charity.

13. Sean Asplin, Passenger Transport Manager at Norfolk County Council

Funding: King's Lynn and West Norfolk Council are in discussion to put all grants into one place – Big YES by NCC as this would make the process much simpler and easier all round.

Sean is a big supporter of our scheme and agrees that the main benefits are in helping to reduce rural isolation and improve transport. He remarked that 5000 journeys is a staggering number and shows how important our scheme is.

Our proactive work on computerisation, dead miles and training is very well run and Sean gave "a big thank you".

He is committed to the funding as he can see and appreciate our commitment.

14. Review of the Dead Miles Charging Policy

MT reported that only one "grumble" had been received. A passenger from Bircham complained, as they were charged double the usual price. It was explained that as we have a shortage of drivers in Docketing, the actual driver came from another area. Derek Howlett expressed his strongly held view against this change of policy.

It was explained that this policy had to be introduced or our funds would be completely depleted within five years.

A working party that included drivers was established, whose members very carefully considered the issues facing the Scheme. The decision to implement this change of policy was then discussed by the committee who fully approved this change. Drivers have the right to

decide not to charge passengers for dead miles, but regrettably, the scheme can no longer fund this.

Recruitment efforts in Docking have been ongoing with attendance at Ripper Hall, advertising in the local magazine etc., No new volunteers have as yet been obtained, which means drivers have to travel further, which has to be paid for.

Sean Asplin mentioned that the NCC “Wellbeing Service” already charges dead miles.

15. Driver Recruitment “new arrivals pack”

Malcolm Duffey discussed how he was giving a “new arrivals pack” to new residents with 22 completed to date. He will leave for a month and then follow up. The East Rudham Fete is on the 15th of June and a free pitch could be available to promote the service.

16. Any Other Business – There was no other business.

The Meeting closed at 20.06 hours and was followed by a buffet and draw for raffle prizes.

Signed

Signed.....

Date

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ANNUAL ACCOUNTS SUMMARY – (including Projection for 2019))

	2018	2019
RECEIPTS	£	£
Norfolk County Council	4632	4969.26
KLWN District Council	2080	2080
Parish Council Donations		
East Rudham	250	300
Gt Massingham	300	300
Docking	450	500
Harpley	200	200
West Rudham	50	75
Bircham	150	200
Syderstone	150	150
Tattersett	100	0
Weasingham	0	225
Other Donations		
Passengers	353.65	103.4
Drivers	453.66	68.9
Gt Massingham Surgery		1000
Sandringham Flower Show	500	500
other	1123.5	1035.23
Fund Raising	371	240
Account Transfer	2000	2000
Deposit Account Interest	23.04	42.41
AFC/NCLS/WNB		255
TOTAL RECEIPTS	<u>13186.85</u>	<u>14244.2</u>
PAYMENTS		
Office Staff	7789.08	7562.03
Telephone/Internet	679.55	1170.94
Rent	500	375
Insurance	331.15	335.07
Dead Miles/Parking	3261.52	1726.84
Sundry	1102.19	948.35
AFC/NCLS/WNB		226.5
AGM/Events	84	88.6
Stationery & Office Sundries	72.17	70.62
TOTAL PAYMENTS	<u>13819.66</u>	<u>12503.95</u>
DIFFERENCE BETWEEN INCOME AND EXP	£ <u>632.81</u>	£ <u>1740.25</u>

	At 31st March 2018	increase decrease in period	At 31st March 2019
	£	£	£
Current Account	526.93	1801.76	2328.69
Deposit Account	14421.46	1957.59	12463.87
Petty Cash	136.95	109.14	27.81
	15085.34	264.97	14820.37

Great Massingham Area Community Car Scheme