

# WORTON & MARSTON LINK SCHEME

## Annual General Meeting

9-April-2018

### Chairman's Report

Volunteers in Wiltshire Link Schemes carried out almost a million miles in supportive journeys in 2017. Of that, Worton&Marston Link undertook 118 journeys, which included 57 to hospitals. The other trips involved visits to various local surgeries, dentists and other essential trips. These 118 trips entailed 690 driver hours an increase from last year when 84 assignments involving 620 driver hours were carried out.

We have 15 named drivers on the books, which has reduced from last year it may seem like a large number but with holidays, illness and other commitments, at any one time there is only less than 9 available to be telephoned. It can be difficult to fulfil our obligations so please ask your friends and neighbours if they would like to join. As you know it only entails on average an hour or two a month.

Wiltshire Council still charges for DBS checks administration, although the actual police check carries no charge. However as with last year a grant from another part of the council is given to Community First to cover the charges. For those around 79 and for those younger if you need some reassurance of your own driving abilities there is an advice programme available called SAGE. The Link project will provide finance, please let me know so I can organise it. Further details may be found on line at [wiltshire.gov.uk/transport](http://wiltshire.gov.uk/transport).

A First Aid Course is being arranged by the Red Cross geared to everyday situations that we may come across. There is no qualification at the end of the 1-2 hours course but also there is no charge. Let me know if you would like to take part. Repeating myself again, would all drivers please make sure that they have informed their insurers that the vehicle is used for charity purposes. Please emphasise that this is unpaid work otherwise, your insurance could increase. Our expense forms include a line asking that the Car Tax, MOT, and Insurance are up to date, please check and sign. Remember that if a driver's license has been changed, such as for new addresses they only last for ten years and will need to be renewed.

A new regulation is coming which changes the way we collect and handle your data. This comes into effect on 25th May 2018. The General Data Protection Regulation, known as GDPR, is a really positive step towards you having more control over how your data is used, how organisations contact you and importantly how your data is protected. As part of these changes we need you to let us know what communications you want to receive and how we contact you. If you would like us to keep in contact with you via either or both email and telephone please let me know your preferences. When the regulation comes into effect, we won't be able to contact you until you tell us it is okay to do so. We will not share your data with any third parties.

Research was commissioned by Community First and primarily conducted by a team of graduates from Nationwide's Emerging Talent Programme, with support from Community Transport Consultants Paul Beecham Associates. The report looked at the 45 Local Link Schemes in Wiltshire and Swindon, which are supported by a total of approximately 1,700 volunteers. They found that each Link Scheme is a self-sufficient organisation, they comprise of volunteer drivers (using their own cars) and Link Coordinators who receive and organise requests for transport from members of the public. The report determined in financial terms, the value that community transport services provide in Wiltshire. Research was conducted through a questionnaire distributed to Link Schemes and Community Minibus groups. Overall findings indicate that local community transport schemes generate a social return of up to £31million in Wiltshire, which produces an overall Benefit Cost Ratio (BCR) of 1:16. In simple terms, it suggests that each £1 invested in community transport, generates £16 in social value. The report also highlights that community transport services are both highly valued and in demand. Many of the passengers surveyed as part of this research project, reported that the service provided by local community transport groups had a positive impact on their independence, wellbeing and quality of life. The conclusion is that investment in community transport services offers a significant social return in Wiltshire as well as benefiting service users in many ways. Additionally the report highlights that demand for community transport services is set to increase in the coming years and decisions about funding should take into account this rising demand. These findings have been passed on to Wiltshire Council and the NHS via the Clinical Commissioning Groups. This will hopefully ensure continued support from these bodies. Full report available.

hhHThe Link telephone is now a mobile device 07413912828, I have not heard of any problems with the change over. This will save us a lot of money over the coming year. Of course please let me know any comments you may hear.

Our annual fund raising Quiz Night was held on Friday 10th November in the village hall. While funds were raised I wonder if the event was changed in some fashion, greater support may be had. Everything is up for discussion concept, day, date, venue, nothing will be dismissed.

I would like to thank the committee members for their support during the year and give my appreciation to the volunteers for the hours they put in. In addition, a special thanks must be given to Hazel who as treasurer and Co-ordinator puts in a large amount of valuable time.