

## **AVB Chairman's report 2019**

I'd like to welcome you all to the Ascot Volunteer Bureau 2019 AGM, and particularly to welcome new members. Thank you to all of you who are able to be with us tonight. We are a small organisation so every person who attends is significant.

A large amount of effort by our Coordinator & our office staff was put into implementing our GDPR procedures to comply with the new General Data Protection Procedures which came into force in May 2018.

Following an item in a Charity Commission Newsletter last year about Safeguarding, the committee agreed that we should strengthen our position on this. A standard document of Volunteer Guidelines has been created which is now provided to all new volunteers. It gives an overview of their responsibilities as volunteers & ensures care & respect of our clients. The new volunteer signs this to confirm they have read & agreed to the role. The new Volunteer Guidelines was also circulated to all existing volunteers for their information.

The committee has implemented a new approach to electronically held data & files. This uses the Dropbox (cloud) storage & allows the key office holders to store their data safely & also to access each other's files. This provides a secure method of keeping data & ensures a viable disaster recovery process.

A change to our policy on financial subsidy for clients was agreed by the committee. This will be explained fully in the agenda item 7 later.

Brian, our previous Treasurer continues as our Webmaster & general IT support. He also keeps our website up to date. The website continues to be visited quite frequently, on average getting about 6 hits a day.

Our regular issues of the Members' Newsletters attempt to keep everyone up to date with matters, especially regarding parking arrangements at local hospitals. Please do let the office know if you find that parking procedures have changed so that we can alert others.

In December a very enjoyable Christmas buffet lunch was once again hosted by Carol Glazebrook at her home, and as always we are very grateful to Carol for her hospitality. Especially so in 2018 as she had not long since had a hip replacement.

I'd like to thank all our volunteers for the time they have given this past year. Without our volunteers we would not exist and the older people of this area would be deprived of an immensely valuable service. My thanks to John Thomson, who is very active as our Coordinator, and I would also like to thank Liz the Secretary, Gordon our Treasurer and the other members of the committee Heather, Marion, and Trevor for all the extra time they give and for their support.

And last but not least I want to thank our benefactors. Without the support of all of our benefactors we would not be able to provide the services that we do, and we are extremely grateful for their continuing contributions.