

Minutes of Bacton, Cotton & Wyverstone
AGM held on 17th April

Review of the Scheme

There are (25) Volunteers in the scheme at present; we had three volunteers leave the scheme and three new volunteers join the scheme.

We currently have five Duty officers who I would like to thank for their continuous work for the scheme. They are the main contact for residents to call the scheme and request help.

We have only been mainly providing transport for medical appointments or health reasons because we were struggling to accommodate the trips for social purposes. The request being made is at the discretion of the Duty Officer who receives the call.

We are not allowed to carry out minor repairs involving electricity or water, or to help residents outside the villages of Bacton, Cotton or Wyverstone, this is to meet the requirements of our Public Liability Insurance.

Main details of tasks the scheme has completed are as follows:

1st January 2023 to 31st December 2023

The total number of calls received was (117) an average of 10 calls a month.

The type of tasks requested was as follows:

(60) Calls for Lifts

(27) Call for shopping/posting letters etc.

(25) Calls for the collection of prescriptions

(5) Maintenance jobs

(73) calls from Bacton

(31) calls from Cotton

(13) calls from Wyverstone

There were (36) residents using the scheme during the year as follows:

Bacton (26)

Cotoon (7)

Wyverstone (3)

1st January 2024 to 8th April 2024

The total number of calls received was (27) an average of 9 calls a month.

The type of tasks requested was as follows:

(11) Calls for Lifts

(2) Call for shopping/posting letters etc.

(14) Calls for the collection of prescriptions

(14) calls from Bacton

(10) calls from Cotton

(3) calls from Wyverstone

There were (11) residents using the scheme during the year as follows:

Bacton (7)

Cotoon (3)

Wyverstone (1)

The scheme is covered by Public Liability Insurance, with a Limit of indemnity £1000000.

All the volunteers have DBS approval.

The scheme has responded to 2050 requests for help since 2012

The Good Neighbour Scheme would like to thank Mike Hall for his tireless efforts over the many years that he has run the scheme, sadly Mike is moving from the area and will longer be able to assist. There are sufficient volunteers to continue the scheme, we will do our best to make Mike proud.

Pete Bonner

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