

2023/24 Chairman's AGM Report

I would like to welcome all of you to the Westbury & District Link annual general meeting and especially those for whom this is the first they have attended.

Apologies for absence

Confirmation of the minutes of the AGM held October 2023

Matters arising

In the year August 2023 to July 2024 we undertook 2560 trips, an increase of nearly 21% on the same period 2022/2023 and it represents an average of nearly ten trips every weekday. On some days we have undertaken up to seventeen trips.

We currently have 33 drivers on our system and I would like to welcome the new drivers who have joined us during the year, Jackie Dowler, Pat Gascoigne, Rob Moger, Jane Snedden and Allan Snedden.

During the year Barbara Orman decided to stop driving for us after many years of sterling service for which we thank her. Our former chairman Paul Howard and his wife Wendy moved to Braintree and he stopped driving for us but he has remained a coordinator. Recruitment of new drivers remains a problem for us and most of the other LINK groups in Wiltshire. There was an article recently in the White Horse News about Westbury Link but it failed to generate any queries about joining us.

The new trip booking system provided by Marlborough Link is working well and we have made a contribution to their annual running costs of the system. We have introduced a new VOIP telephone system for the coordinators earlier this year and clients can now ring in outside our normal working hours as well and leave messages booking upcoming trips.

Ann Bizeray who assisted Celia Carpenter for some time has taken over as our treasurer following Celia's retirement. Dorian Jones has joined our committee filling the vacancy created by Paul's move away.

I would like to thank all our coordinators and drivers for their tremendous efforts in maintaining an excellent service for our clients. Despite the demands now being placed on us, it is extremely rare for us to decline a request for a trip because we can't provide a driver.

Finally, thank you to my vice-chairman Nick Pyne, our committee members Secretary Charmian Horseman, Treasurer Ann Bizeray, Social Secretary Mavis Payne as well as Colin Gladwell, Dave Nolan and Dorian Jones for their much valued support over the past year.