

LAMA AGM 2022

Report from the Chair

After spending most of 2020 'going round in circles' trying to work out how on earth to get our service back in place safely and legally, with virtually no clear government guidance we have put LAMA back on the road. Let's celebrate some of the necessary achievements we have made in the process of getting back to service:

- We managed to meet monthly on zoom!
- We formed a Risk Assessment and a Hirings Working group.
- We have Risk Assessments
- We have a COVID 19 Specific Risk Assessment
- A Cornwall Council Grant was applied for and granted to cover losses during 2020
- The Prescription collection Service was continued throughout lockdowns and service shutdown
- We kept in touch with as many of our passengers that we practically could during the lockdowns by phone.
- The bus is now equipped for 'COVID safe' operation, including an antimicrobial spray system
- We supported our cleaner's wage extensively during lockdown
- We surveyed Drivers and Passengers about resumption of service (and discovered in the process that we couldn't contact many of our previous passengers)
- 3 Drivers have had refresher MiDAS training and 2 new drivers have joined us.
- We now collect passenger personal and ICE details which enables us to suitably fulfil our duty of care passengers and communicate effectively
- We have been able to run the August Cream Tea event and the Christmas Coffee Morning with reasonable financial returns. The fund raising committee have continued to think/plan/imagine ways to support.
- As 2021 drew to a close we were in the final stages of reviewing our compliance with the Section 19 permit, Our Constitution and associated regulating factors, namely our insurers and the FCA.
- Writing this in March 2022 these matters have been pretty much resolved to the extent that we now have a fully functional Community Bus Loan Scheme running, we are registering a steady flow of eligible new and existing passengers who want to travel and we are now able once again to publicise our organised trips in the public domain having properly established an acceptable form of words for doing so with the CTA and our insurers.
- The working group established to review our hirings/loan scheme have also been working on getting a suitable insurance policy in place to satisfy our constitution's requirement that we indemnify our officers and committee members.

Not only have we got the service back on the road but, of necessity, we have overhauled our entire operation. It is fair to say that this has not been an entirely comfortable process with tempers fraying at times. Some suggestions have been put forward which we have now thought better of; I think we are in a stronger position, confident in knowing that we know why we do what we do and correctly within our permits.

Pat Spencer succeeded Ann Gibbons as our Treasurer and has continued her meticulous work. However, Pat decided to lay this role down with effect at the January 2022 committee meeting. We thank Pat for his work, his skill in helping us deal with our Insurers and the review of our Vehicle Loan Scheme.

Thank you to our maintenance officer in attending to the effective and safe operation of our bus (I hold my hand up to having given trouble by running the battery flat twice this year by leaving the lights on and the heater on, two separate occasions). Thank you to all the committee and fund raisers, we are blessed with a range of skill, talent and experience which it has been a pleasure to do my best to facilitate bringing together by being your chair.

Thank you all for all you do for LAMA.

Richard Halliday

Chair March 2022