

Ops Group Meeting Minutes

9th April 2019

Actions in red

Attendees: JH, SD, GC, SiD ,RH, TS

Apologies received: Luke, Richard, Julien,

Updates

JH/KW: delay on website course booking, new website almost ready.

Guardian portrait piece ongoing. Call for more portrait subjects (do you know anyone who would do it?).

Co-op film underway. Plan to put out materials in workshop to aid understanding of organisational structure and roles.

18th April – need volunteers to help set up exhibition at Create Centre.

Community Dr Bike bookings coming in. Volunteers needed!

Membership form updated, handbook updated, constitution not yet updates.

Membership now reopened, with improved rigour on membership requirements.

Finance

RH: Finance function running smoothly. Currently working on preparing accounts to support search for new premises.

JH: Membership will be consulted on requirements for new premises. New Premises Working Group

Women's Night

SD: Women's Night: Name has changed to "Womxn's Night" to support inclusivity of trans and non-binary folks. The ambiguity of the pronunciation reflects the nature of gender fluidity.

JH: Currently recruiting new coordinator from existing members to be filled by 16th April.

FOM

JH: Going well. New co-ordinator will be recruited to share with JH. There is some more capacity for users.

SD: Asks is there a mechanism to ensure EAB drop-outs (or people showing interest) are told about FOM and do not disappear. **JH to check on this**

SD: Asks do we have plans to contact EAB/FOMers to follow up after they have earned their bike. **JH to check with KW on the process.**

Volunteer Nights

SiD: New EAB worksheets printed. Clearer on order of tasks and detail, requirements for handing bikes over to EAB. **All: Feedback to Julien with any comments on the worksheet.**

Planning meetings for all volunteers to attend, discuss the sessions, understand co-ordinator roles etc. **SiD actioning.**

Trading Arm

GC: Repairs busy; 1 week waiting list. Sale bikes demand is challenging. Peer reviews are underway. 1 to 1 peer review discussions to take place. JH to facilitate the first round of reviews.

ASB

Email from LF: Will arrange feedback/discussion session similar to volunteer nights.

EAB

TS: Been a bit short on volunteers who can commit to regular sessions due to some long term absences. Getting enough bikes through. Velcro labelling of bikes has been implemented.

Further Actions

All: Read RA's email re Community Dr Bikes

TS: Do a test run of setting up a Signal messaging group

Previous Actions Review

- *Get feedback from Richard A about last year's community Dr Bikes (KW) - response was received just before meeting not read yet - **All to read before the next meeting.***
- Send agenda and notes from WN feedback session around Ops Group (Seonaid) done.
- Send some wording about how we should communicate about WN to hello@ and repairs@ (Seonaid)- done.
- FAB crew to organise a feedback session with volunteers and include some learning points for volunteers (JR) - **Check up on this process - KW**
- Send out comms on disc brake training to coordinators and get laminated (KW) - DONE!
- Get the velcro sorted! (TS) - DONE
- Consult with other coordinators about having a regular coordinator check in (Simon) - DONE, Keen, going to happen.
- Reviewing what info we record for volunteers (KW to handover to JH, after next GM) - **Jo now looking at this as part of new membership model. Shared thoughts about monitoring and suggested that monitoring GM attendance but not attendance at sessions was the way forward. - All agreed.**
- Check in with all coordinators about organising a workshop with volunteers (KW) - all coordinators emailed. **Will check in again after hols. - (KW)**
- Send proposed EAB worksheet around Ops Group for comment (JR) - DONE, seen like.

- Ask TA staff to add liability stuff to their meeting agenda, to confirm they're happy with current process (KW) - Done They're Happy. :)
- Send disclaimer proposals to WN and BK and action if happy (KW) -DONE! New sign in sheets for both
- Print disclaimer in large that can be stuck up on the workshop door for WN, BK, FAB & ASB (KW) "This is a DIY and DIT (Do it Together!) workshop! By using this workshop, you are agreed to fix your own bike and to take responsibility for any work done and any associated risks." - DONE! - **Is it up?? (KW)**
- Upload volunteer comms channels code of conduct to whatsapp and FB and inform coordinators (KW) - DONE!
- Ask coordinators whether we should use Signal instead of Whatsapp (KW) - Done! People generally up for it. Can action when I'm back from hols, unless someone else wants to do it in the meantime?
- Send Dr Bike points to Dan and suggest organising a meeting with all Dr Bikers (KW) - DONE! Discussion ongoing - tim will test.
- Plan outreach for young girls for ASB (KW) - In progress
- Organise a feedback session with volunteers (LF) - Under way
- **Email Henry & Chris W's alternative wording on recruitment docs around the OG for consideration (KW) - DONE! Discussion at this OGM about next steps? - for next meeting.**
- Consider when positive action statement discussion could form part of a GM (KW) - Potentially the GM following the AGM (June/July?)
- Check when Ops Group last did changeover (KW) - DONE! We're due a changeover in June. See notes in minutes about process.
- Check out St Paul's Learning Centre for next month (KW) - Done. - **great!!! Please re-book - (JH)**
- Include sentence in the internal updates: don't forget you have an **OGR! (KW) - DONE! (Jo to ensure this continues in internal updates from now on)**

Other Issues

Second hand wheels: Need to establish a process to ensure numbers of second hand wheels meet demand for EAB, and for sale at BK / WN.

GC: Cannot guarantee quality of second hand wheels. Therefore, the only advantage of pre-preparing them is saving time in BK / WN. Would be useful to set up colour coding system so we can see how many and in what state. Always need more rear 700c's.

(TS) to create checklist for wheel servicing and stock level guides.

Next Meeting

14th May - Jo to send out reminder

Moved to next meeting:

- Henry & Chris W's alternative wording on recruitment. Discussion at this OGM about next steps?