

BBP Ops Group Minutes 31/07/18

Attendees: Tris, Tim, JL, Krysia, Richard (for Luke), Grainne

Apols: Luke, Julien, Seonaid

Check in & Reps monthly updates

Community Programmes

- Social Cycle: potential for big fundraising bid. Looking further into social prescribing.
- Summer holiday activities: pursuing ideas for Mondays and Tuesday afternoons.

Volunteers

- **Volunteer training:** Final round from pilot using SSE money in August and September, following which a proposal will be put to DG for ongoing training (consulting with tutor pool and using feedback from volunteers - others welcome to contribute)
- **Volunteer recruitment:** Focussing on directing experienced vols to ASB. Agreed that not worth the money for stalls at university freshers stalls. Potential to do recruitment drive via businesses, bikes clubs etc, but also think about whether we should push volunteering or supporters scheme. Pull together list of places to target and get input from others (KW)
- **Volunteer survey / workshop:** Volunteer survey drafted and will include question to gauge interest in a volunteer workshop to cover things like volunteer hours tracking / skills development / more formal roles helping in other areas of the project. Contact Krysia if you would like to input to survey questions (all)
- **Long term / very committed volunteers:** Drawing up a list in order to arrange some form of thank you / recognition. Do this via nominations in the bird box? Needs some thought (KW)

Communications/Marketing

- **Website:** At design choice stage - feedback so far from JL, Dan, Sean. Krysia to get feedback from Henry, Tris, Richard (KW). Have a number of people inputting to copy.
- **Talks / events at the Project:** We are getting more and more demand. Suggestion to try and to one a month. Next three are: August: cycling and Palestine, September: mental health (suggestions for speakers) and October: raising awareness of trauma in refugee communities

EAB

- Going OK. Had the summer dip on volunteers but still enough to keep us going.

- Not getting enough bikes prepped - dip on volunteers from other sessions? This is down a lot from before.

Volunteer Nights

- Big dip around world cup but back up to numbers now
- Welcome to new coordinator Sam Dill!
- Discussions around rewarding long term volunteers
- Follow up on keys for Mildred and Kat (KW)

ASB

- Tom leaving means experienced volunteers pool a bit short but having Simon, Uri and Tom last Friday made a big difference.

Social Cycle

- Attendance levels fluctuate. Looking at diversifying referral orgs - pursuing NHS and local surgeries.

W2W

- Picking up. Running out of budget. Still don't know when it's going to tender.

Trading Arm (Sales, Repairs, Bike Kitchen, Courses)

- Shop is very busy. Repairs are steady. Sales bikes are low, they sell extremely fast and there is not enough staff capacity to build at the moment.
- TA are pulling together a proposal for other BBP mechanics to work on Mondays to build up sales bikes. This needs to be recruited for fairly.

Review Previous Actions

- Speak to DP about YPEAB costs - agreed that we should make the £20 fee compulsory, but appreciate that there may be special cases when this may need to be waived (JL) - DONE
- Re-do big, green Safer Spaces policy in an easier-to-read font (JL) - DONE
- Buy a tub of relevant bolts (M5?) for community workshop (JL) - DONE
- Speak to Mike Lowe about selling secondhand wheels at BK (JL) - DONE. Happy to give it a go
- Let WN coordinators know that BBP can't take card payments for under £10 (JL) - DONE
- Try and source some testimonials/pics for ASB (LF/TR) - CARRIED OVER
- Speak to SC attendees about whether they would like to have a break or not (LF) - DONE

- Speak to other TA staff about idea of a new lock box to be used by Tues & Wed VN Coordinators for sale of secondhand parts and basic new parts. E.g. chain, cables (GC) - CARRIED OVER: see AOB
- Look into pricing of stainless steel brake & gear cables: £4.50 seems very high when they only cost £0.60 & £0.52 wholesale - let JL know, so he can inform coordinators (GC) - CARRIED OVER: retail price is £4 so going to revisit the price. Confirming that we are not using galvanised in community workshop anymore.
- Julien asked if we could promote the idea of discounted Cyctech qualification if enough members/vols interested on whatsapp/facebook, etc (KW) - Only 3 people interested. Some are already underway. Not sure its a big enough group to pursue. Discussion around whether to have BBP qualification.
- Ongoing need to direct skilled volunteers to ASB, especially with Tom leaving! (KW) - DONE
- Consider induction process for new staff (GC) - IN PROGRESS
- Create Incident Google Doc for whole project (GC) - IN PROGRESS

Proposals / Issues

Safeguarding policy and actions

Krysia presented proposal of draft policies and actions related to safeguarding (input already received from Tom Ramsden - thank you!):

<https://docs.google.com/document/d/165lVQfhIEbW0J3tB1E-3pQmQWZTKCAqMKmJYyhPP364/edit>

The OG fed in on some of the questions / actions and this amended doc should now be presented to DG for feedback, clearly outlining areas which need further consideration. Other places to approach for guidance: NCVO, Young Bristol (Sue Williams), Voscur (KW)

Summer BBQ

Saturday 18th August 5-11pm.

Budget is £400 as per last year.

Need to source a BBQ! (KW)

Volunteers needed. Krysia to put a call out (KW):

- Day time social ride?
- Set up: 2 vols (Krysia,
- Cooks 3 vols (Mike C
- Music 2 vols (Kiall
- Jumble 2 vols (James, Dan
- Close down 4 vols (Krysia

Pricing of surplus pannier racks, mudguards and wheels at WN&BK

Agreed that we should set a price spectrum for pannier racks and mudguards. JL to write something and share with coordinators for agreement (JL)

Community Wheels

Should we be getting wheels in the community workshop signed off (as per EAB bikes) by a coordinator if they are being checked by a volunteer? Coordinator Kat has noticed a lot of wheels that have been ticked off as okay which are not up to standard (Suggestion from Kat in the comments box) - AGREED. JL to communicate to coordinators and amend wheel sheet (JL)

Employing Tony at BBP

Recognition that Tony is a huge asset to the Project and there's a general agreement across coordinators, shop staff and the OG to support Tony financially so that he continue to do what he does for the Project. JL and Tony have drawn up a list of the responsibilities he currently carries out for the Project. Suggestion that Tony could get some training from JL to cover some front of house stuff, shop mechanics on triaging, and going on the volunteer training to up his mechanic skills

Everyone in agreement in principle

Need to work out the detail.

Proposal to go to DG (JL to lead on)

10 Years of BBP

Summary of ideas so far:

<https://docs.google.com/document/d/1QNfSG-sWQi3jcdclBVWpWsvMt6yC8hI3QRzfj458ozl/edit>

Krysia to send round proposal to OG for input (KW)

AOB

Jerseys

- Mike C has put out a Doodle to gauge interest. Vols could order these directly but seems more sensible for BBP to order in bulk and then could sell more generally as well as to vols. Agreed that we need to source something ethical rather than simply going for cheapest option (Milltag made in Europe?). Tris will do some research and report back on options (TS).
- Suggestion to also have BBP bottles. Again ethically sourced / made (not just more plastic! Tris will also look into this, using connection with Frank Water (TS)

Bestival

- Request for Kiall and marshalls to use some BBP tools for Bestival ride. Agreed
- Kiall and another volunteer out of pocket due to Bestival cutting budget. Agreed in principle from OG that BBP should find a way to reimburse (it's not a huge amount and the ride has raised around 3,500 for the Project). Krysia awaiting more info from Kiall and then will send to DG for approval.

Newsletter - any items?

- W2W
- Bristol Waste

Sale bikes

- Dan coming up with a proposal for recruitment process (temporary additional staff). This needs to be done fairly but quickly! (GC to feed back to Dan)

Putting money in the till. Tues / Weds

- Tris read out Mike C's statement. OG reiterated that there was no suggestion that particular people would introduce more discrepancies, rather that more people using the till statistically increases possibility for error which has to then be dealt with by the TA staff.

Getting bikes prepped for EAB

- We have been low on EAB and FOM bikes recently
- Assessment for all coordinators who could contribute to EAB: ensure there are 10 bikes on the wall! Then do stripping and other bits (TS to feed back to coordinators)
- SC focussing on YPEABs. Could do more FOM and EABs (RA to feedback).

Actions summary

- Pull together list of businesses / orgs / groups to target for volunteer recruitment (and supporter scheme) and get input from others (KW)
- Contact Krysia if you would like to input to volunteer survey questions (all)
- Proposal for getting to list of volunteers for recognition / thank you (KW)
- Follow up on keys for Mildred and Kat (KW)
- Send safeguarding proposal to DG and seek guidance on questions identified (KW)
- Call out for volunteers for BBQ and source BBQ (KW)
- Proposal on price scale for surplus pannier racks, mudguards and wheels at WN&BK (JL)
- Amend wheel sheet to include coordinator sign off and spread the word among coordinators (JL)
- Proposal on employing Tony to DG (JL)
- Send ideas for 10 year anniversary to OG for input (KW)
- Research on BBP jerseys and bottles (Tris)
- Feedback to Dan on thoughts for sale bike prep proposal (GC)
- Communicate to all coordinators to make assessment at the start of each session on task priorities (i.e. first 10 EABs and enough FOM bikes on wall, then do stripping etc (Tris)
- Feedback to SC that they could prep FOM and EAB bikes as well as YPEAB (LF)

Carried over:

- Lock box proposal for Tues & Wed VN Coordinators (GC)
- Agreeing price of cables (GC)
- Induction process for new staff (GC)

Next meeting

Tuesday 28 August