

BBP Ops Group Minutes

July 2025

1. Attendance & Apologies

Apologies: Shop,

In Attendance: Tash, Nik R, Davva, Henry G, Drew

Facilitator: Davva

Minutes: Nik R

2. Check in (not minuted)

3. Review previous actions

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- Davva shared dates for first aid training with volunteer evening coordinators and is waiting on response

4. Updates and matters arising from monthly reports

BBP 2025 reports

- To be filled in by Drew

5. Any other issues for discussion

- Vision for Volunteering Project (Davva) - Potential days for filming at BBP
 - Trying to promote volunteering by interviewing coordinators
 - Possible dates for filming: 19th/20th of Aug (Tue/Wed), 26th/27th Aug (Tue/Wed). Group suggestion of Wednesdays to also have volunteers in it (depending on their consent)
 - Film audience would be potential funders and local stakeholders
- Dealing with persistent problems from known individuals (Tash/HG)
 - D is banned for July but still returning to shop location

- Steps taken so far with D were to restrict his use of loo and kitchen because of unhygienic use. He is only allowed on Wednesdays and not allowed to borrow any tools or pumps.
 - Not fair on volunteers or coordinators to deal with poor hygiene or anti-social behaviour
 - His behaviour or hygiene are unlikely to change so need to think about how to handle him or similar cases in future
 - Uncertain whether D understands why he was banned
 - After the July ban ends, explain to D that he is only allowed in the first Wednesday of the month and that this is his final call
- We want to continue to serve and work with people from all walks of life but not to the detriment of staff and volunteers
- Proposed ways of dealing with problematic individuals:
 - Good communication between shop and community workshop on those individuals to prevent them ping ponging between the two
 - Add proposed ways of dealing with repeat offenders in Safer Space Commitment in community shop (problematic → have a conversation, if no change timeout, if no change ban)
- Clarification on process for bookings and missed appointments (Tash)
 - Skipped because mainly for the shop
- Merchandise update (Tash)
 - Caps have now been paid for and should arrive soon
 - Tash has discussed T-shirts with Morgan and he should have ordered them by now
- Security when bikes are taken for test rides after recent loss (Tash)
 - Suggestion by the Ops Group to only accept photo ID instead of bank cards going forward for test rides
- *Attendance notes* for asylum seeker volunteers (Davva)
 - Asylum seekers at times contact the BBP for letters evidencing past volunteering in their applications to the home office
 - Question of how we can best maintain evidence on their attendance (or if we need to)
 - Some doubt was voiced on whether keeping note of exact dates is required or whether a blanket letter template referring to regular volunteering on certain days or within a time frame is enough

6. Proposals

Can we have a budget to get some signage for the workshop? HG has asked for an A Board for Fridays and we would like to have something made to highlight donations for repairs at FAB and

ASB particularly. Another poster will get lost in the workshop I think so it would be good to ask an illustrator, poss Jayde and get it made in metal? (Tash)

- We currently have a QR code that takes interested donors to the donation page.
- Suggestion to get an A1 poster to replace info on the pillar and advertise donations
- Need to design the poster - content should get across that what we do and why donations are important to us

Would it make sense to add a line in the safer space policy along the lines of 'talk about others like they're in the room' to give authority to a coordinator having to pull someone aside for what they've said about other volunteers/staff in their absence. (Nick R)

- Agreement that this was disrespectful and against safer space policy for being disrespectful towards the person, who was talked about inappropriately in their absence
- The safer space policy is clear about committing BBP stakeholders being welcoming, respectful etc. - would be too much detail to list all the actions that would be against this policy (as this example), but volunteers/staff should feel encouraged to exercise their judgement on what would go against the policy and check in with Drew/Davva/others if unsure
- Side-note: Should change the design and prominence of our safer space policy so that it's clear to everyone that it's not fine print but central to how the BBP runs

7. AOB

8. Check out (not minuted)

9. Actions summary

Action	By who?	By when?	Done?
Liaise with Voscur on filming dates and consent forms	Davva	Aug Ops meeting	Done
Draft paragraph for safer space commitment on possible consequences of transgressions	Drew	End of w/c 14/07	

Check whether exact dates are required for asylum seeker volunteering attendance notes	Davva	Aug Ops meeting	Done
Create template letter to evidence contributions by asylum seekers to BBP	Davva	Aug Ops meeting	Done
Design donations poster & content	Drew	Aug Ops meeting	
Get in touch with Nick R to check in on volunteer incident	Davva		Done
Send data protection summary info to Davva	Nik	11/07	
include VNCs in decision making	Davva	Aug Ops meeting	Ongoing
discuss suitable dates for first aid training with VNCs	Davva	Aug Ops meeting	Done
Cargo bike. Take it to the Bristol Cycling Centre	Davva	After Henry G has borrowed it	
think about a process for VNCs to buy things they spot in the basement	Rob/Shop	Aug Ops meeting	Done

10. Next meeting

5th Aug 2025