

Ops Group Minutes 28/08/18

Attendees: KW, Adam (for Grainne), Mathieu, Julien, Luke, Tim

Apols: JL, Tris, Grainne, Seonaid

Check in & Reps monthly updates

Community Programmes

Apols

Volunteers

- Numbers: bit lower across the board (summer!) apart from FAB. SC and ASB not inputting figures for August - please be sure to do this!
- Volunteer training: fully booked! Last round using SSE funding.
- A couple of volunteers have come forward for ambassador pool
- Outreach via businesses etc: on hold (other priorities), but doing Thekla alternative freshers fair

Communications/Marketing

- Website update: nearly finalised design. Need help on copy. New launch date of October due to people being away on holiday. Action - Krysia to send copy to Luke for help!
- Events: Bikes and brains on 13 September
- Lots of media requests recently: BBC radio Bristol, Bristol24/7
- Need photos from EAB and FAB please!
- Video for Supporters scheme underway
- MTM award. Nominations opens Thursday! Spread the word!

EAB

- Pick up on bikes to give out since budge to VN

FAB

- Numbers high on users
- Proposal from RA to get more stringent on the people taking advantage of the workshops. Agreement from Ops Group not to change the current system (Julien to report back to Richard)

Volunteer Nights

- All is ticking over at vol nights, no concerns. Observation: new cadre of regulars is forming, natural process, everyone settling in nicely. Seeing some development in certain individuals which is very rewarding.

ASB

- Numbers have been consistent
- Vol numbers really fluctuate (push has helped). Keep putting out shout outs

Social Cycle

- Bit disjointed through summer (because of it being summer and Chris away)
- Would like to reconnect with Headway
- Working well with prepping YPEAB

W2W

Apols

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

- Repairs going well.
- Struggling to keep up with demand for sale bikes. Needed to react to lack of cover quickly. Job ad has been written - to be approved by DG.

Finance

- Issues of communication between finance and rest of the team. Mathieu is trying to put in place some glue between the different parts of the Project and will be attending OGMs from now on as the finance rep
- Some changes in team (Jago left, Ralph on holiday) and in process information and systems have been lost. For e.g. at the moment noone paying invoices.
- Mathieu plans to arrange a meeting about good finance practice with those spending money at the Project

Review Previous Actions

- Pull together list of businesses / orgs / groups to target for volunteer recruitment (and supporter scheme) and get input from others (KW) CARRIED OVER
- Contact Krysia if you would like to input to volunteer survey questions (all) DONE. No feedback so far. Send to Adam.
- Proposal for getting to list of volunteers for recognition / thank you (KW) CARRIED OVER
- Follow up on keys for Mildred and Kat (KW) DONE
- Send safeguarding proposal to DG and seek guidance on questions identified (KW) DONE
- Call out for volunteers for BBQ and source BBQ (KW) DONE

- Proposal on price scale for surplus pannier racks, mudguards and wheels at WN&BK (JL) DONE
- Amend wheel sheet to include coordinator sign off and spread the word among coordinators (JL) DONE
- Proposal on employing Tony to DG (JL) DONE 11/08/18
- Send ideas for 10 year anniversary to OG for input (KW) DONE
- Research on BBP jerseys and bottles (Tris) - several replies from jersey makers; pending a reply from bottle manufacturer. Tris will produce and circulate a paper on this. Question for group: are we happy to cobrand our bottles with Frank Water? Rationale: good organisation, Bristol based, we can get bottles cheaply this way. Looking at this one with additional BBP logo, possibly with the whole bottle in green <https://www.kleankanteen.co.uk/collections/limited-edition/products/limited-edition-frank-water-pledge-to-refill-classic>. Response: Generally positive vibe about Frank Water / on jerseys find out how much people are willing to spend.
- Feedback to Dan on thoughts for sale bike prep proposal (GC) DONE
- 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) - DONE
- Feedback to SC that they could prep FOM and EAB bikes as well as YPEAB (LF) DONE Will prioritise YPEAB and then do FOM
- Lock box proposal for Tues & Wed VN Coordinators (GC) - Dodgy with valuing of things. Can we have a proposal from OG to send to DG for agreement on something moving forward (AD)
- Agreeing price of cables and letting all coordinators know outcome (GC) CARRIED OVER
- Induction process for new staff (GC) CARRIED OVER

Proposals / Issues

10 Years of BBP

Summary of ideas so far:

<https://docs.google.com/document/d/1QNfSG-sWQi3jcdclBVWpWsvMt6yC8hI3QRzjf458ozl/edit>

Notes from discussion included in the link above. Krysia to circulate paper to find leads on each. All to input ideas on which to prioritise and sign up to help / help find volunteers!

AOB

- Any items for newsletter?
- Training specific to ASB (KW & LF to discuss).

Actions summary

- Make sure figures on vols and users are inputted for SC and ASB (LF)
- Krysia to send website copy to Luke for input (KW)
- More photos from EAB and FAB (Tim & Julien)
- Spread the word to vote for us for the MTM award (all)
- Feedback to FAB team about OG suggestion not to change the current system around eligibility for FAB (Julien)
- Input to proposal for 10 year anniversary celebrations with suggestions for priorities and assigning lead for each activity (all)
- Proposal for BBP jerseys and bottles (Tris)
- Proposal from OG to DG on lock box for Tues & Wed VN Coordinators (AD)
- Idea to develop training specific to ASB (KW & LF)

Carried over

- Pull together list of businesses / orgs / groups to target for volunteer recruitment (and supporter scheme) and get input from others (KW)
- Proposal for getting to list of volunteers for recognition / thank you (KW)
- Agreeing price of cables and letting all coordinators know outcome (GC)
- Induction process for new staff (GC)

Next meeting

Tuesday 25 September