

BBP Ops Group Minutes 14th July 2022

1. Attendance:

Apologies: Julien, Jo

Chair: Lucia

Minutes: Kate

Also in the room: Tris

17:00 - 17:10 2. Check in & Reps monthly updates (1 min each)

Community/Project coordination

No suitable applications for Lucia's job so recruitment has been handed over to the directors.

There were three applicants but not enough experience.

Once applicant has been found Lucia will handover job in 0.5 day slots for up to 8 sessions.

Now we have had the Development review training (FKA peer review) the process will start when Lucia's job is filled.

Finance

No update.

WN & FOM VN

No Update.

VN

Tris: Had a full house of evening volunteers for the first time in ages - mildly struggling with stripping/building bikes due to lack of experienced volunteers.

Some community sessions asking people to wear masks due to covid resurgence but left up to coordinator/volunteer discretion. Can just ask people to wear them but up to the individual.

FAB + EAB

JR: All is going fine - been quite busy. Been struggling with a lack of volunteer numbers (still some great regulars though) but might be due to seasonal factors (holidays etc).

ASB, Social Cycle

JR/LT: Need more vols in both of these sessions. Reintroduced mask wearing on Fridays to limit covid cases.

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

KD: All going ok, some absences and therefore less revenue due to covid. Shop has been busy and wait times seem to be getting a bit longer but still less than 2 weeks which is better than most bike shops. Seem to be achieving target or close to it most weeks.

17:10 - 17:15 3. Review previous actions

Prev ACTION: Lucia going to look into getting more volunteer coordinators. **IN PROCESS**

New ACTION: TS/LT to speak to Leah - but note that she is going away for a few months soon.
DONE

New ACTION: TS to also speak with some Henry and previous coords and try to get them back into it. For update in aug

Prev ACTION: LT to speak to Adam about running volunteer training and to consider pay. To speak to directors. Consider cost/benefit - note this may reduce number of broken tools....DONE. trial training session running on Tuesday 20th. If that is well attended, will consider doing them monthly in september.

Prev Action: LT to amend the volunteer crib sheet to remove reference to general induction
DONE

Prev ACTION - JR: to get a quote (speak to Tash) and proceed with; run it past directors if needs be (i.e. >£250) DONE

New ACTION: Julien got a quote from David and yet to get a quote from printers, £200 for one day's work. Need to work out how much we will make and how to price t-shirts.

New ACTION - JR: to speak to mural painter David and ask for design files - we may use this for other t-shirts/merch DONE

17:15 - 17:? 4. Proposals / Issues

17:? - 18:00 5. AOB

- Volunteer grievance and disciplinaries - coordinators and volunteers need to know about these policies: how should I communicate that?
 - Maybe add something in the volunteer handbook about it, incorporate it into a new volunteer's introduction.
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New ACTION: Add the first steps of the grievance process to the volunteer handbook/where to find it.

New ACTION: Define 'bad behaviour of volunteers' as definition in handbook is very vague.
DONE: 'Violation of safe space consistently. Borrowing tools/breaking them and not informing the coordinator. Bring considerate of the space eg. respecting women's/trans/nonbinary only/ saturday courses. '

New ACTION: Ask Julien to ask evening coordinators with a list of common mistakes and to watch out for them, ask what is needed to facilitate reduction of mistakes e.g. coordinator training.

6. Check out

7. Actions summary

Ctrl+f this document for "New ACTION:"

8. Next meeting

Date:

Chair:

Minutes: