

# BBP Ops Group Minutes, 25/09/18

## 1. Attendance

Present: Tris, Grainne, Mathieu, JL

Apols: Luke, Julien, Tim, Krysia, Seonaid

## 2. Check in & Reps monthly updates

### Community Programmes

JL has been away on holiday and so only just catching up now on comm programmes. He had some very constructive meetings regarding social prescription before he went away and is following up on those. Picking back up the fundraising/business plan working group too and keen to get that up and running well.

### Volunteers, Communications/Marketing

- Supporter Scheme redesign: Consulting with TA staff and JL. Any other interested parties? Hope to launch with new vid in October.
- Website: Design signed off. Currently in build stage. Thanks v much to Luke for review of copy!
- Bikes and Brains talk was a success. Thanks to all those who helped and particularly Chris T for speaking. Thinking of hosting a talk with people from Refugee Women of Bristol in Oct on the subject of trauma in refugee communities (TBC). Open for ideas for other future events.

### 10 year celebrations

- Very little response to email so may have to scale back plans. I'll send a reminder email this week and see if we can drum up some more support.
- This Thursday 27th (4.30-6pm at the project): another chance to be interviewed as part of the film & be part of the 'faces of the project' rolling credits at the end of the video + photo montage
- Sunday 7 Oct (meet 10am at project): BBP ride for chips, being filmed as part of the 10 year vid.

### 'Track this bike!' idea

- Plan to try and follow the story of some bikes through the Project from donor to new owner. These 'bike stories' will be used on social media, newsletters and targeted emails to bike donors and EAB supporters. Hoping they will give BBP vols, customers, supporters etc a stronger connection with what their time and money goes towards!
- How it will work:

- 1) When someone drops a bike off and offer their story behind the bike / why they're donating, whoever receives the donation asks if they are happy if we take their photo with the bike, name and contact details. Labels the bike with a 'track this bike' note on masking tape and the date
- 2) Anyone working on that bike, whether TA or vols, takes photos each time they as it is being worked on, both of bike and the person working on it (if that person is happy!)
- 3) When the bike goes to its new owner, whether an EAB-er or shop customer, we tell them the story from the bike donor and ask if they're happy to have their photo taken with the new bike

I'll use the photos as and when they come in, but also create short 'bike stories' from donor to owner. We also have a filmmaker interested in getting involved in this project, potentially using a go-pro to make a video told through the eyes of a bike! I'll write this up in a more coherent fashion and circulate to TA and all coordinators, but thoughts/feedback from OG v welcome at this stage - **Added to Agenda AOB.**

## Finance

Not much change since last meeting as Mathieu has not had a chance to meet with Chris Hughes. It feels to him complicated to get things moving and progressing as there are still questions pending on Chris Hughes' side, especially regarding grant income. Mathieu is hoping that things might become easier and clearer following the GM next week.

## WN & FOM

Womens night, has been especially busy since students have arrived back in Bristol. We are on the lookout for new volunteers as we have sometimes been a bit low on numbers, we have a few people we are trying to encourage and maybe the students being back might bring in some new volunteers. Sadly, we will soon be losing Rachel as she is moving to Glasgow so we need to start the process of looking for someone new. Also we will send out info on our 'goodbye, goodluck and we will miss you' plans. Joey, Jo and I will all be at the women and bikes event at Felix road adventure playground this weekend from 1-5pm. Apologies on not being able to make another meeting!

## FAB

The last few weeks have been very busy at FAB and Julien needs to remember to post on Instagram!

## EAB

Vol numbers heading back up at EAB after the summer lull, and they managed a couple of instagrampics (per actions). Henry tidied up the board in the corner (example components etc) last week.

## Volunteer Nights

Not aware of any problems but not been recently.

## ASB

Sadly last Friday was Al's final ASB as a coordinator. Luke spoke with JL about having a pool of people who can provide cover across a number of sessions – ASB included - this is on the agenda. Volunteer numbers have been up and we've been continuing to encourage a couple of the older users to volunteer as they seem keen – hopefully this materialises!

## Social Cycle, Hengrove

Attendance at SC has been steady with Head Way bringing two users each week alongside our regulars. Patrick from LifeCycle visited last week's session to inform users about the bike minded scheme. We also discussed the idea of having a bike minded ride that stopped into the Project as part of the ride. Patrick is going to attend again in a couple of weeks so we can discuss further.

## W2W

Apart from £200, the funding for this has now run out and Grainne is awaiting a response from Louise at Travelwest. There are approx 5 W2W bikes currently out.

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

All staff back from hols and more sales bikes ready. Repairs have become a bit quieter so there is a shorter turnaround for customers, but still steady. James Mansell is going down to 4 days/week and the plan is that the remaining day will be picked up by Grainne and Adam.

## 3. Review previous actions

- Make sure figures on vols and users are inputted for SC and ASB (LF) DONE
- Krysia to send website copy to Luke for input (KW) DONE
- More photos from EAB and FAB (Tim & Julien) Julien aware he needs to post more on instagram! DONE
- Spread the word to vote for us for the MTM award DONE (all)
- Feedback to FAB team about OG suggestion not to change the current system around eligibility for FAB (Julien) DONE **Julien has spoken to Richard and they've agreed to keep the current system in place and not to add more paperwork.**
- Input to proposal for 10 year anniversary celebrations with suggestions for priorities and assigning lead for each activity IN PROGRESS (all)
- Proposal for BBP jerseys and bottles DONE (Tris)
- Proposal from OG to DG on lock box for Tues & Wed VN Coordinators (AD) JL to check in with AD about this?
- Idea to develop training specific to ASB (KW & LF) IN PROGRESS : **LF discussed ASB-specific training with Dan, Richard and Al and is going to draft to a list of**

**bullet points that will be given to all volunteers – a few pointers about how best to make sure repairs are done in a timely fashion while also ensuring that users are properly engaged.**

#### **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 in TA and letting all coordinators know outcome (GC)
- Induction process for new staff (GC)

## **4. Proposals / Issues**

- **Creating a ‘Coordinator Cover’ Pool (JL)** Lots of questions about this! Should we use the current Coordinators Whatsapp group for this? Agreed that the best idea is to mull the details of this over and share with wider OG for a decision at next month’s OGM. Need to check ideas around payments and the offering of paid work with DG. **JL to share the details with rest of OG.**
- **Creating and getting up and running the Fundraising/Business Plan Working Group following the July & August workshops (JL)** JL is concerned about who is going to facilitate this group happening on a regular basis as it falls outside of his role. Tris suggested that this time of year is a good time to get people involved and that, aside from this Fundraising WG, any meeting related to BBP should include where possible an element of fundraising/income generation. **JL keen to seek input from other OGRs on how best to proceed with this WG.**
- **An Update on the situation with Tony’s role (Mathieu)**  
Awaiting sign off on ‘advert’ from DG, which will then be publicised by Krysia. We all hope this will happen sooner rather later.
- **Mathieu’s likely departure at the end of 2018 (Mathieu)** Jago has left and Mathieu is not sure if Ralf is coming back after Summer holidays? Possibility of a professional accountant called Imran helping out, but he has very little time at present. Mathieu feels that we need to make some actions before he leaves and to make sure that the good knowledge we have is kept within the project. **Mathieu to email Ralf.**

## **5. AOB**

- **Discussion around the valuing of things on T&W VNs (All).** Agreed that coordinators should apply common sense and use pricing matrix and any money goes into the locked key box on the wall with a note detailing what it’s there for and a detailed handwritten

receipt issued to customer. Any high value items should not be sold on T&W VNs & WN and instead customers should be encouraged to come back during shop opening hours. We would like further input from the OGRs here please. JL to email shop staff to communicate the action and then will email T&W VN coordinators.

- **Under 18 access to VN (KW)** There is a question over a 14 year old coming on a Tuesday evening without a parent/guardian. Coordinators aren't DBS checked and we have an informal policy (though nothing written/formally agreed) not to take vols who are under 18 for any workshops where coordinators are not DBS checked. Parent is super keen and has said he would sign a waiver. What are our thoughts? As much as I don't want to turn away a potential volunteer, I'm inclined to say no as this goes against our policy and would set a precedent which could become tricky if we get more of these requests, but interested to hear what others think (KW). Some questions: Why is it 18 and not 16 years old (at which age you can work)? Can we change this? Can we get some of the Tues VN coordinators DBS checked? How do Tues VN coordinators feel about it? Is our safeguarding policy up together enough to do this and is there someone responsible enough for this?
- **Spare Hubs (Tim).** Tim realised that spare hubs are kept in the unit near the demo board, rather than with everything else. Is there a reason for this, or would it make sense to 'file' hubs alongside all the other components? Can we change hub gears box behind door for these? Or is it better to improve the signage on the unit in which they are stored?
- **Bottles & Jersey proposal (Tris)** - a proposal was shared with the group via email from Tris today, so we need time to all look through it. Can all OG reps look at this and give thoughts via email so that we can make a decision at the next OGM or before please?
- **'Track this bike!' idea (KW)** We all love the idea - go for it!

## 6. Check out

## 7. Actions summary

- Mathieu to email Ralf to see if he's coming back (MM)
- All OGRs to look at Tris proposal regarding jerseys and bottles and give thoughts via email so that we can make a decision at the next OGM or before please? (All)
- Tim & Henry to look at whether hubs should be moved to main parts area or whether better signing is required for the unit in which they are currently stored (TimS)
- Krysia to look at questions raised around under 18 volunteering at Tuesday VN and feedback (KW)

- JL to email shop staff to communicate the action regarding the use of the key box regarding T&W VN and then will email T&W VN coordinators. (JL)
- JL to share details regarding the Coordinator Cover pool idea for further input from the OG members and also to run issues of payment past the DG. (JL)
- JL to speak with WN Coordinators about recruiting another WN coordinator to replace Rachel (JL)
- JL to email other OGRs about the discussion had around the valuing of things on T&W VNs (JL)

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- Input to proposal for 10 year anniversary celebrations with suggestions for priorities and assigning lead for each activity (all)
- Pull together list of businesses / orgs / groups to target for volunteer recruitment (and supporter scheme) and get input from others (KW)
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## **8. Next meeting**

**Tuesday 30th October**