

BBP Ops Group Meeting Minutes 11/2/20

1. Attendance

Jo, Al, Rob, Neil, Rosher

Apols: Krysia, Davva, Harry

2. Check in & Reps monthly updates

Community coordination

From Krysia

1. We have a new EAB coordinator - Mark (aka long term FAB & EAB volunteer hairy Mark)! - We are all excited for him!

2. We have updated the Dr Bike pricing model!

After some market research, we have increased what we charge for our commercial Dr Bikes. We are still very competitive with our prices, but will be making at least £40 extra per event (minimum £440 a year)

Old prices:

- Dr Bike Session (4 hours): £120
- Extra mechanic: £60
- Outside Bristol: +£15 per mechanic
- Weekend event (2 days): £300

New prices

- Dr Bike Session (4 hours): £160
- Extra mechanic: £66
- Additional hours (after first 4 hours): £30 per hour (per mechanic)
- Weekend event (2 days): £400+VAT (1 Mechanic)

NB:

- Events outside Bristol are done on a case by case basis
- We've also increased the pay for Dr Bike mechanics by 30 mins so there is 45 mins either side of an event for set up & pack down.

3. YWBAB update

We're running a pilot Build-a-Bike programme with 6 young womxn. It will be running on Tuesday afternoons from 25th Feb for 6 weeks.

The young womxn will also be helping us with our wider research project about the barriers for young womxn to accessing our community programmes & bike workshops/cycling in general, as well as the mental health benefits of having & being able to fix your own bike.

We've now made the pilot & research public and we've had lots of interest and support. See blog on our website for more info!

<https://thebristolbikeproject.org/2020/02/03/using-bikes-to-improve-young-womens-mental-health/>

All positive and excited about this.

4. RAD group has been revived! Meeting open to anyone interested this Thursday 5-6pm at BBP

Project Coordination

New premises update. Jo explained about the budget struggle - trying to get the costs down low enough for our Power to Change bid. Talked about the cost drivers. Explained about the Environment Agency's objection to our planning app. What we are doing to mitigate against this. Updated on meeting with C&C - it was very positive they aren't planning to kick us out without warning. Want to support us as much as they can. Will meet with them again in March to discuss their progress with planning apps etc. The earliest we will have to move is May 2020. More likely to be autumn.

We have a new courses tutor - Joey!

Updated about policy work and onboarding process work.

Update about Director elections process.

Jo explained about reading out the internal update and the plans to review our print material to make it more accessible for learning disabled people.

Finance

Nothing to say

Bike Jumble - bringing in a new income stream

WN & FOM

FOM is out of action atm.

WN going great. Planning to do a drive for new volunteers soon and have a group induction session.

FAB

It is fine - all working really well. Volunteer numbers are up. Al has noticed missing tools aren't labeled. Note for Rosher to inform people. Debbie is leaving at the end of April!! : (She does all

the ordering. Who will do this now? Debbie orders parts, tools on the ordering spreadsheet. What does Debbie do? - Al will have words with her to work out what she does so we can work out how to replace her.

EAB

Volunteer numbers are high! Which is really good. There is a feeling we could be doing more. Stock of bikes is fantastic. We can be doing more sessions, still a lack of participants. - Can Krysia do a call out?

Leading up to Mark changing over maybe don't want loads of people in there - so timing of call out could be sensitive to this.

Sometimes not sure what jobs to do when bikes are preped. Masking tape and a date on boxes for sorting - Neil to instigate.

Can we work out a way of telling what parts we do and don't keep? Jo to dig out EAB list and share.

Volunteer Nights

Missing tools more than usual.

Rosher has found a way to communicate with VN coordinators - seems to be working well

Volunteer numbers are high - at capacity. Have been getting people to sort through boxes.

On Tues and Wed they often bring out extra stands - but there aren't tools for some:

What is needed? Rob will work out costs for a whole set.

4mm allen key is needed.

Jo to send Rosher the community Analysis form.

ASB, Social Cycle

N/A - Harry off sick

Hengrove

Fleet Maintenance

Staff still seem happy with my work. They are super flexible with what days I come in. My regular day is still Friday, but if I ask to exchange it for a Tuesday, there's no issue.

All the big fixes are either done or waiting for spare parts. The council's ordering system is really slow and tortuous. Stuff I've requested from back in September has still not been ordered yet. BFCC staff also find this very frustrating.

With big fixes out of the way, I concentrate on working through all the bikes to make sure that they have had a recent check up. Occasionally, BFCC staff ask me to prioritise specific bikes to check. This happens when they know they have some specific activities coming up, or before school holidays, when they know certain bikes will be in great demand.

Cycle Super Heroes

Richard only has kids to teach in the afternoon this term. He's filled his time with doing bike repairs in the morning. Further info, from Richard is:

"...next term a School is bringing 10 children, who will be split into two groups of five and that means it's going to be difficult as I'll effectively be delivering the content twice in a single session.

I have not yet heard from Martin Chittell that there is a second school booked in yet, which concerns me. As there was only one school booked this term, I have been doing bicycle fleet maintenance work this term in the mornings and this isn't ideal.

Also other news is that Bristol Council have agreed to keep funding Cycle Superheroes beyond the end of March until we secure new funding. To secure new funding We may have to consider how the service develops in the near future, potentially by working more closely with the schools and children we currently work with to uncover opportunities for improving the service experience. I don't yet know when and how we will have time to do this properly, only that a small amount of time has been budgeted for this work."

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

Good, busy for the time of year. Had the best month for bike sales since summer. Selling bikes quicker than we can build them. Really good profit margins on some sales bikes.

Rosher asks why can't volunteers build up bikes? Rob says it's due to quality and checks before selling bikes. They need to be checked for safety and quality control.

Al suggests - there could be 'in part' help from volunteers. Rob agrees. He's going to ask the others in the TA.

Bike jumble now a monthly fixture (we made £600 at the last one)

3. Review previous actions

Done

- Action for Rosher to find good method of comms with other eve coordinators - **Rosher**
- Update green rack signage - **Kryisia, or maybe EAB vols if a session is quiet**
- KW will do some outreach to referral organisations to get more users.
- Generally positive feedback on recent training. - **Jo to arrange more**
- Tim will need to be replaced as course tutor. - **Jo will do call out**
- Organise next Bike Strip Sunday - **Jo and Rob - 16th Feb**
- Neil to confer with Tim about the number of pre prepped EAB's needed is 15 the right number? - **Neil - New number is 16.**
- JO to communicate storage Castle Park storage decisions to the NPWG - **JH**
- JH to do call out for student project of making our print material more accessible - **JH**
- NS suggested that adding explanation of colour-coding of bikes to Volunteer induction checklist might be useful. **JH**

- Al to tell Frank about what we are doing about waste: - **Al**

In progress:

- Who's who board update - **Kryisia**
- Co-op governance poster - **JH**
- Mechanics library for the workshop computer. - **Tim & Kryisia (NS and KW to prod Tim on Thurs)**
- Second hand wheels rack - **Kryisia/Simon - underway**
- Review storage/waste and ways of working now and when we get to Castle Park. - **Kryisia/JH.**
- Kryisia to communicate about funding opportunity ie. apply for funding to run idea's and generate work - **Kryisia**

Outstanding:

- Jo to make large print version of volunteer handbook - **JH**
- Look into email addresses for coordinators (particularly YP programs) - **KW & JH**

4. Proposals / Issues

1. **Finalise person for Director Nominations Group (Jo)** - AL IS IN!!!! ROB IS RESERVE!!

Neil is applying for the Directors group, he is asking if everyone is happy for him to be both an OGR and an DIRECTOR? Jo confirmed there is nothing in our constitution that says he can't be. OPG are all happy for him to do both.

2. **Admin time for coordinators (Kryisia)**

Problem: Workshop coordinators struggling to find time to do their admin tasks and contribute to the running of the project as a whole.

Solution: Each programme coordinator has the option to invoice for up to 3 hours extra a month for admin time. This could be used as that person sees fit to help with the development and running of their community programme or BBP as a whole (i.e. outreach to find new referrals, developing our policies and practices - e.g. safeguarding, H&S, contributing to a working group like RAD, governance or new premises).

Who are the coordinators: **Joey, Jo, Kryisia, Seonaid, Julien, Al, Tim / new person, Chris, Harry, Dan, Richard.**

Costs: £0 - £330 a month

Suggestion is to run this on a trial basis for 6 months to gauge take up, average cost per month and impact this has on development of the programmes & BBP as a whole.

If Ops Group think this is a good idea, the next step would be to write it up as a new trial policy, take it to DG for approval, and then consult/communicate with all coordinators about how it will work.

Jo described the situation that she often comes across that coordinators want to do work relating to the improvement of their program but can't because they aren't paid for it. This makes things like arranging to meet the ASB coordinators for a planning session for example harder. Coordinators can't prioritise that time, as it's unpaid but this is a vital part of the project running smoothly. Another example given was coordinators wanting to do outreach/consultation work but not being paid for it, that work then falls onto Krysia or Jo and they might not have time to do it so it falls through the net. The coordinators are often the best placed to do this work as they are the experts in their session but there is no scope for them to take on extra.

Jo also talked about stress levels amongst members of staff partly due to the fact that there is no 'fat' in the schedule for them to do the overhead work relating to each program.

OGR's were broadly in favour of the proposal. There were concerns raised about voluntary jobs ie. ops group, directors group, working groups etc, turning into paid roles, or at least the possibility that people would be able to charge for part of that time. People were worried that it would become messy if some people are able to charge for coop work and others aren't due to doing it on a voluntary basis. I think the main concern here was that volunteers and those members of staff taking on extra voluntary roles like most of us do, might feel undervalued if something started being paid.

However all agreed that there was a version of this proposal that could work if it has clear boundaries that make things fair.

We discussed examples of what would be fair to charge for and what wouldn't - people thought things like admin relating to community programs, safeguarding training, meetings of teams - would all be acceptable to charge for. Work relating to ops group, directors group or any working group, wouldn't be. Basically the cut off is: is this work needed for your current paid job? Safeguarding training or health and safety training are essential for coordinators to have, therefore that could be charged for.

Everyone agreed that a good boundary to draw around what was allowable to charge for was 'work relating to the community program you work on.'

On that basis the ops group were happy for the proposal to be taken to the Directors.

Everyone felt the proposal needed loads of clarity so that staff would know what was acceptable.

3 hours a month seemed like a good amount to trail.

3. Rolling out the x in womxn for other community programmes (Kryisia)

Last year we changed the name of Womxn's Night to make it clear that we explicitly include women of colour, trans women, femme/feminine-identifying genderqueer and non-binary folks and any other women who may feel discriminated against in some areas of feminism. More info here: https://thebristolbikeproject.org/maintenance/womxns-night/#find_out_more

When developing the Young Womxn's Build-a-Bike pilot, we decided to use the 'x' for the same reason.

At the moment we talk about Freedom of Movement as being 'women' only, but the two FOM coordinators (Jo & Kryisia) are clear that we would welcome trans women, femme/feminine-identifying genderqueer and non-binary folks to this workshop. We therefore would like to change the language to say womxn-only space.

How do folks feel about this? !!!!!YES!!!! All are ok with this.

5. AOB

Bike strip SUNDAY IS ON THE SUNDAY! - Spread the word!

6. Check out

7. Actions summary

- Remind coordinators to label missing tools with dates - **Rosher**
- Work out what Debbie does so we can make sure we train someone up to replace her - **AI**
- We can be doing more EAB sessions still a lack of participants. Can we call out for more? - **Kryisia**
- New system: masking tape to be stuck on parts boxes with date it was sorted, to make clear which boxes to sort - **Neil to instigate.**
- Put up list of what parts we do and don't keep, Jo to dig out EAB prep list - **Jo**
- Rob to cost up extra tools for the extra stands they use on volunteer nights. In particular 4mm allen keys. - **Rob**
- Jo to send Rosher a link to the community Analysis form - **Jo**
- Can volunteers 'in part' build up sales bikes? Rob to talk to TA - **Rob**

8. Next meeting

10th March 2020 - Rob is away