

WHETSTONE GOOD NEIGHBOURS SCHEME
Minutes of Management Group Meeting – 21 November 2016, 7.00pm
Bulls Head, Victoria Road, Whetstone, Leicester LE8 6JX

Present:

Barry Fisher - Chair

Monica-Jean Hoare

Rachel Hall

Neale Bassford

Jo Ling (RCC – Project Officer)

1. Pecuniary interests

Barry reminded the meeting of the obligations to declare any pecuniary interests in the affairs of the Scheme

2. Apologies for Absence

Gail Frith Sara Fritz Emma Lawrence

3. Minutes of last meeting

The minutes of the last meeting were agreed as a true and accurate record and were signed off by the Chair

4. Pilot Launch

The Public Liability Insurance was activated by the Treasurer effective from the Pilot Launch date of 31st October 2016.

Good luck wishes were received from both our initial partners, COMMBUS and CAP.

The soft launch took place on schedule. Leaflets were distributed to the target properties in the Avon Drive area (121) a few days ahead of the start date and COMMBUS were provided with a supply to distribute to their Whetstone clients. Those who responded to the original questionnaire have also been contacted by phone, email or hard copy.

The first response was received the day after delivering leaflets, a few days before the service commenced. The second response was received on day 2 of service and was successfully completed the same day. So, during week one, excluding the pre-launch request, we received requests for four tasks of which we could satisfy three.

As at 20th November, i.e. 3 weeks into the pilot, we have piloted to an estimated 150 to 200 people. We have received a total of 8 requests for assistance spread over all three target areas. We have completed 5 tasks, have a further 2 scheduled and have not been able to satisfy just 1 request.

It was agreed that we would slowly start to increase the pilot area considering the College Road area and the St Peter's Church event taking place in the coming weekend.

ACTION: Jean will distribute some leaflets at the church event, Barry will agree action for College Road following meeting with Gloria Hall.

5. Volunteers Update

a) Volunteer Coordinators Update

Photo ID Cards have been issued to all Volunteers.

Further drafts of the Induction Pack and other documents have been issued. Due to Sara being unwell these have now been passed to Barry.

Action: Barry to review and issue as v1.0

The Volunteer Matrix layout has been modified to make it easier to work with and re-issued to the telephone coordinators, and includes all the latest updates.

b) DBS checks/Safeguarding

It was confirmed that all volunteers had now received their DBS Certificates and that our volunteer base is cleared to undertake assignments.

Rachel now controls the master list of DBS certification and will manage the renewals notification and applications. No new volunteers can undertake assignments until Rachel has confirmed that they have produced a satisfactory DBS Certificate of which she has seen the original.

Rachel gave an update on her progress talking to possible registered DBS organisations. Having looked at three it was agreed that U-Check looked to offer the better service and response. It involves an initial one off fee to set-up and then a transaction charge. Rachel will explore this further and what is required to become a registered organisation with DBS.

ACTION: Rachel to explore further

c) Website

Neale gave an update on his progress with the web site and, although operational, is still being developed and content is still being added. Neale confirmed that he had been doing work behind the scenes to get the site high on the search engine returns, especially Google. This now needs to be completed for other search engines. Neale advised that to keep the site high on the search results we should update the content at least once a week and the easiest way of doing this was through the news feature.

ACTION: Neale to continue development, Barry to continue with content

d) Promotional Material

Following a few amendments, the leaflets were produced and supplies are available. The printer reduced the cost by not charging VAT and more than doubled the quantity printed for no extra cost.

This gives us a good initial quantity to work with before we decide on the next items.

6. Treasures Report

a. Finance Status

Jean gave an update on the current state of the Bank account which as at today stands at £334.18 having paid out for Printing £60, 1st instalment on Insurance £8.80 and 1st month of phone contract £10.22. Jean also confirmed that she had some change from a donation that was being kept as a petty cash fund.

b. SHIRE Community Grant

The SHIRE Community Grant application for £614 submitted on 19th October 2016 (Project #1333) has been approved. The letter of acceptance and Bank details have

been signed and returned. This provides the funds to allow the next phase of roll out.

7. Any other business

a. Launch Event

- i. Now that we are secure in our funding for Year 1 we can go ahead and organise a launch event. This was deferred at this time and was felt better to arrange for January rather than December.

b. Meetings with other Community Projects

i. Community Action Partnership

The method of working with CAP has been agreed with them as discussed at the last meeting and they have requested a supply of our leaflets to distribute for us when appropriate,

ii. Community Companion Pet Support Scheme (CPSS)

Barry has been in contact with CPSS and agreed content to go onto our web site indicating the agreed partnership

iii. Lightbulb Project

The RCC GNS Networking evening was postponed until the spring so the meeting planned to take place with the Lightbulb Project did not take place. Jo will provide details of contacts so that we can explore this partnership than later.

Action Jo to advise on contacts and Barry to follow up contacts

- iv. A meeting has been arranged with Gloria Hall, Warden assisted Housing Scheme Coordinator based at College House for 5th December.

Action Barry to meet with Gloria

c. RCC Networking event

The RCC GNS Networking evening was postponed until next year. However, a small meeting did take place at the RCC offices. This introduced the Good Neighbour Scheme Forum, a chat room which Leicestershire and Rutland GNS Scheme individuals can sign up to. This will allow the exchange of information and provoke discussion on topics where the experience of established schemes can help newer ones. Barry has signed up for it and it is recommended that the management group should all sign up as it should become a valuable tool for all of us. Sign up at www.goodneighbourscheme.boards.net

d. Meeting venue and next meeting

Discussion took place regarding the next meeting, both in terms of date and location. It was agreed the next Management Group Meeting would not be until the new year and we would look at using the Parish Council premises again now that we have the funding for this. Barry will look in to this option and what dates are available.

8. Date of next meeting

Provisional date for next Management Group meeting is Monday 16th January 2017 @ 7:00pm. Subject to confirmation once venue is known.