

Croft Good Neighbours Meeting
Tuesday 6th October 2015
Venue - Pavilion, Winston Avenue

Item	Detail	Action required by
Attendance:	Chris Greenhill Gill Nuttall Marion Turner Chris Bezsant Kath Muir Jean Thomas Janet Thompson Diane Wing Jo Ling (RCC)	
Apologies:	Nick Broughton, Brian Whittaker, Marjie Smith, Geoff Bodycote and Pippa Chapman	
Matters Arising:	<p>Bank Account - Account details etc. now received and the funding of approx £700 has been transferred. CGN currently have two signatories being Chris Greenhill and Gill Nuttall. Gill Nuttall will try once again to obtain the relevant paperwork to include Marion Turner as the third signatory.</p> <p>Website - Now funding in place Gill Nuttall will source a host for the site and obtain domain name which will hopefully be www.croftgoodneighbours.co.uk. at a cost of approx £2.00 per month. As minuted from the last meeting Chris Greenhill is to email Gill a copy of his completed list of other local groups to be included on the website. Gill will also produce and email to all Committee members a draft of the website for any comments and will update the draft accordingly. Therefore at the next meeting it is hoped that the website can then be finalised and made "live"</p> <p>Logo - Now finalised so can be incorporated on the website, relevant documentation such as posters, letterheads, photo ID badges etc. Gill will produce a "branding" document with guidelines for the Committee and email the logo's to Chris Greenhill and Marion Turner</p> <p>Insurance for the Croft Good Neighbours - Once the funding was in place Chris Greenhill arranged a policy with Zurich giving the CGN £5million cover for Public Liability and £½million Personal Accident cover. The Public Liability Certificate was given to Gill to be included on the website</p> <p>Mobile Phone - As funding in place Chris Beszant can now purchase a phone contract suitable for CGN with O2 payable via DDM. Bank details provided by Gill.</p> <p>A phone with a camera was thought to be advantageous to be able to take future volunteer photos and photos of any events attended by CGN for use on the website. Chris to email the three Officers with the phone number once known.</p>	<p>Gill Nuttall</p> <p>Gill Nuttall</p> <p>Chris Greenhill</p> <p>Gill Nuttall</p> <p>Gill Nuttall</p> <p>Chris Beszant</p>

<p>Matters Arising: continued</p>	<p>As minuted from the last meeting it was agreed to "man" the mobile phone from Monday to Friday between the hours of 9am till 5pm but the service would be offered 7 days a week. Chris Beszant to devise & record voice mail message once purchased.</p> <p><u>Safeguarding Policy</u> - Diane Wing has provided Gill Nuttall a copy of the Safeguarding policy so that the logo can be incorporated in the document. Gill will send final version to Marion Turner who will email out to all current volunteers and the document will be included in the Volunteer Pack which will be given to all future volunteers.</p> <p><u>ID's for volunteers</u> - Jo Ling offered to supply RCC's template for the name badges and will email this to Chris Greenhill.</p> <p>Gill to email Chris the logo for inclusion on the name badges.</p> <p>On receipt Chris will then produce the ID badges for the volunteers he has already received photos from. However, Chris will also bring a camera to the next meeting to take any photos which are still o/s.</p> <p><u>Launch Day</u> - Despite the wet weather Croft Fun Day was well attended and there was good interest shown at the stand, enquiries for both becoming a volunteer or wishing to use the service provided by CGN. Chris Greenhill has the list of those interested people and will contact them once we are "live".</p> <p>Thanks were given to Chris Greenhill, Kath Muir, Diane Wing and Janet Thompson for giving up their time to "man" the stand.</p> <p><u>Mileage Rates and Zones</u> - Marion Turner provided a first draft of a zone map. After some discussion the rate of 50p per mile was thought to be reasonable to cover petrol costs and vehicle wear and tear. Marion will update and produce final version. This document will also be uploaded to the website and a copy to remain with the mobile phone for reference.</p> <p><u>Job Sheet Update</u> - Chris Beszant provided a first draft of a Job Sheet. A couple of "tweaks" were suggested and requests for some other information to be included. Chris will amend the document.</p> <p>After some discussion it was decided to keep the record keeping as simple as possible.</p> <p>Each job will have its own ID number.</p> <p>Every volunteer will be emailed the Job Sheet to enable them to print off and keep a supply handy.</p> <p>When a User contacts the phone holder that person will complete a Job Sheet advise the User they will ring back shortly once a volunteer has been identified to arrange final details. When this has happened the phone holder will place their completed Job Sheet into a ring binder folder and will note in the diary details of the request, who is completing etc. on the date required .</p> <p>The volunteer undertaking the task will also complete their own Job Sheet to enable them to have details of the User, address and task involved etc. The volunteer undertaking the task will then obtain a signature from the User upon completion and fill out the</p>	<p>Gill Nuttall/ Marion Turner</p> <p>Jo Ling</p> <p>Gill Nuttall</p> <p>Chris Greenhill</p> <p>Chris Greenhill</p> <p>Marion Turner</p> <p>Chris Beszant</p>
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	<p>receipt section of the form, if necessary. This will happen for each task undertaken and then at each meeting the volunteer Job Sheet be handed in and retained with phone handlers Job Sheet in the ring binder folder.</p>	
<p>Other Items discussed:</p>	<p><u>Going "Live" date and publicity</u> - As there are no village community based events that would be suitable for us to promote that we are now "live" it was decided that "live" date will be the date of the next meeting assuming the following were in place - Design of the website, Purchase of mobile phone A4 and A5 publicity posters designed and printed</p> <p>Gill Nuttall provided a first draft of publicity poster, after some discussion all changes were agreed upon and Gill will now produce final version and source costs for printing.</p> <p>Vistaprint, Blaby Art and Print were mentioned by other members of the group.</p> <p>Jo Ling also offered to provide a printing cost from the RCC.</p> <p>The A4 posters will be displayed around the village and the A5 version will be used in a leaflet drop to every house in the village to advertise that CGN is now "live"</p> <p>Jo Ling also provided a postcard sized publicity card used by Sharnford Good Neighbours which was felt by the Committee to be a possible replacement for the A5 posters for the leaflet drop, as more sturdy. Gill again will source printing costs and liaise with the Committee prior to the next meeting regarding which route to take.</p> <p><u>Mobile Phone Allocation</u> - Marion Turner asked the Committee members present to confirm whether they wished to be involved with this task. Names were taken and a list will be compiled by Marion to be kept with the phone. It was agreed to start with each person on the list would have the phone for a period of 2 weeks and then arrange with the next person on the list as to how and when the transfer would take place.</p> <p><u>Step by step Handbook, Idiots Guide to Enquiries, What happens with new volunteers</u> - Marion Turner produced a first draft of some flow charts for the phone holder dealing with the enquiry to follow, for each type of task CGN provide. Marion also asked about potential new volunteers who will be responsible to induct them, obtain DBS checks etc. - should we produce a Handbook of some sort?</p> <p>At this point Jo Ling produced a Volunteer Induction Booklet designed by the Sharnford Group and suggested that we adopt something similar and incorporate the flow charts within it. Marion volunteered for this task and for the induction of any new volunteers or enquiries.</p> <p>Jo Ling also advised that Blaby District Council are possibly just deciding to complete DBS checks free of charge. Jo will keep us informed of any developments.</p> <p><u>Other means of publicising CGN "live"</u> - Jo Ling has emailed</p>	<p>Gill Nuttall Chris Beszant Gill Nuttall</p> <p>Gill Nuttall</p> <p>Jo Ling</p> <p>Marion Turner</p> <p>Marion Turner</p> <p>Jo Ling</p> <p>Jo Ling</p>

	<p>Croft Parish Clerk, Steve Blackburn, to enquire whether we could have an article in the next Newsletter. Also to enquire if a link could be set up on both websites. Awaiting response.</p> <p>It was advised that there was a Croft Parish Council meeting to be held this Thursday which Chris Greenhill offered to attend. Chris will inform them of our current status and service and discuss any potential funding they might be able to offer.</p> <p>Croft Happy Circle - Chris Greenhill offered to give talk about CGN to the group once we are "live".</p> <p><u>Bookkeeping</u> - Gill will maintain the CGN accounts on an Excel spreadsheet showing income and expenditure and will provide Chris Greenhill a copy for the AGM, which will be held 12 months from the "live" date.</p> <p><u>Payments & Donations</u> - The decision was made that in the instance where a task requires a payment such as car travel etc. that the cash payment should be made upon completion of the task. We will not be issuing invoices to Users in a effort to keep things nice and simple.</p> <p>If any volunteer receives any monies as a donation or is paid above and beyond what was agreed upon for a task, then this money should be given to Gill Nuttall at the next meeting or before if convenient.</p> <p><u>Sponsorship</u> - Chris Beszant offered to source sponsorship from local businesses once the CGN and website are "live"</p>	<p>Chris Greenhill</p> <p>Chris Greenhill</p> <p>Gill Nuttall</p> <p>Chris Beszant</p>
RCC support and next steps	Reiterated the need for CGN to move on with the design of the website, purchase the mobile phone and produce both A4 and A5 publicity material in order to advertise CGN now "live" to the village.	
Future meeting dates	Tuesday 27th October at the Pavilion, Winston Avenue to commence at 6pm .	
AOB	None.	
Meeting closed	8.27pm	