

**Croft Good Neighbours Meeting
Tuesday 17th November 2015
Venue - Pavilion, Winston Avenue**

| Item | Detail | Action required by |
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| <p>Attendance:</p> <p>Apologies:</p> | <p>Chris Greenhill Gill Nuttall Marion Turner Kath Muir Marjie Smith Jean Thomas Diane Wing Jo Ling (RCC)</p> <p>Geoff Bodycote, Nick Broughton, Janet Thompson & Brian Whittaker</p> | |
| <p>Matters Arising:</p> | <p>Bank Account - Gill Nuttall advised she was still in discussion with Barclays regarding the required paperwork and advised she was looking into the possibility of online banking which may be applicable to this account. If this is the case we may be able to action this online. Gill will report back at the next meeting.</p> <p>Website - Gill Nuttall provided a draft of the first page of the website for consideration. Some alterations to the wording were agreed and Gill will update. The opinion of the committee was for Gill to look at the Desford GNS website for ideas for other pages.</p> <p>Marion Turner to send Gill various final version documents to upload to the website under the relevant page headings.</p> <p>Chris Greenhill to email Gill photos of the "stand" we had at Croft Fun Day event with some copy for Gill to add under the Latest News page.</p> <p>Logo Gill Nuttall confirmed this had now been updated and Marion Turner confirmed all documents bearing the logo had been completed.</p> <p>Branding document Gill Nuttall advised she had not completed this task and requested for it to remain as an item for the next Agenda. Gill to produce a "branding" document with guidelines for the Committee.</p> <p>Mobile Phone - Chris Beszant was not at the meeting, however the purchase of a mobile phone had been completed and the phone number had been circulated to all volunteers.</p> <p>ID's for volunteers - Marion Turner had produced the ID badges for those volunteers she had received photos from and had sent a further email to those still outstanding. She will keep chasing for these.</p> <p>Job Sheet Update - Chris Beszant had emailed a copy of this document to Marion Turner for the meeting. A few changes were suggested which Marion will update.</p> | <p>Gill Nuttall</p> <p>Gill Nuttall</p> <p>Marion Turner</p> <p>Chris Greenhill</p> <p>Gill Nuttall</p> <p>Marion Turner</p> <p>Marion Turner</p> |

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| <p>Matters Arising: continued</p> | <p>Going "Live" date - The promotional A5 leaflets and A4 posters had been collected by Jo Ling from the printers and given to Chris Greenhill. These had been split for allocation to the volunteers for the house to house drop and placing posters on Parish Notice boards etc.</p> <p>Areas allocated for distribution</p> <p>Sparkenhoe, Broughton Road from Poplars Road to the railway bridge, Spinney Court and the School Community Notice board. Also to notify both Leicestershire Villages and Streetlife of our launch</p> <p>Brookes Ave, School Close, Bridle Close, 4 village Notice boards, Heathcote Arms and the Church.</p> <p>Station Road, Hill Street, Marston Road, Thurlaston Lane, Stanton Lane and Rose Cottage</p> <p>Windermere Drive, Bala Road, Coniston Way and Salisbury Avenue</p> <p>Winston Avenue, Shades Close and the businesses</p> <p>Hairdressers</p> <p>All of Arbor Road from the depot down incl. Fosse House, Petersfield, Ash Close, Pochin Street incl. Co-op, and Post Office</p> <p>It was agreed by all that the leaflet drops should be completed by 24th November and this would become our official launch date.</p> <p>Chris Greenhill asked if Jo Ling could provide a further 6 laminated posters</p> <p>As a result of the leaflet drop Marion Turner will contact Chris Beszant to turn the mobile phone on and place an ansaphone message on it. Suggestion was to say we go "live" from the 24th November either leave a message or phone back after that date and that from 24th the phone would be "manned" Mon-Fri 9-5pm.</p> <p>Article in the Parish Newsletter - Marion Turner advised that Steve Blackburn had contacted her for the mobile phone number. As he already had copy that had previously been provided by Jo Ling he can now include an article in the Parish Newsletter which will be produced prior to Christmas.</p> | <p>Chris Greenhill</p> <p>Jean Thomas</p> <p>Diane Wing</p> <p>Kath Muir</p> <p>Gill Nuttall</p> <p>Marion Turner</p> <p>Marjie's husband Dennis</p> <p>Jo Ling</p> <p>Marion Turner</p> |
| <p>Agenda Items discussed:</p> | <p>Motor insurance for volunteers - A couple of volunteers had reported that when advising their Insurers of their intention to use their cars on behalf of Croft Good Neighbours a £25.00 fee was to be charged (possibly just admin costs). Jo Ling advised that other groups members had reported similar problems, however, when they argued that it was voluntary work or requested the fee to be waived some Insurers had agreed. Jo advised any volunteer having this problem to contact their Insurer again to discuss.</p> | |

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| <p>AOB:</p> | <p><u>Website contact email</u> - Gill Nuttall advised she had sent a "test" email to ensure it was working which was received ok. Gill is happy to deal with any incoming emails or forward on to the necessary person to deal. Gill will also send details of how to access the email account to both Chris Greenhill and Marion Turner so as cover can be given for monitoring the account when needed.</p> <p><u>Volunteer Handbook</u> - Marion Turner confirmed once she had updated the Job Sheet then she would be in a position to email all current volunteers with their Volunteer Handbook and associated documents.</p> <p><u>Telephone Co-ordinators Folder</u> - Marion Turner had produced a folder with all the relevant information in. This folder will be kept with the mobile phone and diary.</p> <p><u>Holidays</u> - Once we are "live" it was requested of all volunteers to notify the Telephone Co-ordinator if there are changes to their availability or if they wished to withdraw from being a volunteer.</p> <p>This will help avoid the Telephone Co-ordinator making unnecessary phone calls or delays in responding to a User.</p> <p><u>Allocation of mobile phone</u> - the following arrangements have been made for Telephone Co-ordinator role to begin with. During their time holding the mobile phone the current Co-ordinator will make arrangements for the handover day.</p> <p>24th November - 8th December 8th December - 22nd December 22nd December - 29th December 29th December - 12th January 12th January - 26th January</p> <p>afterwards refer to the list to pass onwards.</p> | <p>Gill Nuttall</p> <p>Marion Turner</p> <p>Chris Greenhill Marjie Smith Marion Turner Diane Wing Kath Muir</p> |
| <p>RCC support and next steps</p> | <p>To review the processes after the launch</p> | |
| <p>Future meeting dates</p> | <p>Wednesday 20th January at the Pavilion, Winston Avenue to commence at 6.30pm.</p> | |
| <p>Meeting closed</p> | <p>7.25pm</p> | |