



Agenda Thursday 1 September 2016 @ ASDA Benton Meeting Room at 19:00

- Welcome
- Apologies, Steve Rawlings (Sean Storey arrived after meeting started)
- Attendance, Peter Robertson, Chris Mitchell, Richard Scholfield, Mike Thompson, Graham Moor, Geoff Spencer, Kirsty Lawrence, Debbie Paton,
- Correspondence (if applicable)
- Previous minutes (last committee meeting) – attached to email
 - We may not have 24 hr cover for ladies day on boxing day tbc.
 - Old NBB charity has now been closed down
 - HMRC still operate on the basis that the old NBB charity is still in existence – Richard progressing changes to new NBB (CIO)
- Actions/Items (from previous minutes, NOT included in Agenda)
 - Social media policy, Kirsty to issue latest version

New Items

1. AGM Preparation and election – Chris
 - Election of Trustees (or not)
 - As there are 12 candidates standing for the 12 Trustee/Committee positions, an election is not required.
 - Vol of Year presentation
 - Malcom selected (by sub group) as the best candidate from the nominations.
 - Award to be personalised bottles of Stella. Mike procuring
 - Secretary Report
 - This year there is one, all be it short, I will report on the AGM night
 - Treasurer Report
 - Accounts Received and sent out to members
 - Chairman's Report
 - Received and sent to members



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- Screen and projector to confirm with Civic Centre, if not available we will need our projector, Chris can borrow a screen if needed
- 2. Coordinator recruitment / training / cover – Debbie
 - 45 trained
 - 20 more to train when date arranged
 - Many need buddie support from Debbie no problem is expected as most trainees are confident
 - Two styles of training session, live session not working as well. One Saturday a month for coordinator training after induction training to be planned.
 - Buddie needed in the “north” more needed, individuals to be “targeted”
 - Surge of recruitment slowing down now
 - Coordinator Roster being monitored. Steve Rawlings as Rota manager to take up responsibility
 - Northern Doctors (ND) covering Coordination role – 2 month trial 01:00 to 07:00 from 1st October possible after IT reviewed for Andromeda, concern expressed over ND capacity (Car Controllers). Trial to go ahead and then review and SLA to be agreed.
 - ND team leaders to be trained with access to website, concern on what they can access. Access to be reviewed. ND access to forum to be disabled MT to arrange
 - NBB members to fill slots not covered by ND.
 - Sell the story on why we do it and how it is done to potential organisations who may provide Coordination cover,
 - How will early calls from hospital to pre arrange a job, be covered?



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- Committee emergency number will provide cover, as now.
- 3. Awareness Day review – Kirsty
 - Bad footfall due to location
 - Good media coverage however may not go to location, maybe Greys Monument, Kirsty to look at booking next year's location/s also investigating locations in the south of the region eg Durham, Darlington.
 - Use thunderclap social media in good time for next year's event.
- 4. Checks on members – Debbie
 - NBB Not able to use DBS service as no direct unsupervised contact with vulnerable people, not a qualifying organisation.
 - MT and Debbie to produce new policy and membership form with questions.
 - Membership survey to ask relevant questions as mandatory questions
 - Riders drivers to see Geoff S first for assessment and review. Debbie to record end of probation period of 6 months, and acknowledgement of full membership or not!
 - Procedure to formalise MT/Debbie
- 5. Patron engagement – Graham
 - Not a lot of "use" of patrons, how to be used more, use individually rather than group. Patrons to be approached individually, asking what they feel they can do, and what they expect from us.
 - Video clip of Carol to embed into new talk presentation.
 - Corporate/company to sponsor "Gala", a quality venue – proposal to be investigated



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- Ask patrons what they expect is required of them.
- GNR runners to attend group photo event day before race.
- 6. Blood on Board Documentation Proposal (See attached document) – Mike
 - Discussion on "do we need receipts?"
 - Check with Manchester group? on how they use technology Barry B to check
 - Mike to progress production of project scheme options
- 7. Committee On Call Proposal – Mike (enclosed)
 - Discussion
 - Avoid phone going to voice mail, or missed call due to no coverage
 - Issues of individual being unable to answer during day
 - Turn off voice mail while on call
 - Mike to produce procedure as first step.
 - Start date to be next week graham to take first week
- 8. Microsoft for non Profit Organisations (enclosed)
 - Supported access to Office 365
 - Non committee members not eligible



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A.O.B

For items raised at meeting

1. Vetting of “new” committee members
 - a. Chris Mitchell to do
2. Barry
 - a. New Style Mouse mats how many? Order 200
 - b. Do a version without number for general sale order 200. Include QR code, text to donate
 - c. Barry to order separate orders
 - d. GNR update
 - i. Photo shoot day before with runners one bike and patron
 - ii. Across tyne bridge run at 09:00 email to riders day before
 - iii. Inform BBC that we are doing it
3. Sean
 - a. Meeting with mental health trust Newcastle re how we can help, waiting for feedback SLA to be agreed
 - b. Waiting for info from northern doctors
 - c. No response re photographs
 - d. Social media policy expectations on how to communicate with each other
4. Richard
 - a. Collate running costs on each vehicle, in news letter
 - b. Marmite take to breakers yard for costs, inform Bright Northumbria charity re scrapping bike.
 - i. Disable sirens NO members to be instructed do not use!
 - ii. Order replacement, Richard to investigate best option and feedback to Committee before purchase.
5. Mike
 - a. PHOTOS from last photoshoots, where stored.
 - b. Richards needs details of new car and new check list producing, Richard to provide
6. Graham
 - a. QAV nomination Rachel of GNAS working on it to meet submission



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- b. Printing posters Dobbie's thermometer ready and receipt books ready and stickers
- 7. Chris
 - a. Vetting of committee members with companies house etc next week (post meeting note, now completed results with Barry)
- 8. Peter
 - a. Nigel expressed concern regarding talks to rotary groups who only promise future support. Continue doing talks to raise awareness. Take collecting tin, bucket.
 - b. Discussion on Cumbria Group. No information on contact number for relay
 - c. Hexham handover staying as is
 - d. Committee contact information to be updated asap after AGM.

Meeting ends 21:00



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Blood on Board Documentation – Outline Proposal.

I have spent some time, on a number of different occasions, thinking about the BoB documentation and how we might make this less onerous for the drivers and yet fulfil our recoding and reporting obligations. On each occasion I fall foul of the fact that we need to be able to give receipts to multiple parties throughout the journey and without much repetitive form filling for the driver (at the very least their name and the date) or 'carbon copy sets' which may run to seven or eight copies I can't find a viable solution.

Up to now we have always avoided technical mobile solutions on the basis that our members have mixed abilities and certainly a mix of mobile technology available to them. This meant that it was difficult to cover all bases with any solution unless NBB provided the equipment and the amount of equipment required often made solutions prohibitive.

I wonder though, if BoB doesn't present us with a specific case where technology might be considered:

- The run has a standard 'core' with limited variations
- The run is invariably carried out using the same vehicle (Mokka) meaning only one set of equipment would be necessary
- Any Training required would be limited in scope to because of the above.

My proposal would be to pair some kind of tablet device (or mobile telephone) with a mobile thermal printer (think of the devices that print your receipt when you pay by credit card) and a bespoke application.

The benefits would be:

- Driver enters their name and the date once at the beginning of the run
- The application would prompt for the various collection / delivery information and a bespoke (timed) receipt could be printed for each donor / recipient of packages
- At the end of the run the driver could print a single record of the run for themselves
- At the end of the run the job details could be "sent" to an online activity recorder
- If customers "register" an email address, copies of job receipts could be sent to them.
- Equipment would be left with the vehicle and therefore permanently charged, ready for use.

The disbenefits are:

- Thermal receipts have a limited lifespan as they degrade in sunlight – strictly speaking this is the customer's problem, are we prepared to move to such a solution?
- NBB doesn't have the final physical copy kept in a receipt book, we would be reliant on being able to regenerate the receipts based on the data or we'd need to print two receipts each time (see above) and find a reliable way to collect and store them.



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- If we require a customer signature (rather than just a name) that makes the app (and probably the hardware we use) more sophisticated.

The equipment could cost as little as £100 but we'd probably want to spend a little more. In the first instance £50 would buy a printer with which we could develop a prototype. We'd also need somebody to write the app for us. I could do it, but wouldn't as there are others who are likely to be better / quicker than I am, but I'd insist on a technology that we could support going forward. Is this a project we'd like to take forward? The Kind of printer I have in mind – cost around £40 Rolls Thermal paper around 50p each. Printers up to around 100mm wide are available, cost varies.



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58MM **Portable** ●●●●●● **MAX 90 mm/s**
BLUETOOTH RECEIPT PRINTER



Description:

- Slightly bigger than a business card, this handy little Bluetooth Mobile Thermal Printer can be easily carried around to where you work, just pair it with your Android based mobile phone or tablets, and print receipt or other types of documents as wide as 48mm.
- It is light, ultra compact, and can last up to a hundred meter long of printing.


Application:

- Compared to the traditional thermal receipt printer, mini bluetooth printer features smaller body, more reliable capability, more steady printing and portable advantages.
- Widely used in taxi bill printing.
- Administrative fees receipt printing.
- Restaurant ordering information printing.
- Online payment information printing etc.



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A sample of what the receipts might look like.

Northumbria Blood Bikes	
Job Receipt Number: 9991234	
Date: 25/12/2016 19:05	
Received From: RVI	
Name: Jane Doe	
Package: 2 Blood on Board Boxes	
Destination: BB Cumbria	
Signed:	<i>J Doe</i>
Received by NBB Michael Thompson #201	
Thanks for using Northumbria Blood Bikes. Call us on 0191 228 6495 Or visit www.northumbriabloodbikes.org.uk	