



Minutes of Open Meeting
Thursday 12th Dec 2019 - 19:00 to 22:00
Sniperley Fire Station

Present:	See Attendance Sheet,
Apologies for Absence:	Alan Kinghorn. Gary Annan, Sean Storey, Tiger Taylor, Graham Moor, David Glennie,
Meeting Chaired by	Ronnie Paton

No	Item	Action required
1.	<p>Introductions</p> <p>The committee introduced themselves to the audience Various 1st time to meeting introduced themselves</p> <p>RP welcomed new members of the committee</p>	
2	<p>Apologies</p> <p>See Above</p>	
3	<p>Minutes of Junes meeting</p> <p>Accepted as an accurate record and approved Proposed by: Kirsty Lawrence Seconded by: Ken Tait</p>	
4	<p>GDPR Update.</p> <p>RP gave an update on GDPR, stating that the committee are not GDPR experts and are in talks with a local solicitor for advice. Gave a brief overview of the legal bases for holding data</p>	
5	<p>Updates from Committee</p>	

Vice-Chair

Ronnie Paton gave the below updates

Radios

RP advised that since 1 Sep to 30 Nov there were 57 radio faults logged. With an average response time of 3hrs 5mins. The average resolved time was 110hrs. Thanked Bill Deacon for all his help with the radios.

Sign up review

Sign up to on shift review is now including until the volunteer leaves. Process has been laid out with some changes already taking place and others being documented.

Shift Stats

Asked the audience to guess how many shifts were available between 1st Sep – 30th Nov.

The number of available shifts was 767 with 724 covered (94.39%)

Out of the 202 qualified members 128 booked a shift during the period with

- 46 (22.77%) completing the required minimum of 2 per month
- 82 (40.59%) completing shifts but below the minimum
- 74 (36.63%) not doing anything

If everyone did the minimum of 2 per month, we would only need 118 qualified members to fully cover all shifts.

Treasurer

RP on behalf of Julian Brown presented the treasures report

- Current Funds at Bank £178,551
- Last year's Funds £223,064
- Down by £44,513

ICT

RP on behalf of Alan Kinghorn, requested that any faults raised on the system for ICT have more detail included to verify you.

Publicity

Kirsty Lawrence gave the below update

360 Challenge

Thanked John & Alison McQuade for all their help and the original idea and advised that they had stepped down from the organising the event.

Asked for volunteers to help run the event.

Advised that the date will change as Easter is early this year and to try for better weather conditions.

GNR

Busy working to get runners to do it, with a lot of spare spaces.

Advised that we were changing the rules and that the runners have to pay for the place as not everyone was providing the min fundraising amount (£250)

Asked if anyone knew if there were any companies that would be interested in providing a team

TV Documentary

All filming had been completed with all other parties

Should be getting promo to come through then will be able to announce/promote it to the public

Thanked everyone that took part in the filming and expecting to get a lot of interest when the program airs.

Talks

Had a few requests about becoming a speaker and advised them to speak with Nigel Barlow who will take them through the process

Thanked Nigel Barlow and Steve Tulloch for all their help

HMRC

HMRC Washington had been rising money for the emergency services and provided NBB with 30 Chocolate oranges, these were disturbed by a lottery of number on the attendance sheet

Rota Manger

Chris Mann gave the below update

Shift Controllers

Thanked Jeff Ormston, Joe Parkin & Paul Curran for all their help in getting the controllers trained up

- 21 registered since Aug
- 12 Completed training and signed off
- 2 still going through training
- 30 controllers removed from register due to no shift in 12 months
- Small number of volunteers covering shifts and requested more volunteers

RP suggested to the new volunteers going through advanced driving to volunteer for controlling as it is a way of gaining experience during training and gives an insight ready for when on vehicle shift.

GP Run

New pickup added on Tuesday -Thursday run for Jesmond Health care

Question from Susan Drapper ref Boots on Saturday's saying it is often in darkness and closed.

Issue to passed to Sean Story to investigate with the trust

Question from floor asking if it is ok not to pick up the box from the Freeman on a Saturday before doing the Ponteland Road pickup.

The procedure states that it is to be picked up 1st so that is what you must do.

Rider/Drivers

Since last meeting there has been 5 riders and 3 drivers newly qualified

Rota

The uptake of shifts has improved a lot since last meeting, but still relying on a few volunteers to cover most of the shifts

Asked volunteers to try and book shifts earlier if possible, and to read the email that is sent out stating what shifts are available and need covering

Thanked Alan Johnston for helping with issuing of uniforms and helping booking volunteers 1st shift.

Thanked Mick Redpath for looking after the rota updates

Steve Tulloch asked if the controller workshop is required if you are a returning to controlling.

RP answered this is the process if you have not done a controller shift within 6 months you are required to complete the workshop, which is the same process for vehicle shifts.

Fleet Manager

Alan Johnson (2) gave the below update

Vehicle Damage

New RT (Rush) was took off rota after 3 weeks of service due to being dropped and not reported.

New FJR took off road a week later for same reason

Advised that we have a no blame policy and that any damage should be reported as we have a duty of care to the next volunteer using the vehicle.

Fault Reporting

46 issues logged, with an average response time of 3hrs (5 mins better than radio), and an average resolution time of 26hrs

Thanked Jason Cooper, Harry Snee, Paul Gilligan and all the other volunteers that help taking vehicles for tyres etc

Bike Checks

Requested that due to the bikes running a lot of equipment that the bike checks (lights) are completed with the engine running.

Vehicle Cleaning

Requested that the vehicles are cleaned after shift to try and keep them clean,

Suggestion from Ria Burnett that if unable to clean the vehicle a note is entered into the check sheet saying why it's not cleaned, to save complaints.

New Bike

New RT order and should be in service about Easter, this is being purchased with the funds Kerry family have raised. Over the last 3-4 years in memory of their son Owen. With this new bike, Scott (Pan European) will be retired and is being offered to the family, as 1st refusal, other volunteers have requested to purchase it.

Advised **all** riders must complete a control familiarisation before using any of the BMW's

Cameras

Advised that cameras are fitted, or in the process of being fitted, to all bikes and that the cars have had them for about 2 years.

This is not big brother and is looking after all NBB assets, including volunteers using them.

This was well received and all present thought it was a good idea.

Santa Toy Run

Conducted over the weekend of 14th-15th Dec, all NBB vehicle spaces filled but if **qualified and registered** rider you can attend on your own bike, but must register with Alan

Starting time for both days is 10:00

KL thanked everyone for all the donations including the large donation from Peter Kippax on behalf of Reece Group.

Membership Officer

Ken Tait gave the below update

Total number of role-based volunteers

- 133 Riders
- 119 Drivers
- 46 Controllers

Total number of volunteers

- 9 Rider, Driver & Controller
- 5 Controller & Driver
- 7 Controller & Rider
- 66 Rider & Driver
- 25 Controller
- 39 Drivers
- 51 Riders

Advised he is receiving approx. 2 queries a week

	<p>Training Officer Stephen Winn gave the below update</p> <p>Assessments are ongoing and thanked all the assessors Suggested that if not done a shift in a long time and the thought of going on shift again puts you off, to contact him and he can arrange induction and shadow.</p>	
6	<p>New Job Logger</p> <p>RP thanked Alan Kinghorn and Jeff Ormston for their help and validating the process so far.</p> <p>Gave background to why the logger will be replaced and what the new one will provide.</p> <p>Demo of the new (work in progress) logging process, this was well received from the room.</p> <p>Advised we will be looking for beta testers within the next few weeks</p> <p>Question from Susan Draper asked when the new process will be in place and raised concerns about training with the new logging process. RP answered, The new logger is still a few months away from being completed and that there will be training provided well before the new logger is to be used and will run new logger in demo mode to practice on without any true data being entered.</p>	
7	<p>Recognition Badges</p> <p>Chris Mann and Barry Bullas issued the following badges</p> <p><u>Bronze</u> Paul Frost Victoria Knapp Mick Redpath John Reay</p> <p><u>Silver</u> Alan Jonson (2) Susan Draper Steven Draper</p> <p><u>Gold</u> David Draper Alan Bell</p>	

<p>8</p>	<p>Open Floor</p> <ol style="list-style-type: none"> 1. Susan Draper asked for an update on the tracking issue with the radios. RP answered that the issue has been logged with Andromeda and have pushed it back a few times to them as it is not working 2. Jason Cooper raised an issue with the radio batteries RP Answered that the batteries have a charging cycle lifespan which some are over causing them not to last the full shift, we are replacing the ones that are reported with new ones, when we can 3. Ria Burnett asked if the riders and drivers could get training on how to use them as it is difficult to understand some of them. RP advised that the new induction and training procedure will contain a section on radio etiquette and the shadowers do show new volunteers how to use the radio. 4. Steve Tulloch asked if any progress has been made with the RVI about the crew room. AJ answered that Sean has been speaking with the trust and we are waiting for the final approval from them 5. Not Recorded raised an issue that when Vocare take over the numbers the receptionists at the RVI have complained that they cannot get through. Call rings twice and then drops. RP to speak with Vocare to see if there are any issues and how we can fix it 	<p>RP</p>
	<p>Meeting closed at 20:30</p>	

Chair / Vice Chair Print Name:

Date:.....

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Attendance sheet - please sign in

	Name
1	KIRSTY LAWRENCE
/ 2	DOREEN LAWRENCE
3	RONNIE PATON
4	PETER H. ORR
/ 5	BARRY BULLAS.
/ 6	CHRIS MANN
- 7	ALAN JOHNSON
/ 8	FRANK SOUTBY
/ 9	Hevce Burnett
/ 10	Laren Grove
11	Jason Cooper
- 12	RONNIE PATON
/ 13	Ken. Tait
/ 14	Mick. Redpath
- 15	STEPHEN WINN
/ 16	STEVEN LAWS
/ 17	CAROL SNEE
/ 18	HARRY SNEE
/ 19	JOHN REAY
/ 20	IAN MUIRHEAD
/ 21	SUZANNE HUTCHINSON
/ 22	VICTORIA KNAPP
23	MARU COUBAN.
24	Steve Draper
/ 25	Susan Draper
/ 26	DAVE DRAPER
27	Taylor Jenkins
/ 28	PAUL FROST
/ 29	Ros PATINSON
/ 30	DAVE MCDONAGH
/ 31	CLIVE FRANKLIN.
/ 32	PETER KIPPAX
/ 33	ABELL
/ 34	FLAN HILARY
35	Keith Arble
36	STEVE TULLOCH
/ 37	PETER ROBERTSON
38	JEFF GLEN
/ 39	CRAIG LUMSDEN

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Attendance sheet - please sign in

40	ANDY WATSON
/41	Ken Kelly
/42	John Dickenson
/43	NIGEL BARLOW
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