

Minutes of T3 meeting

23rd June 2021

1. **Present:** Colin Nyland (Chairman), Phil Moss., Paul Drinkwater, Roger Peel
Jenny Kingscote, Chris Morgan & Maggie Goodchild

2. **Apologies:** Dave Burley

3. **Minutes of last Meeting:** Before signing the minutes Colin advised that Martyn White had contacted him about the comments made about the Folk Volunteer pack. Martyn wanted the last set of minutes changed but Jenny said they had already been published so any alterations would need to be minuted in these minutes. Martyn had said to Colin that the Trust was very bad on governance issues. He explained the amount of time and energy that the Folk team is taking to tick all the boxes, especially when it comes to Grant applications. Now we are a bigger organisation the correct procedures must be adopted, the COM agreed to the format of the pack and fully supported the move.

Rose & Maggie had produced shortened versions for the Tower volunteers & Tour Guides. It was felt these would be ok if the first item was a disclaimer that this was an additional document to the Folk pack.

Jenny added that she had not listed all the Marketing team members in the last minutes and that Sue Smith, Marc Waters and Helena Taylor are also part of the team.

Colin then signed off the last minutes.

4. **Matters arising:**

Folk Guides - Roger said he had contacted Sue Smith asking for a form of words he could send to the Tour Guides but as yet had heard nothing.

Archaeological Festival – a request for help had been sent out by Sue Smith in the membership newsletter. Roger is to attend a Zoom meeting to discuss an update on the Guides. It was discussed that any Guides taking part would not wear the sashes as it was considered these should only be for indoor use and that badges and lanyards were sufficient.

Gallery Guides (SGM) – Roger had requested Sally at the Museum to advise him of the form of the e-mail to send to the Guides but had heard nothing. Maggie pointed out that the Museum refused to help on HOD and asked how much help should we offer.

Videos/talks database/storage – Paul clarified some of the points he raised last meeting. He is concerned that any talks are not quality controlled. It was discussed that really the Guides self-validate their talks and Roger added most of the talks were booked by recommendation and if they weren't good enough they would not get recommended. The Tour Guides undertake a very lengthy training but undertake their own research for a talk usually for a topic they have an interest in. Roger keeps a list of the Guides that undertake talks and he should always be contacted if a talk is given under the CT so that insurance cover is applied and also that the correct fee is charged. All talks should only relate to Gloucester. We only discussed the Tour Guides but the issue was raised

about talks in the Tower and the Folk as Roger only covers the Guides. Paul also asked should COM approval be given but as they do not get involved in training which is managed by the T3 committee it was said it was not necessary. Colin asked that it was stressed that in this matter we are only discussing Tour Guides.

5. Reports

Chairman (Colin) - Colin has booked the Edshed for new Guides training in 2022. Min Lane will be looking after St John's on Friday mornings in July, August & September.

Treasurer (Dave) – Encouraging signs of life and the English Heritage Cruise tours and the Roman tours have commenced.

Richard Crowhurst has obtained the Square stand and Ipad that will be used by the Tour Guides in the Tower using GCT money. The Tower wi-fi connection isn't good, Gareth had checked it out and said it needed replacing and he had spoken to Carole about it. The Folk uses Virgin Media broadband so Richard was going to check with Virgin to see if they will install cable broadband in the Tower, the fallback plan is to replace the Tower wi-fi kit from another standard provider like BT. Use won't be possible until the wi-fi is replaced. The Tour Guides bank account will hopefully be with Santander. Richard will look into what details Santander will require to open the account.

The COM have set up a Finance sub-committee to overlook how the Trust's monies are handled. This is all going to take time so at present the RBS account should be used.

Bookings (Roger) – Report held showing Tours completed/in course/in place. A rota will be issued for the school holidays only. Guides are coming forward to cover tours when requested. Roger had some last minute requests for tours so he was thinking of putting on the website that 24 hours notice to book a tour is required

Marc Waters contacted Roger to ask for Guides to take tours from the Folk, Roger had asked for details but City tours will **always** start at the Tower but there were probably some specialist tours which could start at the Folk. It was also discussed that the Folk must use CT qualified guides and Colin will discuss this with Martyn White.

Training (Chris) – All new members have been contacted by Chris or Colin with information on the Guides training programme for next year. Those who confirm an interest will be added to the list of trainees. Chris has contacted the 4 trainees from last year to explain the plans for training. All are volunteers either at the Tower or the Folk. Chris has also asked their mentors to get in touch to offer help & support

Colin has booked the Edshed on the following Saturday mornings:- 5th, 12th, 19th & 26th March, 2nd & 9th April. for the training course. The Edshed to be opened at 10am for a 10.30 start, allowing for questions at the end of the sessions and an expected finish at 12noon.

There was a short discussion whether some guides might appreciate a refresher course on some of the tours, it was suggested they join existing tours. It was discussed whether it would be a good idea to arrange some 'Public Speaking' training for the newer guides as previous training had been well received. It was suggested that a talk on the Records Office could be useful especially on how to use the records for research. An idea was discussed about having a guided Pub tours event

ending at a Pub but it was felt this was more of a social event than training.

H.O.D (Paul) - Things are progressing well. It has been decided that 15 people will be the maximum on walks and 40 for talks in the Edshed. It's hoped that the event will be as big as normal.

Paul will produce a brochure for just Trust events, the main programme for the Festival is being handled by 'Flying Goose' All our events will be booked with few exceptions and notification of numbers will be supplied in advance of HOD weekend.

Emily is looking into the possibility of having the use of an empty shop in the City centre for displaying events and publicity for the event.

Marketing (Maggie) - Maggie provided a copy of the Marketing team minutes but a lot of the items have been discussed in this meeting.

A new poster for Guided walks is to be produced. Some schools have been contacted to offer walks.

The use of the website is key and Helena should be kept up to date with what is happening so she can keep the website current.

Tower (Carole) – The Tower is open 6 days a week at present, 9 Guides from pre-Covid have not returned for various reasons. Carole has already spoken to 5 new volunteers and is expecting to talk to a couple more.

The proposed talk and poetry cafe will be rescheduled subject to Government guidelines.

There are a lot of 'staycation' visitors but there are some problems with 'day trippers' requiring walks as system is not suitable for people with limited time. City maps are handed out to help.

The Tower is still acting as a substitute TIC which this year will be closed on Mondays but open on Sundays to attract families.

7. Any other Business: Sue Smith has put together a tour of the Folk and wondered if the Guides would be interested. Roger will let Sue know after contacting the Guides..

Chris has been given a 1880 Centenary medal for Robert Railkes and wondered where is should go.

Date of next meeting: Tuesday 21st September at 10.00am in the Edshed.

The meeting closed at 12 noon

Minutes agreed

Date