

ELLGaS

General Meeting Minutes.

Wednesday 30th June 1999.

Present:- Jeremy, Viv, Rob, Paul, Ken, David, Maggie, Alistair.

Apologies:- Clive, Bev.

Matters Arising from the Minutes of the Last Meeting:-

Memberships:-

Ken will speak to Duncan before the next Executive Committee Meeting, regarding his membership. *Action Ken.*

Subscription to Boyz/Pink Paper:-

The subscription fee has now been paid (each @ £12.00 p/a) and we have started to receive these in the office.

Publicity:-

The fee for the advertisement in the Clitheroe Advertiser has now been paid.

The Healthcare Journal has asked us whether we would like to place an advert in their one-off publication for £280.00. This would be distributed to every doctor's surgery in the Burnley area. We need to ascertain, however, who the readership of this publication comprises of. Is it accessible to the general public? Is it for doctors and medical staff only? *Action Maggie.*

Treasurer's Report:-

The National Lottery have been requiring us to be extremely precise regarding our financial outgoings. This matter, it was agreed, should be on the agenda for discussion at the next General Meeting. *Action Chair of General Meeting.*

Granada Action:-

Granada TV were contacted last week and we have received a pack and application form. They have said we can return the form in time for the next meeting (7.7.99.) but it was agreed that there is no tearing hurry with this and that we should take our time in filling out the form to say the things we really want to say.

Answers to questions like “what message do we want to convey to viewers?” need to be discussed and thus made a group effort. General Meetings are the place where this would happen. Any suggestions regarding this are welcome. *Action all members.*

Telephone Helplines Association Training:-

There are 14 places for the THA training day on 25th July. It is hoped that spare places will be filled by outside organisations. If people are coming as individuals, they may be allowed to come free of charge, however if they are coming under the auspices of their organisation, there would probably be a negotiated price for the day.

Opening Times On-Line and Statistics:-

Recently there have been a lot of calls between the hours of 4pm and 7.30pm. Some callers may not leave messages and actually hang up before the answerphone message has finished. When this happens, the call is not logged on the system.

Therefore, it was argued, the statistics at present aren't accurately reflecting the need for the service we provide.

It was discussed that we need a new answerphone (better quality) and/or a call logger (available from BT) so that ALL calls can be entered into the monthly statistics regardless of whether or not they are hang-up calls. This needs looking into. *Action Maggie.*

Mardi Gras, Manchester 1999:-

The idea was discussed of organising a coach from this area for the Saturday (28th August) to pick people up and drop them off. This would need to be publicised, and other groups (such as Outlook, Preston) would have to be contacted to help us with this, thus making it a combined effort.

Ken, Paul, Rob and Maggie agreed to take a lead on this and investigate costs for various sizes of vehicle. *Action Ken, Paul, Rob & Maggie.*

Maggie agreed to attend a meeting on 9.7.99. at the Manchester L&G Switchboard regarding an ELLGaS presence in the Mardi Gras Tent. *Action Maggie.*

It was agreed that we did not want to organise an ELLGaS float this year.

Youth Group:-

It has become apparent that there are a lot of younger callers, especially from the Burnley area, and that provision for them is insufficient. The looking into and, hopefully, setting up of a youth group in the Burnley area was discussed.

The Community Development Centre have no policy for or against this, so long as there is nothing illegal taking place.

At the last Police Forum Meeting, it came up that someone has already looked into this.

Blackburn Youth Group can also be contacted to help with the setting-up process.

Maggie is meeting up with Lily Rushton in 2 weeks time and problems are expected regarding this. *Action Maggie.*

Memberships:-

Daniel's membership has been ratified subject to successful references and he has been e-mailed to this effect.

Vicky has been met and her membership was also ratified subject to successful references which have been sent for.

These new members will henceforth receive minutes of General and Executive Committee Meetings.

Any Other Business:-

When college courses start in September, volunteers on-line may have to swap evenings about a bit. It was agreed that we ought to be a little more open-minded regarding our coverage of the line and that we do not have set evenings. Come September, specifically, Tuesday evenings will need covering so there is plenty of warning. *Action all members.*

Maggie wished it to be known, that when she covers the line or talks with clients, she does so as a volunteer, and not specifically as a part of her job.

**The next Social will be on 1.7.99. at The Burnley Mechanics.
The next Executive Committee Meeting will be on 14.8.99.**

The next General Meeting will be on 28.8.99.

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