

Notes from the Volunteers' Steering Group Meeting

Monday 4th July 2016, 7.45 pm, Chancellor Room

Present: Andrew Duke (Chair), The Dean, The Vice Dean, Maureen Benson, Chris Burt, David Frampton, Ann Freese, Dan Glading, Jean Glading, Janice Goodman, Brian Greatrex, Alex Guest (Ordinand on placement), Bobby Harrington, Tony Harrington, Nick Robinson, Yvonne Spence, Jean Standen, Elizabeth Marshall (Minutes).

1. **Opening Prayers, Welcome and Apologies:** Opening Prayers were led by Andrew, remembering Ken Beverley, who had died since our last meeting and who was a former Lay Assistant. He welcomed Alex Guest who is an ordinand on a short placement in the Cathedral, David Frampton, who has taken over the Stewards' Rota from Bobby, and Chris Burt, representing the Scouts. He also congratulated Maureen and Dan on their election as Wardens. He noted that Sue Atkin has been nominated by Chapter as their representative for Volunteers. The Vice Dean said that it was a credit to Andrew's work that Chapter has recognised his input to this group.

Apologies for absence were received from Ruth Bird, Margaret Birt, Linda Brown Easton, Eric and Jean Crook, Eileen French, Rob Huddleston, Janet Pettifer, Rosemarie Rowe and Pamela Yates.

2. **Minutes of the meeting on 7th March 2016:** These were agreed as a correct record.
3. **Matters Arising:**
 - Dan noted that the Polish translation of the short guide is in progress as part of a student's GCSE Polish project.
 - The coffee rota displayed in the Chapter House still has phone numbers. There is potential here for nuisance calls although it was noted that surnames had been removed.
 - Quaker Tapestry visit: more volunteers are still needed especially on the Saturdays. The Exhibition Stewards will be exclusively from the Society of Friends but 3 extra people will be required on September 3rd as John Rutter will be leading a *Come and Sing* in the Cathedral at the same time as the exhibition is on. David Frampton will be writing to existing stewards to request the extra help. A Risk Assessment has been completed. A training session for new tour guides will be held this week. There will be an app for iPhones for the display.
 - Confidential Declarations: Leaders should encourage all their group members to complete Confidential Declaration Forms and return them. Marion (Dean's PA) will email them if required or supply hard copies so please contact her detailing how many copies are needed. It is expected that all new volunteers will complete the forms in line with safer recruiting and it is hoped that existing volunteers will also do this. Envelopes addressed to the Safeguarding Officer will ensure confidentiality and they will be stored securely in the Cathedral office.
4. **Community Chaplaincy:** In Tim's absence, the Dean explained that Tim's role is part Youth worker and partly community orientated. He has the assistance of Rob,

a volunteer and Steve, a student at Ridley Hall. Tim has been working informally with The Priory and the J's Hospice, but is now developing this area of chaplaincy and is responsible for an outward facing ministry.

5. **Training and Support:** The Revd Rose Hudson Wilkin has been booked for January 28th 2017 at 9.30am. Next Wednesday, July 6th, Jill Preston, will be leading a training event for new tour guides. A training session in the office, led by MIND had been helpful, focussing on dealing with mental health issues. The Dean suggested a rolling programme to all volunteers. David Frampton said that he had had requests from stewards on how to deal with visitors who may be in distress or needing to see a priest. With the shortage of welcome stewards, they need to be able to deal with all comers. Retired priests are to be invited to join the rota. The Dean said that there is now a mobile number for real need for contacting a priest. On a Sunday the roles are to welcome, to provide books and to help people to find somewhere to sit. It may be necessary to help to follow the service. It was noted that having coffee outside following the Africa service had worked well and it was suggested that it could be tried again if not raining.
6. **Recruitment:** Request is still on the website but not many responses are coming from it. Clare's cards from Hylands Flower Show have attracted 3 more members of the Flower Guild.
7. **Succession:** Sam Hart is standing down as leader of the Walking Group. Anne Sparrow is taking this on. All leaders should have successors in mind.
8. **Group Leaders' Concerns:**
 - Andrew said that Margaret Birt (Friday Lunchtime concerts) was concerned about the changes to charitable donations. The regulations have changed which means that all donations must be transparent and must be the property of Chapter to be given away and have the absolute agreement of the group. Groups affected are Welcome on Wednesday, Social Committee, Africa Group and Friday Lunchtimes. The Africa Group are an example of good practice. We are no longer able to donate 10% of our congregational giving as in the past. Chapter has asked the Precentor to convene a meeting of all interested groups to explain.
 - Janice Goodman felt it was important that these minutes should be circulated widely. Andrew to speak to Clare for them to be posted on the website. Paper copies to be available for reading at south and west doors.
 - Nick Robinson said that Marion Palmer's retail experience was a gift to the bookstall and expressed thanks to her.
 - David Frampton is now able to sell tickets for certain concerts directly without going through a website and incurring a booking fee.
 - The Sidespersons' team is dwindling with eight retiring this time and only one new person; two more will leave at the end of the current rota.
 - Ann Freese mentioned that New Interests will be leading a country walk in August.
9. **Any Other Business:** Andrew welcomed the Vice Dean back from his sabbatical leave.
10. **Date of next meeting:** Monday 7th November 2016 in the Learning Centre.