

Question Report

Report Generated: Sep 27, 2022 8:47 AM

Topic Webinar ID

OutdoorLads AGM 20022 836 6605 3947

Actual Start Time # Question

Sep 26, 2022 6:24 PM

120

Question Details

#	Question	Asker Name	Answer
1	captions on please	Wayne Harrison	It will go live after musicc finished
2	Why can't we see the rest of the audience in here?	David Fletcher	Hi Dave what are you meaning - as in all other attendees to the meeting? I do not think as an attendee you get to see that, but I am not a Zoom expert :) Danny McK-H
2	Why can't we see the rest of the audience in here?	David Fletcher	Because it's being done as an event rather than a meeting...I think meetings have a fairly low maximum attendance?
2	Why can't we see the rest of the audience in here?	David Fletcher	Really doesn't feel like a proper meeting without being able to see who is here
2	Why can't we see the rest of the audience in here?	David Fletcher	Yes, it's limited to 500, but it's much more convenient if you don't let the members speak :)
2	Why can't we see the rest of the audience in here?	David Fletcher	Yes, very convenient
2	Why can't we see the rest of the audience in here?	David Fletcher	There's an opportunity for AOB at the end if you want to speak :)
2	Why can't we see the rest of the audience in here?	David Fletcher	It's actually standard procedure to hold comments until the end as it keeps the meeting moving; otherwise the progress would get bogged down and nothing would get accomplished!
2	Why can't we see the rest of the audience in here?	David Fletcher	It's not standard procedure to sit in a room where you can't see anyone.
2	Why can't we see the rest of the audience in here?	David Fletcher	I do wish that we could move AGMs to a hybrid model, where there was an in person aspect maybe at a larger event, with online engagement. I suspect this won't happen as there are costs involved in doing so.
3	Can you clarify what the 2nd set of later elections are going to be for? The only elections that was published in advance was for the trustees?	Steve Clifford	Hello Steve, the trustee elections have been moved to the later section - its a typo that it has been left in the earlier part of the agenda, apologies :)
4	chats disabled	Colin Cumine	Working on it, sorry :)
5	the VAT refund was over how many years? most businesses would have re-stated accounts for years it covers .. difficult to see exactly where we are without restated accounts?	COLIN DAY	live answered
6	Can we have comments that are not passive aggressive please!	Jonathan Moore	Thanks Jon
7	Surely Cancellations/Surplus retaining payments is not a one-off payment. It may not be a guaranteed payment but it will still be money retained next year.	Steve Clifford	We usually have a level of retained refunds for each event that generally cover the cost of places that then remain unsold after cancellation. During covid there were far more cancellations per event than in a normal year yet events often ran close to capacity, which unusually resulted in £14k left over after all unsold places were paid for.
8	Please could you briefly expand on what the "operational overheads" and why they will increase significantly?	Ross Arthur	what they *are* (!)
8	Please could you briefly expand on what the "operational overheads" and why they will increase significantly?	Ross Arthur	live answered
9	What is being done to increase income, apart from the general expansion of paid events? For example more sponsorship, online shop sales of merch, etc. Could be good to have some diversification of income streams. Thanks.	Mark Jones	Hi Mark, sorry we didnt get to your one live! As Matt covered we are looking to expand on the success of the North Face agreement which was very beneficial for us. The online shop doesnt make much revenue but the convenience of it - as in no need for us to hold stock - makes it the best option. As for other diversification, we are working on the use of the ODL bar at private functions, which we have seen great success in recent years. We will be working to push that to be more public as we iron out the logisitics and the other operational considerations. Ideas are welcome - please send in any suggestions to the office, anything and everything is worth looking at!
10	Why has their been a fall in income between 2019 and 2022 (not accounting for covid period in between). Its just with drop in income and inflation, it looks like there is a definite decline, is that because of a fall in membership?	Colin Cumine	live answered
10	Why has their been a fall in income between 2019 and 2022 (not accounting for covid period in between). Its just with drop in income and inflation, it looks like there is a definite decline, is that because of a fall in membership?	Colin Cumine	I didn't feel this question was fully answered, as the question was comparing 2019 with 2022, not the covid period. Please can this be relooked at afterwards. Thanks.
10	Why has their been a fall in income between 2019 and 2022 (not accounting for covid period in between). Its just with drop in income and inflation, it looks like there is a definite decline, is that because of a fall in membership?	Colin Cumine	I "suspect" a good chunk of income was recorded in earlier years for events that were postponed because of covid - e.g BSC
11	How can we expand membership to improve income	Andrew Shearwood	I'd really appreciate to know, in detail, what efforts have been done to advertise ODL and promote new members especially in diverse communities including ethnic groups less represented in ODL currently, people with disabilities, and suchlike.
11	How can we expand membership to improve income	Andrew Shearwood	Andrew/Mark - we think this Q is more pertinent in the strategy section of the AGM. Can you keep in mind to ask this again there - i will try and keep an eye and bring this back up but just incase it gets missed if other Q's are coming in.

12	Do the trustees have a view of what changes we would need to make to break even operationally or to generate a surplus - is this being smarter about which events we run, increasing charges, etc?	Ian Cope	point of information : charities generate income through fundraising and grants. Generally charities raise two thirds of their income in this way. At ODL donations and grants are low compared to other charities. Reserves and meant to be in place to cover the charities overheads in an emergency and redundancy costs.
12	Do the trustees have a view of what changes we would need to make to break even operationally or to generate a surplus - is this being smarter about which events we run, increasing charges, etc?	Ian Cope	A key factor in being successful in getting grants would be being an inclusive org.
12	Do the trustees have a view of what changes we would need to make to break even operationally or to generate a surplus - is this being smarter about which events we run, increasing charges, etc?	Ian Cope	live answered
12	Do the trustees have a view of what changes we would need to make to break even operationally or to generate a surplus - is this being smarter about which events we run, increasing charges, etc?	Ian Cope	Great point, Peter 👍
13	Are we still running a office ? If so why aren't staff working from home?	Lewis Garth	live answered
13	Are we still running a office ? If so why aren't staff working from home?	Lewis Garth	Home working is a very sensible option to consider in order to cut costs.
13	Are we still running a office ? If so why aren't staff working from home?	Lewis Garth	Yes, agree this should be investigated. The staff provide great value to the organisation but does a physical office?
13	Are we still running a office ? If so why aren't staff working from home?	Lewis Garth	Also...what would the staff prefer?
14	Do you expect the rise in cost of living to have an impact on ODL?	Philip Kwok	There may well be an impact if members cannot afford to renew membership, or cut back on the events they attend. Costs for events likely to increase due to inflation. Staff inflationary rises likely to be higher. We are all likely to feel the impact of cost of living rises and ODL is not immune unfortunately.
15	Are we giving our hard working staff pay rises in line with cost of living rises?	Joe Bailey	live answered
16	Where in the energy costs coming from?	Lewis Garth	Energy costs are for our storage unit. Energy costs for the office are included in the rent.
17	Do we know why 40 leader applications did not translate into new leaders? Thanks	Phil Owen	Hi Phil. Some are still in progress. Some leaders decided not to progress. Some, but not many, do not pass the leader application progress.
17	Do we know why 40 leader applications did not translate into new leaders? Thanks	Phil Owen	Thanks Liam
18	what are we doing to ascertain if the inactive leaders are coming back or have just decided to cease leading? there seems to be a large number that rarely if ever lead events any more around here?	COLIN DAY	There's usually 2 levels of contact: regional organisers & coordinators hold regular leaders meetings to help re-engage leaders and keep them up to speed with what's happening in the region, in addition to reaching directly to leaders as needed. At an organisational level the office also directly contacts leaders who have been inactive for a long time to check they still wish to lead and remove their leader rights if not OR see if they need help in getting back into leading.
19	Active leadership figures potentially misleading as it doesn't include the 'hidden leaders' leading casually from hostels or camps.	David252	Hey David, Agree, however the hidden leaders aren't listed on the event oages hence do data being able to be collected.
19	Active leadership figures potentially misleading as it doesn't include the 'hidden leaders' leading casually from hostels or camps.	David252	I think this is a good point - I am not a "lead" on any events (although I may be listed as a co-lead on a couple) but do LOTS for the Big Events and Bars
20	What are we doing to make some of those 153 who haven't led lead? How are we engaging with the leaders in general?	Daniel B	I think Danny B covered this in his live answer - if you want more info on this, please drop another Q in or email us and we can answer more specifically. :)
20	What are we doing to make some of those 153 who haven't led lead? How are we engaging with the leaders in general?	Daniel B	Regional Coordinators do contact inactive leaders to check-in with them, to see why they may no longer be leading and what can be done to encourage or assist them. Sometimes personal circumstances change limiting time or capacity to lead - and many come back after a period away and become active again.
21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	I disagree completely, that's been happening and that's a lot of the problem. I've spoken to many previous leaders who would be happy to lead things but it's too much hassle to get their leader rights back.
21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	Agree with this Chris - its way too much hassle to get reinstated
21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	Thanks Gavin and Chris and Kevin, we have had this come up before as a suggestion but we have always decided that it is too confrontational to do so as we may cause upset or hurt to someone if there are other reasons they do not or cannot lead. We want to get people back in and there are efforts in the events and members projects to work on leader engagement! Danny B also touched on this in his live answer to a similar question.
21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	I am a 'hidden leader' and have only officially led one event this year, a low level leader assessment. I have however led 12 mountain walks, including one mountain walk leader assessment, as a hidden leader, without any recorded credit. Should I be put on the naughty list for my poor 'recorded' performance? I think I'm making a valuable but hidden contribution.

21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	We also need to manage access to member data in the website under GDPR and so suspend leader rights for those who no longer wish to lead or aren't contactable. It should however be relatively easy to get your rights re-instated by contacting the office. If you can send us details of the challenges you had getting prior rights re-enabled then we can look at that for you
21	You need to remove leader qualifications from inactive leaders (unless there's a good reason for them not leading, such as long-term illness). This would raise the status of the leader qualification and make obtaining them more desirable. A leader qualification should be like a nursing qualification rather than a driver's license - use it or lose it.	Gavin Blackman	Agree with David252 - a very similar situation to my own. It may be that members don't appreciate that there are many "hidden" leaders from the headline figures.
22	Have we surveyed the non active leaders to ask why, if there is anything the group can do to help etc?	Dan Burford	Regional co-ordinators regularly communicate with leaders in their region. This is one of the questions asked regularly - sometimes we don't have a response, usually the reasons are personal rather than ODL related. This will also feature as part of the strategy projects (which we'll hear about later) as we are aware it is an area where improvements can be made.
23	What are the reasons leaders have given for not being proactive and have they demonstrated an enthusiasm to do so going forward?	Mark Higginbottom	I've been prolific in the past, but my life has taken a busy turn and I don't have time at the moment to attend events, let alone lead them. I'm a qualified Mountain Leader, so throwing me off and making me start again would frankly be idiotic given how hard that is to achieve. But being deactivated and then fast-track reactivated might be a good option. I'd be pissed off and wouldn't bother reapplying if I had to start from scratch having led so much in the past. So be careful about blanket deleting inactive leaders, for one I'd like to come back.
23	What are the reasons leaders have given for not being proactive and have they demonstrated an enthusiasm to do so going forward?	Mark Higginbottom	this is such an important response Jonathan and needs to be made explicit so such leaders as yourself aren't lost
23	What are the reasons leaders have given for not being proactive and have they demonstrated an enthusiasm to do so going forward?	Mark Higginbottom	Not sure why chucking off inactives is so important, it's not as if leader benefits are that great.
23	What are the reasons leaders have given for not being proactive and have they demonstrated an enthusiasm to do so going forward?	Mark Higginbottom	Jon has given you a good explanation there - for leader types such as a mountain leader it takes a lot to get qualified - it would be counterproductive to strike them off and to start again. Often when a leader takes a backseat it is usually related to personal life issues. That just means that we continuously need new leaders joining the team so we can keep a good roll of events going forwards.
24	Is the problem that you're making it really difficult for leaders to actually organise events?	Chris Timson	I'm more than happy to engage, you have my name, please reach out to me.
24	Is the problem that you're making it really difficult for leaders to actually organise events?	Chris Timson	Can you provide us with some more details on this please? Your regional organiser should be able to assist with setting up the event page and we've tried to streamline the process where we can, so I'd like to understand which aspects aren't working well so we can look to make things easier.
24	Is the problem that you're making it really difficult for leaders to actually organise events?	Chris Timson	Not everything is handled in regions, and the group is very aware of the problems that I've had. I know from speaking to others that there are plenty of other people that have similar but different problems.
25	These numbers on the special thanks - are these the number of events that person has run?	Ian Roberts	Yes - the leaders who have run most events by leader type.
25	These numbers on the special thanks - are these the number of events that person has run?	Ian Roberts	Thanks Liam
26	Make it easier to lead events! Getting signed off as a leader is a nightmare :(Ian Roberts	Hi Ian, this is something we do want to make easier - part of the member and the events section of strategy, we do want to improve the journey for members to leader! So we are actively, working on that.
27	27 is quite a dependency, which is Matt's point. I know that volunteering is led by passion for ODL but I wonder that the rewards for recognising volunteer leader's time should be reviewed to give that balance for people's time. Especially walk leaders, not everyone can afford the travel costs to get out regularly to lead.	Mark Jones	Hi Mark, we are working on a new leader expenses system which we are working with leaders on. This will be proposed soon.
28	You are trying to increase engagement but removing voting on big subjects is likely to do the opposite?	Lewis Garth	
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	No it's not - the system works really well.
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	May just have been my experience then.
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	They were doing vouchers during COVID to avoid the bank account being emptied out, but I've never had an issue getting a refund from anything, the staff are really efficient and proactive.
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	I've always been refunded really quickly
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	Maybe it would be an idea to only take payment once you've been guaranteed a place on an event.
29	If you join a waiting list for an event, but then don't get on it, it's often a nightmare to get an actual cash refund.	Jason Waddington	Hi Jason, please feel free to feedback to the office via support tickets if you have problems getting a refund. My personal experience has been good but that isn't to say that issues do not come up. We would like to know about them so we can resolve. Thanks to others on this strand for your help and comments on the answers.

30	I am sure there are some structural reasons why there may be a shortage of leaders. Of the people on this call who are leaders why do you stay and can we share that.	Anonymous Attendee	We do ask people who are leaders to add to our testimonials on the annual member survey - those testimonials are regularly posted on social media. But in the project for leaders we will look to get more of those testimonials and other positive comments to make some appearance to encourage members to be leaders
31	For day walks, is there a case for a financial contribution + penalty along the lines of the bigger events, to minimise wasted spaces?	Stuart R	You'd be effectively abolishing a chunk of the benefits of paid membership if you charged for walks...
31	For day walks, is there a case for a financial contribution + penalty along the lines of the bigger events, to minimise wasted spaces?	Stuart R	TRUE
31	For day walks, is there a case for a financial contribution + penalty along the lines of the bigger events, to minimise wasted spaces?	Stuart R	Thanks for the Q, Stuart. I think Neil resolved the point - thanks Neil! Event churn is an issue we are looking to resolve - it is part of one of the projects in the events section of the strategy!
32	where is the volunteer policy and fair reimbursement of volunteer leaders at 45p mile as currently it's much less	Dave Forrest	Hi Dave, we dont currently reimburse leaders in that way but our Ops Committee is currently working on a leader expenses solution and details on that will follow soon! Thanks :)
33	Poor communication between leaders and coordinators according to recent feedbacks	Sylvain Royer	Thanks Sylvain, we do want to improve the member to leader comms but that is quite wildly different between regions. If you are having problems with comms with your regional coordinator and feeling like there is little communication please contact the office and they should be able to help
34	I tried to become a social leader and my application was ignored	James Goddard	Please follow this up by emailing support@outdoorlads.com.
34	I tried to become a social leader and my application was ignored	James Goddard	I would contact support@outdoorlads.com and i'm sure they will look at what happened
35	I know a hostel leader was trying to organise a hostel event in Newquay but never had any response from the office about going ahead with it which is a shame.	Anonymous Attendee	Hi, all event bookings should go via your regional coordinator, so that it fits into the regional plan for events. So please do pass that on to your hostel leader you mention. We do want people to lead but we have to ensure any events fit in with the overall event programme in terms of date and clash (potential) with other local paid events.
36	So, can we offer "new members only" events?	Stephen Sorrell	This is on the list Stephen as a new event type. Watch this space.
36	So, can we offer "new members only" events?	Stephen Sorrell	Maybe as taster walks etc?
36	So, can we offer "new members only" events?	Stephen Sorrell	Intriguing, but in most areas there would be very few new people and they wouldn't be building new friendships with the existing members. Been to a walk yesterday with several new members, the discussion was the existing members sharing lots of great things to do in ODL - if new members only they wouldn't have that opportunity. Has pros and cons.
36	So, can we offer "new members only" events?	Stephen Sorrell	I think there is a risk that "new members only" will fail to give the new members a proper experience of the OutdoorLads "magic"
36	So, can we offer "new members only" events?	Stephen Sorrell	we have done this before in the early years and it did work very well. It wasn't "new members only" but just aimed towards new members.
36	So, can we offer "new members only" events?	Stephen Sorrell	"Suitable For Beginners" seems appropriate and is already in place but perhaps needs reviated. Reserved places for say 1/3 would seem sensible so that they can see what we're like.
37	Do you conduct exit interviews	James Goddard	No, not a such, yet. We are looking at engaging with these leaders so this is being considered and hopefully implemented soon.
37	Do you conduct exit interviews	James Goddard	Regional Coordinators do contact inactive leaders to check-in with them, to see why they may no longer be leading and what can be done to encourage or assist them. Most leaders don't actively 'resign' or advise that they won't be leading events - sometimes personal circumstances change limiting time or capacity - and many come back after a period away and become active again.
38	How many new PAYG members use the 2 free events coupons to sign up? On my events I've lead, new members often don't even realise they have them. Maybe that's why people sign up but don't actually join anything?	Steve Clifford	live answered
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	An idea that been talked about often but needs leaders to offer that option.
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	I served as an unofficial "new member ambassador" at Big Summer Camp and found that it was very successful - this is something that I want to continue and develop more as a Trustee
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	I'm talking about people who haven't yet come along to an event at all. Does it have to be leaders? We have plenty of regular attendees who aren't leaders but would be happy to befriend potential new members.
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	Good ideas here, thanks all for your suggestions. I think we have improved engagement with new members including at BIG events but a follow up or a touch base is a really good idea and yeh - doesnt have to be a leader!
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	I think we could literally offer a call to someone just visiting the website from a member in their area who might be able to support them to get to a first event...
39	Does anyone follow up with a personal email to potential new members who do not attend an event? Could we offer some kind of 'buddying' to help those people to engage and come along?	Mark Dooley	their area!
40	117 concessionary members seems very very low given that anyone under 30 counts. Does that sound sensible versus the age demographics of all full members? I suspect a lot of under 30s are not taking advantage of this because they don't know they are eligible	Ross Arthur	Not all under-30's wish to apply for concession membership, which is fine. Concession membership is highlighted on the sign-up page along with the other membership options. This will very much form part of the strategy projects so that we can review and examine how we can do better in this area.

40	117 concessionary members seems very very low given that anyone under 30 counts. Does that sound sensible versus the age demographics of all full members? I suspect a lot of under 30s are not taking advantage of this because they don't know they are eligible	Ross Arthur	Sure, but I would be very surprised if people actively choosing to pay full price makes up a significant proportion of the shortfall between under 30s and concessionary members. As you say - something to look at as part of the strategy :) FYI, two of the under 30 concessionary members that joined in the last month did so because I told them about it. I will be applying for under 30 concessionary membership myself when my renewal rolls around (I didn't know it when I signed up)
41	So we have new members signing up mostly in the South East. Do we also have less events on in the South East?	Stephen Sorrell	The SE has the most events, proportional to the membership size. More leaders running more events would of course be welcomed.
42	I believe there was a 'buddy' programme for new joiners? Has it worked?	Matt Arnold	live answered
42	I believe there was a 'buddy' programme for new joiners? Has it worked?	Matt Arnold	I would like to develop this more as a Trustee - i did this at Big Summer Camp and it was very successful
43	How confident are the board that the 2300 website sign ups does not include spam/bots attempting to access personal details?	James Couldry	live answered
44	@joey "become a leader" its not that easy...	Ian Roberts	We are working - on part of the strategy, in terms of the journey from member to leader. We are aware there are barriers, we need to streamline that. Please know we are working on this! But try speaking to your regional co-ordinator or local walk organiser and hopefully they can get you through the system!
45	Just have it automatically lapse then if it is not renewed through active walk leading. No need for a confrontation.	Gavin Blackman	We want people to lead events even if its only one a year, 'sacking' a leader doesn't help anyone.
45	Just have it automatically lapse then if it is not renewed through active walk leading. No need for a confrontation.	Gavin Blackman	Thanks Gavin - a difficult one really, I see the point in the encouragement to keep your status live as it were but I think it would be divisive sadly
46	Do we have our own Blogs and influencers on the likes of Tik Tok and Instagram?	Colin Cumine	live answered
47	Could a place on each event be e-reserved for a new member to take up, i.e. priority.	Greg House	live answered
48	Guys, can we please leave comments in the chat section. Reserve this space for questions only, it'll make it easier for the people who have questions to be heard	Jay	Thanks Jay - its getting a bit much with keeping up with the Q's haha!
49	How can we expand membership to improve income	Andrew Shearwood	This is too broad a question for this forum in my opinion.
49	How can we expand membership to improve income	Andrew Shearwood	We'll cover this later on!
49	How can we expand membership to improve income	Andrew Shearwood	Cheers
50	Yes indeed, and that would be considered active walk leading. Let's not forget that someone has gone to the trouble of working with and assessing the new leader only for their efforts to be wasted. I have processed about 12 new leaders and only a few of those are actually leading.	Gavin Blackman	Good point gavin - it's not just the leader who puts considerable effort into getting someone through their leader assessment, the whole leader applications issue, and leader engagement, will be considered as one of the strategy projects
51	SUse standard text to highlight drop outs mean worth booking on full events	Andrew Shearwood	Quite a few leaders do put that on their events...yeah, maybe useful for it to be on more?
51	SUse standard text to highlight drop outs mean worth booking on full events	Andrew Shearwood	Thanks Andrew, yeh good idea and anything is worth trying. We are working on event churn in one of the projects for members and events in the strategy
52	I would like to thank all of the poeple that set up events and lead them. The bigger question is more about how we can ensure people feel that they "BELONG" to the organisation. Maybe the strategy about being more inclusive will go some way to belonging to a slightly different organisation	Anonymous Attendee	Thanks for this - we want the strategy to be shaped by the members and leaders - the board rely on members and leaders to shape that event programme. So we welcome more engagement from members and leaders on the strategy in the coming months - more info on that to follow shortly.
53	Maybe, if feesable, for every five events put on in a region, one must be reserved for new members only?	Stephen Sorrell	With some areas underserved by events even 1 in 5 might have a counterproductive effect. Is probably about have more events in total ?
53	Maybe, if feesable, for every five events put on in a region, one must be reserved for new members only?	Stephen Sorrell	Hi Stephen, we are looking at how we deal with churn on events as thats an issue that blocks access to walks or other events making it look like we have no space. So yeh we are trying to find solutions to this but it is a tricky issue to resolve. But you could speak to your regional coordinator and maybe look at suggesting something like this, all ideas are welcome!
54	One of the issues is when I sign up fof an event, I would like to sign a fellow member like my BF into the same event can anything be done on this? is there any way to link say an account for my bf to mine?	Thomas Haywood	Great question Thomas. I think this a lot trying to coordinate events with my partner. It's a common issue and would be great to do a paired event signup. For things like camp this could be used to enable more spaces as two people but one tent, etc.
54	One of the issues is when I sign up fof an event, I would like to sign a fellow member like my BF into the same event can anything be done on this? is there any way to link say an account for my bf to mine?	Thomas Haywood	This would take a lot of development work into how the website works. ODL has always worked on a one member per account basis. We have a list of potential website improvements which we will add this on, but there is a whole raft of issues which, with respect, are more pressing, so it would be on the "wish list" for now.
54	One of the issues is when I sign up fof an event, I would like to sign a fellow member like my BF into the same event can anything be done on this? is there any way to link say an account for my bf to mine?	Thomas Haywood	thank you liam
55	All of these recent comment, please out them in CHAT not Q&A, thanks	Jonathan Moore	Thanks Jon :) Q&A police haha!
56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	Hi Darren, no plan for it no. The website is set for working on mobile so it should be just as good if not better. Apps sadly are expensive and often problem ridden! Thanks for raising this though!
56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	It is time for a website that certainly processes better on the main smartphones. A dedicated app might be a challenge too far?
56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	It's all down to cost vs. benefit and whether we spend member's money on interfaces or on events. It's a trade off/balance the board engages with fully

56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	I find the website works very well on mobile - just save it as a bookmark on your phone
56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	A good 'mobile first' site should be the way to go - the current site does a quite well, and better than the ones before it.
56	With reference to the website is there going to be an app in the future as well?	Darren Garrity	I've never had a problem with it on my phone or iPad.
57	When successfully signed up for an event. is there a way of having a link in the email confirmation to add the event to your calendar ?	Thomas Haywood	That website enhancement is on our list but will need prioritising along with other asks once we have the maintenance backlog done. In the interim, if you use the Marvin Bot in telegram (via the /myevents command) then you can create a calendar entry in either google, iCal or Outlook.
57	When successfully signed up for an event. is there a way of having a link in the email confirmation to add the event to your calendar ?	Thomas Haywood	That's been on our wishlist for IT since the new website, it would be great, but other things always trump it in terms of importance, however a good idea it is
58	Does it need to be a leader? Could it not be a member....	Dan Burford	Yes indeed. It will be covered in more detail soon.
59	Is the surplus from events even across event types or are e.g. camping events disproportionately surplus generating?	Graeme Galway	In the last financial year is was just under half from hostels, 1/3 from camping and remainder from big events or other paid events. This was an unusual year though with people more likely to change plans last minute.
59	Is the surplus from events even across event types or are e.g. camping events disproportionately surplus generating?	Graeme Galway	Thanks David. That suggests that the day events are our best opportunity to engage numbers in the organisation but that more frequent and bigger hostel, camping and BIG events are the path to securing the financial security of the charity organically (i.e. without considering the impact of corporate sponsorship) - do you/the trustees agree?
60	Dave - how sure are you that members are getting those 3 emails at the moment? I set-up a test account last week to remind myself of the process and I've only received 1 email during the setup - a very brief 'click here to set your password'. No general welcome email, no explanation of signing up, the benefits of membership etc.	Steve Clifford	The new member UX journey is part of my remit as comms trustee. We've already started looking at the process and hopefully will be able to amend and improve soon.
61	OMG, I hadn't realised John Stuart had passed, very sad.	David252	Sorry, should have been in chat.
61	OMG, I hadn't realised John Stuart had passed, very sad.	David252	So sad. Sorry you found out tonight.
62	During the 2nd governance section please can you remind us of the trustee term limits. I think some are coming towards the end of their terms both this year and next?	Anonymous Attendee	Some trustees stand down every year. 3 year term. This year, danny Ballantyne, matt Tennant and Fergus Brunning are standing down, of those only Fergus is standing for another term. Terms are three years.
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	And that the price, as a full member, would have been lower than that which shows (PAYG) when you aren't logged in. Two points with similar impact?
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	yes that too, thank you x
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	This will be reviewed as part of the strategy projects. If desirable, it is a web change which incurs development cost so we would need to get a quote for that too. I get the point that the prices shows as more than they would pay.
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	be careful though, it would be a mistake to imply to new members that there is no cost at all and ODL events are free. That's why we try to be fair and show the PAYG price. to be "free" you need to be a member, which is not free
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	You could be sneaky and put "from £X (if you join as a full member)"
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	Or list both member and non-member pricing (with perhaps a note for the non-members explaining?)
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	The "show the member price" has also been on the wish list for years, but other more critical things always get in the way
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	New joiners receive 3 emails from us 2 weeks apart that are customised depending on how they've engaged with us so far. I'll follow up with Dan in the office to ensure the first email is clear on the use of coupons if they've not yet booked onto an event
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	When I've been talking to new members at my events I've focussed on the full membership and that you'd only need to do five walks in a year to save money by being a full member - messaging that seemed to be appreciated. I think the website could be more positive towards encouraging full membership, but that you can put your toes in the water by being a PAYG member if you wish.
63	One for the website team... Can we remove the price showing for non-logged-in members? I had a potential new member say he didn't want to come due to the cost - but he'd have got a free trial.	Neil Sharp	apologies - that should have been in chat rather than Q&A
64	This all sounds a bit wishy washy, can you back up what you're saying with some numbers rather than things like "a lot"?	Chris Timson	Hi Chris, can you ask your Q again with a more detailed query - which numbers do you mean? Thanks. Dan
64	This all sounds a bit wishy washy, can you back up what you're saying with some numbers rather than things like "a lot"?	Chris Timson	Lots of numbers on the consultation page on the website including all the (anonymous) feedback.
65	New Values General Approval: Sorry folks, that just aint true, one question asked, "do YOU want the freedom to be yourself in the outdoors", not do you want every tom, dick and harriet to join you whilst you're being yourself in the outdoors. As I pointed out to the chair at the time, please beware of drawing a misleading conclusion from answers to this survey question but that is what has been done.	David252	This isn't a question.

65	New Values General Approval: Sorry folks, that just aint true, one question asked, "do _YOU_ want the freedom to be yourself in the outdoors", not do you want every tom, dick and harriet to join you whilst you're being yourself in the outdoors. As I pointed out to the chair at the time, please beware of drawing a misleading conclusion from answers to this survey question but that is what has been done.	David252	but don't ignore a valud opinion even if it is not I chat please
66	Why, after the feedback of the sessions, is it LGBT+ - which makes it multi gender? It does honestly feel at this early stage that this is setting the scene for a fundamental change...	Mark Jones	and impacts on making it a safe place for the current membership profile
66	Why, after the feedback of the sessions, is it LGBT+ - which makes it multi gender? It does honestly feel at this early stage that this is setting the scene for a fundamental change...	Mark Jones	Safe from what?
66	Why, after the feedback of the sessions, is it LGBT+ - which makes it multi gender? It does honestly feel at this early stage that this is setting the scene for a fundamental change...	Mark Jones	Hi guys, we will be touching more on this as the section progresses so please stay tuned there. If you want to ask a follow up Q, please do so.
66	Why, after the feedback of the sessions, is it LGBT+ - which makes it multi gender? It does honestly feel at this early stage that this is setting the scene for a fundamental change...	Mark Jones	Ross a safe place for gay men and bi and trans men, other group exist like GOC etc
67	Are there any instructions/guidance for how Marvin works and how to use it?	John Zerafa	https://www.outdoorlads.com/smart-tools
67	Are there any instructions/guidance for how Marvin works and how to use it?	John Zerafa	Thanks Neil
67	Are there any instructions/guidance for how Marvin works and how to use it?	John Zerafa	:)
67	Are there any instructions/guidance for how Marvin works and how to use it?	John Zerafa	Instructions on using Marvin & the Telegram channels are at https://www.outdoorlads.com/smart-tools You can also join the Marvin users forum at https://outdoorlads.events/MarvinUsersForum if you want to discuss anything interactively
68	For the next governance session - several newly elected trustees last year presented their aims and aspirations for the coming year(s). Would they be able to provide a synopsis of how they have delivered against those aims and what the barriers have been if they have not achieved all that they intended?	Tim Hooson	Outcomes; performance measures. Is normal for officers of an organisation to report. This should be a core part of any AGM.
68	For the next governance session - several newly elected trustees last year presented their aims and aspirations for the coming year(s). Would they be able to provide a synopsis of how they have delivered against those aims and what the barriers have been if they have not achieved all that they intended?	Tim Hooson	Hi Tim, I think that is something we can look to follow up after the AGM if thats ok?
68	For the next governance session - several newly elected trustees last year presented their aims and aspirations for the coming year(s). Would they be able to provide a synopsis of how they have delivered against those aims and what the barriers have been if they have not achieved all that they intended?	Tim Hooson	Please can we log for it's inclusion from the next AGM; even if that needs a motion to mandate it please.
69	At the announcement of the consultation it was made clear that all members would be asked to vote to endorse the new strategy. Why has that been cancelled and it's been decided to push ahead without the endorsement of the members?	Steve Clifford	totally agree
69	At the announcement of the consultation it was made clear that all members would be asked to vote to endorse the new strategy. Why has that been cancelled and it's been decided to push ahead without the endorsement of the members?	Steve Clifford	Hi Steve. This will be covered in the presentation in a little while.
69	At the announcement of the consultation it was made clear that all members would be asked to vote to endorse the new strategy. Why has that been cancelled and it's been decided to push ahead without the endorsement of the members?	Steve Clifford	The trustees are there to facilitate and lead, but there are limits. To have an inclusive organisation and to really listen means pausing and taking stock of the feelings of the membership. Votes on these measures would have been wise.
69	At the announcement of the consultation it was made clear that all members would be asked to vote to endorse the new strategy. Why has that been cancelled and it's been decided to push ahead without the endorsement of the members?	Steve Clifford	Thing is with a near 50-50 feedback, the danger would be the whole thing goes all Brexit and rips the organisation in two...surely we wouldn't want that?
69	At the announcement of the consultation it was made clear that all members would be asked to vote to endorse the new strategy. Why has that been cancelled and it's been decided to push ahead without the endorsement of the members?	Steve Clifford	There were over 550 unique responces during consultation where the responce was [57 for / 43 agianst]. This AGM has under 200 voting members, a much weaker voting mandate.
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	KPI'ing volunteers would be a very polarising strategy.
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	Second that, Neil.

70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	Thirded, KPI-ing trustees/staff is one thing, I personally think that anything that could disuade the <30 "power-leaders" is a bad move.
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	KPI-ing?
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	Meaning simple KPI's like regional co-ordinators need monthly meetings / communication with there leaders or board members being held accountable to there specific area's on the board. Yes everyone has things to do or things happen but those who have positions of responsibility have to do a better job for ODL to move forwards. Making the organisation LGBT+ without fixing the general operation will just complicate things. I should have said 'guidance to follow for job roles'
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	I'm the Regional Coord for the Central Region and I spend a GREAT deal of my personal time doing VOLUNTARY non-trustee work for ODL, to get the best for members and leaders. If you start KPI-ing me, I would reconsider my time investment.
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	Perhaps consider that 1) the leaders are volunteers giving up a ton of time 2) who determines these measures. Frankly sounds overly corporate that's hardly a strategy to attract, retain and develop leaders and coordinators (speaking from an environment that lives by KPIs day in/day out)
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	Some good chat here and some valid points. I'm going to archive this ththread now. Performance is something to be comsidered in the strategy projects.
70	Has the board not jumped to that making the organisation LGBT+ is the answer to improve our events numbers / membership numbers or would the board be better placed engaging the leaders we already have and looking at the operation structure of ODL? There is little to no communication / motivation / support to many of the regions leaders. The volunteer and paid structure needs running far more like a business with KPI's and support. To improve diversity we need to support and create leaders within those areas.	Daniel B	I agree, mostly, Dan. There seems to have been a lot of time spent on strategy and broadening the benefices of OutdoorLads rather than address the core issue of leaders not feeling supported or having an interest taken in their work by the board. The time spent on the strategy may have been better spent, in the medium-term cultivating leaders in ill-served areas to put on events and supporting leaders who've lapsed to put on events. Members will increase when there are more events in more areas. Please could the board take a spontaneous interest in the work of leaders so that they feel acknowledged? Even the leaders are issued based on member feedback rather than trustee awareness and gratitude.
71	Event bookings - like airlines, let's just 'overbook' and then, if we have a fairly predictable drop out rate, we'll get a fairly reliable sense of the number of people attending?	Mark Dooley	Hi mark. Thats one approach we could adpot - and this will be factored into one of the strategy projects that we'll be conducting.
72	currently the web site allows you to book on more than 1 event on same day/time perhaps this could be stopped?	Anonymous Attendee	Not possible because you need overlapping events to allow for e.g. booking walks on Spring Camp.
72	currently the web site allows you to book on more than 1 event on same day/time perhaps this could be stopped?	Anonymous Attendee	Also I think waitlisting for more than one event but dropping off the others when you get one is useful.
72	currently the web site allows you to book on more than 1 event on same day/time perhaps this could be stopped?	Anonymous Attendee	not a big issue
72	currently the web site allows you to book on more than 1 event on same day/time perhaps this could be stopped?	Anonymous Attendee	There are legitimate circumstances where you need to be on 2 events at the same time (e.g. Big events) and it is fair for someone to book onto 2 events if they're waitlisted on both, so they can then cancel the 2nd booking if they get onto one of the events. The office has a report they run regularly to check for double bookings and follow up with members incorrectly with places on 2 events, so this is being actively managed at present

73	With regard to expanding beyond BGT members which is ODL's USP particularly in rural areas, it is relevant that as an analogy the Women's Institute (a registered charity) specifically does not allow men to join (as per WI website FAQs today) as it is a safe space for women in rural areas. I can't see that the danger of ODL losing that USP by expanding beyond BGT has been addressed in the strategy? Can someone respond please?	Simon Davis	exactly Simon and notably GOC also run women only events
73	With regard to expanding beyond BGT members which is ODL's USP particularly in rural areas, it is relevant that as an analogy the Women's Institute (a registered charity) specifically does not allow men to join (as per WI website FAQs today) as it is a safe space for women in rural areas. I can't see that the danger of ODL losing that USP by expanding beyond BGT has been addressed in the strategy? Can someone respond please?	Simon Davis	Note that GOC does not run women only events, only events where women are more likely to attend (https://www.goc.org.uk/groups/women/) - all are welcome at all their events, as all currently are at our events now (and indeed women do sometimes attend events in some regions), just our focus is currently on GBT men. Over the next 12 months, the core programme will remain focussed on GBT men and provide the same safe space it currently does, with additional events run either with partner organisations or as inclusive events if agreed at a regional level. After that trial period we'll be reviewing how things went with the membership and determine how to take things forward, including how members feel re if they wish to retain the safe spaces or integrate the core programme further.
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	OMG have you seen the stats on how much member engagement the board has taken???? That's quite an outrageous comment.
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	anyone can be a trustee, I think all the trustees do this with good intent, if not sure, best stand and get onto the board and show the way you might want it to be
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	@peter I was quite impressed with both the consultation itself and how things have been changed as a result of the feedback. My "nightmare" was a classic Brexit 52-48 schism ripping the organisation in half...not an easy tightrope to walk and hopefully what's being presented now will work.
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	Agree with Neil
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	Hi Graeme, we do think we have engaged with the members extensively. I know there will always be calls for more and we are committing to more engagement going forward. Thanks to others for your comments and assistance on the answer.
74	How does each trustee get comfort that their role is being performed in accordance with your legal obligations when the communications strategy is modified to limit member participation in the definition of the organisation's strategy?	Graeme Galway	I made no comment but asked a question. No personal offence was intended and I'm sorry if any was caused. Nevertheless, there are some who thought they would have a vote and this was taken away from them when it became clear they disagreed. I understand no organisation is run exclusively on unanimity and my question intends only to ask how the trustees have comfort that we have covered the obligations that Matt pointed out at the beginning of the meeting.
75	can there be more leaders to join day events that are oversubscribed and then split in different groups?	Davide Di Maio	Hi Davide, we like to avoid that in terms of the same walk doubling in numbers. We have however said that you could perhaps do the walk clockwise and anticlockwise so that its two distinct groups? It just prevents people moving one group to the next and us being this big 20-40+ group of people
75	can there be more leaders to join day events that are oversubscribed and then split in different groups?	Davide Di Maio	I do wonder why there is such a limit on walk numbers. I'm a member of other walking groups (via Ramblers) and they don't require signups or place limits on attendees. Admittedly this does sometimes result in large groups, but that's only really an issue when it comes to getting served at the pub :)
75	can there be more leaders to join day events that are oversubscribed and then split in different groups?	Davide Di Maio	Must admit I prefer smaller groups - even 30s sometimes feel a bit like a coach party.
76	Can we vote on the mission statement	James Goddard	Hello James, we did mention that there would not be a vote on the statement, but we do want to work with members in how we deliver this strategy. We want it to work for everyone and that is hopefully achieved if we find the best solution for everyone - that is possible :)
77	So instead go ahead with 'brexit' without having a vote at all? There were changes made to the consultation that may have reassured members and turned some of those not sure into those that would support it. But we'll never know because the Trustees don't seem to have confidence is this anyway?	Steve Clifford	Not quite. Listen to this bit...they have changed it!
77	So instead go ahead with 'brexit' without having a vote at all? There were changes made to the consultation that may have reassured members and turned some of those not sure into those that would support it. But we'll never know because the Trustees don't seem to have confidence is this anyway?	Steve Clifford	Hi Steve, we do have confidence - that is why we have made our points here this evening. We want this to be a member led process - our leaders and members given the event programme and it is great to see leaders on the chat saying how they want to look at their events to be included in the pilot. But we want to also look at the issues and concerns, constructively, from those who are not in favour as we want to get this right for everyone as much as we can.
78	Can you clarify why we have to do anything..? You paint a rosey picture in terms of finances so why the drive to do more, it isn't a business where the goal is profit so I don't understand why you are choosing to upset 50% of the members as you put it?(also 50% seems optimistic)	Anonymous Attendee	Hi, I don't think we are upsetting 50% of the members. We are wanting to work with everyone to find the balance of how this can work moving forward. We will only be doing a small amount of pilot events initially and then we can review and see how things are being received, how it is on the ground and any issues we can resolve.

79	How much contact has there been with other groups you want to partnership with? Do they actually want to?	Will Allaway	More than you imagine. I had three groups approach me at MCR PRIDE alone asking if we did partnership events. Speaking with them atm
79	How much contact has there been with other groups you want to partnership with? Do they actually want to?	Will Allaway	Hi Will, I have explored this a bit and have encountered some reluctance as we're not inclusive enough. I'm very keen for us to be more inclusive and run cooperations
80	How will the partnership events be flagged on the event page to make it clear from the start please? Both promoting this for those interested and make clear for all to make informed choices.	Mark Jones	this is something we're looking at!
80	How will the partnership events be flagged on the event page to make it clear from the start please? Both promoting this for those interested and make clear for all to make informed choices.	Mark Jones	That's quite easy to do with the photography, branding and copy
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	Legally, they already are.
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	And we've already had women join in on our events in the past
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	Legally yes, but there is a difference between the possibility and something being advertised, promoted; facilitated...
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	i will be facilitating it for sure
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	They always have been, from day 1
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	Thanks. Just wanted a clear answer
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	The answer above is correct - they already are open to anyone although we haven't aimed our marketing at a wider audience.
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	So what would be the process if you didn't wish women to be on an event you were leading?
81	Can you simply answer this - will ODL events in general now be open to everyone across the LGBTQ+ community. Yes or No? Thanks!	Mike Smith	sorry but gay, bi and trans events for men can legally exclude women - there is provision for this in the Equalities Act
82	Please can you clarify - safe space events but no one turned away. Honest sensible query as this seems contradictory.	Mark Jones	Hi Mark, we have never turned people away before, we do want to encourage respect from everyone as to events that are set up for specific groups.
83	They always have been Mike.	Peter Walter	Did you mean this to be in the chat, Peter? :)
83	They always have been Mike.	Peter Walter	Yes sorry - to many windows open.
84	How can an event be a safe space event when anyone is free to attend it?	David252	Hi David, our events have always been that way, though we are now making more a distinction to allow for events aimed to GBT men though they will be open to all who wish to attend, we would encourage Respect (one of our new values) that they are kept for those who want/need those events.
84	How can an event be a safe space event when anyone is free to attend it?	David252	Totally agree but they just can't be called 'safe space' events if anyone is free to turn up.
84	How can an event be a safe space event when anyone is free to attend it?	David252	why are these key questions ignored?
84	How can an event be a safe space event when anyone is free to attend it?	David252	We have limited time and as the asker of this question I am happy to have complex issues answered after the event.
85	"Door's open, come in. But if your words or actions make someone feel unsafe and you don't tone it down when asked, we'll eject you."	John Chivers	Hi John, we would not tolerate anyone making another person feel unsafe. That wouldnt be something new. We want everyone to feel welcome and everyone to be respectful of that.
86	Safe for whom? Not all gay men are safe to be around	Jonathan Moore	One for the chat, i assume? :)
87	one thing I have not seen highlighted in the proposals is at least a mild "environmental" side of things. As people who enjoy the outdoors, we should probably at least mention the desire of protecting such outdoor environment. I know there have been some tree-planting events, it would be nice to make the official and part of our mission. That without making us an environmental organisation but at least just environment-aware.	Davide Di Maio	Hey Davide, Actually we are encouraging this and more leaders are coming forward to offer "Sustainable or environmental" events. But yes, I agree we need to make it more of a priority and I'm happy to do that.
87	one thing I have not seen highlighted in the proposals is at least a mild "environmental" side of things. As people who enjoy the outdoors, we should probably at least mention the desire of protecting such outdoor environment. I know there have been some tree-planting events, it would be nice to make the official and part of our mission. That without making us an environmental organisation but at least just environment-aware.	Davide Di Maio	This is a great ideal Perhaps linking some of your strategy and push for environmental events to the UN SDGs?
87	one thing I have not seen highlighted in the proposals is at least a mild "environmental" side of things. As people who enjoy the outdoors, we should probably at least mention the desire of protecting such outdoor environment. I know there have been some tree-planting events, it would be nice to make the official and part of our mission. That without making us an environmental organisation but at least just environment-aware.	Davide Di Maio	An environment strategy was initiated and developed but perhaps but finalised, in 2019/20. Some elements have been carried forward; conservation type events, car sharing but the plan does need to be revisited.
87	one thing I have not seen highlighted in the proposals is at least a mild "environmental" side of things. As people who enjoy the outdoors, we should probably at least mention the desire of protecting such outdoor environment. I know there have been some tree-planting events, it would be nice to make the official and part of our mission. That without making us an environmental organisation but at least just environment-aware.	Davide Di Maio	How about beach cleans and maybe there could be a couple of volunteer litter pickers on each walk (obviously with suitable litter grabbers, gloves etc)?

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87	one thing I have not seen highlighted in the proposals is at least a mild "environmental" side of things. As people who enjoy the outdoors, we should probably at least mention the desire of protecting such outdoor environment. I know there have been some tree-planting events, it would be nice to make the official and part of our mission. That without making us an environmental organisation but at least just environment-aware.	Davide Di Maio	I like that Kevin
88	i am a little more confused now than i was before. are we suggesting that leaders can decide if the demographic for the event is GBT or LBGTQI+, or ODL management? the statement 'Nobody will be turned away' certainly suggests the latter. If this is the case, then as such perhaps putting these changes to the vote could have been a better approach, as some events ODL put on can be somewhat free spirited.	COLIN DAY	I think this may have been answered above by Dany McK
88	i am a little more confused now than i was before. are we suggesting that leaders can decide if the demographic for the event is GBT or LBGTQI+, or ODL management? the statement 'Nobody will be turned away' certainly suggests the latter. If this is the case, then as such perhaps putting these changes to the vote could have been a better approach, as some events ODL put on can be somewhat free spirited.	COLIN DAY	no
88	i am a little more confused now than i was before. are we suggesting that leaders can decide if the demographic for the event is GBT or LBGTQI+, or ODL management? the statement 'Nobody will be turned away' certainly suggests the latter. If this is the case, then as such perhaps putting these changes to the vote could have been a better approach, as some events ODL put on can be somewhat free spirited.	COLIN DAY	Hi Colin, we will be working with leaders and coords in the coming months to establish how events will run, how many pilot events we will have etc Hope that clears it up :)
89	Slight revision to my earlier question. Will ODL now be advertised and promoted as being open to everyone across the LBGTQ+ community? And if so won't it be weird if some events have been made as just GBT or just L?	Mike Smith	If you look at the Ramberls, they use their higher, wider membership to be able to offer more for different groups and abilities
89	Slight revision to my earlier question. Will ODL now be advertised and promoted as being open to everyone across the LBGTQ+ community? And if so won't it be weird if some events have been made as just GBT or just L?	Mike Smith	Great point Andrew. It doesn't sound like our model will be quite the same - but very much in the same vein.
89	Slight revision to my earlier question. Will ODL now be advertised and promoted as being open to everyone across the LBGTQ+ community? And if so won't it be weird if some events have been made as just GBT or just L?	Mike Smith	We'll start to run some trial events alongside the existig programme over the next 12 months, along with regular reviews and a vote at the next AGM on the practical implementation. Will also be further consultation with members to define what it will look like.
90	All my events are instinctively inclusive, and I encourage mutual respect at every opportunity.	Darren Wayne	Please keep comments to the chat section.
90	All my events are instinctively inclusive, and I encourage mutual respect at every opportunity.	Darren Wayne	Thanks Darren
91	I have long wondered if any money or sponsorships is dependent on this change going through? "LBGTQ+" is a bit of a corporate buzzphrase - is this designed to make grants etc easier?	Stuart R	As someone who works for a large brand that sponsors other organisations/ teams etc...I can 100% say it does were equality is concerned.
91	I have long wondered if any money or sponsorships is dependent on this change going through? "LBGTQ+" is a bit of a corporate buzzphrase - is this designed to make grants etc easier?	Stuart R	there is no evidence of this and my personal experience is that funders do fund GBT charities
91	I have long wondered if any money or sponsorships is dependent on this change going through? "LBGTQ+" is a bit of a corporate buzzphrase - is this designed to make grants etc easier?	Stuart R	It is a possibility that potential funders would want to see that we are fully inclusive, yes.
92	If we start running some events aimed at GBT men and others open to the entire LBGTQ+ community, we risk formalising a split in ODL that will end the group in its present form.	Tim Lawes	Hi Tim, we will be reviewing how these pilot events work out and they will be done in a controlled manner. If we do see problems and fractures then we want to make sure we fix issues where we can
93	You're not wrong. But most prefer all 'all equality' pathway	Neil Sharp	live answered
94	Thank you guys	Thomas Haywood	live answered
95	Trustee Candidate Proposals: I see there is a heavy push from the board to accept William as a Trustee and that he is likely to chair the board if successful. As the main focus of our group is the promotion of activities in the outdoors I wonder how this sits with his most recent OutdoorLads event being some five years ago and the profile message, "I need to get out more than I do!". This level of experience and involvement seems at odds with the demands of the proposed position. Can the board please explain why they feel he is suitable for the proposed role.	David252	We have your Q lined up for asking shortly, live, Dave before we move on to the elections. Hope thats ok!

95	Trustee Candidate Proposals: I see there is a heavy push from the board to accept William as a Trustee and that he is likely to chair the board if successful. As the main focus of our group is the promotion of activities in the outdoors I wonder how this sits with his most recent OutdoorLads event being some five years ago and the profile message, "I need to get out more than I do!". This level of experience and involvement seems at odds with the demands of the proposed position. Can the board please explain why they feel he is suitable for the proposed role.	David252	No problem.
96	One thing tht	Justin Curtis	
97	Why did you take our vote on strategy (it feels undemocratic)?And do you feel ageism is a problem with the group? in your questions and answer document, you mention that the group is not fashionable enough to attract younger members but why are the changes based on fashion? And why dont you value an older age group and see how you can help and support them?	Colin Cumine	Hi Colin, we absolutely we are not ageist but we do need to be aware of changing society in terms of how people see gender and sex now, that has changed significantly. Fashion is the wrong word and i think that was more referring to the use of the word "lads" rather than anything suggesting that older people are not in fashion or anything like that. We want people 18-85 to be able to come to on events.
98	Guys, again. Please keep your comments to the chat.	Jay	live answered
99	Sorry if I missed this... Are we going with the name change from OutdoorLads to ODL?	Ian Roberts	Hey Ian. The rebrand proposal is going to address this. TBH ODL hasn't been recieved well and we are going to explore other options when the rebrand proj kicks off.
99	Sorry if I missed this... Are we going with the name change from OutdoorLads to ODL?	Ian Roberts	Thx Richard
100	Sorry, one thing that was discussed before was a new name for Outdoorlads, and using ODL. This seems an odd thing as the first question asked would be what does ODL stand for? Can we discuss a new branding?	Justin Curtis	Yep, that is Project 14 and we want to bring people in to help us develop this. Do please get involved!
101	From listening to the trustees this evening it sounds like what we are being asked to sign up to is a pilot - which may be for a year or so - so that we can learn and refine our policy. Have I understood that correctly?	Ian Cope	From listening to the trustees this evening it sounds like what we are being asked to sign up to is a pilot - which may be for a year or so - so that we can learn and refine our policy. Have I understood that correctly?
101	From listening to the trustees this evening it sounds like what we are being asked to sign up to is a pilot - which may be for a year or so - so that we can learn and refine our policy. Have I understood that correctly?	Ian Cope	Hi Ian, yes we will be running some pilot events and reviewing how they work but before they start we will be working with leaders and members to listen further about any issues that may come up. But essentially, you are right!
102	Please can a trustee summarise why they feel a need in the mission statement and group membership was necessary. I've not seen a clear reasoning given.	Mark Jones	Hi Mark, I think most of the answer to this is in the comms documents. We did our listening sessions last year as you may know and it was raised there plus in various members surveys along with wider inclusion in terms of race and ethnicity. So i would draw you to the various strategy documents including the recently sent executive summary :)
103	Are you concerned that you might lose some current members with the changes? I have been trying to get people to join but they see it as a safe space and would not join if things changed	Michael Gibson	A lot of people are concerned of a watering down of the ODL identity as an organisation and that an eventual split may occur. Really wouldn't be that unforeseeable that GBT walks get setup.
103	Are you concerned that you might lose some current members with the changes? I have been trying to get people to join but they see it as a safe space and would not join if things changed	Michael Gibson	Yes that could be a very sad consequence of these changes
103	Are you concerned that you might lose some current members with the changes? I have been trying to get people to join but they see it as a safe space and would not join if things changed	Michael Gibson	We really, really hope that it isn't the case. It would be very sad indeed. We are continuing the existing event programme and running more consultation with members and trialling some more inclusive events over the next 12 months. We'd ask members to stick with us for now to help shape the future and direction, after all you have to be in it to have an impact upon it. Overall, and long term, we hope the changes will attract a larger membership.
104	So what would be the process if you didn't wish Lesbians to be on an event you were leading?	Anonymous Attendee	could do it like GOC and do awalm flagged as gender specific
104	So what would be the process if you didn't wish Lesbians to be on an event you were leading?	Anonymous Attendee	sorry rubbish typing lol GOC do gender specific walks
104	So what would be the process if you didn't wish Lesbians to be on an event you were leading?	Anonymous Attendee	We won't and can't exclude lesbians or anyone else from events. That is the case now and as been the case from the start of ODL. Events can be targeted towards particular groups of people, and whilst we'd ask all members to respect that, we cannot and will not exclude people from events.
105	Sorry, '...even the leaders' awards are issued...'	Gavin Blackman	Sorry Gavin, think I missed the context there with your comment. Sorry!
105	Sorry, '...even the leaders' awards are issued...'	Gavin Blackman	Sorry, Liam, it was a correction to my response to Dan B's comment. It's immaterial really
106	Thanks Dan, but the document far from celebrated our older generation and made it look a bad thing.	Colin Cumine	I think there was an issue of wording on that. I personally didn't see it that way - I more read it as highlighting a risk of us "ageing off the top" - i.e. running out of members by not adding in young blood who then become the next older generation.
106	Thanks Dan, but the document far from celebrated our older generation and made it look a bad thing.	Colin Cumine	And it quickly moved on with the members that joined, just as it must now.
106	Thanks Dan, but the document far from celebrated our older generation and made it look a bad thing.	Colin Cumine	Neil hits it right, i think the wording was wrong and there shouldnt have been a focus on age in the way it was - it certainly wasnt intended as a slur to older members but was trying to make the point that we do all age, sadly, and so we need to keep new members coming in but we shouldnt be focussed on the age of those new members and indeed the average age of the group as we cant really control that. Please dont feel that it was intended!
107	Also as the proposal is such a large subject, it might be better to have an EGM rather than part of the AGM, and have one part way through the year.	Justin Curtis	I second that Justin!
107	Also as the proposal is such a large subject, it might be better to have an EGM rather than part of the AGM, and have one part way through the year.	Justin Curtis	Yes some did suggest that in the leaders facebook page

107	Also as the proposal is such a large subject, it might be better to have an EGM rather than part of the AGM, and have one part way through the year.	Justin Curtis	Hi Justin, i would hope that members would work with us to shape this moving forward. However, our constitution does list the basis on which an EGM can be called (being fully transparent) but we would ask that you give us a chance and see how this year pans out - there will after all be little change to the vast majority of events.
108	Being the main decisions facing ODL in the coming year please can the candidates for election set out their views on these changes as part of their pre vote speech. The doc that were emailed out weren't that clear about this, being much more broad.	Mark Jones	Hi Mark, I dont think we can ask people to redraft their manifestos speeches so late on. I would hope the fact they are standing is a sign they want to work with ODL on this to shape it for the members moving forward. That is what we are working towards is engagement and working with everyone for the better.
109	here we go on age again	Colin Cumine	Hi Col please put this in the chat please, not Q&A
110	our members of shocked and dissappointed it was middle aged	Colin Cumine	live answered
111	Is there a specific trustee tasked with outreach and inclusion around membership diversity? We've been talking about ODL being far too white for years; we need a leader on this and much more action. I am sure the good intentions are there but respectfully not much progress.	Mark Jones	Hi Mark, as you may have heard this evening, Joey is leading on Diversity and Inclusion. So this is something we are working on actively. Joey is always contactable via the website or his email on the "Meet the Team" page
112	Will straight women be allowed	James Goddard	They've already attended events so yes
112	Will straight women be allowed	James Goddard	Anyone is welcome on our events as its stands, James.
112	Will straight women be allowed	James Goddard	hardly a safe space then is it? anyone could rock up and be an issue if members are not out
113	How will members be kept informed of the new project developments?	Kevin Hewitt	We will be publishing progress reviews as we go, we have a lot of preparation and listening etc to be done first though so little will change in the immediate term before we have worked with leaders and coordinators.
114	Let's chat more about this off-line Colin!	Christopher Keivit	live answered
115	Can Trustee pitches have video on please	Peter Walter	As they aren't trustees, they aren't able to share their video? This is a webinar I think.
115	Can Trustee pitches have video on please	Peter Walter	live answered
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	No decision as yet -they may be as they are larger events and options for facilities are better. But no formal decisions are made.
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	Interesting, wonder if bigger events does mean is actually better for inclusive. At BSC that would mean halving the available showers and toilets for example. That's quite a substantial impact.
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	It wouldn't involve halving them, there are about 5-6 sets so you can allocate according to numbers.
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	Would also be possible to hire in a shower trailer or similar too.
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	not as summer camp there isn't Neill
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	Ah sorry, never done summer camp, only done Spring Camp where it is like that. I guess a trailer could be hired in though.
116	Will the "BIG" events remain GBT or be part of the pilot partnership?	Stuart R	(I forgot there was more than one thing BSC could stand for! :D)
117	Would it be possible to send a link to the process for raising a motion?	Des Rowlinson	Just looked on the governance page on website and it's not there ...
117	Would it be possible to send a link to the process for raising a motion?	Des Rowlinson	It is found in the AGM packs that were sent out to everyone
117	Would it be possible to send a link to the process for raising a motion?	Des Rowlinson	Can it please be added to the governance page so clear and easy to find from now on ?
118	AOB Question: On the Big Summer Camp, there was an incident involving a member being mistreated by security that had been hired by ODL for the event. As the event numbers were under the threshold for mandatory security, what was the justification for spending member money hiring them? What is being done to prevent that incident reoccurring? Can you commit to not using that security provider again?	John Chivers	Having been there and having seen a couple of things happen that totally justified security being there, I am glad they were. It is NOT the role of the club or the volunteers to deal with any behaviour like that.
118	AOB Question: On the Big Summer Camp, there was an incident involving a member being mistreated by security that had been hired by ODL for the event. As the event numbers were under the threshold for mandatory security, what was the justification for spending member money hiring them? What is being done to prevent that incident reoccurring? Can you commit to not using that security provider again?	John Chivers	This is a very good question John. As I am working toward certification as a substance misuse guidance mentor I hope to be able to assist in future issues like this. I agree that security could have handled this better and maybe my training will help!
118	AOB Question: On the Big Summer Camp, there was an incident involving a member being mistreated by security that had been hired by ODL for the event. As the event numbers were under the threshold for mandatory security, what was the justification for spending member money hiring them? What is being done to prevent that incident reoccurring? Can you commit to not using that security provider again?	John Chivers	I am a qualified and licensed Door Supervisor/security, happy to volunteer my time in the future if needed
118	AOB Question: On the Big Summer Camp, there was an incident involving a member being mistreated by security that had been hired by ODL for the event. As the event numbers were under the threshold for mandatory security, what was the justification for spending member money hiring them? What is being done to prevent that incident reoccurring? Can you commit to not using that security provider again?	John Chivers	Did Spring Camp have security? I don't remember it doing though I've only been on one!
118	AOB Question: On the Big Summer Camp, there was an incident involving a member being mistreated by security that had been hired by ODL for the event. As the event numbers were under the threshold for mandatory security, what was the justification for spending member money hiring them? What is being done to prevent that incident reoccurring? Can you commit to not using that security provider again?	John Chivers	@Chris, great idea. I'm a big supporter of anything that supports harm reduction over escalation in difficult situations like that.
119	William's CV is impressive, but he has only attended three events, his last one five and half years ago. I don't think he has ever been a leader. Is he sufficiently familiar with, and committed to, OutdoorLads? I'm sure you'll all say, 'rubbish, Gavin, yeah, he'll be great, breath of fresh air etc.'	Gavin Blackman	Hi Gavin, I wont rubbish what you are saying dont worry, i would just say please judge him on his actions. He is new, but we think he will be best placed as an external person to look objectively at the future of OutdoorLads

119	William's CV is impressive, but he has only attended three events, his last one five and half years ago. I don't think he has ever been a leader. Is he sufficiently familiar with, and committed to, OutdoorLads? I'm sure you'll all say, 'rubbish, Gavin, 'yeah, he'll be great, breath of fresh air etc.'	Gavin Blackman	Indicative of the further drift to the corporate emphasis of the organisation...
119	William's CV is impressive, but he has only attended three events, his last one five and half years ago. I don't think he has ever been a leader. Is he sufficiently familiar with, and committed to, OutdoorLads? I'm sure you'll all say, 'rubbish, Gavin, 'yeah, he'll be great, breath of fresh air etc.'	Gavin Blackman	There's always a balance between being corporate - you can't do anything if you consistently lose money - and respecting a charities culture.
119	William's CV is impressive, but he has only attended three events, his last one five and half years ago. I don't think he has ever been a leader. Is he sufficiently familiar with, and committed to, OutdoorLads? I'm sure you'll all say, 'rubbish, Gavin, 'yeah, he'll be great, breath of fresh air etc.'	Gavin Blackman	Not necessarily Mark - many times charity boards will have a "corporate" chair to provide an outside view - this is fairly standard in the running of charities. Terrence Higgins Trust, Great Ormond Street Hospital, many charities do this
120	I would like to call a EGM and I want to this put into the minutes of the meeting	Lewis Garth	