



## Forum Consultation and Forward Plan Summer 2022

The change that members have wanted for many years is now well underway. Following the voting in of Forward Plans at the November General Meeting, overhead costs have been reduced, membership has stabilised and the Club is now showing signs of growth.

Plans to improve the quality and address the cost of the Journal are now in place. Whilst changes are made there is an opportunity for the forum to play a key role in member communications during this period.

*To do this, changes to the Forum need to be made over the next few weeks, bringing the Forum in line with the improved member experience seen in the rest of the Club.*

### Forum Objectives

There appears to be no documentation covering the objectives at the forum's inception.

Original objectives that have been given for the forum include:

- Member to member communications for Riding and Technical matters
- Resource for the benefit of all members not just a narrow segment.
- Provision of technical advice
- Technical mentoring for members
- Request for help from members on technical related issues
- Attracting non-members into the club

The reality is that it remains little used – The forum team recently estimates a maximum of 200 users of our 13500 members visit regularly, and the monthly rate of new forum joiners is close to zero

This compares poorly when viewed against the readership of the Journal – over 99% of members, and Facebook VMCC Group with over 7000 users after only two years.

Members have made it clear that they prefer

- *No Club politics*
- *To encourage volunteers to take the Club forwards*
- *A simple focus on old bikes*



In addition, the revisions to the Club's Constitution voted in by the membership, and the will of the Management team make it clear that it is unacceptable to berate volunteers' efforts or to defame the Club and its hardworking staff outside of the clearly defined complaints procedure in the Members Handbook.

*The forum is currently excluded from realising its original potential and being of benefit to a significant number of VMCC members.*

### Moving forwards

The Club proposes a forward plan to reclaim the forum's original remit and restore a more Club like experience in line with the members' intentions.

The next big phase of the Journal improvement plan is almost upon us. There is an opportunity for the forum to play a key role in member comms during this period.

We would need to effect changes over the next few weeks, to bring the Forum in line with the rest of the Club.

- 6<sup>th</sup> June - Consultation with Forum Admin & Moderation team.
- 13<sup>th</sup> to 27<sup>th</sup> June - Consultation with Forum users.
- 27<sup>th</sup> June to 4<sup>th</sup> July - Addressing of concerns raised from the consultation and implementation of a joint plan to improve the usage of the forum and align with VMCC Constitution voted in by the members, whilst making reasonable allowances for views expressed in the consultation.

*Responses to this Consultation should be made by email to [Consultation@vmcc.net](mailto:Consultation@vmcc.net)*



## Appendices

### Club's Membership Handbook

#### Communications from members

*Members are expected to act respectfully and politely to other members, verbally and in writing. Statements made about other members should be factually accurate, not unfounded opinions. Members are always free to raise a complaint to the Club about another member, however, they are not permitted to make or circulate unproven or malicious allegations about another member's actions, inactions, motives, beliefs or competence; this expressly includes members of the Club's Management and Volunteers. The Club would not exist if it was not for the volunteers who run it.*

#### Member Conduct on Club Internal Affairs

*At the wish of the vast majority of VMCC members, our policy is that we do not discuss VMCC internal affairs either in our magazine or on social media. Public social media is certainly not the right place to discuss the Club's internal affairs, and posts that do not respect this simple rule will be removed.*

*Open discussion of the Club's challenges can be done in eight other ways:*

1. [Vmcc.net/consultation](http://vmcc.net/consultation)
2. Email to [consultation@vmcc.net](mailto:consultation@vmcc.net)
3. Section meetings
4. Phone to the Directors
5. Regular Zoom calls with the Directors
6. Zoom calls with your Section
7. Letter addressed to the Directors at VMCC Allen House

*and finally, and most importantly*

8. The VMCC AGM & General Meetings

*If you wish to be involved in the Club's Internal affairs in greater detail, we encourage you to volunteer as a Club Officer, there is an application form to be found on the section Officers web page [vmcc.net/section-officers](http://vmcc.net/section-officers)*

- Section Officer
- Area Representative
- National Volunteer
- Vice-President
- President
- Director
- Marque Specialist



*Special arrangements have been made for these people to discuss the Club's Internal Affairs on a monthly, weekly, and daily basis*

### **Current Facebook Group Rules**

Group rules [Create](#)

- 1 Not the place to discuss VMCC Internal Affairs** ...  
At the wishes of the vast majority (over 80%) of VMCC members, we don't want to discuss VMCC internal affairs here.  
This can be done by following the constitutional processes in the Members Handbook
- 2 No Hate Speech or Bullying** ...  
Be nice to people, don't be argumentative
- 3 No Traders.** ...  
At the request of members, this group is intended to be free from commercial activities.

### **No hate speech or bullying**

*Be nice to everybody including your fellow VMCC Members, VMCC Staff and especially the VMCC Volunteers (which includes Club Management). Do not be argumentative. Should you encounter a problem, try to propose a solution and if possible, volunteer to fix it if you can.*