

The Gauge O Guild. Communication & Communication Group. Document 2. Review 27/ 09/ 2022

Ideas and Actions for Improving Communications & Engagement - Project Plan Summary								
Item	What is the idea?	Why introduce this?	Who is involved?	When will it be done by?	Progress? Updated 28/01/2022	Progress 19/04/2022	Progress 27/09/2022	Action required:
1. Implemented and being monitored								
1a	Have a new ideas portal	Ensure that as part of our engagement, members feel that they can offer ideas or suggest solutions to issues they may have.	Management Committee & Con Reps	Launched in the middle of 2021 and updated as new ideas arrive	*Implemented *A reminder to be included in the May 2022 Guild News	Reminder submitted for the May edition of Guild News	Ideas continue to be submitted by this route.	Monitor
1b	Review the terms of membership	To give flexibility about when people join and how much they are charged. Rolling membership is ideal.	Membership, Finance & IT	COMPLETE Implemented September 2021	Rolling membership introduced on 1st September 2021 Renewal will be on the 1st of the month following the anniversary of the joining date. Members who joined after 1st March 2021 will be contacted and the terms of their membership will be changed so that it is for 12 months from the month in which they joined This is ongoing routine work with the membership team now.	No further action required - on going	Closed	Nil
1c	Provide a trial of membership benefits for people who might be interested in joining for a period of one month	Enables potential members to see the full range of membership benefits such as the website, wiki, product directory, Forum, events information, sales and wants and news items.	Membership & IT	Commenced in November 2021	Launched 06/11/2021 at the virtual show We need to get feedback from people who do not convert and questions are being devised to enable this	Limited number of responses received from non-converters. Questionnaire being reviewed	The questionnaire about why people do not convert perhaps needs to be reviewed. There is a supplement with the November issue of Railway Modeller about getting started in O gauge so this may see more people take up the one month trial.	Chris Fry to review questionnaire IT team to monitor uptake of trial membership when railway Modeller is published in October
1d	More involvement of younger members	Ensure we appeal to different ages, genders, helping those of different skills and abilities	Management Committee, Con Reps and All Members	Commenced September 2021 Now ongoing	*Two of our younger members attended the C & E Group in September 2021 to share what they hoped to get out of the Gauge O Guild and express what encourages them. *One younger member presented his small layout at the October 'Evening With' seminar *Another younger member is trying to start an O gauge club at his college in Scunthorpe *Images of younger members to be included on the website front page *Both say that friendly, encouraging fellow members is most important *Younger member demonstrating at Kettering *Member's grandson demonstrating at Doncaster	One of our younger members did a CAD and 3D printing demo at Kettering New images of younger members have been made available for the website carousel	We should continue to add images of younger members to the website carousel and get them to bring layouts or do demonstrations when possible	On going item

1e	Ensure members feel involved in Guild Activities even if they cannot attend them	We have learned through virtual events that overseas members and those who cannot attend shows for whatever reason, feel that their membership is much more worthwhile now that they can participate in seminars and workshops on line and can watch the AGM via ZOOM	Events	Virtual Activities started in 2020 but have developed further throughout 2021 Commenced in 2020 & 2021 Ongoing in 2022	* 'An Evening With' will continue on 26th each month in 2022 * Watching the AGM via Zoom and then having a Q & A session with the MC afterwards started in September 2021. *One big virtual show to be held every year in November	The Events survey analysis supports the continuation of virtual activities as well as face to face shows	This is now being extended to include highlights videos of the face to face events and some live streaming from events The Evening With seminar are still popular and the next virtual show is 5th November 2022	Ongoing with Virtual Events Team
1f	Increase the frequency of Guild News	*The Guild often has News for members which occurs in between the quarterly publications. *More frequent News Updates will ensure timely communication and reduce adhoc bulk emails *Provide the ability to send out more frequent event, club & trader news. *Currently if you do not look at the website, you won't see news updates *This will be e-News (By Email and on website or both) *If members opt in to the system it will avoid members getting emails they do not want.	Marketing & IT	Commenced in January 2022	*Using 'Email News Updates' effectively for those who want them is much better than adding another line of communication *Email sent to all members explaining how to sign up to News Updates on 29th November. Reminder also sent *An extra 1000 members have opted in to the News Updates *Also explained in Feb 2022 Guild News so all members know what the news updates are and how to opt in to them	Signing up for news updates is included in the new Web Site Guide 1679 members have enrolled for the News Updates with 121 actively declining	19/07/2022 Number of members is 5318 plus 20 trial memberships, total 5338 Number with an email address is 4521 Number signed up to News Alerts is 1816 Number who have declined News Alerts is 130	In general important items are emailed to all who have email addresses Is further action required?
1g	Share the Communications & Engagement report with Members	Ensures that all members know how they can communicate with us and us with them	Communications and engagement group on behalf of the MC	A review of what we have available for Communication and Engagement is uploaded to the website on 1st February 2022 with MC approval. This and the project plan together with the groups who will lead on implementation will also serve as evidence of the Communications & Engagement group work	Summary of the channels of communication and engagement plus, project plan of ideas uploaded. Implementation phase agreed with MC on 27th January 2022	Implementation is ongoing. C & E Group members have been invited to participate in projects that are still in progress.	Refresher for members about how they can contact the MC and others has been written. It should have gone in the August Guild News but was missed. It will be re-submitted for the November Guild News.	JK to submit update for November Guild News
2. In Progress								
2a	Increase exposure about the Guild in national magazines and on social media.	*Increased visibility *Potential members can see how much we are doing and realise that things have changed and there is a fresh approach to becoming a dynamic organisation. *We need to do much more publicity & marketing with some one dedicated to this role. *We need regular adverts and editorials *We can explore digital flyers to go out with on line magazines and other ways of marketing the Guild	Publications, Event & Marketing Teams	An advert for this volunteer or volunteers who can share the role is in February 2022 Guild News	*Ensure virtual events are frequently posted on social media and are listed in Railway Modeller each month *Press / publicity officer to be recruited in the February Guild News * RM Web & World of Railways will have advertising banners about our shows * November 2021 Railway Modeller included 'news' about what to expect from the virtual show and an introduction to the WIKI * New one month free trial of membership benefits put into the Railway Modeller in November 2021 * Adverts about the 2022 shows will be in national magazines throughout 2022	*An advert for a Press and Publicity officer was included in the February 2022 Guild News. *Stephen Wolstenholme has stepped forward to do Facebook *Rob Pulham is doing RM Web & Western Thunder *Another member is considering the National Magazine advertising and editorial element of the role. Jackie is including the potential volunteer in her correspondence with the magazines. We have strong links with all three nationals now	We have had several adverts / editorial / news items published in the national magazines Brian Malyon, who is a sub editor of Guild News and a member of the Events logistics team has volunteered to help with the national magazine submissions and he is currently being copied in to all aspects of the process to 'learn the ropes' Stephen Wolstenholme has been appointed the Guild Communications Officer and he attends all MCs and does a summary report for members after each	Move to section 1 and moniot

2b	Provide Con Reps with more tools to show the website content and other membership benefits	At multigauge and O gauge shows, the Con Reps are ambassadors and they need to show off <u>all</u> the benefits of membership. Wifi varies at different venues so, they could have a video about the benefits of membership, new booklets to give away and new banners	Con Reps & Marketing Team	Commenced 2021 and will be completed before 2022 shows	*Resources required by Con Reps have been requested and prepared for production *New 3 fold marketing brochure being printed (sponsored by Squires) *Welcome to O Gauge PDF loaded on 'What Membership Offers' page, given to Con Reps and sent to traders with Shops *Overseas Reps have sent their requirements too so that these can be dispatched from the UK if required or purchased in the home country and reimbursed *Con Reps to encourage members in their area to contact them for information about what is happening locally especially if members do not belong to Clubs	*New pop up banners delivered to all Con Reps in March 22, along with the 3 fold brochures and event posters *Overseas Reps have their supplies *Con Reps encouraged to have a calendar of events they are attending and show the website to potential members at shows	The calendar of events that Con reps are attending is now compiled but needs to be updated on a regular basis	Move to section 1 and monitor
2c	Increasing the involvement of Overseas Reps by Zoom and by sending communication and engagement tools to them	Overseas members need to feel that they are benefitting from their membership and the overseas reps need to feel they have the resources they need	Overseas rep & Marketing	Commenced in 2021	The Overseas Rep has arranged Zoom sessions when possible. All overseas reps will get flyers; 3 folds and Welcome To O Gauge booklets plus the option to get their own pop up banner Overseas members are encouraged to submit their layouts and demonstrations for virtual events.	Ongoing with the new Overseas Rep Steve Lamb Tony Kell has requested layouts and demos for the November virtual show	During the face to face show at Guildex, several overseas members praised the guild for the virtual events which make them feel included much more. We do need to speak to Cercle Du Zero and other overseas societies about having stands at Guildex to promote their country groups.	Chairman of Guild, Overseas Rep and Chairman of events to discuss next steps
2d	Refresh the front page of the website	To make sure the Gauge O Guild appeals to all genders and age groups from any country Provide a really inviting shop window	Publications, marketing & IT	Draft ideas started November 2021	Menus have already been reviewed Ideas are being collated and reviewed Try to recruit a web content manager	New front page ready to be launched at the same time as the publication of the May 2022 Gazette, Guild News and Website Guide	New website style launched in May 2022	Move to section 1 and monitor any further website updates required
2e	Make Principal Officers more visible	The lack of shows means that many members have not met the MC Members elected in 2020. 'Meeting' the key people who are managing an organisation is really important	Management Committee Ongoing work	Commenced September 2021	The Overseas Rep has arranged Zoom sessions when possible. Video interviews complete for 3 members of the MC Some members of the MC participate in Virtual Events	*New Overseas Rep attended Kettering to meet european attendees *Most MC members attended Kettering and chatted to members *Queue and refreshment area presence scheduled for Doncaster & Guildex	The Chairman spent quite a bit of time circulating at Guildex chatting to members. There were a lot of MC Members at doncaster because we had a meeting on the Sunday and this increased visibility to members. There will be a meet the Con Reps and Meet the Chairman sessions in the virtual show on November 5th.	Encourage the new MC Members to talk to membrs and interacts when possible

2f	Include members on working groups so they feel they can contribute to 'change'	*Inclusion / engagement / an opportunity to really listen to members *Create opportunities to include a diverse cross section of the membership *Get the ordinary members on committees to contribute and share their experience	All sub committee chairmen	Commenced in 2021	*Commenced in 2021 *Members were part of the Code of Behaviour Group *Members are part of the Communications & Engagement Group *Members are part of the Marketing Group	*C & E Members encouraged to be part of implementation phase *Members are part of the reconfigured strategy group	Some of the C & E members have been involved with the Strategy Group	Move to section 1 and continue to involve C & E group members as appropriate
2g	To redesign the membership form	So that it provides us with much more information about the member, how they heard about us, their interests and their preferred method of communicating with them.	Marketing, membership & Con Reps	Questions are being formulated and discussions are under way about how the information submitted will be used to better inform new members about opportunities of interest to them.	Membership form redesigned to accommodate rolling membership (Sept 2021) Tick box about News updates added to membership form (November 2021) A further redesign to gather more data is being discussed	New questionnaire added to membership form in April 2022 Nigel Nelson has added a new section to the Admin Menu called MemberData with the intention that this can contain reports on the membership that do not contain any personal data. There is a request to send this to recently joined members	The completed questionnaires re available in the Admin section of the website for key personnel. We need to ensure the data is acted upon in terms of Con Rep interaction and Gazette . Guild News content	Who & When?
2g cont		Consider new membership software to support more flexible joining systems	Membership & IT	Minimum 6 - 12 months to review potential packages and trial them	Early discussions underway The IT Team will need time to review any packages	Ongoing. Website changes and refresh have been the first priority	Ongoing JA to update	Who & When?
2h	Encourage members to do one to one engagement at local Model Railway Clubs and at shows when they are exhibiting layouts	*If a Club has an O gauge layout and new OO club members join and show an interest in an O gauge project, then we would hope that those OO people are encouraged to participate, have a go, go to exhibitions with the O gauge layout and they may change scales. *If anyone is thinking of changing scale they often just need friendly encouragement to make the change and those members can also be ambassadors for the Guild and encourage a scale changer to join. *Young members really rated the reception they got from other O gaugers when we spoke to them	Con Reps & All Members	Commenced in November 2021	*Discussed in November Guild News *Con Reps to talk to club members about encouraging others into O gauge, taking new people to exhibitions with O gauge layouts, supporting them to build kits or give advise on RTR purchases	Ongoing Con Rep visits to Clubs and Shows are resuming	On going The RC now feed back to each MC meeting This needs to include any feedback from members during Con Rep visits to clubs and shows	Move to section 1 and monitor
2i	Produce a basic IT guide to ensure those who want to, know how to access all of the resources on the website. There could also be a button on the front page of the website which takes people to further information about the website (like an interactive map of what is where)	The Guild is not just a Gazette and Guild News each quarter It has a huge amount of information on the website and numerous virtual activities and special interest groups but limited number of members use the website. Many have not given us email addresses so cannot log in to the website and will not get news updates	Publications & IT	*Potentially ready for May 2022 to include the latest website information *We must ensure it tells members why it is worth accessing what	*Front page design work first *Then, we need an IT tips and hints area on the website *Succinct IT Guide in paper version will potentially encourage more members to 'have a look'.	New Website Guide is being issued with the May Gazette and Guild News	Complete	Move to section 1

2j	Share the Gauge O Guild strategy / vision with existing members and make sure it is visible to prospective members so that they know what the Guild is, what it aims to deliver, how it will deliver it and why it is worth joining	<p>*It shows members and prospective members what the Guild is about</p> <p>*It demonstrates that the new MC are more responsive and dynamic and open to change</p> <p>*It is good for communication & engagement</p> <p>* if we have a strategy, we know what we are communicating to people, why they should be engaged and have all the information for marketing purposes too.</p>	Management Committee	Part of continuous improvement plan	Currently being discussed with the MC	Reconfigured Strategy Group has some new members. Terms of reference have been shared with the membership and they have regular minuted meetings.	The new strategy document will be discussed at the October 2022 MC Meeting	Discussion on 29th October
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