

Draft Actions and timescales – Affiliate Groups

How and what should YHA communicate with LGs and vice versa?	Action	Timescale/Responsibility
<ul style="list-style-type: none"> Both paper and electronic 		Ongoing:CD, AH
<ul style="list-style-type: none"> Well publicised contact person at Matlock 	Contact list for YHA – available to take away on the day [details were also included in the Guidance Pack sent out to groups in August]	Immediate: CD
<ul style="list-style-type: none"> Offer prices, availability, times 	Additional facilities available with relaunched website	TBC: AH
<ul style="list-style-type: none"> Legal changes which may affect LGs 	Clarification to be sought	?
<ul style="list-style-type: none"> Dates of meetings well in advance 		
<ul style="list-style-type: none"> Communicate special offers 	Additional facilities available with relaunched website	TBC:AH
<ul style="list-style-type: none"> Clear information on who we contact 	Contact list for YHA – available to take away on the day [details were also included in the Guidance Pack sent out to groups in August]	Immediate: CD
<ul style="list-style-type: none"> Clarify whether YHA means BOT or Matlock 	Clarification to be sought	?
<ul style="list-style-type: none"> Non confidential minutes from BOT made available 	Follow up	TBC:SW
<ul style="list-style-type: none"> Well known procedures for communication 	?	
<ul style="list-style-type: none"> LGs to feedback local issues, problems and activities – message board? 	?	TBC:CD
<ul style="list-style-type: none"> Summarised, simple to understand policy and strategy documentation 	Outlined in YHA 10 year strategy, details to be made available	01/07:SW
<ul style="list-style-type: none"> Dedicated person/team at YHA. Not a full time post. 	Contact list for YHA – available to take away on the day [details were also included in the Guidance Pack sent out to groups in August]. YHA representatives at meeting are also first line contacts	Immediate: CD
<ul style="list-style-type: none"> Publicity regarding the LGs e-mail addresses 	Contact list for YHA – available to take away on the day [details were also included in the Guidance Pack sent out to groups in August]	Immediate: CD
<ul style="list-style-type: none"> Late availability bargains for LGs (e-mail and website) 	Additional facilities available with relaunched website	TBC:AH

<ul style="list-style-type: none"> Groups need to keep YHA up to date with their info 	?	Ongoing:CD
<ul style="list-style-type: none"> LGs can do some things for themselves, but would benefit from YHA involvement e.g. yhagroup.org.uk 	YHA will liaise to understand where involvement is required	11/06: SW, CD
How could YHA show its commitment to LGs?		
<ul style="list-style-type: none"> Publicise them better!!! 	Additional facilities available with relaunched website	TBC:AH
<ul style="list-style-type: none"> Give them a significant voice in the YHA! 	Clarification to be sought	? CD
<ul style="list-style-type: none"> Include them in the Governance structure 	Await Governance review	Medium term
<ul style="list-style-type: none"> Include them in the Volunteer structure 	Clarification to be sought	CD
<ul style="list-style-type: none"> Include them in the Mem and Arts of Association 	Await Governance review	Medium term
<ul style="list-style-type: none"> Recognise membership as opposed to customers 	Clarification to be sought	CD, AH
<ul style="list-style-type: none"> Recognise our commitment and loyalty 		?
<ul style="list-style-type: none"> Retain benefits to LGs e.g. 10% discount 		?
<ul style="list-style-type: none"> Advertise to all YHA members that LGs exist e.g. in membership packs 	Alan offered that some publicity materials for groups to use could be available in 3-4 months	May 07:AH
<ul style="list-style-type: none"> More flexible booking procedures for LGs 	Additional facilities available with relaunched website	TBC:AH
<ul style="list-style-type: none"> Give LGs more publicity and more encouragement to YHA members to join groups 	Publicity materials for groups to be developed	May 07:AH
<ul style="list-style-type: none"> Free advertising in YHA publications 		?
<ul style="list-style-type: none"> Free insurance and licensing 	The licensing and affiliate contract/declaration, Perkins Slade	Ongoing: SW, CD
<ul style="list-style-type: none"> LGs should continue to volunteer at hostels etc possibly with 2 groups acting together 'Friends of Hostels' scheme 	To be considered	Short term
<ul style="list-style-type: none"> Special offers on struggling hostels to LGs 	Additional facilities available with relaunched website	TBC: AH
<ul style="list-style-type: none"> Training to LGs officers, treasurers, secretaries, chairman, contacts including risk assessments and child protection 	YHA can offer some 'train the trainers' sessions to some volunteers from the groups on key issues, marketing and risk assessments were suggested but further 'needs analysis' is needed Royal Society for the Prevention of Accidents (RoSPA) will be providing training to all members of	March 07:SW

	staff in Health and Safety matters	
• Update Handbook	Next Go Guide on the way	Jan 07:AH
• Central support for insurance (not financial support)	Perkins Slade	Ongoing: CD
• Inform LGs how to limit their liability or risk	Perkins Slade	Ongoing:CD
How can YHA balance the needs of individuals, families and groups?		
• Insufficient range of types of hostels e.g. simple, small	?	?
• Hostel management – on room allocations, making best use of dorms	Additional facilities available with relaunched website	TBC:AH
• Marketing – and availability of hostels at weekends	Additional facilities available with relaunched website	TBC:AH
• Very young families need exclusive use/facilities i.e. children <3 years	?	?
• Separate facilities in hostels (where possible) – school party in one part, individuals in another – not on floor above e.g. Conwy, where the floors are not solid and all other guests could not sleep	?	?
• Good leadership of LG – education of LG leaders	See training request above	
• Better advertising of availability in each hostel of beds – facilities	Additional facilities available with relaunched website	TBC:AH
• Recognise LGs are made of individuals and families and not educational groups		
• Vary the type of location of hostels so Dolgoch and S-on-Avon can coexist		
• Clear child protection policy	Sarah explained that the latest policy is just being finalised and a leaflet will be available in December	December 06: SW
• Website to include floor plan for bookings	Additional facilities available with relaunched website	TBC:AH
• Mixture of high and low class rooms in a youth hostel	?	?
• Simple 4 5 star hostels	?	?

What do you think are YHA's key priorities? How do LGs fit into them?		
<ul style="list-style-type: none"> Pay off £30m debt 	Outlined in YHA 10 year strategy, details to be made available	December 07:SW
<ul style="list-style-type: none"> Introduce young people to hostelling – local marketing and publicity by LG. Encourage under 26yr to form university/college groups 	Local Groups to provide plans?	TBC
<ul style="list-style-type: none"> Retain and increase membership (and usage of hostels) 	Outlined in YHA 10 year strategy, details to be made available	December 06:AH
<ul style="list-style-type: none"> Comply with charitable aims 	Outlined in YHA 10 year strategy, details to be made available	
<ul style="list-style-type: none"> Large hostels in cities 	Outlined in YHA 10 year strategy, details to be made available	
<ul style="list-style-type: none"> Sound business plan going forward 	Outlined in YHA business plan, details to be made available in 2007/8 plan	March 06:SW
<ul style="list-style-type: none"> Efficient booking system QW 	Call centre development and expansion will facilitate this	January 07:AH
<ul style="list-style-type: none"> LG encourage members to associate 	LG to provide plans?	?
<ul style="list-style-type: none"> Increase the hostel network by use of camping barns and bunkhouses in areas where there is not a hostel (debate by table) 	Outlined in YHA 10 year strategy, details to be made available	?
<ul style="list-style-type: none"> Increase hostel usage 	Additional facilities available with relaunched website	TBC:AH
<ul style="list-style-type: none"> LGs organise trips 	LG to provide plans?	
<ul style="list-style-type: none"> Look for additional joint partnerships (Enterprise) 	Outlined in YHA Operations plan, details to be made available	TBC:CD
<ul style="list-style-type: none"> LG – raise/maintain YHA profile locally – use small enterprise hostels 	?	?
<ul style="list-style-type: none"> LGs can publicise YHA but need help with professional literature and approach 	Publicity materials for groups to be developed	May 07:AH
<ul style="list-style-type: none"> LGs provide a route into hostelling for newcomers 		
<ul style="list-style-type: none"> Full occupancy 	Outlined in YHA 10 year strategy, details to be made available	December 06:SW
<ul style="list-style-type: none"> Young people – YHA should market LGs to young 	Website will allow links and information on LGs	07 TBC:AH

people		
• Right hostel in right place – adopt a hostel	?	?
• Reduce overdraft	Outlined in YHA 10 year strategy, details to be made available	December 06:SW
How should YHA protect its name and maintain standards?		
• Maintain standards of hostels – clean, staff attitude, self catering, preventative maintenance, quality of meals	Standards are being introduced to hostels and a new inspection system is being introduced.	07 TBC:SW
• <u>Act</u> over poor group behaviour – name and shame – disaffiliate	Licensing and affiliate contract/declaration will form the basis of a code of conduct for group behaviour. A guest code of conduct is being looked at by Marketing and Health and Safety and results will be forthcoming in early 2007	March 07
• Clear guidance of behaviour standards QW	The licensing and affiliate contract/declaration will form the basis of a code of conduct for group behaviour. A guest code of conduct is being looked at by Marketing and Health and Safety and results will be forthcoming in early 2007	TBC:CD
• LGs should register for affiliation QW	New process explained and made available	Ongoing:CD
• Balance of members and non member usage	Outlined in YHA 10 year strategy, details to be made available	
• Equipment <ul style="list-style-type: none"> ○ need good sheet sleeping bags and pillows ○ self catering – enough cups etc, fridge space 	Currently trialling new sleeping bags	Medium term
• H&S – lighting, clean rooms, mould free	Royal Society for the Prevention of Accidents (RoSPA) will be providing training to all members of staff in Health and Safety matters	Ongoing:SW
• Competitive prices to compare with B&B	?	?
• Bookings – administration to be effective	Call centre development and expansion will facilitate this	January 07:AH
• Ensure non members are aware of rules	The licensing and affiliate contract/declaration will form the basis of a code of conduct for group	07TBC:AH, SW

	behaviour. A guest code of conduct is being looked at by Marketing and Health and Safety and results will be forthcoming in early 2007	
<ul style="list-style-type: none"> It seems that hostel managers with knowledge and experience are leaving. Why? Can this be addressed? 	YHA staff turnover is low (only 5%); those affected by compulsory redundancies were offered opportunities where appropriate elsewhere within YHA. Voluntary redundancy has also created opportunities for those affected by compulsory redundancy. Outplacement workshops are in operation	Ongoing:SW
<ul style="list-style-type: none"> Bookings – improve response to recorded booking enquiries 	Call centre development and expansion will facilitate this	January 07:AH
<ul style="list-style-type: none"> Act on hostel inspection reports – praise or reprimand 		?:?
What would be the key features of a perfect partnership between LGs and YHA?		
<ul style="list-style-type: none"> Communications – e-mail, updates (regularly quarterly) 	Clarification to be sought	December 06:CD
<ul style="list-style-type: none"> Publicity – national press, Triangle, advertising effectively 		?
<ul style="list-style-type: none"> Easier booking (more flexible) booking arrangements 	Call centre development and expansion will facilitate this	January 07:AH
<ul style="list-style-type: none"> Bring back the 'old' YHA News with more input from membership, with letters, LG reports, hostel information etc 	?	?
<ul style="list-style-type: none"> Continue with current insurance arrangements 	?	?
<ul style="list-style-type: none"> LG page in Triangle 	?	?
<ul style="list-style-type: none"> Easier access to LG page on website e.g. Ramblers 	Additional facilities available with relaunched website	?
<ul style="list-style-type: none"> Discount on hostel overnights for LGs 	?	?
<ul style="list-style-type: none"> Acting as a pool of volunteers 	?	?
<ul style="list-style-type: none"> Formal written agreement 	The licensing and affiliate contract/declaration will form the basis of a code of conduct for group	March 07: CD

	behaviour. A guest code of conduct is being looked at by Marketing and Health and Safety and results will be forthcoming in early 2007	
• Consultation and action based outcomes		Ongoing:SW, CD, LG
• Good 2 way communications	?	Ongoing:SW, CD, LG
• Having workshops	Affiliate workshop arranged; Groups to be given opportunity to run own conference	Ongoing:SW, CD, LG
• Volunteers – 2 way communications e.g. which projects need aid (well in advance)	Clarification sought	December 06:CD
• Publicity for LGs	Additional facilities available with relaunched website	07:AH
• Easy to use website	Additional facilities available with relaunched website	07:AH