



Island Professionals Handbook

2001b under revision

A guide to the running and management of the Isle of Wight's singles group "Island Professionals", for the benefit of the IP committee and the promotion of good practice in other interested singles groups.

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Introduction

Island Professionals is a social group originally designed for single people of professional or semi-professional background, intended not as a dating group but for genuine social companionship. There have always been one or more singles groups on the Isle of Wight, but IP is distinguished by its professional and business-like approach and its intelligent use of information technology to tie all its activities together.

Island Professionals started in 1988 as "Newport Professionals", originally intended as a telephone contact network. The original idea was to put an advert in the County Press, meet once in a member's home, and then exchange names, addresses and telephone numbers as a starting point for contact and support between its members. Two changes rapidly happened which were to set a more permanent direction for the group. One was that the information was held on computer database; the other was that an organised social emphasis started to develop, and the idea of a supportive telephone contact network never really took off.

The main area of activity is now almost entirely the "Social Calendar", listing events and activities organised mostly by members for members. This comprises regular events such as pub meetings, badminton, dance lessons, and other one-off events such as eating out meetings, musical evenings, theatre visits and even organised holidays. This is all listed in the monthly magazine which also contains names of new members, telephone lists, etc. Security has not yet become a major problem on the Island and we still find it acceptable to publish members' details. We understand that mainland groups find it necessary to protect members' phone numbers, but hope that this is something we will never need to do.

A mainstay of the group, remaining consistent since the beginning, is the practice of the introductory evening when interested people are invited to attend one of two monthly meetings as a group. At this introductory evening the apprehension and nervousness of meeting with almost total strangers forms a strange rite of passage which seems to have a bonding effect on the group.

Over the years that Island Professionals has been in existence, its business and administrative machinery has steadily evolved so that it has become quite a structured organisation. Its public face has remained fairly simple so that new committee members are often surprised at the work that goes on behind the scenes. This is all to the credit of those who do the work; but it does mean that there is more to learn and more responsibility attaching to that work.

IP being successful also means that this body of knowledge is increasingly valuable and as such is worth writing down for others. One of IP's objectives has been to increase links with other like-minded singles groups on the mainland. We feel that we have a great deal to offer other groups or others wishing to start similar groups. The object of this manual is to consolidate what we have learned for ourselves, and to provide a guide to others wishing either to start their own group or to look at ways of developing their own existing group.

ISLAND PROFESSIONALS CONSTITUTION

(adopting suggested amendments)

- 1 The name of the organisation shall be "ISLAND PROFESSIONALS"
- 2 The purpose of the organisation shall be the promotion of companionship and communication between single people on the Isle of Wight, and liaison between any similar groups elsewhere.
- 3 Any single person whose age falls within the currently accepted range shall be eligible for membership provided they are approved by the committee and no reasonable objection is raised by any paid up member upon payment of the necessary enrolment fee. Should they subsequently marry another club member they may at the discretion of the committee remain as joint members.
- 4 Any person may be expelled from the organisation at the discretion of the committee and a relevant proportion of their fees refunded. No reason need be given.
- 5 The committee shall consist of up to 10 paid up members. There shall be a chairman, vice-chairman, secretary, treasurer and other such posts as the committee shall decide. The committee may request the co-option of other members as it sees fit.
- 6 A quorum shall be 5 committee members.
- 7 Decisions shall be by simple majority vote. In the event of a tied vote the chairman shall have one casting vote.
- 8 The committee shall have the ability to call an Extraordinary General Meeting at 2 weeks' written notice including a fixed agenda when any rules or amendments to the constitution may be made.
- 9 The business of the committee shall be:
 - i) the advertisement of the group's existence and purpose
 - ii) the recruitment of members by invitation to a monthly introductory meeting
 - ii) the monthly invitation to members to rejoin on the anniversary of membership
 - iv) the maintenance of a computer database of members and their details
 - v) the compilation of programmed events submitted by members
 - vi) the monthly publications of a members list (or amendment sheets) and any members' events and any other such news, letters, etc. that the committee may deem appropriate
 - vii) to oversee and care for the welfare of members insofar as is practicable.
 - viii) proper management of accounts
 - ix) proper keeping of minutes and records of correspondence
- 10 The assets of the organisation are deemed to be the corporate property of the organisation; however any computer hardware or software shall remain the property of its lawful owner and any copyright or other innovative rights shall belong to its originator.
- 11 An Annual General Meeting shall be held each year in the month of May. One month's clear notice shall be given and all committee members shall be eligible for re-election each year. Ordinary committee meetings shall be held at least once every month. Attendance of members at these meetings must be at least 50% in any six month period or committee membership shall be deemed to have lapsed.
- 12 Dissolution - the club may be dissolved upon a resolution at an EGM and the assets made available to any similarly motivated club selected by simple resolution.
- 13 Cheques shall be validated by no less than two signatories; all accounts over £10 to be paid by cheque.
- 14 An appendix of minor rules shall be maintained by the secretary and be available for inspection on reasonable notice.

OBJECTIVES

IP exists to bring together single people on the Isle of Wight, as stated in the constitution. People vary a great deal in character, temperament and disposition. It has always been an unspoken objective to aim our marketing at people of good character, but any attempt to define this has run into difficulty. The committee has the right to turn down applicants and to discontinue membership, and it should be to the reassurance of the membership that this right has been exercised in the past.

IP does not exist to promote brief relationships or the matching of couples, but it is inevitable that members will pair off and even get married. It is a great satisfaction to all when true happiness blossoms like this.

Of even greater satisfaction is the personal development that occurs in new members. A high proportion of members has come from previous long-term relationships, and many have only just started to rebuild their lives and their self-confidence. It takes some effort to join in a group of unknown people, but many who make the effort are rewarded by a new foundation for their lives. Time and again we have seen this happen, but unfortunately there are those who find the initial effort too great. It is one of our objectives to help these people over this first hurdle.

Another objective is the further dispelling of the stigma that once attached to the notion of a singles group. To some this appears to be the lowest social echelon. Strangely in America (a source and predictor of social change over here) to be single and *not* be in a singles group is considered slightly deviant. We hope that by presenting ourselves as a worthwhile and caring social group we will be perceived as something to which any eligible person would be pleased to belong. As part of our caring image we have supported the Isle of Wight Samaritans for a number of years.

With the experience of running IP since 1988 and some experience of several similar mainland groups, we do feel that we have achieved a viable degree of management competence and proven success. We are now looking to further our contact with mainland groups for the following reasons: to continue to learn from others and improve our own management; to offer ideas and experience to mainland groups; to work towards a national network of like-minded singles groups, the ultimate objective of which would be the same as IP's. The production of this manual is at least in part stimulated by this idea.

IP is also concerned about single people who choose not to apply, but for whom IP would be a benefit; and also those who we might not wish to join, but who could still benefit from an organisation but more tuned to their own requirements. A consideration of such needs in the community and of possible solutions also forms part of IP's longer term objectives.

PRESENT COMMITTEE AND ANALYSIS OF JOBS

It has been a tradition of Island Professionals that generally there are no committee positions "without portfolio". Everyone on the committee has some area of responsibility upon which to report. This policy has the result that we have no passengers on the committee, also everyone on the committee is much happier to be there because they have a job of work to do. On the rare occasion when someone has been on the committee "without portfolio" the general atmosphere of dedication has swept them along into some responsibility or other.

The committee positions (jobs) are as follows: Chairman; Secretary; Treasurer; Database and I.T. Manager; Magazine desk-top-publisher and editor (two separate jobs); Social Secretary; Marketing Manager; Caring for Colleagues; Introductory Meetings Host and Hostess.

IP is more or less run like a business, but the only physical output as far as the membership is concerned is the monthly magazine mailing. This is a three part document. One is the actual magazine which includes a listing of the committee, chat from the chairman, a welcome to new members, various articles reviewing the previous month's activities (i.e. what you may have missed), articles of general interest, special promotions for forthcoming activities, members' small ads., puzzles and even a horoscope. Second is the social scene listing regular events and a calendar of special events; also a detailed list of new members, a full telephone list and e-mail list and a Happy Birthday to members whose birthdays fall next month. Third is the full database directory listing of all members, their hobbies, interests and other useful information. In practice this is updated and distributed every third month. The first part of the magazine is of such a nature as to be freely distributable to potential new members, etc.; the second and third parts (presented as a centre pull-out) are confidential.

Because all the work that goes into running the business of IP is manifested ultimately in its hard-copy output, every member in effect contributes to this and makes his or her mark on it. This is why the monthly magazine mailing is crucial, although some members from time to time fail to realise this and think (probably because they don't read it) that the magazine is not as important as it is. More than anything, it is also an assurance to the existing members that they are being cared for. Strangely, you don't have to read it to benefit from it!

A more detailed look at the various committee jobs follows:

CHAIRMAN The chairman carries the can; he or she steps into the breach when any committee member defaults. He is the source of, or channel for, inspiration, innovation and creativity within the group. He is present at a high proportion of meetings and events and has his finger on the pulse of IP life. He anticipates problems before they happen, smooths ruffled feathers and in general commands the respect of the membership. He or she also chairs the committee meetings.

Monthly tasks - chair committee meeting; attend ordinary meetings; consult with membership and committee over various matters; think constructively about short and long term direction for the group.

VICE-CHAIR Is probably the only valid post "without portfolio". The vice-chairman shadows the activity of the chairman, ever willing and ready to step into his rôle if necessary; meanwhile picking up any unallocated odd jobs.

Monthly tasks - maintain contact with membership and consult with the chairman.

SECRETARY The secretary is the chairman's right hand person. She (usually) prepares the agendas and takes minutes at the meetings, collects, collates and deals with correspondence and formal documentation received, notes apologies received and absences not explained and deals with any miscellaneous clerical matters. She is sensitive to activity and feelings within the group and reports back to the chairman anything she feels he must know about.

Monthly tasks - Prepare and distribute minutes, action lists and agendas; deal with correspondence; check that assigned tasks on action lists are performed.

TREASURER The treasurer knows how much money the group has at any time, where it has come from and where it is going. She knows whether the rate of income is likely to sustain the group in the style it would wish, or whether any variation in income would be desirable. She keeps track of the assets and liabilities of the group, and prepares a monthly report of its financial status. At the end of the financial year she prepares a full report of income and expenditure, and a balance sheet listing the group's assets and liabilities, budget and projected cash flow for the following year. She keeps track of membership subscriptions, new and renewed members, usually in conjunction with the Database, or IT manager, and the theoretical balance required to service the existing memberships. She also keeps a log of monies raised for charities but not yet disbursed.

Monthly tasks - collect and log completed renewal/application forms; bank fees; pass collated and logged application forms to database manager; prepare accounts report for monthly meeting, pay all necessary invoices and committee members' expenses.

DATABASE The database and IT (information technology) manager keeps a list of members.

Monthly tasks - his or her duties are numerous - to annotate each member's record as to his or her status (new, renewed, due to renew or due for deletion); to enter new members' details and information, delete old and keep on backfile; to amend existing members' details; to print monthly mailing labels with status flags; to prepare various reports including next month's birthdays, subs-due list, telephone list, directory of new members and full directory; to do renewal merge letters (1 month and final 2 month); to do membership cards. He may also be called upon to do various other reports and statistics on the membership including specific lists of members' interests as requested. He is also responsible for backing up, safe keeping and confidentiality of this data, and ensuring that the requirements of the Data Protection Act (1984) are fulfilled. Old members' records shall be kept for at least two years.

EDITOR/DTP The character and image of the group is transmitted to the membership largely through the medium of the monthly magazine. This is the responsibility of the editor in conjunction with the desk-top-publisher. News, reviews, comment and opinion are all part of the magazine and it is sometimes necessary actively to chase up suitable articles. The social scene and database reports all end up in the magazine and the proper presentation of this is crucial to the image and morale of the group. There is necessarily a harmonious partnership here.

Monthly tasks - chasing up, gathering and collating of material for magazine, production of masters and delivery to printers following committee approval, and organising envelope stuffing parties.

SOCIAL Most IP events are organised by members for members, and are publicised via the social scene in the monthly magazine. It is the job of the social secretary to collect and collate these events in time to be published in the magazine in the form of a social diary. It is also the social secretary's job to encourage the creation of events by chasing up possible ideas. Some events such as the Christmas Party, Annual Dinner etc. are the direct responsibility of the social secretary. The social secretary also provides a contact telephone number for events, and encourages new ones.

Monthly tasks - chasing up of members' events; production of social scene for magazine, ensuring smooth running of events where possible and making proper report to committee; compilation of computer calendar.

MARKETING There are two jobs here - one is the cultivation of a suitable image for the outside world, partly to do justice to the group and partly to recruit suitable new members; the other is to market the group internally so that members feel that they belong to a worthwhile organisation and so enjoy it and choose to renew for the following year. The image of the group is of course the responsibility of everyone in the group, especially the committee members, but this responsibility is crystallised within the job of the marketing manager.

Monthly tasks - control of the local press advert and submission of suitable advertising material to committee; production of posters for distribution; monitoring of growth/decline in quality and quantity of membership; production of marketing ideas for report to committee.

CARING FOR COLLEAGUES The CfC person's job is to know what is going on and relay this to the committee, and take responsibility for reassuring members in any sort of trouble, especially emotional, insofar as is reasonably possible. Cards and flowers for those who are sick; getting support organised; checking a column on the telephone list at each committee meeting to see who's not been heard from and then making contact; listening to people's troubles in confidence. This role can be delegated to the Listening Ear Person as appropriate.

NEW MEMBERS These two representatives are in a way the most important because they are the first people new members really get to meet and know. On them falls the responsibility of creating the first and possibly lasting impression of IP, and whether or not these new members choose to join. We know that IP is a thoroughly good thing, and anyone failing to join after attending a new meeting may suffer a loss of social opportunity. New applicants can feel very vulnerable at these meetings, so supreme tact and care is required together with the ability to achieve a commitment from the new members if at all possible.

Monthly tasks - regular attendance at all new members' meetings; logging of enquiries and sources of referral; stock control of application forms etc., reporting

back to committee on activity. Particularly the responsibility of introducing new members to existing members. IP has found that it is helpful in introducing new members to the existing membership when the new members' meeting precedes a normal general pub meeting in the same venue. Often new members who are a little unsure of themselves will benefit by being met in the car park personally, preferably by a member of the committee.

OTHER SUPPLEMENTARY JOBS (when appointed)

- i) Telephone contact persons: these are the people assigned the contact phone number for adverts in the County Press and various posters and other marketing media. A guidance list is attached in the appendix. These are usually the New Members' Persons.

Monthly tasks - ongoing reception and logging of calls; follow up on attendance at introductory meetings; report to committee.

- ii) Children's liaison person: looks after babysitting needs, crèches, events specifically designed to accommodate the needs of members with children

Monthly tasks - monitoring of and catering for parents' needs; indirect report back to committee.

- iii) Transport Co-ordinator: gets a regional list from the database manager of members willing to offer lifts and has name published in magazine

- iv) Mainland liaison person: attempts to make and maintain contact with mainland groups, receive and exchange newsletters, arrange reciprocal meetings, exchange ideas. Ultimately to promulgate our standards of contact through a mainland network of like-minded groups.

Monthly task - ongoing search for contacts on the mainland and building of mainland relationships. Report back to committee.

- v) Listening Ear: several interested members are prepared to provide a confidential "listening ear" for those members who may wish to share certain problems.

- vi) Shadow Treasurer: works with the treasurer to ensure correct accounting conventions and also verifies the accounts at the end of the year; can also act as backup to treasurer if necessary.

- vii) Scrutineer: reviews accounts at end of each financial year and testifies to the AGM as to their accuracy and validity. See Appendix.

The New Members' Meeting

This meeting usually takes about an hour and it can be helpful if it is held preceding a normal pub meeting (but is then likely to exclude people who dislike pubs, or course - being held in a member's private home can have its advantages).

Interested people phoning in give their names to the telephone contact who, if he is confident that they are likely to benefit from IP, invites them to attend the new members' meeting ("which starts promptly at...") On arrival they are invited to complete a simple attendance form so that we know who has turned up. This would include name, address, telephone number, occupation etc. (see below).

During the meeting the host and hostess talk to the applicants as a group telling them about IP and how it works. The applicants are invited to tell the meeting about themselves by way of introduction. This can be a bit embarrassing for some, but usually in a friendly environment it's not too much of a problem, and helps others feel sympathetic to the new members.

Application forms are circulated and those attending encouraged to apply there and then (although acceptance is not automatic). There is always the concern that given too much opportunity to think about it, their enthusiasm might wane, and the loss of a new member might occur.

An old magazine (with database etc. extracted) can be lent out for the evening. Those joining may receive a current magazine and calendar. Receipt of full benefits depends on their membership being accepted and processed.

Obviously unsuitable applicants will have to be declined as quickly, courteously and as tactfully as is possible. The guiding principal is to say as little as possible as tactfully as possible.

Details of applicants attending meetings are kept, to give us the following information:

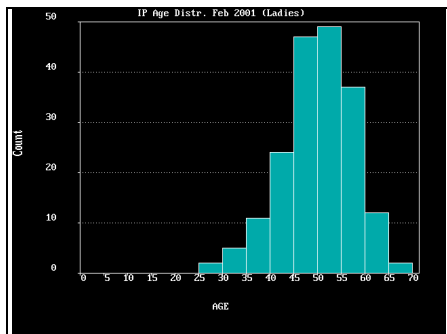
- i) How many people come to the introductory meetings compared to how many phone calls are received - how effective are the telephone contact people?
- ii) How many who come to the introductory meeting actually join? Are we losing applicants at this stage?
- iii) What are the ratios of males/females applying and joining? Where did they hear about us? How well are the marketing strategies working? (There is always a high turnover of membership as new people join and others may find new partners or interests and move on).

STATISTICS

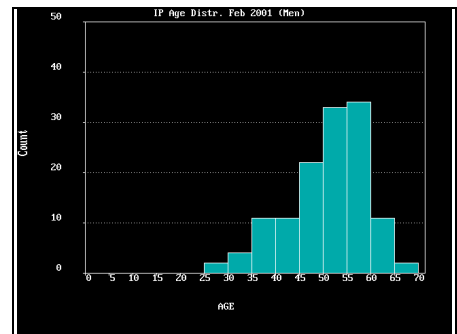
IPROFS derived age groups (M&F) 19/02/2001

NUM	AGE	>20	>25	>30	>35	>40	>45	>50	>55	>65
---	----	---	---	---	---	---	---	---	---	---
====	=====	====	====	====	====	====	====	====	====	====
Total:		0	4	9	26	36	69	82	73	23
Average:		50 (43.55 in 1994)								
Count:		327 (221 in 1994)								
Standard Deviation:		8 (7.51 in 1994)								

Note - not all members reveal their ages so statistics are necessarily incomplete...



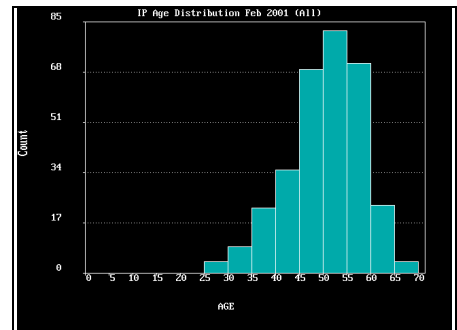
Age Distribution Ladies Feb. 2001



Age Distribution Men Feb. 2001

Here are presented population distribution for the IP membership in 2001.

Various data on numbers of membership and age are presented here. Not completely up to date but sufficiently so to give an idea of the numbers of membership and age distribution. There are more women than men, and the women do tend to be slightly older, but experience shows that this is a typical result and in no way detracts from the social harmony within the group!



Age Distribution All Feb. 2001

There are marketing implications from reviewing these data. For instance, it is obvious that there is little appeal to the under 25's, and we have accordingly made that a lower cut-off point; experience shows that there is a fall-off in membership before 65 so we know that to be a reasonable upper cut-off point. Because of the sex imbalance it is obviously prudent to market ourselves a little more towards the men, because we wouldn't want too big an imbalance.

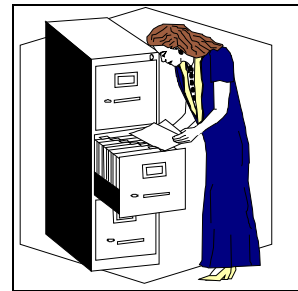
Growth is not shown here, but we know that the membership has levelled off at over 340 (September 1999), and suspect that any greater membership would require a considerable change in the internal administration of the group.

SOFTWARE

Island Professionals would not be what it is today without the help of modern information technology. The membership list and subscription control is held on computer database and all the documentation and newsletters are produced on computer, including this manual.

There is a wide variety of hardware and software which can be used to do this job, and some suggestions are made below. The more powerful the computer and printer the faster the work can be done, but good results can also be achieved on relatively simple equipment. Beware of over-complicated application enthusiasts - you don't actually need a massive personalised programme to do the job, although it could work well. Also be sure that the data held can be "exported" and passed on to the next volunteer, who may have a completely different system.

The database used is referred to as a "flat-file" database, meaning something very like a straight card-index file. The membership data are held in fields, and broken down to as many simple parts as can be handled (never make the mistake of putting the whole name into one single field). Subs-due date, fees paid, overdue and such information can best be handled with a small amount of programming, but "hand-cranked" can work satisfactorily too. Renewal notices can be most conveniently handled by mail-merge on selected overdue records.



The current membership directory and telephone list are assembled in a more sophisticated word-processor such as WordPerfect, the data having been exported from the database. Sticky labels for mail-outs and lapel badges can often be done in wordprocessing or database packages; we use Avery-Label Pro dedicated label program (the demo version can do almost everything you need and that's free!)

The magazine is produced in a Desk Top Publisher (Microsoft Publisher) and here it is a great help if one person simply rounds up magazine articles and types them onto floppy disk ready for another person to assemble them in DTP. The magazine is best produced in fairly generous size fonts on A4 pages, which can subsequently be reduced to the traditional A5 size booklet. Many local printing houses will reproduce these by photo-litho-offset process, collate, staple and cut for a reasonable price.

In any group of a hundred or more professional or semi-professional people there are bound to be some who own and/or use computers who will be only too keen to deploy their talents in these directions.

Suitable databases - Q&A; Reflex; Microsoft Works; PFS First Choice

Suitable wordprocessors - WordPerfect 5.1; Avery Label programme;

Suitable DTP - Timeworks; Express Publisher; Microsoft Publisher;

Suitable accounts package - "Quickbooks" is currently being used.

Calendar Creator Plus (from Broderbond)

... or now everything can be done in Microsoft Office, of course, and the database is in the process of being adapted to Microsoft Access

Data Protection Act - almost all personal electronic data are covered by this act. Small clubs and societies as we understand it don't need to register if they tell the membership that their data are being held on computer, and if the members sign to give their permission.

SUMMARY

There has always been a singles group of some sort on the Isle of Wight, but experience has shown that there has never been one as consistently well organised, effective and well thought of as IP. IP has had a firm business-like structure right from the start, and this has been its backbone and mainstay. The original concept was of a telephone contact network, but this aspect has never really taken off while the social aspect has. The infrastructure has nonetheless been consistent throughout.

IP has always been at pains to attempt to disperse the socially less acceptable aspects of the concept of singles group, particularly by encouraging the charitable rôle where the group is outward looking rather than being totally self-absorbed. The magazine has also encouraged an outgoing approach to life, emphasising and encouraging social activity and reporting on that activity. The magazine is a way that members can give to the group, sharing their enjoyment, as well as being a marketing vehicle.

The membership of IP shows a rapid turnover - approximately half the membership has belonged for less than a year. Exact figures are not available, but experience shows that some members join only to find IP is not what they need; others may find partners early on and find that IP has then fulfilled their need (one couple met at an introductory meeting and never joined, getting married fairly soon afterwards!); and for others IP becomes a mainstay of their lives. Unquestionably IP has helped many people over a difficult time in their lives and to others given a new lease of life. The pity is that many people for whom IP could be such a good thing probably never join, either because they are shy of joining a singles group, or because they are deterred by the "singles stigma" which still exists in some people's minds.

IP is not a dating agency but insofar as it brings single men and women together in a social environment, it inevitably results in new relationships being formed. We have had many such pairings off and a considerable number of marriages. Married people may not join IP, but if they marry within IP they are allowed to stay on - although often such couples' interests lead them ultimately to find new social areas.

Confidentiality is an important part of IP protocol. We are a private club and at all times members are required not to divulge membership data.

The Magazine

The magazine is part of a monthly mailout comprising three parts. One is the magazine proper, an edited version of which appears at the end of this document; the second is the single sheet list of new members' details, birthday list for the following month and complete telephone list (which includes those without telephones for completeness); and the third is the full directory style membership listing in which members can look up each other to see what hobbies, interests, occupation etc. other members have (although for reasons of economy this is normally only distributed every three months).

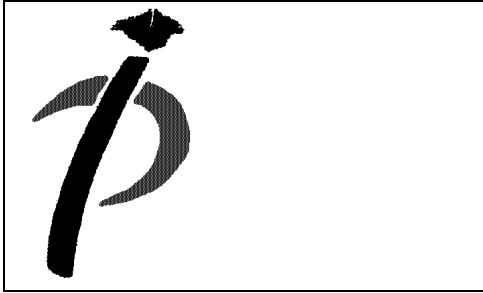
This has worked OK on the Isle of Wight since IP's inception in 1988, but such freedom with information is not supported by some other mainland clubs. Many clubs require an application to the committee for the requested release of another member's telephone number, for instance.

The relevance of the magazine can never be doubted - not only does the magazine provide news and views, etc., but more than anything it is a cohesive influence within the group, the monthly receipt of which provides to the recipient a positive sign of belonging to the group.

APPENDIX

SAMPLE DOCUMENTS

(any sample names used are fictitious)



**ISLAND
PROFESSIONALS**

CHAIRMAN: Roger White, 12 Albany Road,
Newport, I.W., PO30 5JA. Tel: 521234

VICE-CHAIRMAN: Jacqui Smith, 24 Forest
Road, Sandown, I.W., PO36 0JY. Tel: 861234

SECRETARY: John Phillips, 1 Haven Road,
Seaview, IW, PO34 0BP. Tel: 871234

TREASURER: Penny Smith, 8 Marlborough
Road, Newport, I.W., PO30 5RQ. Tel: 521234

Dear Prospective Member

Island Professionals is a group which is capable of offering to single professionally minded people a ready-made social environment. There are regular weekly meetings, special one-off events organised by members and a host of new friends waiting to be made. At the heart of the group is its computer database where we record essential contact details and a brief resume of members' hobbies and interests. This confidential information is made available exclusively to members in various listings which are published from time to time. This way you can see who the membership is and more easily pick out those people sharing your interests - or indeed having interests which you might like to find out about.

Who can join? IP encourages applications from all walks of life and who are aged up to 65 (DoB is required on application form). Applications are accepted from anyone and are subject to approval at the monthly committee meeting.

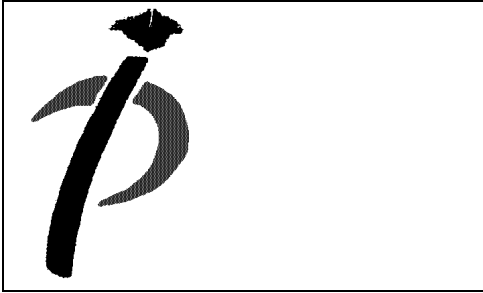
Advertising, administrative and other costs are met for one year from the member's joining fee of £30.

A monthly magazine is sent to members listing the events occurring each month, together with members' contributions, a list of new members, and from to time either a complete database listing or a useful extract of data, e.g. up-to-date telephone listing.

We hope you will enjoy some good times with Island Professionals, and that the club will help you widen your circle of friends,

Kind regards

Secretary



**ISLAND
PROFESSIONALS**

**CHAIRMAN: Roger White, 12 Albany Road,
Newport, I.W., PO30 5JA. Tel: 521234**

**VICE-CHAIRMAN: Jacqui Smith, 24 Forest
Road, Sandown, I.W., PO36 0JY. Tel: 861234**

**SECRETARY: John Phillips, 1 Haven Road,
Seaview, IW, PO34 0BP. Tel: 871234**

**TREASURER: Penny Smith, 8 Marlborough
Road, Newport, I.W., PO30 5RQ. Tel: 521234**

Dear

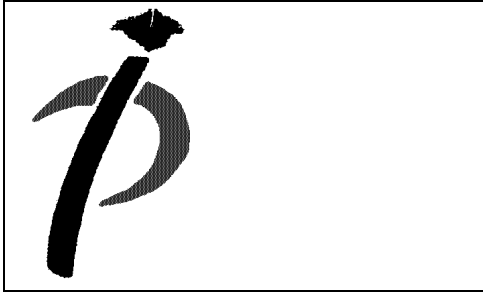
Thank you for applying to join Island professionals.

Unfortunately on this occasion we are unable to accept you application.

Please find enclosed refund of your application fee.

Yours sincerely

Secretary



**ISLAND
PROFESSIONALS**

No:

How Paid:

APPLICATION FORM

This information will be periodically circulated to members of IP. No responsibility is taken for the reliability of information supplied by members, and we ask you to keep any such information confidential. To amend, update or correct details, please contact James Wickett on 298827.

DATABASE QUESTIONNAIRE

Title:..... FIRSTNAME: LASTNAME:

ADDRESS:

TOWN: COUNTY: POSTCODE:

TEL.(Home): TEL. (Work): OCCUPATION: DoB:

(Please note specific occupation and Date of Birth are required)

INTERESTS:

LIKES.....

DISLIKES:

ACTIVE SPORTS:

MUSIC: DANCING:

OTHER: CHARITIES:

SMOKER? Yes/No LIFTS - give/receive

Do you have children of Babysitting Age? Yes/No:

Are you willing to be a Babysitter? Yes/No:

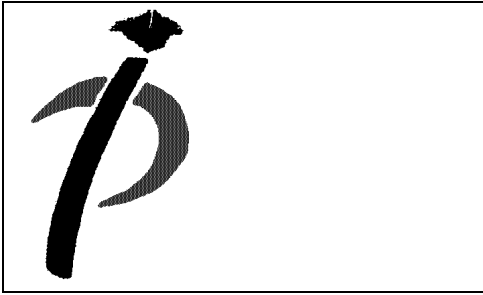
I agree to this information being entered on the Island Professionals computer database for the purposes described above (for Data Protection Act 1984, purposes), also agree to keep all IP database information confidential and hereby apply to join the Island Professionals social club and enclose my joining fee of £30:

NAME: (signed)

DATE:

Source of Reference

Cheques should be made payable to "Island Professionals". Please hand this form with your payment to and committee member or post it to the Treasurer, Penny Smith, 8 Marlborough Road, Carisbrooke, Newport, I.W., PO30 5RQ (Tel: 526998). Prompt application will allow the earliest possible admission to the group and opportunity for receiving the latest magazine and database listing. **Membership may be declined without reason.**



**ISLAND
PROFESSIONALS**

**CHAIRMAN: Roger White, 24 Albany Road,
Newport, I.W., PO30 5JA. Tel: 521234**

**VICE-CHAIRMAN: Jacqui Smith, 24 Forest
Road, Sandown, I.W., PO36 0JY. Tel: 861234**

**SECRETARY: John Phillips, 1 Haven Road,
Seaview, IW, PO34 0BP. Tel: 841234**

**TREASURER: Penny Smith, 24 Marlborough
Road, Newport, I.W., PO30 5RQ. Tel: 521234**

Dear

We hope you have enjoyed belonging to Island Professionals and enjoyed some good times with us. We also hope that you have derived some real social and personal advantage from your membership - and enjoyed giving something of yourself to the group as well.

According to our records your subscription is now due for renewal. A reduction in renewal of £5 is available for all those who have organised an event up to a maximum of two events.

Please complete the attached renewal form and return to our treasurer, Penny Smith. Please enter your name and current address, etc. and amended details in the database form. If you are happy with your present entries then leave the details section blank. We will then renew your membership, continue to keep you up-to-date on our current membership list and informed of all the activities available through our monthly magazine.

Should you not be wishing to renew, could you please let the treasurer know, so that we can alter our records accordingly?

Kind regards

Secretary

Normally there follows a mail-merge integration of essential details and invitation to correct or amend any details.....



DATABASE

**THIS DATABASE IS CONFIDENTIAL
PLEASE DESTROY IT WHEN IT IS OF NO FURTHER USE**

*Members with a genuine reason may obtain a selective list (e.g. those who are interested in a particular sport) by contacting the Database Manager direct.
This information has been given in good faith - please do not abuse it.*

Island Professionals Committee Expenses Form



DATE	DESCRIPTION OF ITEMS		COST £.....p

NOTE: Receipts are required for items claimed.

Name of claimant

Total Claimed

Island Professionals Committee Expenses Form



DATE	DESCRIPTION OF ITEMS		COST £.....p

NOTE: Receipts are required for items claimed.

Name of claimant

Total Claimed

Sample Agenda

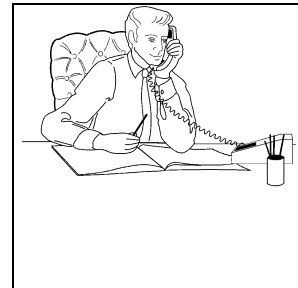
Island Professionals - Agenda 23/7/99 - At (address...)

- 1 Apologies for Absence (and those absent not apologising)
- 2 To approve Minutes of the previous meeting
- 3 Matters Arising (not dealt with elsewhere)
- 4 Correspondence
- 5 Treasurer's Report
- 5 Reports
 - a Social Scene
 - b Database
 - c Mainland Liaison report
 - d Children's Liaison report
 - e Marketing report
 - f Caring for Colleagues
 - g New Members' Meeting report
 - h Website update
- 6 Items of Business
- 7 Membership... Review of Applications and Renewals
- 8 Magazine
- 9 Suggestions Box
- 10 A.O.B.
- 11 Date and Venue of Next Meeting (normally planned well in advance)

NOTES FOR IP TELEPHONE CONTACTS

- 1 Introduce yourself.
- 2 OK to talk about nature of IP and its activities, and stress how friendly everyone is - and make it clear that we are a singles club but not a dating agency.
- 3 Ask them what they are looking for, and make sure that what we offer is in fact what they are looking for, or is likely to benefit them. Try to find out a little bit about them and their feelings, get to know them a little - OK to ask how long they've been on the Island. They will probably volunteer information about why they are single etc.

- 4 Do get their name, telephone number, occupation and check that their age falls within our acceptance range. Write it all down in the telephone log - you have a responsibility to know who has phoned you.



- 5 **What to do if you feel they are likely to be unsuitable** (remember that we don't necessarily accept everyone):

Don't necessarily be over-welcoming - they may be disappointed! Do let them know that there are many other clubs and societies which they may find helpful (see IWCC Library list of clubs and societies). If they sound very unsuitable, or drunk, or just out for a quick date, then it is OK to suggest that IP is not what they're looking for.

- 6 **What to do if you feel they are likely to be suitable:**

Don't necessarily be over-welcoming - they may be disappointed! Invite them to the next introductory evening and tell them how it works - *and when it starts*, but also reassure them that it's all very friendly. Let them know how much it is to join. It is much better to sign up on the night than to go away and think about it - the opportunity is often lost then.

Do let them know that not all applications are accepted but very few are turned down! – (it is in their interest that we only accept nice people). Do let them know that they will receive a copy of the current magazine so they will be able to have a very good idea of what there is to enjoy. And remember to keep a list of those whom you have invited.

- 7 Remember that you are an ambassador for a professionally run club and that the first impression they get of the club will probably be through you, and your courteous and polite management of the interview. Also you are not a counsellor - this is a "business" interview!

SUGGESTED LINEAGE ADVERTS FOR "PERSONAL" COLUMN OF LOCAL PRESS

Note: as a general principal we have found that the best adverts are short, to the point, and free of any suggestion of humour, levity or any suggestion that this is a dating agency.

- 1 Island Professionals - if you are single, aged between 25-65 then IP can offer you a new lease of life. Phone
- 2 Island Professionals. We are a social group for single people aged between 25-65. If you are on your own and would like to meet new people, join in with social, sporting or cultural activities, then please phone us on IW
- 3 Lonely, on your own, needing to make a new life? Island Professionals is a social group for single people where you can make new friends, go places together, find the support you may need for a new life. Please phone us on
- 4 Walks, talks, badminton, eating out, social get-togethers, for single people and those newly on their own. We meet in a congenial environment on a regular basis. Aimed at single people between 25-65 Island Professionals is there for you. Phone for more details.
- 5 Be Single Together. Each week 300+ Island members socialise, - pub nights, quizzes, dinners, walks, theatre, sport, holiday, etc. Happy supportive environment to make friends. ISLAND PROFESSIONALS. IW 521234/IW 821234 evenings.



Socials

Walks

Sports

Dances

Pub Meetings

Island Professionals is a social group for single people on the Island who want to enjoy themselves, by getting out, meeting people and living life to the full.

We believe that you can enjoy being single and that Island Professionals can help you achieve this.

We have a host of new friends waiting for you and a multitude of activities and events listed in our newsletter each month.

*Phone 821234, or 851234
evenings or 281234 daytime*

Complaints Procedure

In 2001 considerable discussion was undertaken on how to handle complaints by members. With any complex social group many interactions occur between members, and some of these evolve into difficulties which are not resolved between individuals and these form the basis of complaints made to the committee.

No complaint is ever simple or the resolution unequivocal - otherwise it would never have become a complaint. The job of the committee is to arbitrate over the complaint and try to come up with a binding resolution which appears to be fair and just, and at the same time have regard for wider legal implications.

To this end a procedure chart was drawn up in April 2001 (in fact a simple and a more complex one) and these are attached on the last two pages of this handbook. These are in no sense binding but if followed do give the opportunity to follow objectively what can be a distressing presentation, and hopefully produce a more just outcome. The time scale of several months is unavoidable for the process of just deliberation and should certainly allow for cooling off and avoidance of kangaroo outcomes.