

Agenda for Committee Meeting at 4.00 p.m. on Wednesday 11th January 2023

St Paul's Church

No	Description	Lead	Pages
Standing Items			
1.	Apologies for absence	Secretary	
2.	(i) Approval of Minutes of 15 th Dec 2022 meeting (ii) Review of Action Log as at 8 th January	Chair Chair	2 – 6 7 - 9
3.	Updates from Committee Members	Chair	10 - 13
4.	Review of latest Committee Calendar including future meeting agendas	Secretary	14 - 20
Non-Standing Items for Discussion			
5	Final Report on Christmas party and points for next year (follow-on from 15 th December Agenda Item 10)	Comms Coordinator	21 - 23
6	Proposed Financial Arrangements for opening Crawley u3a groups out to members of other u3as (follow-on from 15 th December Agenda Item 12)	Treasurer	24-27
7	Review of Out and About Groups' Structure and Operating Arrangements	Treasurer with Groups Coordinator	28 – 30
8	Policy on Indoor Group Fees: Determination & Collection	Treasurer	31 – 34
9	Disciplinary Policy and update of Complaints Policy (follow-on from 15 th December Agenda Item 15)	Chair	35
10	Website – Redesign & Update	Comms Coordinator with Secretary	36 – 47
11	Committee Aims for 2023	Chair	48
12	AOB	Chair	
Date of next Meeting: Wednesday 8 th February St Paul's Room 6			

Draft Minutes of the Committee Meeting held 15th December 2022 at 4pm

Saint Paul's Northgate

Attending: Chair (Jim McGough), Secretary (Margaret Lloyd); Communications Coordinator (Sue Parker), Group Leaders' Coordinator (Peter Beckley), and Access Coordinator (Janet Newson).

Standing Items

Agenda Item 1: Apologies for absence

Apologies had been received from the Treasurer (Graham Friday) and Members Coordinator (Jacqui Mercer).

Agenda Item 2: Minutes 22nd November meeting

These were approved with no amendments.

Agenda Item 3: Chair's update

3.1 Review of Action Log

The Chair went through the outstanding items. Matters arising included:

- Actions 26th April 11 & 13. The Secretary promised to complete her outstanding actions on logging the contents of the crates received from Janet Boniface and completing the current version of the Trustee's Handbook within the next month.
- Action 22nd Nov 3.1 (b/fwd from 31st May 8.2) There was a brief discussion on whether it was necessary for an IT data protection specialist to review the Crawley u3a's policies in this area given that they had, presumably, been based upon the Third Age Trust's template policies which could be assumed to be fully compliant. The Group's Coordinator mentioned that, on a past occasion when this matter had been discussed, the point had been made that the information on Beacon on members' past occupations was classified as data coming under the aegis of GDPR. It was pointed out that new members were not required to give this information (many in fact did not) and, if a member were willing to disclose it, it could be helpful when recruiting to roles or looking for expertise on a particular subject.
- Action 22nd Nov 3.1 (b/fwd from 26th July 11(i)) It was not immediately obvious how the proportion of members who regularly read e-mails sent by Crawley u3a, as opposed to merely possessing e-mail access, might be assessed. A sampling method was suggested but nothing agreed.

3.2 Approval of Chair's Expenses

The Chair explained that he had been very uneasy about approving his own expense claim, though this had been unavoidable due to the lack of other committee members able to approve payments. Once the new payments approvers are set up on the bank mandate this situation should not recur.

3.3 Any other matters

The Chair stated that at some point the Committee should try to ascertain Crawley u3a members' preferences as to the provision of events and group activities, and of other aspects of membership such as regular newsletters.

Agenda Item 4: Secretary's update

Recovery of document files following SiteBuilder problems

The Secretary explained that the Sitebuilder problems in early November had necessitated reuploading all the document files to the Crawley u3a website. This had now been completed with the exception of:

- A couple of older files (on the Privacy and Safeguarding policies) for which she had neither electronic nor paper copies. She had asked Jan Morris if she still had electronic copies, and if not she would recreate them from the latest TAT templates (the relevant policies were due to be reviewed in any case), obtaining approval from the Committee.

- The files requiring protection (all of which appear on the [For Trustees](#) page) because they included TAT material itself subject to protection. The previous process for protecting files appeared not to be working and the secretary was investigating this with the webmaster.

Action: Secretary to complete reload

Agenda Item 5: Treasurer's update

Question on when outdoor activity fees become payable, and impact of reduction taper. The Access Coordinator, who has had extensive experience in operating an O&A group, explained that the fees become payable from when the member commits to joining the group.

- Joining in Autumn Term = £3.80
- Joining in Spring Term = £2.50
- Joining in Summer Term = £1.30

Trips tend to be organised monthly and if a member elects not to attend any of the trips until the next term that is their choice. The criteria applied is whether they have the opportunity of going on a trip, not whether they take advantage of that opportunity or not.

The Committee agreed that the fees become payable when the member signs up. This could be before or after the free trial session, depending upon whether the member is entitled to a free trial. If a new member signs up in September then they will pay £3.80, irrespective of whether they choose to go on any of the trips offered in the first term.

Agenda Item 6: Communication Coordinator's update

The Communications Coordinator reported that she was making good progress with the January newsletter which is one of the larger quarterly ones which are delivered (by post or manually) to non-email members. She suggested posting them would be a good opportunity to use up the old stock of stamps held by the Soles and which cannot be used after 31st January. It was pointed out that refunds for these stamps covering their whole original purchase price could be obtained from post offices up to end January 2023.

Recovery of picture files following SiteBuilder problems

The Communications Communicator reported that all the picture files had disappeared from the website. Some of these had been very old and outdated so this was convenient, but some new pictures did need to be loaded to add some interest. This would take a while as posting pictures to the website was a time-consuming process and would thus form part of the ongoing website redesign and update process (on the Agenda for the 11th Jan meeting). Right now there was only one picture on the site, St John's Church on the Home page. This had been placed there as a temporary measure and a member had commented that as it showed gravestones it was not the best introduction to Crawley u3u (the u3a motto is learn, laugh, live).

Agenda Item 7: Group Leaders Coordinator update

The following was reported:

- Isabel Baker has now stood down from being temporary leader of [O&A Group 5](#). [O&A Groups 5 and 2](#) are now both without GLs;
- The new [Family History Group](#), to hold its first meeting in January 2023, now has 13 members;
- The new [Rummikub/Canasta Group](#) now has 17 members.
- The [Smartphone Photographic Group](#) which started in September has 20 members.
- He himself has now taken possession of Alan Pay's boules sets.

Some discussion on the difficulty of getting O&A group members to be GLs then followed, with these points being made:

- GLs serving for very long terms (over 10 years) could present problems, in that many of their members tended to have been in the group throughout their term, meaning that they then felt too old to volunteer themselves. Also such GLs tended to run out of new ideas for outings.

- It could be beneficial if a general O&A trip template were to be created, meaning members would be less apprehensive about taking on a GL role.
- Some O&A and walking groups appoint Deputy GLs, or share the responsibility for arranging trips amongst a small group. This means there is a ready replacement available.

Various matters relating to O&A groups are to be addressed at the January 2023 meeting.

Agenda Item 8: Members' Coordinator's update [via phone update with Secretary 14th Dec]

The members' coordinator has processed some new members (suggesting her Beacon Access is correct) and despatched membership cards. The previous Membership Secretary has been passing on new member applications. The Membership Coordinator and Treasurer are meeting in January to start planning the 2023/24 membership renewals process.

Agenda Item 9: Access Coordinator update

The Access Coordinator was liaising with the Beacon Administrator about obtaining data on the following categories of members which are listed as Groups within Beacon.

- Relaxed Seniors
- Members not in groups

Non-Standing Items for Discussion

Agenda Item 10: Report on Christmas Party 9th December.

The Communications Coordinator explained that since producing this report a "wash-up" meeting had been arranged for the party organisers on 4th January. She would attend this and update her initial report accordingly. The amended report would be presented to the Committee at the January meeting.

Due to last minute cancellations all members on the waiting list were able to attend.

Agenda Item 11: Proposed Amendment to the Constitution requiring members to approve fee increases

The proposed amendment, agreed with Clive Morris subject to final approval by the Committee, had been the subject of a long e-mail correspondence between the Chair, Secretary and Treasurer over the two days 12th – 14th December. The Chair had also spoken at length with the Treasurer on the matter

The Secretary suggested that she, the Chair and Treasurer meet together to agree on a final form of words which both complied with what was agreed at the AGM and which would not impose too onerous a burden on future Treasurers and Committees. This would then be circulated to other Committee members for their approval before being submitted to TAT for their approval.

Action: Chair to arrange the meeting, preferably before Christmas.

Agenda Item 12: Financial arrangements for opening out Crawley u3a Groups to other u3as

The Committee agreed that, although this proposal at first sight seemed sensible, it could cause problems.

- The suggested policy stated (rightly) that priority would always be given to Crawley u3a Full or Associate fee-paying members over members of other u3as paying only group fees. But what would be the position if, in one year, other u3a members were able to join a group but then at the start of the next year several new Crawley members wished also to join to the extent that the group was now over-subscribed. Would these other u3a members be told they could no longer be members of the Group unless they became full Crawley u3a or Associate members? If so then this would need to be made very clear to them at the start. Would an exception be made if they had become Group Leader?
- It was also questioned whether there were enough groups with vacancies for such a scheme to be worthwhile. It would not be good for long-term relationships with neighbouring u3as if we were to advertise the scheme and then interested members from these u3as discovered that the groups they wished to join were already full.
- Group Leaders should be consulted on this scheme.
- Further discussion by the Committee is to take place before any further action is taken in contacting external u3a organisations.

- Actions:**
1. Groups' Coordinator to establish how many Groups do have vacancies (Beacon records should give this information but they are not always fully updated) by circulating GLs
 2. Treasurer to report (if possible) how many Crawley u3a members are also Associate members of neighbouring u3as, and how many groups they belong to.
 3. Treasurer to confirm his intended solution in the event of the circumstances described in the first bullet point.

Agenda Item 13: Report on 2022-23 Fee Renewal Process

Comments on this paper made in advance of the meeting by e-mail can be summarised as follows:

- 1) The instructions on the renewal e-mail were difficult to follow. The less IT literate members struggled with electronically updating the early September renewal e-mail. Several members were heard to say it was all so much easier when they received a paper form.
- 2) Some members who had renewed and paid were confused when they received the reminder e-mail on 17th Nov. This should have been sent only to those members who had not yet confirmed, or paid for, their membership?
- 3) Some cards were not sent out until quite late on, because of running out of them, and it would have been helpful had the reason for delay been communicated to those members (if we do discontinue with membership cards then this ceases to be an issue, but we would still need to confirm membership in some other way).
- 4) The note explaining gift aid eligibility was appreciated and did prevent at least one member from stating they were eligible when in fact they were not

The Treasurer made the following points [e-mail 12th Dec]

- Having now been directly involved in the renewal process. I understand the stresses and frustrations that the process can generate.
- My main overall observation would be that given the wide skills and knowledge diversity within in our membership, whether that be related to age or IT skills, whatever we did was going to be liked by some and equally disliked by other. The key issue for us as the Committee is to ensure the task is completed in the most efficient and economical way possible.

The Committee felt there was little point in discussing this report further now, given that neither the Treasurer nor the Members' Coordinator was present and in view of their planned meeting in January to start planning the 2023-24 process.

The Chair emphasised the importance of contingency planning, and that this required processes to be documented. The membership renewal process was probably the most complex of all processes.

Action: Following their meeting the Treasurer and Members' Coordinator to bring a report to the Committee stating how the 2023-24 renewal process would be run and reporting progress on the documentation of the processes.

Agenda Item 14: Draft Outline Committee Calendar

The Committee agreed the following:

- The format was fine
- The annual RUGS event should be included
- One coffee morning each term would be held, late Feb/March, June/July and Oct/Nov. The last coffee morning held was on 29th July 2022.
- The coffee mornings did not necessarily need to be held at the Friary, though given the book and jigsaw swap a reasonably spacious hall was required. The possibility of using St John's Hall instead would be investigated by the Groups' Coordinator.
- Holding a new members' meeting immediately before a coffee morning would work well.
- Impromptu meetings should not be held in St Paul's lobby (effectively using St Pauls free of charge), as this could damage the relationship with St Pauls.

- The Committee should be informed of all meetings open to Crawley u3a members or prospective members, other than those relating to Groups, and at least one Committee member should attend such meetings, to avoid any inconsistencies being communicated to members.
- The “celebration event” should be scheduled for late May/early June, so it can take place out of doors. Something similar to the June 2021 bandstand picnic event was a possibility, with perhaps the Folk Dancing Group asked to give a display.
- The Groups Coordinator and Secretary would liaise on what locations needed to be booked, and the required dates and times.

Action: 1. Groups’ Coordinator to investigate using St John’s Hall for coffee mornings
2. Communications’ Coordinator to check with Jean Elmer at the 4th January meeting how many coffee mornings used to be held each year and the timings thereof.

Agenda Item 15: Proposed Disciplinary Policy and update of Complaints Policy

These were agreed, subject to the following actions:

Actions: The Chair and Access Coordinator to collaborate on:

- (i) Drafting a short section to be inserted into the EDI policy stating that the Committee will take disciplinary action against any member who contravenes this policy
- (ii) Drafting a short note for the website on how a member or external person or organisation should go about lodging a complaint

The Chair confirmed that, in the event of a complaint being made, he would be responsible for identifying which Committee member (if not himself) is to be responsible for investigating the complaint.

Agenda Item 16: An Update on Third Age Trust Board Activity.

No discussion required.

Agenda Item 17: Aims for the next 12 months

Action: The Chair to contact all non-Officer committee members individually regarding their ideas on what improvements they hope to bring about for Crawley u3a during the next year.

Agenda Item 18: AOB

The Chair agreed that obtaining a group Microsoft licence would seem to be a good plan.

Action: Secretary to investigate whether Crawley u3a would be eligible for a non-profit Microsoft licence, and if not what the costs of a corporate group membership would be.

The meeting closed at 18:00

Action Log on 8th January

Actions will be removed once they are completed or superseded by an action from a subsequent meeting. Comments *in italics* in the right-hand column indicate that the action is not yet fully completed and will be carried forward to the subsequent Action Log.

Meeting	Agenda Reference	Action	Progress/Comments
26 th April	11. Contents of crates handed over by Janet Boniface	Collect and sort the historic items and old u3a papers held by Janet Boniface	<i>This has been started. Hope to complete by the end of January</i>
	11. Equipment list	Treasurer to update list of equipment available for loan for the website	Done – now on website on Documents page
	13. Trustee handbook	Secretary to circulate finished draft to Committee Members	Done, placed on For Trustees page of web with e-mail to Trustees 22 nd Dec
22 nd Nov	3.1 (b/fwd from 26 th April 11)	Treasurer to organise PAT testing on the printer currently retained by the Soles	
	3.1 (b/fwd from 31 st May 8.2)	Chair to talk to Max Woodward about reviewing the IT and Data Protection Policies to ensure they were fully compliant with current GDPR legislation.	Decided at 15 th Dec meeting (see minutes for Agenda Item 3.1) that it was not necessary to consult a specialist, as long as our Data Protection Policy adheres to the Trust's latest template policy.
	3.1 (b/fwd from 26 th July 11(i))	Treasurer & Comms Coordinator to collate how many members regularly read e-mails, as opposed to possessing access to e-mail	
	3.1 (b/fwd from 26 th July 11(i))	Once demand for printed copies assessed, Treasurer to assess the costs of using an external printing firm for quarterly newsletters	
	3.1 (b/fwd from 26 th July 11(i))	Groups Coordinator to contact Horley u3a with view to swapping details of groups so that each u3a's members can attend the other's groups.	Sent e-mail 28/11/22. No response yet.
	7. Members Coordinator's update	Secretary to ensure the title of the role is changed on all on all documents and webpages, and arrange for a new members.coordinator@crawleyu3a.org.uk e-mail account to be set up.	Done, apart from new e-mail account, which still does not work. Also not yet set up on WhatsApp

	15. New Committee Ways of Working	Secretary to: (i) Produce a task list, showing member(s) responsible, which feeds into the calendar (ii) Agree Role Profiles incorporating just the essentials of each role (iii) Placing all Trustee documents on the "For Trustees" webpage	<i>In progress</i> <i>In progress</i> Done for all documents not requiring protection. Problem with protection facility not working properly not yet resolved – will contact Trust again.
15th Dec	11. Amendment to constitution on members approving fees	Chair to arrange a meeting for himself, treasurer and Secretary to agree final wording before rechecking with Clive Morris and other committee members	Wording agreed by e-mail. Sent final version to Trust for approval 23 rd Dec. No response yet.
	12. Financial arrangements for opening out Groups to non-Crawley u3a members	1. Groups' Coordinator to establish how many Groups do have vacancies (Beacon records should give this information but they are not always fully updated) by circulating GLs 2. Treasurer to report (if possible) how many Crawley u3a members are also Associate members of neighbouring u3as, and how many groups they belong to. 3. Treasurer to confirm his intended solution in the event of the circumstances described in the first bullet point.	1. Dealt with (at least for those Groups whose Leaders responded) under Agenda Item 6
	13. Report on 22-23 membership renewal	Following their meeting in January the Treasurer and Members' Coordinator to bring a report to the Committee stating how the 2023-24 renewal process would be run and reporting progress on the documentation of the processes.	
	14. Draft 2223 Outline Calendar	1. Groups' Coordinator to investigate using St John's Hall for coffee mornings	Done. Not possible, as hall no longer takes bookings.
		2. Communications' Coordinator to check with Jean Elmer at the 4 th January meeting how many coffee mornings used to be held each year.	Done, see Agenda Item 4 Annex 2
	15. Disciplinary and Complaints Policy	Chair and Access Coordinator to: (i) Drafting a short section to be inserted into the EDI policy stating that the Committee will take disciplinary	Done, covered under Agenda Item 9

		<p>action against any member who contravenes this policy</p> <p>(ii) Drafting a short note for the website on how a member or external person or organisation should go about lodging a complaint</p>	<p>See proposal for this under Agenda Item 9</p>
	18. Microsoft Licences	<p>Secretary to investigate whether Crawley u3a would be eligible for a non-profit Microsoft licence, and if not what the costs of a corporate group membership would be.</p>	<p>Done. Microsoft confirmed that Crawley u3a eligible for a non-profit licence but not yet reviewed the conditions.</p>

Agenda Item 3: Updates from Committee Members

Action for the Committee: To note, and agree responses to items in green

Chair

1. Agreed final wording for the change to the new constitution (requiring members to approve membership fees prior to the start of the membership year) with the Treasurer, Secretary, other Committee Members and Clive Morris (who requested the change at the AGM).
2. Gave further thought to Committee Aims for 2023, requesting input from the non-Officer Committee members on their proposed aims for their own areas of activity.
3. Recruitment to Committee. Spoke with potential new Events Committee. No progress on seeking a Vice-chair.
4. Will be meeting with new Members' Coordinator and Access Coordination shortly as part of their induction process.

Secretary

1. Third Age Trust (TAT) Mailings

Fit for the Future. Over the period Oct - Dec 22 the Third Age Trust engaged with u3as through presentations and discussions on a regional grouping basis, and the proposal that a body be created at national level which focuses exclusively on local u3a related matters was warmly received (see relevant documents on [For Trustees](#) webpage and section [6.2 Trustees Handbook](#)).

The TAT Board is now seeking legal opinion on how the Trust's Articles of Association would need to be changed (which would require approval by 75% of voting u3as at a future General meeting). It is also developing a pilot approach whereby a temporary consultative assembly will be created.

Other u3a Trust Mailings to Officers since December 15th meeting include:

- 15th Dec. The Third Age Trust financial report for the first half-year of their 22/23 year. This shows a result for the 6 months to 30/09/22 of +£63k vs a budgeted deficit of -£241k, due to lower spend on projects, and higher commission and donation income offsetting the lower than budget subscriptions from local u3as (total u3a membership is not recovering from the pandemic as fast as was hoped)

The forecast for the full year is now a deficit of -£173k vs a budget deficit of -£482k

- 6th Jan. From April 2023 the charge for each copy of TAM will increase by 5p a copy, which means total cost per subscription for a year will increase from £3.35 currently to £3.60 (Crawley budget assumed £3.69 for Sep 22 to Aug 23).
2. Sent agreed amendment to the new constitution on members approving fees to the TAT on 23rd Dec for approval. No response yet.
 3. Amended and placed the following on the For Trustees webpage on 22nd Dec:
 - Trustees Handbook
 - Trustee Induction checklist now with info on how to contact TAT and the various TAT newsletters
 - Latest list of Governance documents and policies

Comments on the content of any of the above welcome. *Note that most of the information in the Handbook on the Charity Commission and Third Age Trust is really only relevant to the Officers (Chair, Vice-Chair, Secretary and Treasurer – for non-Officer Trustees the material included in the Crawley New Trustee Induction and attendance on the Trust Workshop should be sufficient).*
 4. One of the additions to the Trustees Handbook is a section [1.7 Provision of Learning Advice](#) which describes the u3a national programmes open to all members (including one-off zoom talks, regular art, photography and creative writing competitions) and the online interest groups. There is also material to support GLs, such as Subject Advice and Subject Networks (some useful, some not so good).

I spoke about the monthly art competition to the Painting & Drawing Group and none of the members were aware of it.

Could we include an article in a newsletter and/or do more to let our members & GLs know of the existence of such material?

4. Still not managed to solve the inability to protect documents on the website, so have not reloaded the Workshop documents on for Trustees
5. Not been able to get the new Chair on the relevant TAT mailing list, will contact them again next week if need be. The Trust seems slow in responding to any queries or requests at the moment.
6. Microsoft has confirmed that they are willing to grant Crawley u3a a Microsoft licence free of charge, but I have not fully explored yet what this involves (hoping to get a new PC within the next 2 weeks, my current one does not support any Windows beyond version 8.1)
7. Starting to sort and log the contents of the old u3a crates of documents, and have made some interesting discoveries (to form an article for the February newsletter)

Treasurer

1. Bank Matters

A number of issues have arisen with the Bank over the last couple of Months, which I intend hopefully to have time to discuss with them in the next couple of weeks. These include

- Following on from the issue of the Crawley branch staff challenging our Members paying in money to our account, saying that “Crawley u3a” was not the correct name for cheques, and me going and seeing the Branch Manager and agreeing with him that the account names were correct, but our Customer name was wrong, then completing the mandate change and submitting it. Result has been that as well as correcting our Customer name from ‘Crawley University of the Third Age’ to ‘Crawley u3a’ they have also now changed both of our accounts name is simple Crawley u3a, so we have lost the differentials of “Management” and “General” from the titles.
- Possibly linked to above, I received a letter on the 19th Nov informing me that a signatory change had taken place, which I assume is potentially an acknowledgement of the above change.
- On the 8th Dec, Phil Light received an email from them relating to not being able to implement a signatory change he initiated back in Dec 2021. But I have an email confirmation from them that Phil was removed from the Mandate, so he should never have received that email.
- We still have the issue of the payment requiring a third authoriser to PTS Air Trust (£2,176) from October that is stuck in their system, which we can't cancel but could still be paid out at any time.

If it was practical to do so I would be suggesting changing banks.

2. Outdoor Activity Invoicing

Exercise completed, income of £1,518 collected, a further £49 (9 Members) is still outstanding.

I have sent emails to all GL's giving them:

- Listing of all Members who have paid
- The amount collected for their group which they can spend.
- Listing of those who are still outstanding, and informing them that technically those Members have forfeited their right to membership of that group, but left it to their discretion whether to in force that or get the missing fees from those members.
- Reminded them for any “New Members” that they have allowed to join the group, then they have to collect and account for those fees.

Quick Decisions for the Committee

1. I have 3 Members who paid their Membership for O&A 2, what do we do with that £11.40?
2. We have collected £136.80 from 36 Members for O&A 5. What do we do with this?

Benefit of this exercise is that it has cleaned up the membership lists for these group and established that we can invoice using QuickBooks which could be extended in the future to cover Room Based fees, but downside was it took a lot of my time.

I would like to check with the GLs at the March meeting whether it worked from their perspective.

Communication Coordinator

1. January newsletter sent out on 2nd January via email. Printed out enough copies for Ann & Stewart Sole to post out to those without email and handed them over on 3rd January. Copies were posted on 4th January
2. Work has begun on writing the February newsletter as well as mapping out what will go in. I would like to start the 'meet the Committee' series of articles in February if possible.
Action: Chair to let Communications Co-ordinator have some information to be included in this feature by 31st January if possible
3. The aim is to have the distribution list for delivering the newsletter to those without email in place by the beginning of February
4. Work on redesigning the website suffered for various reasons but has been resumed. I will meet with the Secretary on 9th January to discuss the redesign
5. I may not be able to attend the Open Meeting on 13 January. I suggest that we manage for one meeting without the noticeboards, otherwise someone will need to collect them from me beforehand

Group Coordinator's Report

1. St John's Hall (suggested for the Coffee Mornings) are no longer accepting bookings as they have in-house bookings

Members' Coordinator

1. Impromptu meetings being held in St Paul's lobby (ref minutes of 15th Dec meeting, Agenda Item 14, point 6):
As Membership Coordinator I spoke to Ann regarding her informal meetings with new members in the lobby at St Pauls, presuming these were the Impromptu meetings that were referred to.
She has in fact spoken to Nicola at St Pauls who is the contact for booking rooms and it was agreed that these small informal meetings could be held on the sofas on certain conditions
 - a) provided they didn't get too large – in which case a room would need to be used and a charge paid retrospectively
 - b) some refreshments were purchased in the kiosk (even a drink for each person being acceptable)

On this basis I cannot see that our relationship with St Pauls would be damaged.

Also whilst appreciating that Ann is no longer on the Committee she is well versed in the rules and regulations that govern us as she has been Membership Secretary for the last three years.

The scheduled New members meetings mentioned to be held before coffee mornings are only intended to be three per year and these small informal meetings fill the gap in the meantime.

The new members like to have these informal chats rather than only written communication early in their membership so as to give them more of a feel of our friendliness and also so that they can ask questions easily. I cannot attend these meetings at present because I currently have other commitments on a Thursday. However, I am in the process of trying to change that situation and if successful will attend the meetings with Ann. This should then avoid the stated problem of not having a Committee member in attendance.
2. I had a meeting with Ann last week and have another scheduled for 11th January A.M for us to start moving her standard forms and letters over to my computer for me to edit and use as I see fit in my role, and also to write up between us some of her procedures etc. so that I can function whilst she is away on her long cruise. The priority on 11th being to ascertain the TAM figures and details to be sent up to TAT for the next magazine.
3. I have had 2 new member enquiries sent to me via Beacon within the last couple of months, but when I sent emails to the addresses provided they were both rejected. I am not sure if this is Beacon or me. But there is nothing I can do about it unless the people concerned get in touch again. If anyone knows Mary Barret she tried to join this week but her email was returned to me as unknown

4. I was informed of some Beacon training courses for Membership activities but having spoken to John Walton these were in fact full within 6 hours of him being notified so I will just have to manage with whatever local training is available. I do not see this as a problem.

Access Coordinator

1. Have been in contact with John Walton (Beacon Administrator) to find out if there is a way to extract names of our members not in any Group - and he has replied.
 - The Group on Beacon - No Groups - is apparently automatically updated with members who don't belong to any group [*now discovered to be incorrect, there is no automatic update*]
 - There are only 11 (eleven) members not in any group [*now down to 4*]. This seems incredible.
 - On closer inspection, however, this may not be accurate as I know the name of a member who isn't in any group who does not appear on the spreadsheet/beacon list. Unfortunately, it would appear that she still is showing as belonging to Topical Discussion 2. This group I know for a fact was shut down in July 2022 as I was the Group Leader. The Group itself no longer shows in the Beacon Group List. However, the members who belonged at the time of the Group being closed are still shown as belonging to it. This has prompted me to wonder what other Groups may have been shut down, but their members still show. I imagine that if they were Outdoor Activity Groups, such as O&A, Walking, etc then when Graham sent the Invoices to those members, if they didn't pay then they would be removed by their Group Leader. However, room-based activities that might not exist anymore may well have resulted in the same fate as Topical Discussion 2. I have sent Peter an email on this and asked if there's any simple way that we can remedy the situation.
 - The positive from all this though is that there is astonishingly such a small number of members that don't belong to a Group - even allowing for a few adjustments that number is far fewer than I anticipated [not now at all sure about this and looking at trying to obtain this information via a Beacon current members data]
2. Have extracted a list of all the Groups, their Group Leaders and their Assistants and will be sending an email to:
 - Introduce myself
 - ask if they are aware of any mobility, sight, and/or hearing issues that any of their members have
I would welcome input from the Committee on the wording, approach, and any other ideas you may have
3. Have not, as yet, investigated further the MS Licence information sent through by the Secretary.
This will need a clear head for any experimentation!
3. FYI I have booked to do
Info for Trustees on 18th Jan
Keeping it Legal on 27th Jan. Unfortunately, 22nd Feb EDI (as well as being Poetry) clashes with another appointment in my diary

Agenda Item 4: Update on Calendar

Action for the Committee: To agree decisions on items in green

1. Fixing Dates for Coffee Mornings

Principles to adopt

- To try to ensure coffee mornings are held at times which do not conflict with a significant number of members attending Group activities. Where this is not possible and coffee mornings do conflict with one or more Group meetings, we should try to ensure that it is not always the same Group(s) impacted.
- To try to spread all member events out i.e. avoid arranging coffee mornings in the same week (or even the subsequent week) as the monthly Friary meeting.
- Subject to the above constraints, if possible hold on a day of the week other than a Friday (so the same people who are unable to attend the monthly meetings due to non-u3a commitments do not also miss Coffee Mornings)
- Once the committee selects suitable dates they then need to be checked with (i) the location for availability and (ii) the RUGS to ensure it is suitable for them before the event

Heat Map showing number of members attending groups at the following times

See [Annex 1](#) for how this exercise was carried out

The monthly Friary meeting is held on the 2nd Friday of each month, when no Groups take place.

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Week 1	13	0	0	71	13	35	80	7	58	58
Week 2	28	13	60	134	13	47	94	0	0	Friary
Week 3	13	14	0	46	13	63	63	7	28	28
Week 4 (a)	92	63	13	87	13	69	121	27	11	21
Week 4 (b)	92	63	13	87	13	69	121	27	0	0
Week 5 (b)	0	0	0	46	0	22	63	0	11	21
(a) When day occurs 4 times in month										
(b) When day occurs 5 times in month										

Q1 Does the Committee approve the principles above?

Q2 Do we stick to the late Feb, late July & late October times of the year and the Friary location as suggested by the RUGS (see [Annex 2](#))?

Q3 Do we agree with the dates below as the 1st choices?

February 3rd Tuesday, 21st February (this is > 1 week after the Friary meeting which is on 10th Feb, as Feb starts on a Wednesday)

July 4th Tuesday 25th July clashes with Art Appreciation 2 but 3rd Tuesday 18th is too close to Friary monthly meeting on 12th July

October 4th Friday 27th Oct clashes with Storytelling 2 and a Friday but then Feb & July both on Tuesdays? (3rd Tuesday is too close to the Friary monthly meeting on 13th Oct)

Q4 Holding New Members Meetings on the same morning:

(a) Do we do this for just the October meeting or all three (see Members Coordinator's report paragraph 1 under Agenda Item 3 above).

(b) When we do hold a New Members meeting is beforehand shall we arrange this for 9:30 or 10:00, and defer the Coffee Morning start to 11:00am?

2. Progress on fixing date for celebration event

Q5 Would the Committee approve a provisional date of Friday May 26th (a 4th Friday) for the suggested picnic style celebration event in Memorial Gardens, if that is suitable for the Folk Dancing Group (see correspondence below)?

Maybe we can ask them to do more than 20/25 minutes. Not sure about fixing up mains electricity or whether it is necessary.

Correspondence with Bob Weddell December 2022

1. From Bob to Groups Coordinator
Peter, Folk dancing is thinking about dancing at the bandstand on May 8th, Do you know who is organising this day?
Passed to Secretary
2. From Secretary to Bob:
The Committee is planning a Celebration day for late May/early June, taking the form of a picnic at the Memorial gardens, and it was mentioned at our last meeting that it would be good if the Folk Dancing could do a display. I see Monday 8th May is the Bank Holiday following the Coronation on Saturday 6th. I would need to check with the other Committee members first
Just out of interest Bob how long will your display last (obviously you will be taking a few breaks for breathers etc)?
3. From Bob to Secretary
Firstly, I need to make sure I have enough group members to dance. I think we could do 3/4 dances, finishing with one we could invite spectators to join us.
Total time - about 20/25 minutes.
N.B.I will need mains electricity for the amplifier. I have been offered a battery amplifier/speaker but I am not sure how loud it is.
4. From Secretary to Bob
Bob, have you ever used mains electricity at an event in the memorial gardens before?
5. From Bob to Secretary
No, I haven't. But I did notice electric fairy lights at Christmas.
6. From Secretary to Bob
The Committee is slightly concerned about this date. It is of course the Monday bank holiday following the Coronation. Our concern is that if the weather is good that day then many people will be off to the coast or sitting in their gardens, rather than coming into town (where many shops will be closed). A key point of the "Celebration Event" is to show off the u3a, so we need a day when many people will be passing through the Memorial Gardens - a normal shopping day is best, say a Friday, such as May 26th or June 16th (not June 9th as it is a Friary talk day). What makes the group so keen on 8th May (which is still a little early from the point of view of warm weather)?
7. From Bob to Secretary
The 8th May was suggested to me, although it would have meant me coming home early from a camping weekend. Not brilliant!
We are not camping 12 or 19 May or 2nd June, but I will have to see how many dancers are available.

3. Date and Locations for RUGS Annual Event

See Annex 2 for notes from meeting with Jean Elmer and Isabel Baker

Isabel Baker is consulting with Sue Mearns on which date is best for the RUGS. We will then have to ensure that at least four of the Committee can attend to serve the refreshments and wash up afterwards.

Annex 1 Number of members attending Groups across the month

This exercise was undertaken, using the latest Groups Directory (3rd December 2022) on the web and latest number of members per group (from Beacon on 16th December and the same as those used for the table in Agenda **Item 6**) to establish the number occupied in Groups on each half-day in the month. The results, in heat-map form, are as below:

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Week 1	13	0	0	71	13	35	80	7	58	58
Week 2	28	13	60	134	13	47	94	0	0	Friary
Week 3	13	14	0	46	13	63	63	7	28	28
Week 4 (a)	92	63	13	87	13	69	121	27	11	21
Week 4 (b)	92	63	13	87	13	69	121	27	0	0
Week 5 (b)	0	0	0	46	0	22	63	0	11	21
(a) When day occurs 4 times in month										
(b) When day occurs 5 times in month										

Note the following:

- It is assumed that O&A 7, the two Walking & the two Ambling groups meetings extend into the afternoon, as they normally involve lunches out. So their members appear both in the morning and the afternoon numbers.
- The following Groups are excluded from the analysis above for reasons indicated:

Group	No								
Allotment	3	No set time - as and when							
Book Group	15	Monday 14:00-16:00 every 5 weeks so does not fit into table							
O&A 1	38	Days of the week vary							
O&A 4	57	Days of the week vary							
O&A 6	49	Days of the week vary							

The Book Group dates are listed on Beacon (to feed into the automatic Beacon Crawley Calendar which is featured on the web on the Crawley u3a page) so they can be considered when fixing all member events. (for 2023 these are The Book Group meeting dates are listed on the Beacon: 9th Jan, 13th Feb, 20th March, 24th April, 5th June and 10th July and 14th Aug, and assuming 5 week gaps 18th Sept, 23rd Oct, 27th Nov).

O&A Groups 1,4 & 6

O&A 7 sticks to a fixed day one day, 2nd Tuesdays (as do the two Walking groups (3rd Fridays and 4th Thursdays respectively) and the two Amblers groups (both 1st Fridays).

O&A Groups 1, 4 & 6 do not show the dates of their trips in advance, because “they are usually organised at short notice. We generally arrange trips about a month in advance. All participants have to register their interest, and often pay in advance so it is impractical to add someone else at short notice. All those on the trips know the date and details of the trip. Consequently putting the event on the Beacon calendar would serve no useful purpose” (Groups Coordinator 7th Jan)..

If their trips are organised at short notice then they can presumably be arranged around events open to all members, which are fixed and announced several weeks, if not months, in advance.

- Sometimes a weekday occurs 5 times a month (but there will never be more than 3 days in a month for which this is the case, and normally only one or two).

The tables on the next two pages show, in detail, which groups, along with the number of their members, meet when. The numbers of members in the summary table above represent the total for each morning and afternoon.

Talking at these tables it can be seen that:

- All fortnightly groups are either 1st & 3rd, or 2nd and 4th
- There are only two monthly groups, Storytelling and Film Circle, which meet on the last, as opposed to the 4th, day of the month, and in both cases these are Friday groups (am and pm respectively).
- No weekly or fortnightly groups are held on Fridays

The day and time a Group meets is determined by the availability of both the GL and the preferred location. The 2nd Friday pm is kept free for the monthly Friary meeting.

Suitable dates for Coffee Mornings

Clearly Thursdays are never suitable

Last 2 weeks of February

3rd Tuesday 21st Feb No Groups

Slots with < just one group of < 20 members clashing with Group shown (Friary meeting is Friday 10th Feb)

3rd Wednesday 15th Feb Art Appreciation 3

3rd Monday 20th Feb French

4th Wednesday 22nd Feb Poetry

4th Friday 24th Feb Storytelling 2

4th Tuesday 28th Feb Art Appreciation 2

Last 2 weeks of July

3rd Tuesday 18th July No Groups – but very soon after the 14th July Friary talk

Slots with < just one group of < 20 members clashing with Group shown (Friary meeting is Friday 14th July)

3rd Monday 17th July French – but very soon after the 14th July Friary talk

3rd Wednesday 19th July Art Appreciation 3 – but very soon after the 14th July Friary talk

4th Tuesday 25th July Art Appreciation 2

4th Wednesday 26th July Poetry

4th Friday 28th July Storytelling 2

Last 2 weeks of October

3rd Tuesday 17th October No Groups - but very soon after the 13th Oct Friary talk

Slots with < just one group of < 20 members clashing with Group shown (Friary meeting is Friday 13th Oct:)

3rd Monday 16th Oct French - but very soon after the 13th Oct Friary talk

3rd Wednesday 18th Oct Art Appreciation 3 - but very soon after the 13th Oct Friary talk

4th Tuesday 24th Oct Art Appreciation 2

4th Wednesday 25th Oct Poetry

4th Friday 27th Oct Storytelling 2

Annex 2 Notes on Coffee Mornings and RUGS Annual Event

Feedback from Jean Elmer (previous RUGS leader) and Isabel Baker (new admin leader for RUGS)

(Source: Communications Coordinator from conversation after the Christmas Party wash-up meeting on 4th January (covered by Agenda Item 5)).

- Coffee mornings are usually held three times a year at the end of February, in early July and in October. It was felt that the October one could be combined with a new members' coffee morning as it would be pointless holding two in the same month.

- (iii) Isabel and Jean confirmed that we do need to add on an extra half an hour at each end of a booking at the Friary so if we planned to run one from, say, 10.30am-12.00 then the Friary would have to be booked from 10.00am-12.30pm. We also need to make sure that the car park gates are opened at the start of the booking.
- (iv) We talked about locations for the coffee morning as the Friary Hall is quite large for the number of attendees. However, it does mean that the tables can be well spaced out plus we also need separate tables for the jigsaw puzzle swap and also for the large quantity of books that are on sale (the tables run right across the front of the stage). The book swap is run in conjunction with the Hospital League of Friends and profits are shared between them and us so we need to make sure we liaise with them when dates are arranged. Thankfully, the League of Friends store the books (the Chair is also a u3a member). It was also felt that people preferred the Friary to St Pauls as it is more centrally located with the added advantage of being next to the bus station. For the less able members who can still get on a bus, the Friary is preferable as St Pauls means catching a second bus which could be enough to deter some from attending.
- (v) As for the RUG's thank you meeting, they told me that last year's was held in November to mark Jean's departure as leader of the RUGs. Other months were discussed, such as July, as it marks the end of the u3a year. However, some felt that it was not a good month as people go on holiday then. In the end, we came back to November, which means we need to find a suitable date. Jean thought that a budget of around £50 would cover the catering. They all like the Holy Trinity hall which is conveniently located near a bus stop and costs £15 per hour to hire (we would need to book for 3 hours to be on the safe side).

Note that the Groups Coordinator has established that St John's Hall, suggested as a possible alternative for the coffee mornings, is not available for use in the mornings (see Action Log 15th Dec Item 14)

Annex 1 Detailed Tables for Groups and Meetings by weekday and Week of the Month

Group Registered Numbers for each AM and PM Session for each week of the Month															
	Meets weekly														
	Meets twice a month	1st & 3rd or 2nd & 4th													
	Meets monthly	1st, 2nd, 3rd or 4th week													
	Meets monthly	Last week (could be 4th or 5th week)													
	Monthly non-Group	Monthly Friary Meeting (2nd Friday 14:30)													
	Sources of Data														
	Number of members per Group as reported by Peter Beckley 4/01/23 (taken from Beacon 16/12/22)														
	Meeting times from Groups Directory 3rd December 2022 (on Web)														
	1st week of month														
	Monday			Tuesday			Wednesday			Thursday			Friday		
	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No
AM	French	10:00-12:00	13				Art Apprec 3	10:15-12:00	13	Bridge for Fun 1	9:00-12:00	27	Amblers	9:30 on	36
AM										Tennis/Pickleball	09:30 on	9	Amblers Extra	9:30 on	22
AM										Folk Music	10:00-12:15	17			
AM										Table Tennis	12:00-14:00	27			
PM				Bridge for Fun 2	13:00-16:00	22	Mah-jong	13:45-16:00	22	Bamboo Pipes	14:30-16:30	7	Amblers	PM	36
PM				Painting & Drawin	13:30-15:30	24	Short Mat Bowls 1	12:30 on	13				Amblers Extra	PM	22
PM				Quizzing 1	14:00-16:00	25									
PM															
Total			13			71			48			87			116
	2nd week of month														
	Monday			Tuesday			Wednesday			Thursday			Friday		
	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No
AM	Singing for Fun	10:00-12:30	28	Art Apprec 2	10:30-12:30	13	Poetry	11:00-13:00	13	Bridge for Fun 1	9:00-12:00	27			
AM				O&A 7	All Day	47				Tennis/Pickleball	09:30 on	9			
AM										Folk Dancing	9:45-12:00	17			
AM										Topical Discussion	10:15-12:00	9			
AM										Beginners Italian	10:00-12:00	5			
AM										Table Tennis	12:00-14:00	27			
PM	Short Mat Bowls 2	12:30 on	13	Bridge for Fun 2	13:00-16:00	22	Mah-jong	13:45-16:00	22				Monthly Friary Me	14:30-16:00	
PM				Painting & Drawin	13:30-15:30	24	Quizzing 2	14:00-16:00	25				(open to all)		
PM				Rummikub/Canast	13:00-15:00	19									
PM				Ukulele	13:45-16:15	22									
PM				O&A 7	All Day	47									
Total			41			194			60			94			0

	3rd week of month																
	Monday			Tuesday			Wednesday			Thursday			Friday				
	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No		
AM	French	10:00-12:00	13				Art Apprec 3	10:15-12:00	13	Bridge for Fun 1	9:00-12:00	27	Walkers	09:30 on	28		
AM										Tennis/Pickleball	09:30 on	9					
AM																	
AM										Table Tennis	12:00-14:00	27					
PM	Science	14:00-16:00	14	Bridge for Fun 2	13:00-16:00	22	Mah-jong	13:45-16:00	22	Bamboo Pipes	14:00-16:00	7	Walkers	PM	28		
PM				Painting & Drawin	13:30-15:30	24	History	14:00-16:00	19								
PM							Needles	14:00-16:00	9								
PM							Short Mat Bowls 1	12:30 on	13								
Total			27			46			76			70					56
	4th week of month (where the day of the week occurs 4 not 5 times in the month - more usual than not)																
	Monday			Tuesday			Wednesday			Thursday			Friday				
	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No		
AM	Family History	10:00-12:00	13	Art Appreciation 2	10:30-12:30	13	Poetry	11:00-13:00	13	Bridge for Fun 1	9:00-12:00	27	Storytelling 2	10:30-12:30	11		
AM	Gardening 1	9:30-12:00	51							Tennis/Pickleball	09:30 on	9					
AM	Singing for Fun	10:00-12:30	28							Folk Dancing	9:45-12:00	17					
AM										Topical Discussion	10:15-12:00	9					
AM										Beginners Italian	10:00-12:00	5					
AM										Walkers Extra	09:25 on	27					
AM										Table Tennis	12:00-14:00	27					
PM	Gardening 2	13:30-15:30	50	Bridge for Fun 2	13:00-16:00	22	Mah-jong	13:45-16:00	22	Walkers Extra	09:25 on	27	Film circle	14:00-16:00	21		
PM	Short Mat Bowls 2	12:30 on	13	Painting & Drawin	13:30-15:30	24	Earth Matters	14:00 on	19								
PM				Rummikub/Canast	13:00-15:00	19	Smart Phone Phot	14:00-15:30	20								
PM				Ukulele	13:45-16:15	22	Storytelling 1	14:00-16:00	8								
Total			155			100			82			148					32
	5th week of month (where the day of the week occurs 5 times in the month)																
	Monday			Tuesday			Wednesday			Thursday			Friday				
	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No	Group	Time	No		
AM										Bridge for Fun 1	9:00-12:00	27	Storytelling 2	10:30-12:30	11		
AM										Tennis/Pickleball	09:30 on	9					
AM																	
AM										Table Tennis	12:00-14:00	27					
PM				Bridge for Fun 2	13:00-16:00	22	Mah-jong	13:45-16:00	22				Film circle	14:00-16:00	21		
PM				Painting & Drawin	13:30-15:30	24											
PM									20								
PM																	
Total			0			46			22			63					32

Agenda Item 5: Christmas Party: Report from “Wash-Up” Meeting of 4th January

Action for the Committee: To approve for future reference

This follows on from the report (15th December meeting, Agenda Item 10) on the party which was written by the Communications Coordinator very shortly after the event and based largely on her own participation and observation, taking account of comments passed to her from a couple of other Committee members. Given the short time gap there was no opportunity to incorporate any feedback from those organising the party (the Planning Group).

REPORT ON CHRISTMAS PARTY WASH-UP MEETING HELD ON WEDNESDAY 4TH JANUARY 2023 AT HOLY TRINITY, TILGATE

Present: Jean Elmer (Chair), Isabel Baker, Sue Mearns, Wendy Adams, Carol Allen,
Maggie Berrill, Jean Manuel, Sue Parker (report writer)

After the Christmas party held on 9th December, it was agreed that the Planning Group would hold a meeting after Christmas to discuss what went well and what could be done to make this year's party even better.

Registration – beforehand and on the day

- The decision to ring members without email to notify them of the party and offer them the chance to register first worked well. Once these members had been rung then a notice was sent out via Beacon to members on email giving them the chance to register. It was agreed that the process should be repeated this year, albeit with more notice. On the morning of the party the waiting list was down to zero
- Once a person has registered for the party they will be expected to pay £1 on arrival at the Friary. A discussion ensued on whether, once people had paid, to give them a raffle ticket. However, this led to some confusion in December 2022 when people arrived. It was agreed that posting out tickets was not a viable option. It was also felt that having three lists of names to be ticked off did not work well as the lists did not tally
- The same principle will apply for the 2023 party i.e. that if a member does not register beforehand and is not on the list held at the door, then they will be politely turned away. If someone registers then subsequently cannot attend the party, they will be asked to let us know so if there is anyone on the waiting list they can be added to the list of attendees
- **Actions for 2023**
 - when advertising this year's party stress that members do not need a ticket to attend, they simply need to have registered their name beforehand. A few people did not turn up on the day because they had not received a ticket even though none of the mailings about the party mentioned tickets being posted
 - it was agreed that for this year's party no raffle tickets would be issued on entry. When people arrive they will be presented with two tables – one labelled A-M and the other N-Z (surnames). Members will pay £1 at one of the tables then, on entering the hall, there will be another table inside the door where they can buy raffle tickets. It was hoped that this would encourage the sale of more tickets
 - the price of the raffle tickets must be decided prior to this year's party, strips of five tickets for £2 was suggested
 - Only one list to be held on the door (to be split between the two tables)
 - a decision will be needed on whether we should send people in through the side door rather than the main door
 - planned numbers for 2023 should be 100 members, approximately eight RUGs and eight Committee members, which comes to 116 (four under the maximum 120 permitted in the Friary Hall)
 - remember to ask the Treasurer well in advance of the party for a £20 float of £1 coins

Catering

- Although we catered for 100 people and, according to records, 94 people attended, we ran out of sausage rolls, although we had enough Christmas cake and mince pies

- We also under-estimated the amount of milk we needed to buy
- Some people asked for tea before the party had started, others wanted a second cup of tea. However, they need to be invited to come for refills as you can only get so much water out of the urn in one go and once it has been refilled it takes about 10 minutes to reheat
- **Actions for 2023**
 - buy more milk, four pints was not enough
 - as well as sausage rolls, mince pies and Christmas cake, it was agreed that we would also buy shortbread, chocolate fingers and some nibbles
 - cater for 120+ rather than 100 people
 - check with Steven whether we can bring kettles in so that we can use them to make coffees, alleviating some of the pressure on the urn

Quiz

- This went down very well, thanks to Jan Morris, and is a good way to get people talking to each other
- **Actions for 2023**
 - Do not hand out the quiz until everyone is seated
 - More than one copy of the quiz per table

Music

- A few people lamented the absence of music but it was not possible to organise anything in the short amount of time we had available. We were also told that the Friary wi-fi was poor
- **Actions for 2023**
 - The Friary have a Bluetooth speaker which we could use so we need to organise Christmas music to play on the day

Raffle

- **Actions for 2023**
 - Keep a cap on the number of prizes, three or four at the most. Too many prizes makes for a long, drawn-out raffle
 - Consider the Chair's suggestion of reversing the order in which the prizes are handed out so that the last prize issued is the first prize, this will add a bit of tension to the process

MC

- I only discovered on the day that our MC, Gill Cooban, is normally given a running order so that she knows what to say and when to say it
- Calling out the table numbers for people to go up for tea worked well and avoided having a queue snaking around the hall
- **Actions for 2023**
 - Produce an aide-memoire for the MC so that she has a running order and knows when to start calling out the table numbers, remind people to buy raffle tickets, etc.

Costs for the 2022 party and finance for the 2023 party

- The three hampers for the raffle came to a total of £133
- The raffle raised £113.95
- The prizes for the quiz cost £47.84
- Food cost £100
- There are some tablecloths, plates, napkins and crackers left over from last year's party

Action for 2023

A budget of £400 (subject to the Treasurer's agreement) should cover the cost of the 2023 party, bearing in mind rising costs and that we should recoup over £200 on the entrance fees and the sales of raffle tickets

Other actions for 2023

- Consider asking the Chair to make a brief opening speech before the party begins

Conclusion

Notwithstanding some of the minor problems mentioned above, all easily solvable, those present rightly felt that the party went well and that those present enjoyed themselves.

However, several people present lamented the absence of an Events Coordinator. If we had had one last year then organising the party would have begun sooner and there would not have been the mix-up over entertainment with the double booking of the choir and folk dancers, which took valuable time to unpick.

Sue Parker, Communications Coordinator, 7th Jan

Agenda Item 6: Opening Crawley Groups out to Members of Other u3as

Action for the Committee: To agree decisions on items in green

This follows on from the first report considered on this topic at the December 15th meeting as Agenda Item 12 i.e.

Treasurer's Report on Proposed financial arrangements for opening Crawley u3a groups to other u3as

The purpose of this report is to set out a proposed policy covering the financial arrangements for allowing members of other u3a's to attend Crawley u3a groups.

Background

Each u3a is independent and set their own charging policy.

The Third Age Trust (TAT) guidance on this issue, is that it is down to individual organisations to make appropriate arrangements between themselves but do encourage u3a's to be open on the issue to both maximise opportunity for members and optimise use of resources.

Everyone who wishes to be a member of the u3a movement, must become a member of a u3a. This will become their "home" u3a. They must pay whatever standard/basic membership fee that, that u3a charges. These charges will normally include the TAT annual levy fee, providing necessary insurance cover.

Crawley u3a is seeking to build more productive relationships with neighbouring u3a and is already in discussion with Horley u3a to offer the opportunity for Horley members to join in with Crawley groups. To aid this process it would be beneficial to have an appropriate charging policy in place.

Our current Financial Policy is silent on the issue of admitting other organisation members to our groups.

The current assumption is that any non-Crawley member will join as an "Associate" member before being allowed to join any activity group and pay a fee that is equivalent to Crawley's basic fee excluding the TAT levy fee.

Associate membership is not applied as a standard approach across all u3as.

Opening access to Crawley groups would provide a means for some groups to potentially become more financially stable, especially those that are unique within the area (such as Bamboo pipes, Short Mat Bowls, Folk dancing).

Financial considerations

Currently we have 28 associate members, who attend a wide range of activity groups and come from a number of other u3a's. Annex 1 provides an analysis of this. The Associate fee has brought in a total of £316.40 in membership fees for this year.

Having to pay an additional associate fee could be seen as a blockage for other organisations members joining our Groups.

The way Crawley's fees are calculated there is a clear separation of Activity fees from the General basic Membership fee, which is to cover the general running costs, general meetings/activities, and communication with the membership.

Proposal

To adopt and include within the Crawley u3a Financial Policy a two-level charging structure for Members from another u3a.

- 1. If the Member, wants to take part in the general activities, outings, and meetings of Crawley u3a then they will have to pay the Associate (Basic) membership fee.**

2. If the Member wants to simply attend one of the Activity Groups, then they can do so, subject to there being vacancies on that group, with priority always being given to Full or Associate members of Crawley u3a. The Member will have to pay the appropriate Attendance fee or Outdoor membership fee for that group.

Annex 1: Crawley u3a Associate Members

No	Main u3a	Fee £	Groups Attended		
2617	Burgess Hill	18.6	O&A1	O&A6	Walkers
2618	Burgess Hill		SMB2	Singing for Fun	
2439	Dorking	12.1	Needles		
2520	East Grinstead	12.1	Gardening		
2484	East Grinstead	12.1	Family History	Rum & Canasta	
2634	East Grinstead	12.1	(none)		
1847	East Grinstead	12.1	Gardening	O&A4	
1823	East Grinstead	18.6	(none)		
1203	East Grinstead		(none)		
2616	Haywards Heath	12.1	O&A1	O&A6	Theatre
2285	Haywards Heath	12.1	Bridge 2		
2216	Horley	18.6	Gardening	O&A5	
2217	Horley		(none)		
2570	Horley	12.1	(none)		
2045	Horley	12.1	Gardening	Theatre	
2046	Horley	12.1	Gardening	Theatre	
2675	Horley	12.1	(New member)		
1720	Horsham	12.1	Bamboo	Gardening	O&A4
1535	Horsham	12.1	Mah-jong		
981	Horsham	12.1	Bamboo		
1545	Horsham	12.1	Mah-jong		
2637	Horsham	18.6	Science		
2638	Horsham		O&A6	Theatre	
2244	Horsham	12.1	Gardening	Theatre	
2333	Reigate & Redhill	12.1	French	Walkers	
2691	Reigate & Redhill	12.1	(none)		
2692	Reigate & Redhill	12.1	(New member)		
2249	Worthing	12.1	O&A6		
		316.4			

Report from the Treasurer, Report dated – 7 Dec 2022

The results of the Groups' Coordinator's survey of which Groups have vacancies

Groups with Capacity End December 2022				No Response received				
Group	Vacancies?	(A) No of members	(B) Maximum	(B) - (A) Spare Capacity		(C) Average attendance at Room based sessions term 1	(C) - (A) Spare Capacity using average attendance	(C)/(A) %
Amblers	No	36	36			n/a	n/a	
Amblers Extra	Yes	22	25	3		n/a	n/a	
Art Appreciation 2	Yes	13	16	3		12	4	92%
Art Appreciation 3	No	13	13			10	3	77%
Bamboo Pipes	Yes	7	13	6		4	9	57%
Book Group 1	No	15	15			13	2	87%
Bridge For Fun 1		27				28		104%
Bridge For Fun 2		22				13		59%
Earth Matters	Yes	19	25	6				
Family History	Yes	13	unsure			n/a	n/a	
Film Circle 1	No	21	21			14	7	67%
Folk Dancing	Yes	17	30	13		10	20	59%
Folk Group		17				14		82%
French	Yes	13	unsure			10		77%
Gardening		51				48		94%
Gardening 2		50				43		86%
History Group	Yes	19	24	5		18	6	95%
Itaian	No	4	4			n/a	n/a	
Mahjong		22				11		50%
Needles	No	9	9				9	
Out & About 1	Yes	38	45	7		n/a	n/a	
Out & About 4		57				n/a	n/a	
Out & About 6	No	49	49			n/a	n/a	
Out & About 7	No	47	47			n/a	n/a	

Group	Vacancies?	(A) No of members	(B) Maximum	(B) - (A) Spare Capacity		(C) Average attendance at Room based sessions term 1	(C) - (A) Spare Capacity using average attendance	(C)/(A) %
Painting & Drawing	Yes	24	26	2		13	13	54%
Poetry	Yes	13	20	7		14	6	108%
Quizzing both groups	No	25	25			Quizzing 18, Quiz 2 14	Quizzing 7, Quiz 2 11	64%
Rummikub/ Canasta	Yes	19	24	5		n/a	n/a	
Science	Yes	14	16	2		12	4	86%
Short Mat Bowls 1	Yes	13	30	17		8	22	62%
Short Mat Bowls 2	Yes	13	30	17		7	23	54%
Singing For Fun	Yes	28	100	72		14	86	50%
Smart phone photo	Yes	20	25	5		11	14	55%
Storytelling 1	No	8	8				8	
Storytelling 2	No	11	11				11	
Table Tennis	No	27				18	18	
Tennis / Pickleball	Yes	9	20	11		n/a	n/a	
Theatre Group		93				n/a	n/a	
Topical Discussion 1	Yes	9	12 to 14	3		9	9	
Ukulele		22				22	22	
Walkers 1		28				n/a	n/a	
Walkers Extra	No	27	27			n/a	n/a	
Total number of vacancies at least				184				

Actions from 15th December

1. Groups' Coordinator to establish how many Groups do have vacancies (Beacon records should give this information but they are not always fully updated) by circulating GLs
2. Treasurer to report (if possible) how many Crawley u3a members are also Associate members of neighbouring u3as, and how many groups they belong to.
3. Treasurer to confirm his intended solution in the event of the circumstances described in the first bullet point (see below):

But what would be the position if, in one year, other u3a members were able to join a group but then at the start of the next year several new Crawley members wished also to join to the extent that the group was now over-subscribed. Would these other u3a members be told they could no longer be members of the Group unless they became full Crawley u3a or Associate members? If so then this would need to be made very clear to them at the start. Would an exception be made if they had become a Group Leader?

Agenda Item 7: Review of out and About Groups' Structure & Operating Arrangements

Action for the Committee: To agree decisions on items in green

The purpose of this report is to collect together and establish a view on all the current issues that have been identified as impacting on the operation and administration of the Out and About (O&A) Groups. The objective of this report is to provide the Committee with an overview to enable them to respond and determine the best way forward to address the issues identified.

Issues covered in this report may equally be applicable to both the other Outdoor Activity groups and the Room based ones.

Background

The u3a currently has 6 O&A groups, which have been set up over time as the demand for groups developed. Each group is independent, but there is a lot of similarities in what types of activities they offer.

Where trips are organised that requires the hire of a coach, any vacant places are offered between groups, but may be not in a systematic, transparent or inclusive way.

The following table provides current background data on the size, organisation of and activity levels for each group.

Group	Current Membership	Current 'Max' limit	Number of identified leaders	Activities planned for 2022/23
1	36	45	1	12 trips and outings
2			No leader. Group closed.	
4	55		2	10 trips and outings
5	37		0	None identified, no leader.
6	47	49	2	11 trips and outings
7	48	47	2	12 trips and outings, Coach Holiday, and weekend breaks
Total potential trips and outings			45	

Not all trips incur costs and therefore will not be recorded within the u3a accounts. Up to the end of December, 8 trips have been included within the accounts for this year, consisting of 5 trips, 2 Christmas Meals and a holiday to Holland.

The costing and accounting for trips is a separate complex issue, which covers more than the Out & About groups, so will be addressed in a separate report for the Committee to consider later in the year.

For easy of consideration the various issues have been grouped under the following headings:

- Leadership
- Organisation/administration
- Activities

Specific issues for the Committee to consider and decide on are highlighted in bold green throughout the text.

Leadership

The number of O&A groups has been reducing over times, with the closure of O&A 3 in 2020, and the loss of O&A 2 at the beginning of this year, and O&A 5 under threat.

A number of the Group Leaders have served for a prolonged period of time, which create issues in that many of their membership tend to have been in the group throughout their term, meaning that they are comfortable to partake in the activities but not to volunteer to help. Therefore, the opportunity for "succession" planning may be being missed.

The organisation relies on the goodwill and commitment of Group Leaders, who as individuals will have their own ideas and ways of undertaking the role. But, from an organisational viewpoint there may be a need to establish some core

standards and processes. Introduction of any standards will need to be balanced against the impact of upsetting and losing more Group Leaders, leading to a further reduction in the overall offering to Members.

Organisation/Administration

Groups have historically developed as the demand for places exceeds the capacity that the existing Group Leaders feel they can manage within their groups. There does not appear to have been any work done to determine what an “optimum” size of a group should be, given that Members will pick and choose which trips they would like to go on.

The work done on reviewing the surpluses and deficits from last year’s trips, indicated that there were potentially a sizeable number of Members of O&A groups that do not attend any of the trips. This might have been due to the Covid legacy or wrong types of activities. Also, not all Trips were reflected in the financial accounts, so cost might have been a factor. This still leads to the issue of a potential level of “inactive” members within the groups which impact on both the optimal max numbers within the Group and the effective organisation of larger trips involving the need for paid transport (i.e. coach).

We currently have 10 Members who are members of two O&A groups. If there is no perceivable difference between the offers of the different O&A groups, is it fair that Members are allowed to be members of more than one group, when we may have other Members on waiting lists to join a group.

There is also no transparent process, as to how Members can apply and are accepted into the separate groups. Again, raising the question of fairness of opportunity between Members.

The organisation and delivery of Trips is a more complex, time consuming and stressful undertaking, than the organisation of most of the room-based activities. Especially in the planning, dry-running and risk assessment of each trip. This therefore leads to the general conclusion that trip planning should be undertaken by a team of people and not just one person, to share and spread the workload. From the table above it can be seen that three of the O&A groups have more than one Leader identified on Beacon, this also applies to other Outdoor Activity groups and a few of the Room based groups, where more than 1 Leader is identified on Beacon.

Aligned to that is the concept that the Group Leader has to be both the Group “organiser” and the “activity” lead/specialist. In many smaller groups this might be the case as an individual’s expertise becomes the driver for setting up and maintaining the group, but as groups grow the role of administering the group grows and becomes a set of more generic tasks that can be separated from the specialism needed to develop the programme of activities for that group.

It could be beneficial if more work was to be undertaken on identifying individual roles within an Activity Group’s dynamics and then document them within a set of role profiles, which form the basis of a team running the group.

This approach would meet the Committee’s objective of getting more Members involved and sharing the workload. But, to help facilitate this **the Committee will need to reconsider its “fee free” place policy, and consider increase the number from the current 1 to may be up to a maximum of 3 or 4, to provide an incentive?**

At a practical level, the size of the groups, can cause problems when organising trips that require the hire of a Coach. To make the costs of that trip affordable, Groups offer spare spaces to Members of other groups, but the process as to how this is done and who is invited to take up the opportunity is not clear or transparent. Again, this could lead to Members feeling aggrieved at not been given the opportunity to participate.

As Out & About groups are more complex to administer and require co-operation amongst themselves. **The Committee may wish to consider the need to establish an Out & About Groups coordinator role, to work under the Groups coordinator and with Group Leaders to improve the ways the groups work and improve transparency.** This role could also work with the Seasonal Outings organiser to align the processes of planning and delivery for those trips with the O&A trips.

Activities

All O&A groups seem to undertake the same type of trips and activities, there does not appear to be any separation by nature or purpose of the types of trips undertaken. Other u3a’s categorise their O&A equivalents according to the learning goals and general interest of the group, i.e., historic building, gardens, places of specific interest etc. May be this is something that Crawley needs to consider as part of this review, in order to create some differential between the groups.

Accounting for trips is a complex issue. The general guidance provided by the Third Age Trust is not comprehensive and is now subject to a further review by the Trust's Finance committee.

But the principles established under *Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102)* are the key requirements to be complied with. These clearly establish that as a charity the only costs and income that we should be bring accounting for through our accounts are those that are incurred and align with our Charitable Objective within our constitution. The wording of which is

"The charity's object ('the object') is the advancement of education, and in particular the education of older people and those retired from full time work, by all means including associated activities conducive to learning and personal development in Crawley and the surrounding district."

A lot of the Trips undertaken by Crawley u3a, seems to be more aligned to the social wellbeing and mental health of our members, rather than having a learning aspect or personal development aspect. **The Committee, as Trustees, will need to establish a clear position as to what trips can, or can't be accounted for through its accounts.**

The need to identify a learning object, within each trip, may need to be considered as part of establishing some standard guidelines for Trips.

Treasurer

Groups Coordinator

Report dated 5th Jan 2023

Annex: First draft Detailed Role Description for Out & About Group Leaders

1. Hold a Planning meeting at least once per year (Groups Coordinator will book it) Suggest about 20 ideas and see which are most popular. Other O&A GLs can give you ideas for trips.
2. Encourage members to partake in the running of the group and make suggestions for trips.
3. Draw up a provisional list of trips for the forthcoming year (September to August) based on the most popular ideas
4. For each trip, research on the internet about the proposed trip venue. Does it have to be booked in advance? How to get there. Cost per member.? Do they do group rates.? What about cancellations? . Is payment due in advance or paid on the day.? Is there a minimum or maximum number of visitors? Accessible by public transport? Anywhere nearby for refreshments, food and drinks ? Is car-share necessary? (Takes 2 to 3 hours or
5. Once you have all the facts, email all members on Beacon asking who would like to go. Give a deadline for replies. Once you know who is going, confirm the booking with the venue
5. If necessary, collect cheques from all participants and send to the Treasurer. Arrange for the bill to be paid by the Treasurer if applicable
6. Complete a Risk Assessment (template on the main u3a website)
7. Before the day of the trip, ensure that all members are aware of the arrangements. On the day, have emergency contact numbers for all attendees (Downloadable from Beacon)
8. Paperwork (forma available on the Crawley u3a website): Complete Events Receipt form showing all participants and the money they have paid, and send to the Treasurer with the cheques.
(Many groups have joint leaders or a treasurer of the group who handles the financial side)
9. During the trip ensure all participants stay with the group and don't get lost. Agree arrangements for after the trip- some might want to do their own thing
10. If there is an incident on the trip, complete an Incident Report Form, available on the Crawley u3a website
11. For some trips, it is advisable to do a dummy trip before the day, to ensure that you know how to get there, location of loos, local pubs, bus routes and bus stop locations, roadworks etc. You can then confidently lead on the day. Expenses can be reclaimed from the treasurer.

Agenda Item 8: Policy on Indoor Group Fees Determination & Collection

Action for the Committee: To agree decisions on items in green

The purpose of this report is to respond to a question that was raised at the AGM on why some indoor groups were collecting fees on a weekly basis. The question arises from the need to recover the venue hiring costs on the premise that all group members should be contributing to the funding of those costs irrespective of whether they attend or not.

The question also widens into a discussion on the methodology used to set the Room Based group fee.

Background

This is not a simple issue.

The “aggregate” standard room-based fee approach was introduced last year (2021/22). This is now the second year of charging using this method. The issue being raised is about equity in everyone paying their fair share. There are no documents to show whether the Committee at that time fully considered this and other issues and consequences of their policy decision before implementing. This Committee is now having to address these implementation issues.

Any method of aggregation will lead to some groups gaining by having their costs paid for by others and equally those who will over-contribute.

The standard fee policy was introduced to reduce and simplify the financial workload on Group Leaders and the Treasurer’s role, plus reduce the financial risks associated with the collection, banking, and accounting for the money.

For background information the relevant wording on this issue from the current Financial Policy and Guidance to Group Leaders has been extracted and set out on Annex 1.

The current position’s primary focus is on the effective and efficient management of the u3a’s financial affairs from both the Group Leaders and the Treasurer’s perspective rather than on the underlying principle of equitable charging.

Equally the principle of self-management of a group is important. Which relies on both the goodwill and commitment of the Group Leader and their own preferred way of operating, which is why a level of self-determination on fee collection has been included in the Guidance.

The current practice can be seen as creating an unfair situation. Members of weekly groups being able to select when they attend and pay. Members at monthly groups being asked to pay in full, up front, and then having to meet set criteria to obtain any refund through the ‘Deferment’ rules. (Section 4.12 under the Executive delegated decision schedule)

Set out in the table below is an analysis from the groups’ income returns of the different collection timings used by the groups.

Weekly Fee collection
Table Tennis, Bridge for fun 1 and 2, Mah-jong
Termly Fee collection
Art Appreciation 2 & 3, Bamboo Pipes, Book Group, Film Circle, French, Gardening 1 and 2, History, Painting & Drawing, Poetry, Quizzing, Quiz 2, Science, Topical Discussion, Ukulele, Short Mat Bowls 1&2, Singing for Fun, Folk Singing.
Hybrid
Folk Dancing,

It should be noted that some of the termly groups do reduce the fee in advance where members indicate they will not be able to attend some of the sessions. Whether these reductions accord with the Deferment rules is impossible to independently monitor, and it left to the Group Leaders individual’s integrity to apply the rules fairly.

Financial considerations

The Third Age Trust guidance is that each activity group should operate on a self-funding basis. Each u3a is independent and therefore sets its own charging policy.

Crawley u3a has determined that to enable smaller groups to operate, it aggregates all the room-based venue costs and a pre-determined standard charge of £2 to be levied on all **attendances** at those groups. It is left to Group Leaders to determine when the fees are collected, to simplify their workload.

The current guidance assumes weekly and fortnightly groups will collect their fees on attendance, and that monthly groups will attempt to collect on a termly basis.

Committee issue 1: Do we continue with the current guidance or change it?

Do we want to address the perceived issue of unfairness. The simplest amendment would be to guide all groups to collect fees termly, plus adopt the position that Members must pay for all sessions irrespective of whether they attend or not. This might increase revenue and make some of the smaller groups more financially viable but may equally meet significant opposition and see attendance/membership numbers fall. The Deferment rules would also need to be applied and enforced more strictly.

There would also be the potential for Group Leaders to see this as an imposition and therefore give up their role, thus potentially losing groups.

Alternatively, the current guidance remains, and focus is put on increasing membership numbers to the smaller groups, which have vacancies.

The policy issue of weekly or termly collection, in term of fairness may not be an issue because the charging basis is “attendance” which is seen as an equitable basis for collectively recovering the costs. The timings of collections could be seen as an administration issue to ensure we are operating in ways that helps and supports Group Leaders.

Committee issue 2: Is the “aggregate” method of determining the fee level the most equitable approach?

An aggregate approach is the fairest method for sharing out the costs evenly across the Membership taking advantage of the activities. The alternative would be to go back to each group administering their own financial affairs and setting their fees levels individually to cover their own costs. This would add additional finance work onto Group Leaders and additional complexity for the Treasurer’s role in collecting and aggregating the financial information for financial reporting and Committee use.

Committee issue 3: Is ‘attendance’ the best method to use in calculating a standard aggregated fee?

There are three basic methods that could be used to calculate a standard fee

1. Attendance

Pro and cons are set out in the report above.

2. Membership

This would be a move towards a more ‘commitment’ ethos with the fee being based and then levied on the membership of each group, at the beginning of each term. There would also be the need for acceptance that non-attendance would not result in any refund or deferment. The Deferment rules would have to be amended to cover exceptional circumstances only. This method would move the whole organisation toward termly fee collection, and in the long term has the potential to be administered centrally, via an invoicing approach.

The approach might be seen as unfair on those Members who cannot afford to make a termly financial commitment and can only afford to attend one or two times a term, especially in the current economic environment.

3. Differential charging

The approach would see two fee levels being set centrally, one for those who want to pay weekly on attendance and a second discounted fee for those who commit to paying termly in advance. This would provide a middle ground position

which would hopefully be more acceptable to the Membership, as it provides them with a choice. The downside would be slightly more work for the Group Leaders, and the collection of more details on Members preferred option to enable the fees to be determined on a sound evidence basis.

There is no wrong or right approach to adopt, as a member organisation, we need to find which approach is the most collectively acceptable to the Membership, whilst being easy for the Group Leaders to administer.

Committee consideration

The Committee are asked to consider their stance on the issues set out in this report. With the objective that a paper on these issues be taken to the Group Leaders meeting in March to get their views before a final decision on any changes in made as part of the 2023/24 budgeting process.

Report from the Treasurer

Report dated – 4 Jan 2023

Annex 1

Extract from the Financial Policy

4.1 Activity groups

- 4.1.1 Activity groups should aim to be self-financing and can collect such sums of money as the Executive deem to be necessary to undertake their activities. The funds of these groups belong to the U3A.
- 4.1.2 The Executive will determine the frequency of payment of any fees and charges set by them. Any deferral of payment will be subject to guidelines approved by the Executive.

Refunds

- 4.3.6 The Executive will determine the 'Refund' rules that will be applicable for the different types of fees and charges levied by the U3A.
- 4.3.7 Group Leaders may make requests to the Treasurer to refund an individual member, where an overpayment of fees has occurred. The Treasurer will consider requests on a case-by-case basis in accordance with paragraph 4.1.2 & 4.3.6

Extract from the Financial Policy – Executive delegated decision schedule

4.1.2	<p>Annual Membership fees are to be collected yearly on the 1st September.</p> <p>Activity Groups – Membership fees are to be collected yearly on the 1st October.</p> <p>Activity Groups – Attendance fees are to be collected as follows: Weekly Group – weekly on attendance All other Groups – Termly in advance.</p> <p>The Annual Membership will be reduced by 50% for any new Members joining on or after 1st March (six months into the year)</p> <p>The Activity Group Membership fees can be pro-rated on a termly basis for new Members joining after the start of the year.</p> <p>Deferral of attendance fees paid termly will be allowed under the following circumstances.</p> <ul style="list-style-type: none"> - Illness or Hospitalisation - Bereavement
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	<p>- Caring for close family member due to illness or bereavement.</p> <p>The amount of money that can be deferred, until the following term, is proportional to the number of sessions missed.</p> <p>Deferral should only be considered following a direct request from the Member involved.</p> <p>Deferral will only be applied after the missing of two consecutive sessions.</p>
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Extract from PROCEDURES & REFERENCE GUIDE - Guidance for Group Leaders

The Financial Aspects of running a Group

6.3 For general administration purposes Crawley u3a operate on a termly basis, that broadly matches the academic year. It breaks the year into three terms for both reporting and financial management purposes. The year is split as follows

Autumn Term (September, October, November, and December)

Spring Term (January, February, March, and April)

Summer Term (May, June, July, August)

Note: The schedule, practically ignores when Easter falls as this moves from year to year. Also, Groups generally do not meet in August.

6.4 The Crawley u3a general financial principles are that each activity group should be self-financing and that no group should be disadvantaged due to low membership and/or attendance numbers.

6.5 To ensure that all groups can function. Room Based groups venue hire costs are averaged out evenly over all the Members that actively participate in those groups and recovered as part of a standard 'attendance' fee, levied each time a member attends a group.

6.13 Group Leaders are responsible for the collection of these fees, unless they have pre-agreed with the Treasurer to collect them by electronic billing of the members involved.

6.14 Group Leaders can determine when to collect the fees. Current practice is for Groups meeting weekly or fortnightly to collect at each meeting/session. For all other Groups to collect the termly fees in one go, at the beginning of each term.

6.17 For current procedures and rules on 'refunds' or 'deferment of termly fees' where members are unable to attend meetings, go to the Financial Policy and associated Executive delegated decision sheet. Both are on the Crawley u3a website.

Agenda Item 9: Disciplinary and Updated Complaints Policy

Action for the Committee: To approve

Actions following discussion of the above at the 15th December meeting Agenda Item 15

- (i) To draft a short section to be inserted into the EDI policy stating that the Committee will take disciplinary action against any member who contravenes this policy
- (ii) To draft a short note for the website on how a member or external person or organisation should go about lodging a complaint

1. Section for EDI Policy

The text below is taken from the November 2022 version of the policy, with the phrases to be deleted shown with lines through them, and the replacement text in red.

Dealing with discrimination and harassment

Where Crawley u3a Committee becomes aware of any discriminatory practice or harassment, the committee will seek to address this ~~through consultation with all parties concerned and, where necessary, through invoking formal procedures~~ **in line with the terms of the procedures laid out in its Disciplinary policy.**

If any member of Crawley u3a feels they have experienced or witnessed discriminatory behaviour or harassment, this should be reported **with some urgency** to the Committee. ~~Any matters of concern will be reviewed by the Committee and a decision will be made, in line with the u3as constitution and formal procedures, as to what steps will be taken to address the issue.~~

2. Note for website on how a u3a member should go about lodging a complaint

It is suggested that the proposed note encourages members with complaints concerning any aspect of a Group to speak informally first to the relevant Group Leader (GL) in the hope that this will resolve the matter. Only if this is not successful should it be suggested they follow a more formal process.

An informal approach of this nature could impose a duty on group leaders which needs to be clarified and which some GLs may find uncomfortable. We should discuss this with the GLs at their next meeting on 13th March, along with the proposed text of the note for the website, before placing the note on the website.

Chair 8th January

Agenda Item 10: [Crawley u3a website: Update and Improvement](#)

Action for the Committee: [To submit any comments on the proposals by end 18th January](#)

1. Impact of the SiteBuilder problems of November 2022

We lost all linked documents and photos, links to external sites and all text changes made after late September. During December we worked hard to restore what we could and have reloaded all the documents for which we held copies (basically all those created since the start of the 2022 plus older ones such as minutes which we are compelled to retain). We have also restored the text. But most of the photos and a few of the older documents on policies have been lost permanently.

Many of the photos which have been lost dated back to the pre Covid era and needed to be replaced in any case.

2. Graphs of Usage Statistics

See [Annex 1](#) for graphs. These cover the period April 21 to October 22 -statistics for November and December are not included because of the November operating problems.

Proposed underlying principles

Design Principles:

- Menu Buttons (Top-level pages) to focus first on what we offer Members (potential & existing)
- Integrated Communication Strategy – reuse Newsletter & Facebook text and photos
- Use pictures from recent events and activities for Welcome / Members / Events pages
- Most info for Group Leaders, Trustees etc to be in form of sub-pages
- Separate out info for Group Leaders (including Event Organisers) from General Policies?
- No pages to be unduly long (more than 2 screens worth in length)
- A sub-page can be promoted to Top Level page (with Menu button) and vice versa at different times of the year (e.g. the AGM page)
- Pictures on all pages for which SiteBuilder permits
- Ease of navigation by using more Links

Other Principles

- To prioritise updating Top-Level Pages (menu buttons), then non-Group sub-pages, then Group sub-pages
- Relevant committee members to be responsible for submitting updated documents for “their” pages to the editors (e.g. Members’ Coordinator to be responsible for updating Members Handbook)
- Communications Coordinator to ensure consistency in style, format and tone across site

Let us know of any other principles we should adopt

3. Proposed new page structure

See [Annex 2](#) for current layout and description of content of each page.

Proposed Top-level (menu-button) pages in **purple bold**

Home	As now, picture to be revised. Ideally, a montage of photos showing people from our groups enjoying activities indoors and outside
Welcome	Add photos to the right-hand side of the page, e.g., Amblers in the pub last Friday Remove ‘This is what some of our members say’ Remove Covid-19 Guidance (which appears on three pages)

Move GDPR paragraph to another page (tbd)

Use page to explain what Crawley u3a offers to its members, by heading as follows:

- U3a movement Text much as now
- Events Text much as now but refer and link to [Events](#) page for more
- Groups Text much as now but refer and link to [Groups](#) page for more
- Monthly newsletter Link to most recent version.
- New Members Link to form & [Contacts](#) page, info on new members meetings and next coffee morning

[Members](#) (convert from existing [Crawley u3a](#))

To include general info for members

- Members Handbook
- Fees & payment of (also Group fees)
- Link to Groups, info on next Open Day
- Link to [other u3a Learning & Activities](#) sub-page
- Link to [Support for Members](#) sub-page
- Vision, Mission & Principles, Code of Conduct
- Link to Crawley Calendar
- Brief mention of whom to contact with any suggestions, concerns etc (with link to policies on [Documents](#))
- Past newsletters
- Meet your Committee - Link to a sub-page which has photos and contact details of the Committee
- More photos of group activities on the right-hand side of the page

[Events](#) (button to be brought forward closer to the Home page)

- Show [Dates for Diary](#) section at top
- Upcoming monthly meetings
- Coffee mornings – dates, more info on book and jigsaw exchange
- Coach trips – dates and descriptions for upcoming & info on last years
- Summer School – photos from last years used for newsletter
- Move Last Goodbyes elsewhere (link from Members page?) as they are not an event for members and remove names when the first anniversary of a death has passed

[Groups](#)

- Much as now but link to [Other u3a Learning and Activities](#)
- Need to think about how to keep individual Group pages updated and make more interesting. Comms Coordinator plans to visit as many groups as possible to take photos for the website as well as encouraging GLs to update the text on their Group's page

[Documents](#) (currently far too long)

- List of Key policy documents (as now)
- Link to last AGM (current [AGM 2022](#) to become a sub-page, will be converted to [AGM 2023](#) in September and become a Top-level page until after AGM)
- Link to Committee Meetings (current [Minutes](#) but excluding the GL meetings)
- Links to [Accounting Forms](#) sub-page
- Link to [For Trustees](#) sub page

Proposed New Sub-Pages (in addition to existing which will be retained)

Other u3a Learning and Activities

- Links to neighbouring u3as and text on joining their groups
- Text and links to TAT pages on on-line talks & groups, competitions etc
- More detail on and pictures of Summer Schools

Support for Members (convert existing **Noticeboard**)

- Links to local welfare groups
- Access support (info on locations etc – from Janet)
- Info on cyber security, scams etc (from current Notice Board)
- EDI, complaints etc

Support for Group Leaders (and Event Organisers) could be Main Menu?

- GL Procedures
- GL meetings
- Equipment
- Insurance, Risk assessments and Incident Report Form
- Link to **Forms sub-page** (with accounting forms)

Accounting Forms

- Existing accounting forms on **Documents**

Please let us have any comments on these proposals by January 18th

It may help you to view other u3a sites created by Sitebuilder. These can be viewed on:

<https://u3asites.org.uk/code/index.php>

But note some have not yet been properly repaired following the November problems

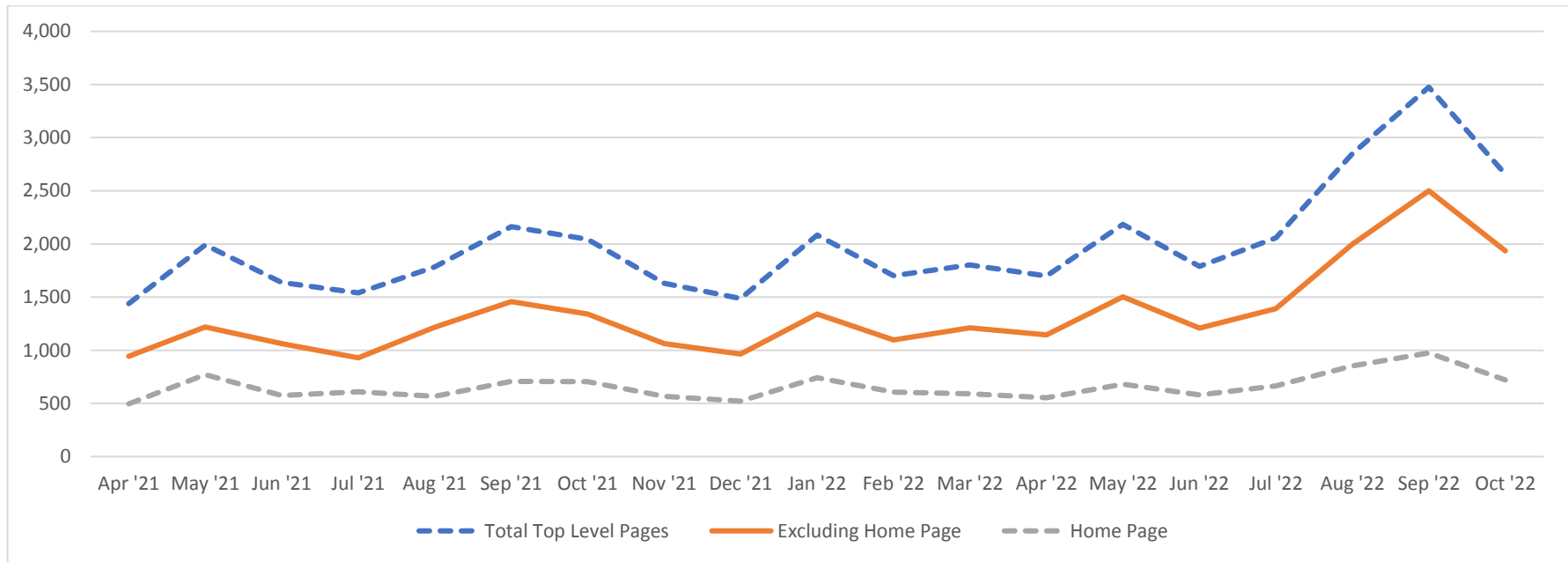
We will try to ensure the move to the new structure is as painless as possible.

Communications Coordinator & Secretary 9th Jan 2023

Annex 1: Graphs from usage statistics

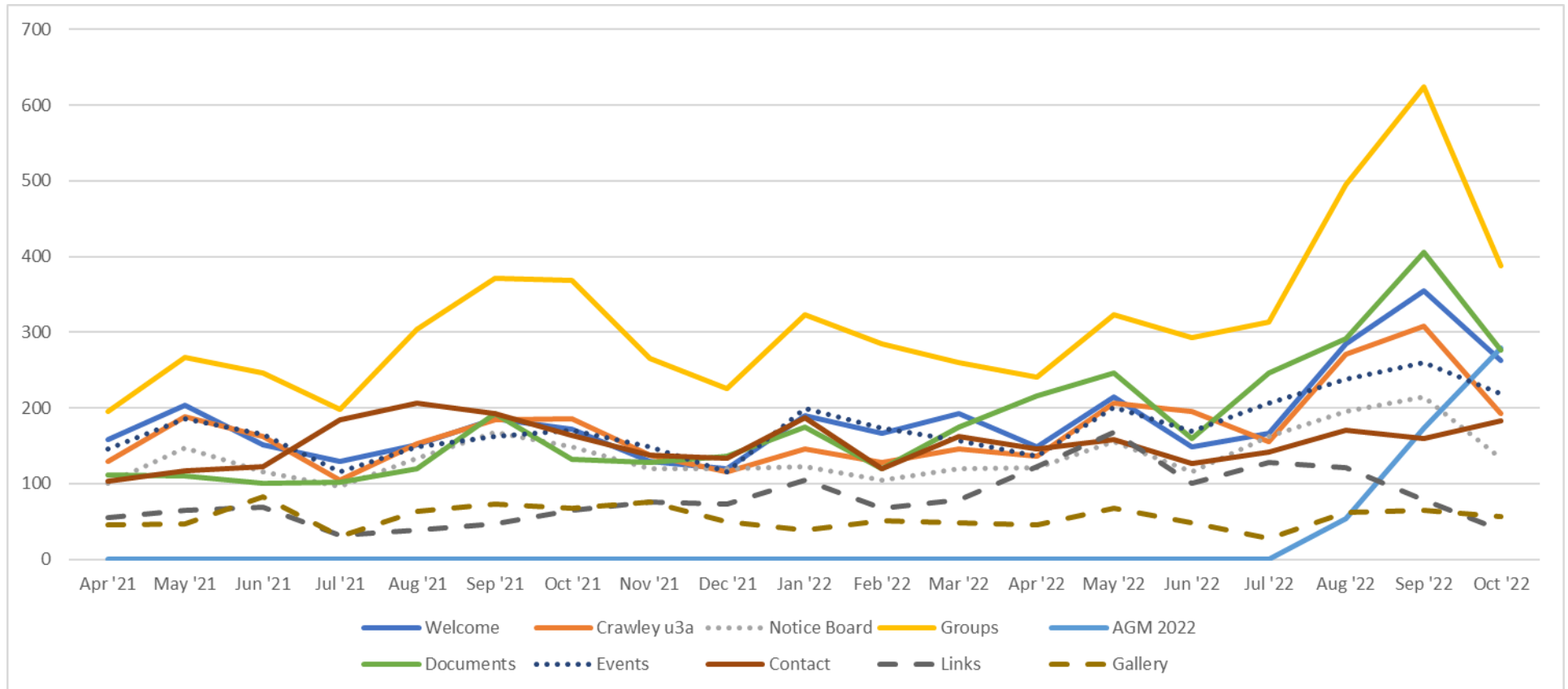
1. Total Hits per Month April 2021 to October 2022

(November & December 2022 omitted due to SiteBuilder problems)



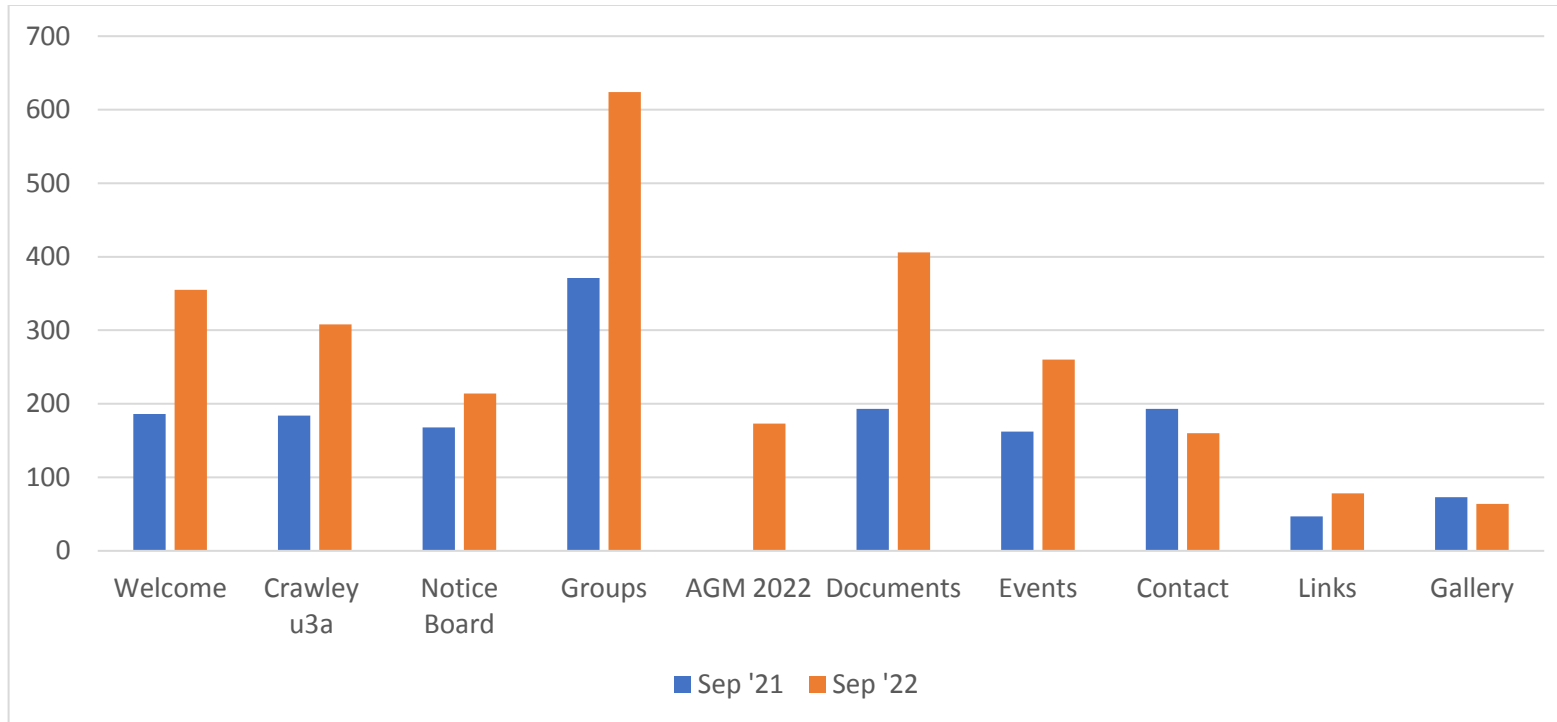
- Users normally enter the website via the Home Page so more meaningful to exclude Home Page hits
- Home page hits fluctuate less than the number of hits to other pages, indicating that in busier months users tend to look at more pages per visit than at other times
- Peaks at the start of terms
- A small part of the increase in activity wef May 2022 due to new site editors becoming active
- Significant increase wef August 2022 (possibly reflecting increased frequency of newsletters and member recruitment drive)

2. Hits per Month April 2021 to October 2022



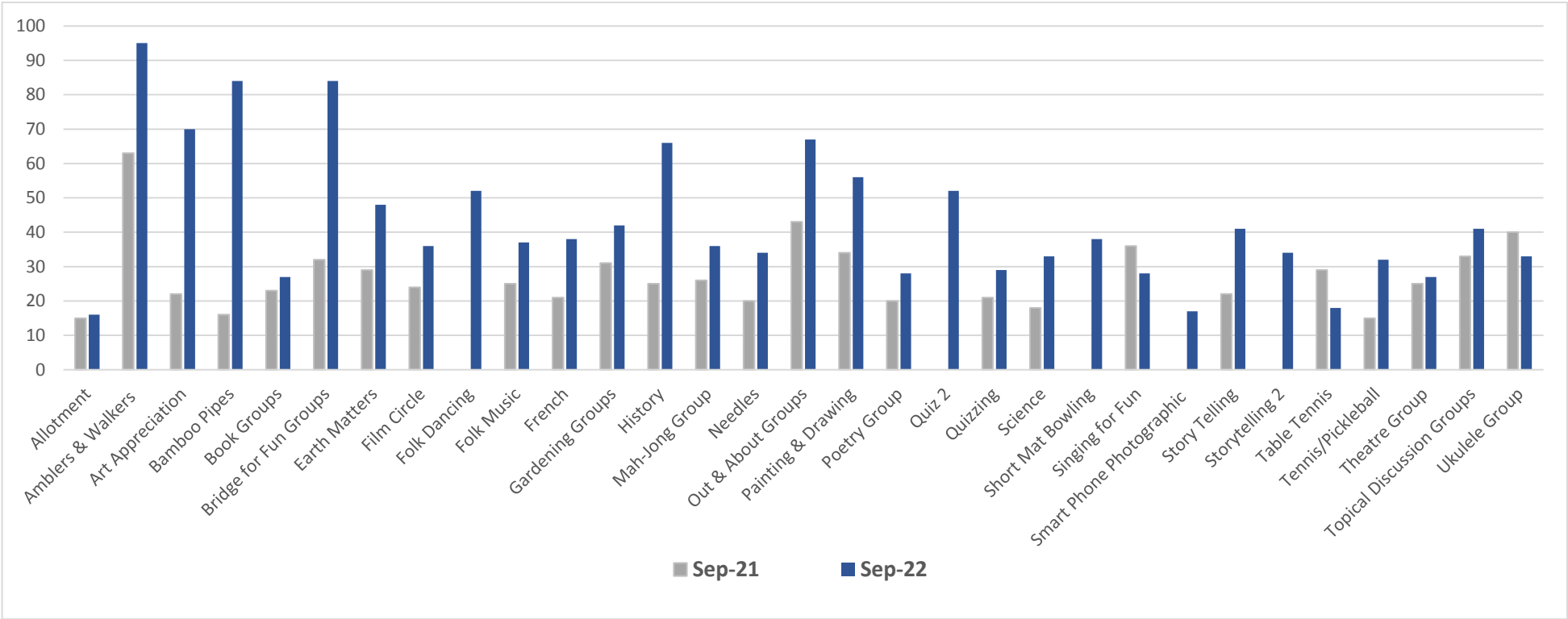
- Pages with dotted lines (Notice Board & Events) not properly updated yet
- Pages with dashed lines (Links & Gallery) not really intended for Visitors
- AGM 2022 only set up in August

3. Top Level Page Hits Sep 21 & Sep 22



- Note that Notice Board and Events have not yet been properly updated
- Links and Gallery are not really intended to be for the use of visitors
- Excludes Home page
- AGM 2022 only set up in August 2022
- Use of Contact page decreased, perhaps because individual pages now have direct links to message forms for relevant contact?

4. Group Page Hits Sep 21 & Sep 22



- Folk Dancing, Quiz 2, Smart Phone Photographic and Storytelling 2 all new since Sep 21.

Annex 2: Current Pages with Contents

Shaded pages are sub-pages which cannot be accessed from the Main Menu (though except for the Group sub-pages they could be converted to a Top-level page (one attached to a menu button)).

The owner of each Top-level page and its sub-pages is currently either the Communications Coordinator (CC) or the Secretary (S).

Underlined words refer to other pages within the Crawley u3a website.

SiteBuilder formatted means that they have been formatted for their particular purpose. Pages added by Crawley u3a and non-Group sub-pages can be filled with a mixture of text and pictures.

Menu Button (with owner)	Current Content	Comments
Home (CC) SiteBuilder formatted (CC)	Purpose: To serve as the Home Page Format permits only picture(s). <ul style="list-style-type: none"> Large picture of St Johns Church (temporary) 	<i>Key decision is whether to show one large picture or several smaller ones (see montage for Horley u3a site).</i> <i>Most u3as use one large picture showing a key building within their area, or a general view (latter more common with rural u3as)</i>
Welcome (CC) SiteBuilder formatted	Purpose: To give a general introduction to your u3a <ul style="list-style-type: none"> Brief description of Crawley u3a and the national u3a. What we offer – interest groups (with examples), monthly meetings, coffee mornings and seasonal trips Annual subscription charges for 2022-23 Quotes from members Link to message form for Members' Coordinator and link to New Members Form 2022-23 on <u>Documents</u> u3a's latest Covid Guidance Links to national u3a site & Facebook, to Crawley u3a Facebook and Contact page. Paragraph on GDPR and link to Privacy Policy 	<i>Could include small pictures on right-hand site to portray the activities offered?</i> <i>Not sure we need GDPR and Privacy Policy here – no other sites viewed include it?</i>
Crawley u3a (CC)	Purpose: To show latest Crawley u3a news	

Added by Crawley u3a (CC)	<ul style="list-style-type: none"> • Crawley calendar (with all events and Group meetings) • Newsletters for past year • u3a's latest Covid Guidance 	<i>Do we need to repeat the Covid Guidance?</i>
Noticeboard (CC) Added by Crawley u3a	<p>Purpose: To provide links to local external organisations which members may find useful</p> <ul style="list-style-type: none"> • Links to neighbouring u3a groups • Links to various external health and wellbeing sites (NHS, WSCC staying safe online, Crawley Older People Directory, Cyber Security sites, Crawley Wellbeing sites) which (apart from Crawley Wellbeing) not currently working • Notice of Horley Improvised Comedy Workshop (not currently shown on the Horley list of Groups) 	<p><i>Not updated since Covid-19. Links to external sites not currently working (apart from Crawley Wellbeing)</i></p> <p><i>This group not included in the current list of Horley groups and not clear why a single group should be advertised in this way.</i></p>
Groups (CC) SiteBuilder formatted	<p>Purpose: To explain how the Groups are run and to provide detailed information on individual groups.</p> <ul style="list-style-type: none"> • Brief description of how Groups are set up and run • Link to message form for Groups' Coordinator • Link to most recent Groups Directory • List of Groups with meeting times, clicking on Group name takes you to the Group subpage • Timetable summary (Groups taking place on each day of the week, am & pm). 	<i>Limited room to include more information than it currently does (but should it state the fees per session, or provide a link to where that information is?)</i>
	<p>33 Group sub-pages. Accessed via Groups page (SiteBuilder formatted).</p> <ul style="list-style-type: none"> • Sometimes two groups for the same activity (e.g. Bridge for Fun) share a single page, sometimes they have separate pages (e.g. Quiz Groups) • Four of these Group sub-pages (e.g. Out and About Groups) have sub-pages themselves. 	<p><i>Few sub-pages show more than the same basic details together with a brief description of activities.</i></p> <p><i>A few (such as Books) give information on the programme for the current year but in general more could be done to make the groups look more appealing.</i></p> <p><i>Need more photographs.</i></p>

	<ul style="list-style-type: none"> Three of the sub sub-pages are for photographs only (one for each of the two Art Appreciation groups, one for Painting & Drawing) 	
Documents (S) Added by Crawley u3a	<p>Purpose: To give access to all guidance and documents required for Crawley u3a governance and operating purposes</p> <ul style="list-style-type: none"> Most recent Groups directory Members Handbook (2 parts) New Members Form 2022 and New Members Welcome Guidance for all members (Vision, Mission, Principles & Members Code of Conduct) 2022/23 Membership Fee Payment Options List of Crawley u3a policies and procedures, including Procedures for Group Leaders) Risk Assessments – description and links to forms Accounts forms (in each of WORD, Excel & PDF) List of equipment Other forms (incident report, speaker request) 	<i>Too much on one page – move forms and risk assessments to sub-page(s)?</i>
	<p>Minutes. Accessed from Documents. Added by Crawley u3a</p> <ul style="list-style-type: none"> Committee agendas, papers and minutes for current year and previous year Group Leader agendas, papers and minutes for current year and previous year Link to message form for Secretary for those who want to look at earlier minutes Link to AGM 2022 page 	
	<p>For Trustees. Accessed from Documents. Added by Crawley u3a</p> <ul style="list-style-type: none"> Documents of interest for Committee members (e.g. Trustees Code of Conduct) rather than for ordinary members 	

	<ul style="list-style-type: none"> Third Age Trust Workshop documents (most of which need to be protected as they are not made available to the public by the Trust). 	
AGM 2022 (S) Added by Crawley u3a	<p>Purpose: To reduce need for sending out AGM papers</p> <ul style="list-style-type: none"> Set up for the AGM 2022, with all papers background documents, and also those for the AGM 2021 Once the new 2022 Constitution is approved by the Trust the intention is to move it to being a sub-page for Documents meaning it will no longer feature as a Menu Button 2023 AGM version will be set up as a Menu Button page in September 2023. 	
Events (CC) SiteBuilder formatted	<p>Purpose: To show information on activities for all members There is built-in capability for meetings and other events open to all members. These expire automatically, keeping the page up to date.</p> <ul style="list-style-type: none"> Link to Crawley Calendar (as on Crawley u3a page) Brief sections on monthly meetings, open afternoon, coffee mornings and seasonal outings & summer school (with a link to the u3a South East Forum). "Last Goodbyes" The upcoming monthly meetings for the next 4 months (taken from the Crawley Calendar?) Links to u3a Oversight Events (which shows items on SiteBuilder and web usage from other u3as), Walking in Sussex and Worthing Theatres 	<p><i>Scarcely amended since Covid-19. Need to move page forward, before Groups? Very little additional information to that covered on <u>Crawley u3a</u> page</i></p> <p><i>Last Goodbyes placed here to be hidden away so as not to depress members. But will members find it? Should show these more prominently</i></p>
Contact (S) SiteBuilder formatted	<p>Purpose: To enable visitors message designated contacts</p> <ul style="list-style-type: none"> Means no need to give personal e-mail details 	
Links (n/a – no input) SiteBuilder formatted	Purpose: Show all links to uploaded documents and external sites	Useful for site editors, but some u3as choose not to display this as a Menu Button to reduce the total number of buttons.

		If a website's pages are well organised and titled suitably visitors should not need to use it.
Gallery (CC) SiteBuilder formatted	Purpose: Depository for pictures <ul style="list-style-type: none"> • Pictures are first loaded onto this page before being linked to relevant pages • Shows (in thumbnail format) all pictures on site 	
Sitemap (n/a – no input) SiteBuilder formatted	Purpose: To show an overview of the page hierarchy Useful mainly for sites which include many sub-pages. Many u3as do not give button access to this. <ul style="list-style-type: none"> • The links enable visitors to go to any other page directly • Excluded from usage statistics • Shows the most recent date each page & sub-page was updated 	

Agenda Item 11: Committee Aims for 2023

Action for the Committee:

The current question of setting aims had, perhaps paradoxically, arisen from the Annual Report of November 2022 which, logically, contrasted the achievements of that year with what we wished to accomplish in the coming twelve months. While that report provided detailed, and reasonably accurate, estimates of those to which we might bind ourselves, we accepted that it would be the responsibility of a new committee to take this task forward by setting clear goals and SMART objectives, and laying out effective strategies to achieve these.

Unfortunately, and maybe predictably, the need to induct new members, the accompanying steps to get the new committee up and running, and the priority given to dealing with some vital issues, has set this back, and of course, the Christmas holiday has intervened. I had hoped to move us forward by asking each of you to outline what you saw as the priorities in your individual areas of responsibility. While I have seen, and will see, your sensible and pragmatic proposals, I accept that this will not have been a fruitful exercise unless we started from the top down and set out our vision and those key objectives, to which your individual aspirations are inextricably linked. We must do this now.

Towards the beginning of last year, a developmental subcommittee was set up whose task was to ask questions of our future aspirations and impose some clarity and a true sense of direction in our efforts. At a vital stage, however, the work of that committee was suspended to allow us some space to tackle the necessary constitutional issues needed to support its work in introducing organisational change. **It may now be time for that committee to resume its work to help in defining our goals.**

Before that happens, however, we must identify our key objectives and I suggest that we spend some time at our forthcoming meeting considering these. Since the concept of 'Growth' looms large in our thinking on this topic I have included these lynchpins of the TAT's Mission as compelling aids to give us some help. They are:

- Facilitate the growth of the u3a movement.
- Provide support for management and learning in u3as.
- Raise the profile of the u3a movement.
- Promote the benefits of learning in later life through self-help learning.

While I will continue to work in this area it would be helpful if you could each give some thought to what you see as our absolute (and continuing) priorities (you may find the 1st look at Aims for the next 12 months, Agenda Item 16 of the 22nd November Committee meeting helpful)

Chair, Jim McGough 9th January 2023