

Agenda for Committee Meeting at 4.00 p.m. on Wednesday 13th March 2024

No	Description	Lead	Pages
Standing Items			
1.	Apologies for absence		
2.	(i) Approval of Minutes of the 14 th February meeting (ii) Review of Action Log as of 10th March	Chair	2 - 5
3.	Monthly Updates from TAT and Committee Members	Chair	6 - 9
4.	Trustee and other volunteer recruitment: Strategy for recruitment of Events Coordinator & volunteers for Events Task Groups	Chair	n/a
5.	Purchases, Procurements & Contracts for information and, if required, approval (i) Purchase of new projector (ii) Replacement of Table Tennis Tables (iii) Report on 1 st meeting of Crawleyu3a e-mail domain task group	Treasurer Treasurer Secretary	10 - 12 13 - 14 14 - 16
6.	Other Committee Approval Required for Matters not the subject of Non-Standing Items: (i) Taster sessions (ii) Pickleball: Community Partnership with Crawley Lawn Tennis Club	Groups Coordinator Treasurer	17 19
7.	Trustees Calendar Update	Secretary	20
Non-Standing Items for Discussion			
8.	Complaints Policy Update (2)	Chair	21 - 23
9.	Committee Aims for 2024 (2)	Chair	24 - 26
10.	Discussion on Events Matters: <ul style="list-style-type: none"> Celebration Event Christmas Party Events Guidance 	Chair Chair Secretary	27
11.	AOB	Chair	

Agenda Item 2(ii): Action Log as at 10th March 2024

Includes all actions arising from:

- The previous meeting and
- Those from the minutes of previous meetings which are still outstanding (unless they have been superseded by an action from a subsequent meeting).

Those actions completed or superseded since the previous meeting to be indicated with yellow shading

Comments *in italics* in the right-hand column indicate that the action is not yet fully completed and will be carried forward to the next version of the Action Log.

Purple italics indicates a change to the previous meeting's action made since the first draft minutes and actions were disseminated.

(1) Actions intended to be completed before the current meeting (13th March)

Meeting	Agenda Reference	Action	Progress/Comments
14 th June	Outstanding Beacon Access Privileges and GDPR actions	Amend Beacon Roles as approved and communicate to all Beacon users once done so	<i>A few still o/s. To be completed before next meeting.</i>
8 th Nov		Treasurer to provide an article for the December newsletter on the O&A Group 8 programme.	<i>Deferred to the April newsletter</i>
13 th Dec	12. Trustee Tasks List	The Chair to agree the Vice-Chair's tasks with him once the Committee Aims for 2024 are confirmed	<i>Deferred due to illness.</i>
		The tasks assigned to the Events C to be checked against the draft Events Guidance to ensure consistency	<i>Secretary to do once drafted Events Guidance</i>
	13. Committee Aims for 2024	Individual Trustees to submit comments and additional proposals to the Chair.	<i>Superseded by Agenda Item 9</i>
		Chair (possibly with Vice-Chair) to arrange to talk individually to Trustees to confirm their goals and strategies for 2024	<i>Superseded by Agenda Item 9</i>
	14. AOB 6 Social Event	Chair to canvass Trustees and Support Role Holders to determine a suitable date, time & location	<i>Decided no appetite for this at the current time.</i>
10 th Jan	2(ii) Action Log. Roll-up of Events Guidance items	Comms Coordinator and Secretary to produce comprehensive Events Guidance incorporating (i) an action on checking Event venues are properly cleaned and tidied before locking up (ii) Feedback from Members Coordinator on Dec 2023 Christmas Party	<i>Superseded by Agenda Item 10</i>
	3.4 Monthly Update: Secretary	Secretary to report to Committee which venues' terms and conditions we did have copies of, and to make them available to all interested Trustees.	<i>Superseded by Agenda Item 10</i>

14 th Feb	8. Group Leaders Meeting 2(a) St Pauls	Groups Coordinator to request the Bookings Manager of St Paul's to set up a meeting with the Property Manager so that she can discuss various matters concerned with the u3a usage of St Pauls.	<i>Groups Coordinator had a very productive meeting with the Booking Manager on Wednesday 21st Feb and met the St Pauls Property Manager. See Groups C monthly report.</i>
	8. Group Leaders Meeting 2(c) EDI/accessibility Policy	Chair to contact the Secretary of "Diverse Crawley" (Ashwin Soni) to seek advice on how we might attract more members from groups currently underrepresented in our membership.	
	11. Complaints Policy Update	Chair to bring this back to the next meeting with the following amendments: (i) Removal of references to a Grievance Policy (ii) For the Formal Process, the person wishing to make the complaint to have the option of reporting it orally to the relevant Trustee, who will record it in writing and ask the complainant to agree it (i) To ensure consistency with what is laid out in the Trustees Task List with regard to dealing with complaints around Groups & Venues. (ii) Add some guidance at the start for Group Leaders on dealing with complaints	<i>Covered by Agenda Item 9</i>
		Groups Coordinator to send the Chair the information on the complaints process responsibility set up for the Group Coordinator and Assistance Groups Coordinator when an issue/complaint is generated by a member, GL or venues.	<i>Done 15th February</i>

(2) Actions to be completed later this year

Meeting	Agenda Reference	Action	Progress/Comments
26 th April	11. Contents of crates handed over by Janet Boniface	Sort and log the historic items and old u3a papers held by Janet Boniface	<i>Work in progress. Yielding some useful info.</i>
14 th June	Outstanding Beacon Access Privileges and GDPR actions	General Management Items 4 & 6: Secretary to establish processes to ensure and demonstrate compliance	<i>In progress</i>

14 th Jun	Priority Seating on Coaches and at Friary Meetings	Chair to be trialled at a future monthly meeting before incorporating the procedure into the planned Events Guidance.	<i>Chair: A friendly suggestion was made when members entered but it's difficult to gauge whether they acted upon it. It should be a continuing practice at all meetings, with trustees also playing a welcoming role.</i> <i>Secretary: To include in Events Guidance</i>
10 th Jan	Roll up of actions from former meetings	Groups Coordinator to produce Groups Handbook to replace the current Procedures & Reference Guide and include, amongst other items: A checklist and guidance for organising O&A outdoor trips (incorporating priority seating on coach trips) An updated Finance section reflecting the latest agreed changes to the Finance Policy and delegated decisions	Phase 2 Leader sent draft version to members of the WG for approval on 25 th Sept
13 th Dec	10. Membership Renewal: Actions to improve process for 2024	1.1 Members C to complete documentation of renewal process.	<i>On agenda for 8th May Committee meeting</i>
		1.3 Members Coordinator to initiate a working group to consider automation of the renewal procedure	<i>Deferred until Members Coordinator is available.</i>
		1.4 Members Coordinators to discuss Membership card distribution with Group Leaders at their summer meeting (Groups C to ensure on Agenda)	
		1.6 Treasurer to combine and re-issue joint Membership and Gift Aid form for use with the website.	
		3. Members' Coordinator to define the agreed new support role for older members.	<i>Is this still a possibility?</i>
13 th Dec	12. Trustee Tasks List	Treasurer, Groups C and Secretary to meet to finalise Section 7 Contractual Relationships with 3 rd Parties	<i>Treasurer & Secretary to discuss when next meet</i>
10 th Jan	3.5 Monthly Update: Members Coordinator	Previously developed procedure for the reporting of a Members death throughout the u3a (recirculated by Secretary to Trustees 16 th Jan) to be	<i>Secretary amended to reflect current roles and the new process around removal of members from groups developed by the</i>

		reviewed by the Committee, before being recirculated to Group Leaders (<i>Groups Coordinator (see 14th Feb 8. below) and sent to Member Support on 26th Feb. No response yet.</i>
	11. Committee Aims	Chair and Vice-Chair to set up an Innovation and Development working group, and to invite interested Trustees, Group Leaders, other Crawley u3a members and representatives from relevant Crawley organisations.	<i>No volunteers to date.</i>
14 th Feb	8. Group Leaders Meeting 2(b) Removal of members on Beacon	Groups Coordinator to advise GLs once the process by which GLs are informed that members of their Groups have lapsed, resigned or died has been clarified.	<i>Sent proposed ideas from GC & AGC perspective to the Members Coordinator and Membership Support. Response from Membership Support. Awaiting sight of updated Death Procedure (see 10th Jan 3.5 above) to see what it says.</i>
	10. Statistics & Performance Measures for Annual Report	Secretary to send a more specific request to Committee members, stating exactly what she was seeking from them	<i>To be done before reconsideration of this at the 8th May meeting.</i>

Agenda Item 3: Monthly Updates from the Third Age Trust and Committee Members

Action for the Committee: To note

Third Age Trust (TAT): National Level

New Guidance Documents

The Recruitment and Retention Toolkit, originally written by the Recruitment Working Group with input from around 60 Pathfinder u3as, has been refreshed to bring it up to date. The Toolkit is a great resource, written by u3as for u3as. It contains ideas and guidance on different topics from recruiting new members and building your committee to getting started on social media and refreshing your website.

Advice for recruiting new retirees is a new document of suggestions and case studies about how u3as might reach out to this audience. A downloadable PowerPoint presentation has also been created to use when speaking to local organisations and employers about the u3a movement. These documents are available on the Advice and Guidance page.

Fit for the Future Consultation

This is taking place from January to April 2024 inclusive. The TAT is keen to hear from individual u3a members. Hence rather than attempt to submit a Crawley u3a response it is suggested that those individual Trustees (and other members) who wish to submit their views should do so on an independent basis. The dedicated e-mail address to us is governance@u3a.org.uk

South East Region Network (SERN) Chairs Meeting

This took place on 4th March, with the main item of business being a discussion on whether Chairs were in broad agreement with the TAT's proposed changes to the governance of the u3a movement. No minutes have yet been received.

Chair (Jim McGough)

On the 19th I paid my monthly zoom visit to the unofficial Chair's Forum. Yet again the large audience participation (107) in a meeting of 45 minutes in real time (there was the usual zoom breakdown) allows for the expression of few views and those are confined mainly to the querulous party line of discontent. I did note that a few of those who managed to pose questions seemed unaware that they could get all the answers from perusing the TAT website! There was some light relief when someone complained that much of the TAT and other publicity material featured 'too many old people'! The transcripts of the meeting and a recording of the live event are available for those who wish to view them.

More engaging was the New Member's element of the 20th Feb Coffee Morning where I was able to speak to all the most recent joiners, who covered a broad spectrum of age and experience. While it was useful to have a set of questions prepared, these, perhaps, proved a little premature in the light of the new members' understandable lack of familiarity with our organisation. However, they were all happy to be with us and looking forward to participating in our activities. I did broach the question of volunteering for committee and other roles, but again accepted the defence of no familiarity.

Secretary (Margaret Lloyd)

Report of an incident from Table Tennis on 15th February

This was reported by the group Leader of Table Tennis. A member sat upon a tubular seat and the legs spread, spilling the member to the floor. He appeared shaken but not obviously injured. The chair is no longer usable. No further implications.

Tasks undertaken since the last Committee not covered elsewhere

- Unexpectedly having to compose the minutes for the 14 February 14th Committee Meeting because the Minutes Secretary resigned shortly after the meeting.
- Meeting with the Groups Coordinator on 15th Feb to discuss a number of items.
- Meeting with the Treasurer on 19th Feb, for him to show me his spreadsheet model for keeping the Crawley u3a accounts and producing the termly/annual reports. I was impressed with the model and could not see how it could be bettered. Should the Treasurer be suddenly unable to continue for any reason, I suspect the main problems a replacement (assuming the replacement had some prior accounting experience) would experience would relate to the bank, rather than continuing to use the model to produce accounts.
- Meeting with the Chair on 27th February to discuss some items for this meeting.
- Attempting, with the Webmaster, to solve the problem with the Members page of the website. At the moment it will not accept any changes at all to the text.

Treasurer (Graham Friday)

Afternoon Exercise Group: Short Update

Though there was a significant amount of interest in this group, with over 50 members signing up for it, the numbers attending have been disappointing over the first few weeks. The following summary provide a current position of the group and its finances.

Number of members who registered interest in attending the group.	57
Number of members who have attended 'free trial' sessions	39
Minimum attendance required to be 'self financing'	25
Average paid attendance over first 4 weeks	15

	29-Jan	12-Feb	19-Feb	26-Feb	04-Mar	Total
	£	£	£	£	£	£
Hall hire	45.00	45.00	45.00	45.00	45.00	225.00
Instructor	40.00	40.00	40.00	40.00	40.00	200.00
Total cost	85.00	85.00	85.00	85.00	85.00	425.00
Income		73.50	52.50	52.50	38.00	216.50
Deficits	85.00	11.50	32.50	32.50	47.00	208.50
less Start up grant						100.00
Net deficit to date						108.50

Notes

- 1 The session on the 29th Jan was a free trial session attended by 32 members
- 3 The £3.50 charge was determined before notification was received of the increase in the Friary charge rate from £25 to £30 per hour.

The Group has had a difficult start, with the initial start date having to be delayed because of a last-minute problem with the Friary paperwork and the need to locate to an alternative venue due to the Friary maintenance.

Regular communication and engagement with the Group is taking place to encourage a pickup in attendance, but if that is not forthcoming up the end of April, a decision will need to be taken over the continuation of the group given the financial cost.

Communications Coordinator (Sue Parker)

1. The **March newsletter** was emailed to members on Monday 4th March. The postal copies were dispatched the day before. Work has begun on the April newsletter.
2. **Newsletter distribution list.** In March, of the 627 members on Beacon on Monday 4th March, 590 received an electronic copy of the newsletter, 16 regular and 15 copies were posted (a total of 31) and the rest were hand delivered. As previously noted, these figures will vary from month to month, the +15 representing those people I could not hand over the newsletter to in time given the urgent need to let members without email know about the cancellation of the March monthly meeting.
3. **Communications Strategy.** Although I began revising this earlier in the year, personal priorities mean that I would rather shelve this temporarily and return to it at a later date. Unless the Committee disagree, I do not see an urgent need to revisit it.
4. **Poster.** I have discovered that it is possible to generate our own poster in the u3a Brand Centre. You are not given a choice of design and there are only a few photographs to choose from, none of which I was keen on. The Brand Centre automatically generates a poster which mentions Crawley u3a twice and gives our website address. Once the poster is generated you can then order copies from the Brand Centre if you wish. However, I am still considering whether we should have a poster with one or more Crawley u3a photos on it, rather than a stock u3a one. It will be less slick but it would have a more personal feel to it. Once I have put something together, I will circulate both designs to the Committee for their consideration, as well as printing prices.

Groups Coordinator (Janet Newson)

1. Group Updates

Peter has kept me informed of changes for Groups who have requested venue, room, and timing amendments. For St Paul's groups, Peter has made the necessary Contract agreements with the Church. This information has been passed to the Communications Coordinator for website updates, and I have made the necessary adjustments to the Group Information for Members sheet.

For your information:

- Jacqui Mercer has taken over as Group Leader for the Rummikub and Canasta group from Elena Thorne. This information has been updated on the website and Group Information for Members sheet. Jacqui and I have been chatting on processes, etc.
- A decision to close the Crafts group following Yvonne Light's death has been made by the members. There was some discussion whether any of them were prepared to continue, but by mutual consent they decided to stop. They are continuing to meet up regularly, but not to do crafts.
- Smartphone Photography have moved from St Paul's to a new venue – St Andrew's Church.

A few group leaders have taken to advertising their groups directly on Facebook. I have not had any feedback as to the success of this venture, but it is good to see the independence.

2. Group Information for Members Sheet

A new version is being sent out for distribution to cover the changes mentioned above.

3. Venue Guide

A new version of the Venue Guide will be available shortly. I am due to visit the premises at St Andrews Church on Monday, and will then distribute for publication.

4. Meeting with Secretary

Margaret and I met shortly after the last Committee Meeting to discuss a number of issues.

5. Meeting with St Paul's

I had a very productive meeting with Nicola Postle and Isaac Conroy at St Paul's on 21 February. We discussed many of the issues that have arisen during the first part of this year, namely 5 separate emails that Peter has sent out to the Group Leaders on processes. We talked about these, and both Nicola and Isaac were keen to emphasise that some of the processes were not of their choosing but were directives from the Methodist Church authorities, particularly those in relation to the Safeguarding. I will be sending out information to the Group Leaders in due course, but thought it prudent to leave it a while. I will, of course, keep the Committee informed. A brief summary will be given at the Committee Meeting – verbal only.

6. St Paul's – New Rooms available for Hire

Two new rooms have been launched at St Paul's. Room 10 & 11 are both now up and running. A couple of groups have already taken advantage of these rooms, and moved their groups to them.

Room 10 is the larger of the two rooms – probably roughly in size to Room 6 or 7 (maybe a little bigger) – and Room 11 is probably more on the size of Room 2 (where we now have our Committee Meetings, but a bit squarer rather than elongated). Both rooms are carpeted so sound doesn't echo so much. I didn't quite get the chance to see whether there is TV/DVD set up and whether the Wi-Fi connects, but they looked ok. Room 11 also has a sink and kitchen facilities. The one negative thing we need to be aware of is that Room 11 leads directly off Room 10 – no other access – so anyone wanting to use that room would have to go through Room 11.

Hourly rate for Room 10 is £12.50 - Hourly rate for Room 11 is £10.00 - If both rooms were hired together, a discounted hourly rate of £20.00 for the two rooms would be applicable. This information has been passed to the Treasurer.

7. Next Group Leader Meeting Scheduled

Having been at a few Group Leaders meetings now, it always strikes me that we 'rattle' around a little in the Main Hall at the Friary. I'd like to try a change of Venue for the next meeting – moving us to St Paul's in the Room 5 (the Canteen). The room and seating are more comfortable, there is kitchen facilities should we wish to continue offering refreshment, and almost everyone who is invited is familiar with the venue. Parking can be an issue, but with the meeting likely to run for less than 2 hours, folk can park over at the shops if St Paul's is full, or alternatively they may travel by bus. So, a date for your diary. We have now booked the next Group Leader Meeting for Tuesday 18 June at ST PAUL'S. The room is booked from 9.30am to 12noon so the meeting is likely to start around 9.45am or 10am and run to just before 12noon. Allows us time to set up and then pack away within our allotted booking time. RUGS have been requested. Group Leaders will be notified of 'date for their diary' in the next few days.

8. Taster Sessions

A summary of your input to the subject of Taster Sessions will be sent out with the Committee Papers. If there are any questions or suggestions for amendments to this Final Draft version, please let me know.

Janet Newson – Groups Coordinator – 10 March 2024

Members Coordinator

Agenda Item 5(i): Purchase of New Projector

Action for Committee: As in green below

Purchase of new Projector

Background

The u3a own two projectors that are several years old and used very infrequently (twice in the last 18 months). This may be due to their size and weight to transport around, plus their lack of connectivity with modern audio and visual devices (e.g. Smartphones, Laptops or I Pads).

Both projectors use bulb technology, which given their age may soon need replacing. The cost of replacing a bulb in either projector would be in the range of £100 to £150.

Purpose

The cost of purchasing a modern LED projector can range from less than a hundred pound to several thousand pounds.

The purpose of this report is to canvas the Committee's view on the level of specification required in a new projector, which will then provide the guidance for a more detailed purchasing exercise.

Comparison

To aid the discussion the following table shows a comparison of the key features that would be required. The table below compares the existing projectors against a lower to mid-range alternative that would cost in the region of £250.

An issue that is not covered in the table, but which the Committee will need to bear in mind, is whether they feel there is a need to replace the current projectors and whether the money spent on a replacement can be seen as justified and providing good value for money.

	Existing models		Proposed
	Hitachi ED-X42Z projector	Canon LV-8300 multimedia projector	XuanPad 2024 5G WiFi Bluetooth Projector
Lumination	1000 ANSI	950 ANSI	700 ANSI
Maximum projection screen size	388 inches (9.9m)	380 inches (9.5m)	400 inches (10.0m)
Maximum projection range	35 feet	30 feet	30 feet
Connectivity	PC/TV via audio and HDMI connections	PC/TV via audio and HDMI connections	Equipped with HDMI*2/USB*2/AV/audio ports, it can easily connect to Phone/PC/TV Stick/Switch

Bulb	190-watt UHP – life expectancy unknown.	180-watt UHP – life expectancy unknown.	LED – life expectancy 150,000 hours
Weight	5.2 kgs / 11.4 lbs	4.5kgs / 9.9 lbs	1.5kgs / 3.3 lbs
Size	12.5 x 10.5 x 5 inches	12 x 10 x 4 inches	9.1 x 7.6 x 3.6 inches

The Maximum projection screen size is measured as the diagonal across the square or rectangular space being projected onto.

Though the Lumination from the XuanPad is less than the current projectors, it should be adequate for use at the Friary and other similar or smaller locations.

The size of the XuanPad or other similar projectors, means it will be easier to transport and therefore may be used more by Groups at other venues, and could also be used at promotional events.

The modern connectivity of the XuanPad means that it can be easily connected with Smartphones, Laptops and iPads.

The XuanPad has a specification which should meet our requirements, but if the Committee determined they would prefer one with a higher specification, such as providing more lumination or connectivity, than these are available, but the purchase cost would be higher.

A picture of what the XuanPad would look like and a fuller description of its specification, taken from its sales literature, is set out in Annex 1. The picture is taken from a sale offering on Amazon, which comes with a screen and tripod, which would not be included in our final purchase.

Financial implication

The cost of XuanPad would be in the range of £200 to £300.

The current projectors may have second hand value in the range of £50 to £100, when compared to comparable items being sold via eBay. But this will reduce over time as they become more obsolete.

Recommendation

- 1. Does the Committee agree the need to replace the existing Projectors?*
- 2. If 1) above is agreed, then would the XuanPad or similar product meet our requirements.*

Report by the Treasurer

Dated: 24 Feb 2024

Annex 1



Specification

- 4K supported resolution and impressive 700 ANSI brightness, the highest brightness version of XuanPad projector, it brings unparalleled visual clarity. Revel in the exceptional clarity, vivid color, and striking contrast that bring every detail to life, creating a perfect visual spectacle for you in every moment. Immerse yourself in a cinematic experience that captivates with stunning picture precision.
- Wireless projection. Enjoy an expansive 400-inch maximum projection size, making it the perfect choice for enthusiasts seeking an immersive and thrilling gaming experience.
- Features the latest Bluetooth 5.2 chip, ensuring a stable connection with various devices like Bluetooth speakers and headphones, catering to diverse audio needs across different occasions. Elevate your auditory experience with the built-in stereo speaker, delivering pristine audio fidelity and crystal-clear sound quality.
- Empowered by the 4P/6D function (4-point, $\pm 50^\circ$ horizontal and vertical, rotational adjustments), XuanPad smart projector guarantees a perfectly square image, adapting effortlessly to any placement. 100% to 50% zoom function enhances convenience, providing versatile adjustments for an optimal viewing experience. It can be easily mounted on a stand or suspended from the ceiling, offering flexibility in installation to suit your preferences.
- Designed based on a fully sealed optical core, which is effectively prevent dust from entering and image quality loss. Equipped with HDMI*2/USB*2/AV/audio ports, it can easily connect to Phone/PC/TV Stick/Switch/PS5.
- 2-year warranty and lifetime technical support with a response time of within 12 hours ensure your peace of mind.

Agenda Item 5(ii): Replacement of Table Tennis Tables

Action for the Committee: To decide upon the two matters in green

Crawley u3a

Replacement of Table Tennis tables

Background

I've met with the Group Leadership for Table Tennis to complete a Fee review for 2024/25. The group currently has a full membership, with a waiting list.

This year up to the end of February the Group has generated a surplus of £109.00, therefore is already self-financing.

The focus of the discussion was on the capital equipment. The group uses 4 table tennis tables, 3 of which are owned by the u3a and one they borrow from St Paul's.

The u3a tables were acquired when the group started up in 2019. Two were donated to the u3a through personal contacts of the Group Leader, the other was purchased second-hand for £100 again through personal contacts of the Group Leader.

Though in a usable condition all three tables are showing signs of wear, one having been damaged by a third-party user of St Paul's Hall. All require very careful handling in putting up and dismantling at the beginning and end of each session and the risk of an accident is increasing.

Proposal

The Group is seeking to replace the tables and have asked for approval to spend up to a maximum of £1,500 to replace either 2 or 3 of them. The Group Leader has been reviewing options and has come up with two proposals.

1. Purchase two new tables. The Retail Price of purchasing a suitable med range table would be £800 per table, but the Group Leader has negotiated a provisional deal to acquire them for £725 each, including delivery.

The provisional deal is open until the 18th March.

2. To acquire three second hand tables. The Crawley & Horsham district table tennis league, which operates out of K2, are looking to replace their top of the range competition tables in the next few months. The League has made a priority offer to the Group Leader to acquire some of the tables, which are in a far better condition than ours. The Group Leader's view is that the maximum value of each table would be no more than £500 but would seek to acquire them at a lower price.

The League requires a response to their offer within the next week or two.

Both proposals have time limitations, which therefore require speedy action.

Financial Implications

The cost of either proposal would be £1,500.

This amount, plus the original £100 would make a total capital investment in the activity of £1,600, which would be less than was invested in Short Mat Bowls.

There is currently £4,257 within the designated Equipment reserve. When this fund was established, the original estimate included provision for the replacement of the table tennis equipment.

Should the purchase of replacement tables be approved, the Group Leadership has committed to comply with the new financial requirements, and to generate their own funds to replace these tables when they come to the end of their useful life in approximately 5 to 7 years' time.

To that end, the Group Leaders will be having a conversation with the group membership to look to increase the attendance charge from £2.00 to £2.50 with effect from April 2024.

Recommendation

The Committee is asked to:

- (i) Waive the requirement to obtain three written quotations for this purchase, and*
- (ii) To authorise the Treasurer and Group Leader to proceed with finalising the acquisition of the replacement tables, up to a maximum financial cost of £1,500.*

Report by the Treasurer

Dated: 7 March 2024

Agenda Item 5(iii): Report on the 1st Meeting of the Crawley u3a E-mail Domain Task Group on 26th February

Action for the Committee: To note and feed back any comments

At Secretary's home, 10:00 – 11:45. Attended by all three members; Secretary (Margaret Lloyd), Webmaster (Stuart Spreadborough) & Beacon Administrator (John Walton).

The establishment of this Task Group was agreed by the Committee at its meeting on 13th December 2023 (Agenda Item 5 item 2). The Task Group will look at alternative host providers and bring a recommendation back to the Committee.

1. Background: Reason why we are looking for a replacement e-mail domain.

Stuart explained that our current e-mail host provider (123-reg.co.uk) for the @Crawley.org.uk domain is increasing the charge for each account ("box") by around 50% with respect from the next renewal date (23rd August 2024). It will also be applying the higher charge to any new existing accounts set up now. Furthermore each new account from now on will be invoiced separately, based on the date on which it is set up.

The new charges are high compared to those of other providers, and dealing with several invoices issued at different times of the year will be burdensome compared to just paying one invoice a year.

We decided not to set up any new boxes on 123-reg.co.uk (normally we would have set up an account in November 2023 for the new Group Coordinator role) and the Committee wishes to seek a replacement

host before 23rd Aug 2024 so we do not need to renew the 123-reg.co.uk account. Stuart confirmed that no notice period was required.

2. Demonstration of Control Panel for 123-reg.co.uk

- a) Stuart, as the Administrator, logged into Margaret's PC to display the Control Panel (though he was not able to access the level of detail he could when logging in on his own PC). There are currently 9 active accounts ("boxes"), all are < 2.0 GB in size, except for secretary@crawleyu3a.org.uk which is currently 2.1MB and so shown as an "Individual Account" on the Dashboard rather than as a standard Account
- b) Margaret said she would try to reduce the size of her box immediately, though she showed that Microsoft Outlook indicated her Crawley u3a account to be only 1.8MB in size. Nobody was clear as to why there should be this difference.

3. Sources of Useful Information

- a) Margaret pointed out that she had found lots of helpful comments on e-mail hosting sites used by other u3as (and on website, IT and systems matters generally) on the u3a Facebook group "Let's Talk Tech" <https://www.facebook.com/search/top?q=u3a%20lets%20talk%20tech>.
- b) This is a private Facebook group with almost 800 members but anybody who is a member of a u3a can join. Once you have joined, you can input "e-mail hosts" into the search facility to pull up all the discussions.
- c) She had also found some useful information on the Chairs Forum Facebook group <https://www.facebook.com/groups/chairsforum> which was set up as a private group in July 2023 for Chairs of u3as to share information, views and experience and to complain about the Third Age Trust. It currently has 240 members. The site is only lightly moderated and anonymous postings are permitted. Only Chairs and Secretaries are able to get access to this.

4. Features to consider when comparing different potential e-mail hosts

- a) These were agreed to be:
 - (i) Number of boxes available (need up to 25)
 - (ii) Maximum size of each mail-box (given currently that only one box is > 2 GB probably do not need any boxes to be larger than 5 GB)
 - (iii) Long-run cost (not just the 1st year cost as many hosts offer discounted introductory packages) annual cost. Most providers appear to charge by box. Of course, few potential providers commit to prices beyond the first couple of years or so.
 - (iv) Constraints on the number of e-mails which can be sent every day. Given that most e-mails sent within Crawley u3a are via Beacon (which is independent of the e-mail host) we could probably manage on up to 100 a day.
 - (v) Level and ease of obtaining of adequate support when experiencing difficulties. Stuart confirmed that he had only needed to seek help with 123-reg on a few occasions, but that they had been quick to respond.
 - (vi) Invoicing arrangement – prefer just one invoice annually covering all accounts rather than monthly invoices or separate invoices for each box.
 - (vii) How easy it is to set up new boxes.
 - (viii) Size and continuity risk. The larger companies in this field tend to be large and US owned, though ownership does change from time to time. A small independent company, for example owned and run by just a couple of people, could be risky.

- (ix) Good anti-spam mechanisms (though most would have this)
- b) Stuart pointed out that it is better to create a new domain (e.g. crawleyu3a.org), which means incurring one-off new domain costs, rather than sticking with the current [@crawleyu3a.org.uk](mailto:crawleyu3a.org.uk) domain because his understanding is that if we transfer our existing domain we will lose emails until they are re-established with the new provider and there is no guarantee that data will not be lost. Better to create a new domain, transfer the old e-mails across, and then cancel the old domain.
- c) Stuart also pointed out that there were many comparison sites for e-mail hosting on the web which we should study.
- d) Margaret said that Google Workspace seemed to be recommended a lot, though she was not clear as to the extent using this would impact on the use of other non-google software. She also felt that since we had the obtained a free of charge not-for-profit Microsoft account (Crawleyu3a.onmicrosoft.com), for use by Crawley u3a and including Microsoft 365 Office she felt she needed to check whether this incorporated any e-mail domain (she thinks it probably does) before undertaking much more work on seeking an alternative to 123-reg.

5. SiteBuilder Website and Members Page

- a) Stuart logged into SiteBuilder as the website manager and demonstrated the use of the Admin Menu. He granted Margaret Administrator access (in line with his own access) so she could work on the web migration to SiteWorks.
- b) He could not see what was causing the ongoing problems with editing the Members page, Somebody from the u3a SiteBuilders team was currently looking at the problem, but if they were unable to detect the source of the problem within a week or so we would try deleting the current Members page and setting up a new one.

6. Next Steps

- (i) Margaret to reduce her Secretary@Crawleyu3a.org.uk account down to < 2GB.
- (ii) Stuart & John to gain access to "Let's Talk Tech" Facebook site (useful for their existing roles as well as searching for recommendations on e-mail hosting)
- (iii) Margaret to investigate (Crawleyu3a.onmicrosoft.com) further (including searching for comments on the experience of this by other u3as on "Let's Talk Tech" and the u3a "Chairs Forum" Facebook sites) and in particular whether it includes free e-mail hosting.

Once Margaret has carried out (iii) above (by end of March) she will report back to Stuart & John, and the Task Group will decide whether we can recommend to the Committee that we move to using Crawleyu3a.onmicrosoft.com and that it has an adequate e-mail host domain facility.

If the Task Group cannot recommend this, then it continues with the comparison of alternative e-mail host providers, making use of other u3a recommendations and general comparison sites.

Report by Secretary, Margaret Lloyd. Approved by Approved by Webmaster (Stuart Spreadborough) & Beacon Administrator (John Walton).

Agenda Item 6(i): Taster Sessions

Action for Committee: To approve

GROUP A – NON u3a MEMBERS

Not current members of any u3a in the UK

An opportunity to try out Crawley u3a is designed not only for a non u3a member to experience an activity, but can also be the opportunity for non u3a members to get to understand the u3a as an organisation.

Crawley u3a welcome prospective members. If a person is not currently a member of any u3a group in the UK, under the terms of the insurance cover funded by the Third Age Trust (the u3a umbrella organisation in the UK), they may attend up to two separate Group activity meetings (one meeting each of two different Groups) or may wish to attend one Group meeting and one Monthly meeting.

NB: I did suggest that we will need some text to accompany this wherever it is published, to indicate what a non u3a member should do to enquire about the possibility of trying out a group. My suggestion would be that, in the first instance, they contact our Assistant Groups Coordinator as he will know if groups are full, etc.

NOTE: *This information could be made available on the Members Page of our website.*

This section is following a non u3a member's attendance at a Group Meeting

To be included in the Group Leaders Handbook

Following a non u3a Member attendance at a Group meeting, the Group Leader should encourage the prospective member to join Crawley u3a. The member can either contact the Members Coordinator directly, or can download and complete the Members Application Form on the Crawley u3a website. The Group Leader should also inform the Members Coordinator of the attendance of a non-member at their meeting.

This section is following a non u3a member's attendance at a Monthly Meeting

Guidance for the Events Organiser

Following the attendance of a non u3a member at a Monthly Meeting, either a member of the Committee or a member of the Really Useful Group member in charge of the registration at the Monthly Meeting Leader should encourage the prospective member to join Crawley u3a. The member can either contact the Members Coordinator directly, or can download and they could complete the Members Application Form on the Crawley u3a website.

NOTE: *It has been suggested that hard copies of Membership Forms are available at Monthly Meetings should any non u3a member attend.*

Additional Note for Committee Information:

A non-u3a member volunteering to help out (e.g., in setting up an event or tidying up after an activity) is covered under the Insurance terms as long as they do not participate in the actual activity. For example, spouses and other relatives and friends can help out on events such as the Open Day but they cannot participate in any all-member events, trips, and outings, or attend Groups as a participant.

GROUP B – EXISTING CRAWLEY U3A MEMBERS, GUEST, OR ASSOCIATE MEMBERS

An existing u3a member will have the eligibility (depending on the information set out below) to:

- a) attend an Activity Group with the first session free of charge, and
- b) there will be no restriction on the number of groups a member may try out free for the first time.

In addition, a member may attend a Planning Session for a newly formed group free of charge (these Planning Meetings are particularly relevant for establishing a way of working). If the member then wishes to join the group, and there are weekly, fortnightly, or monthly session fees applicable to that group, a member may attend the first session free of charge also. After that time, if the member joins the group, fees will be due.

However, it is important to note that a Group Leader will have the freedom to decide on whether to permit free trial sessions for their group. Reasons for not offering trial sessions may include:

- a) Availability within the Group (for example, if the Group currently is full and may also have members waiting to join that group, it may not be practical to welcome someone to try out the group when there is no possibility for joining said group).
- b) Welcoming someone into a private home.
- c) The member does not have the requisite fitness levels (particularly relevant for sporting activity groups).
- d) Newly formed Groups

Additional exceptions to Groups that do not offer trial session free opportunities will be:

- a) Groups that are run in tandem with another group, and members can (with the Group Leader's permission) swap between the groups (e.g., Bridge for Fun 1 & 2, Short Mat Bowls 1 & 2, Gardening 1 & 2, and others may be applicable). Groups such as these should be considered as being one group.
- b) Trips & Outings arranged by a Group.
- c) Groups that run on a short, Fixed Term basis (i.e. run for one or two terms only).

Agenda Item 6(ii): Pickleball – Community Partnership with Crawley Lawn Tennis Club

Action for the Committee: To endorse Crawley u3a's support and commitment to the initiative

Background

We started a Pickleball group around a year ago and combined it with our existing Tennis group. We now have a group of 8 members who combine playing Pickleball and Tennis on a Thursday morning at Maidenbower, weather permitting.

More members have shown interest in playing Pickleball but have been discouraged because of the uncertainty of outdoor play. I have therefore been researching the potential of an indoor alternative. The opportunity is limited, because you need a space the size equivalent to accommodating three badminton courts. The Secondary schools have the capacity, but this would limit access to evenings and weekends, but the demand for these spaces is high and all for them are currently booked up.

The Leisure Centres are taking up the opportunity with Horley, East Grinstead and Broadbridge Heath now including Pickleball within their Senior activity programmes, but K2 are not.

This means that there is very limited opportunity to play pickleball within the Crawley area.

Crawley Lawn Tennis Club (CLTC) approached me, as we were the only Pickleball activity operating in area. I facilitated an introductory session for their committee in their dome, which covers three tennis courts.

CLTC are looking for ways to increase their membership and potentially diversify what they offer.

Proposal

They have now come back with the following collaborative offer, to launch a community initiative to play Pickleball, once a week within their Dome area, with the Crawley u3a as the community partner.

The sessions will be facilitated, run, and administered by CLTC, so would not be a formal u3a activity group, but u3a members would have the same access as CLTC members. This means, to access any session the person will have to be either a member of CLTC or Crawley u3a.

To cover insurance requirements, Crawley u3a members would have to become temporary members of CLTC, but there would be no additional charge for this to meet Third Age Trust requirement of not requiring members to have to join and pay a subscription to another body for them to access a u3a supported activity.

The cost for each attendee will be £5 for each two-hour session. The weekly timing of the sessions is still under discussion. As a comparison Horley Leisure Centre charge £4 for an equivalent session lasting one and half hours.

Benefits

- Raises the profile of Crawley u3a within the community.
- Provides our members with an opportunity to develop a new active pastime.
- As the collaboration is limited to the u3a and CLTC then any members of the public wanting to join in would have to become a member of either the CLTC (£350 pa) or join us (£16 pa), therefore creating a potential for increasing our Membership numbers.

Commitment

Our commitments would be:

- Actively support the initiative within all our community engagements.
- Market the initiative to both our Membership and around the wider u3a network.

Recommendation: The Committee is asked to endorse Crawley u3a's support and commitment to the initiative

Agenda Item 7: Trustee Calendar Update

Action for Committee: To respond to questions in green below

1. Events for 2024

See **Events** sheet in the **Trustees Calendar** for latest status

Note that the Groups Coordinator and Treasurer are now joint Lead Trustees for Group Leader Meetings.

(a) Amendment to Group Leader meetings for Summer & Autumn Term

By switching these meetings to St Pauls Canteen (Room 5) we can:

- Avoid having to delay the start of the meetings until 11:00 am (which we would have to do if held on the 3rd Tuesday morning of the month, the only slot when there are no groups taking place).
- Save on costs

So now we have:

Tuesday 18th June Booking Time 9:30 – 12:00, meeting starts 10:00

Tuesday 15th October Booking Time 9:30 – 12:00, meeting starts 10:00 but NOT YET FULLY CONFIRMED as St Pauls does not officially take bookings or confirm costs beyond August 2024 until July, but they will hold this slot.

If these changes are formally approved by the Committee then the previous Friary bookings for these events will be cancelled.

Does the Committee approve these amendments?

(b) Refreshments for GL meetings

We agreed to serve cakes, rather than the standard biscuits, as a form of thank-you to the GLs. Tilgate cakes are now considered too expensive, so M&S sliced up cakes were served instead at the recent GL 5th February meeting.

Shall we continue with the M&S cake policy for future GL meetings?

2. Future Committee Meeting Topics

There is now nothing scheduled for April 10th Committee Meeting. The Secretary is away from 4th to 18th April so will not be attending.

Does the Committee wish to use this meeting as an opportunity for more informal discussion?

For May 8th meeting we have:

8th May	Risk Management/Contingency Planning	Chair
	Statistics & performance measures for Annual Report (2)	Sec
	Documentation of Renewal Process	Members

3. Events and Meetings taking place before next Committee Meeting 10th April

None. The next Friary Monthly Talk “Becoming a Famous Author” by Martin Lloyd, does not take place until April 12th.

Agenda Item 8: Complaints Policy Update

Action for the Committee: To approve suggested changes

Crawley u3a Complaints Procedure

Annotations to the version approved by the Committee 15th Dec 2022 shown in **red**. Text in purple indicates the Treasurer's proposed alternative phrasing for the immediately preceding text now struck through.

Complaints – responsibilities of the committee

In any organisation, complaints will occur from time to time, and it is important that members know where to turn for help, advice, and support, so that, whatever the issue, it can be dealt with quickly, objectively, and appropriately. In general, complaints will ultimately be directed upwards to the committee of Crawley U3A. This may include complaints from members about an issue that has **arisen with another member**, or complaints directed by an external organisation or individual. **In each scenario the committee will expect complainants, or those receiving the complaint, to record a clear account of the actions and circumstances underpinning the complaint as soon as possible. If a complaint arises during a group activity, then the Group Leader should be informed as soon as possible, unless the circumstances suggest that the issue should be brought to the direct attention of the Groups Coordinator. Many complaints will, of course, be of a minor order, such as , say, the low/high temperature in a venue, and these can, with diplomacy, be resolved on the spot with little fuss..**

Any members who experience anything which they believe contravenes the Members Code of Conduct, the Equality, Diversity & Inclusion Policy, or with which they are not happy should speak first informally with the relevant Group Leader or Event Organiser. Only if this fails to resolve the matter should this formal complaints' policy be followed.

Depending on the nature and source of the complaint, the committee will decide as to how best to approach reaching a resolution.

In dealing with complaints, the U3A committee will ensure that:

- All actions will be documented.
- Complaints will be dealt with quickly and fairly.
- The U3A committee will try to de-escalate the situation and settle issues without having to resort to formal action, where possible.
- Confidentiality will be maintained. For more serious complaints, the committee may need to liaise with and share information with the Third Age Trust. This will not constitute a data breach due to Crawley U3A's membership of and affiliation to the Trust.
- Decisions made will be based on the facts and evidence gathered.

Informal process

In most cases, it is hoped that complaints can be dealt with informally as detailed below:

- Depending on what the issue is, a decision should be taken as to who the best person is to lead on attempting to resolve the situation informally. If an issue has arisen between two members in a group, then the group leader may be the best person supported by the Groups' Coordinator, if felt appropriate. For issues involving committee members it will be best for another committee member to attempt to mediate and try to find a solution. The initial stage requires checking with the party raising the concern as to whether s/he is willing to accept an informal outcome as opposed to going through a formal process.

- The person(s) identified to lead on the informal stage will hold an informal discussion with all relevant parties. The purpose of this would be to understand the problem and hear each party's views. The parties may decide to put their concerns or complaints in writing, and, for the sake of clarity, this is often helpful.
- If there are several people involved with the complaint – it may be deemed appropriate to speak with others mentioned so that as full a picture as possible is obtained.
- The purpose of the informal meetings will be to seek to summarise the situation with both parties, attempting to reach a mutually satisfactory outcome, agree any changes required to ensure that the situation does not happen again and clear the air.
- If it is felt that there is a case to answer but that nevertheless it is a minor issue, and all parties are willing to accept the agreed outcome then it should be made clear that there should be no repeat of the actions/behaviour and that no further action is necessary.
- If, however, it is felt by the person(s) leading on the informal stage, that the situation warrants a more formal approach or a specific course of action e.g., exclusion from an interest group; or if the person raising the complaint wishes to lodge a formal complaint, the matter should be referred, in writing, to the Chair of Crawley U3A Committee stating that this is a formal complaint. This will include a summary of the complaint, any steps already taken to deal with the issue and any action that the parties involved consider necessary to resolve it.

Formal process

Where someone wishes to raise a formal complaint, s/he will be asked to put the complaint in writing providing as much information as is relevant and giving specific dates and times – where possible. ~~They may also seek to provide the details of the complaint in a conversation with the Chair or Secretary of the u3a committee.~~ Or alternatively, they can make a verbal complaint through a conversation with the Chair or Secretary of the u3a committee, this conversation will need to cover the nature and details of the complaint.

The complainant should also be asked what outcome they are hoping to achieve by making the complaint, for example, whether they would be prepared to accept an apology. **The Chair or Secretary will point out to** the complainant that whilst their desired outcome forms part of their complaint, this will not necessarily affect the determination.

The committee **may** appoint a Trustee who acts as the designated Trustee for managing complaints. The committee may also contact the Third Age Trust and request support from the Regional Trustee, a Trust volunteer and/or National Office staff, in which case the committee will inform the complainant that additional support has been requested and the reasons why.

A letter or email will be sent to the complainant confirming receipt of the complaint and the following procedure will be set in motion.

The Chair will appoint either one or two people to lead on the investigation. This **may entail** gathering information and conducting interviews related to the complaint. The person(s) against whom the complaint has been made will be informed about the basis of the complaint. This will include the letter of complaint and any supporting documentation or other member statements. The result of these investigations must not be disclosed to any other Trustees at this stage, in order not to prejudice any appeal.

The Chair will appoint a subcommittee of three committee members to hear the complaint.

The timetable for the date of the meeting to hear the complaint will be short, within 14 days. The subcommittee will then consider the matter, consider any mitigating circumstances, and agree what action to take. This could include, for example, a change of procedures, a change of venue for monthly meetings or whatever outcome is deemed the most appropriate solution.

Decision

The subcommittee decision will be communicated in writing to both the member or Trustee who raised the complaint and the member or Trustee against whom the complaint has been made. Both parties will be informed as to the outcome of the investigation in respect of whether the complaint has been upheld or not upheld.

If the complaint has been upheld, the letter will also specify what action will be taken as a result.

Right of appeal

A right of appeal should be offered providing it is lodged within a 7-day period from the date of the subcommittee decision being provided to the complainant and the member or Trustee against whom the complaint has been made. The appeal needs to be lodged in the form of a written representation for the committee to consider. An appeal can be lodged either by the person who made the complaint or by the person against whom the complaint has been made.

The appeal can include a request for a right of reply as well as written representations.

For the appeal, the Chair will convene a meeting of three Trustees (including him/herself). This should not include those who were involved in the initial investigation.

The person raising the appeal will be offered a right of reply. If s/he wishes to take this up then s/he will be asked to attend a meeting with the appeal panel. Where the right of reply involves the member or Trustee against whom the complaint has been made, s/he will be offered the option to attend with a companion who may also speak in a personal capacity.

The whole issue will be summarised and the person making the appeal will be given the opportunity to speak. The appeal panel will review the decision based only on the facts included in the original hearing, consider any mitigating circumstances, and then make a final decision, which must be communicated in writing to both parties.

Agenda Item 9: Committee Aims for 2024 (2)

Action for the Committee: To feedback with any suggested changes

Much of the content of this paper was circulated at the beginning of the year and has not received the depth of comment hoped for. I had noted that we needed to take some time to formulate and articulate our aims and targets for the coming 12 months and this paper now lays out some concrete, if uncontroversial, proposals

I repeat the view that set against the pillars of Continuity and Change **Crawley u3a's principal aims are the continuing maintenance of its resilience and effectiveness, accompanied by a firm accent on actions which promote its growth and development.** If we were to articulate a vision, we would see ourselves as a valuable community asset which will continue to offer high quality learning and leisure activities, and companionship, for those no longer in employment.

In setting out a list of aims below I bear in mind that the officers of the committee will continue to pursue their prime duties of ensuring that Crawley u3a remains both legally compliant and financially sound, by fulfilling the terms laid out in the description of their agreed roles.

(A)	Growth and Development of Crawley u3a	
1	Number of Members	
	(a)	A target of 660 members (including Associates) to be recruited by March 2025 (the u3a census cut off). (Chair, Vice Chair, Communications Coordinator)
	(b)	90% of new members joining in the 12 months to end August 2024 to renew their membership for 2024/25, with an attempt made to ascertain the reasons behind any new members not renewing. (Chair, Members' Coordinator)
2	Number of Groups	
	(a)	Increasing the number of Groups by the higher of: <ul style="list-style-type: none">• Six (with at least one in each of the two main categories (i) hired room based and (ii) outings, physical activities, and special interest).• The number necessary to maintain the ratio of Members to Groups at the level it was at the end of 2022/23. (Groups Coordinator)
	(b)	Seek to develop innovative new formats for Groups (Chair, Vice Chair)

3	Number of Trustees & Volunteers	
	(a)	Fill the two vacant Trustees posts and recruit a replacement Speaker/Trips organiser(s) by or at the 2024 AGM. (Chair, Vice Chair)
	(b)	Recruit volunteers to act on Task Groups for the Summer Event, Open Day, and Christmas Party. (Chair, Vice Chair)
4	Enhance the local profile of Crawley u3a	
	(a)	Organise a programme of engagements with community bodies, and other publicity events, where we will market the values and benefits of membership of Crawley u3a. (Chair, Groups Coordinator)
	(b)	Look at ways in which Groups can form mutually beneficial partnerships with community-based organisations operating similar activities (Chair, Communications Coordinator)
5	All Member Events	
	<p>Consult with members on their preferences in terms of all member events (such as coffee mornings and the Christmas party) and will seek to improve the quality of these events.</p> <p><i>Is this a sensible aim in the absence of an Events Coordinator (existing Trustees have plenty to do on the other aims), and if/when we do recruit a new Events Coordinator they might wish to conduct such a survey themselves</i></p> <p>(Events Coordinator)</p>	

(B)	Resilience & Effectiveness of Crawley u3a	
6	Trustees	
	Make serving on the Committee less intimidating, and prevent loss of knowledge when Trustees cease to act (especially if there is no prior warning):	
	(a)	Maintaining the Trustees Tasks List so all Trustees are aware of what other Trustees do, and that the key tasks undertaken by Trustee Roles currently vacant are temporarily assigned to other Trustees. (Secretary)
	(b)	Ensuring that two people (whether Trustees or Support roles) have Administrative access to Beacon and the website system. (Secretary)
	(c)	Developing a file sharing system so that key working files (Trustees Tasks List, Trustees Calendar, Accounting System, Groups Information etc) can be accessed by all Trustees. (Systems Coordinator)

7	Improvement and Documentation of Processes	
	(a)	<p>Improving the processes for:</p> <ul style="list-style-type: none"> Recruiting new members at the Open Day and other events Documenting the membership renewal and related processes <p>(Members' Coordinator)</p>
	(b)	<p>Producing an Events Guidance</p> <p>(Secretary, Communications Coordinator)</p>
	(c)	<p>Review the option of members paying membership fees by card so that it can be implemented fairly quickly should the need arise;</p> <p>(Treasurer)</p>
8	Group Leaders	
	(a)	<p>Encouraging Group Leaders (GLs) to appoint deputies, to plan ahead for their succession and to encourage other Group members to share in the administrative and organisational tasks.</p> <p>(Groups Coordinator)</p>
	(b)	<p>Producing a comprehensive Groups Handbook with a checklist for GLs starting up a new Group.</p> <p>(Groups Coordinator)</p>
9	Venues	
		<p>Reduce our reliance on particular venues by seeking out new venues for existing and new Groups.</p> <p>(Treasurer, Groups Coordinator)</p>
10	Committee Meetings	
		<p>Try to reduce the numbers of formal Committee meetings and/or operational agenda items with a view to freeing up time for more strategic discussion.</p> <p>(Secretary, Chair)</p>

When progressing these aims, suitable strategies should follow, with committee members setting out effective ways to achieve their goals.

While a simple answer might be given to the 'how' question I would prefer each member to make their own suggestion.

Jim McGough, Chair 1st March 2024 / Margaret Lloyd Secretary 9th March

Agenda Item 10: Discussion on Events Matters

Action for the Committee: To agree next steps

1. The Celebration Event

It is proposed that we hold this in late August, a more convenient time this year than Spring for some Trustees and that it is used to advertise the Open Day on 13th September rather than to sign up new members (though we could sign up members too if the Committee agrees).

A good date is **Friday 30th August** because:

- Fridays are busy shopping days with a lot of footfall through Memorial Gardens
- It is three days before school term begins and four days after the August bank holiday, so most people will have returned from their holidays
- It is 2 weeks before the Open Day

An alternative is to try to fix a day on which an event is scheduled to take place in Crawley town centre (or elsewhere in the town?) and locate the event there.

2. The Christmas Party

It has been suggested that we improve this for members by:

- a) Holding it at a larger venue so that all members who wish to attend can do so – in which case we have to start researching venues now
- b) Holding two parties on different days at the Friary to accommodate all members who wish to attend (but this would be onerous on the volunteers and has the potential to be bureaucratically messy with members changing which date they wish to attend to be with their friends etc)
- c) Sticking with just one at the Friary, as for previous years.

Another change suggested is:

- Charging more and using this additional revenue to extend the event beyond 90 minutes and providing more in the way of entertainment (whether brought in or from within the u3a)

3. Draft Events Guidance

This was sent round to Trustees, the RUGS Administrator and the Assistant Groups Coordinator on 2nd March, requesting comments by End 11th March.

I have received comments back from most of those I sent it to now and hope to bring a list to Wednesday's meeting with the major changes, as well as the still outstanding components, to make within the next couple of weeks.

Jim McGough, Chair and Margaret Lloyd, Secretary 10th March