



MINUTES OF COMMITTEE MEETING – SOUTHBOURNE TENNIS CLUB
Monday, 18th November 2019 – 7pm

Present

Susie Grainger as Chair (SG), Daniel Light (DL), David Sanger (DS), Amanda Nagle (AN), Carolyn Day (CD), Andy King (AK), Colin Gilbey (CG), Amanda Nagle (AN).
(Plus initially Adam Spicer - invited by SG).

1. Apologies

No apologies given, all present.

2. Minutes of last meeting – 2nd September 2019 were approved.

3. Matters arising

- ~~SG to make a plea for further assistance/ maintenance coordinator at the AGM. (done)~~
- ~~DS/ SG to put together an application to the LTA for funding. (done)~~
- ~~DS to sell Table football table and organise a replacement. (done)~~
- ~~CG to put in place a procedure regarding use of the clubhouse television. (done)~~
- ~~CD to organise a debit card for the club. (done)~~
- ~~CD to investigate card readers for club use (done)~~
- ~~AN to investigate dates of various open days etc. which we could use for future marketing. (done)~~
- ~~AK to advertise the Christmas Party and invite attendees. (done)~~
- ~~DL to organise AGM administration issues (done)~~
- ~~DL to investigate whether Mem and Arts allows additional roles to assist the committee. (done)~~
- AN to investigate whether the Rotary club might support a defibrillator box outside the club. – AN will write a letter to the Rotary club.
- ~~CD to organise DL being a bank signatory. (done)~~

Item 4. Chair Person's Report

Chairpersons report to Committee 18 November 2019

1. Web site

Firstly I wanted to record my sincere thanks to Adam Spicer for all the work that he has done so far to completely revise the web site. As you will all no doubt be aware this is a dynamic area of the club which will constantly need to be revised ,updated and corrected to ensure that it is as user friendly as possible.

Adam has kindly offered to give us a 30 minute input on how to make more effective use of it. One of the local marketing consultants whom I have met with on a few occasions has also given me his feedback (free) and this has provided another helpful perspective on how a member of the public might respond to the site.

2. AGM issues to follow up: Charitable status, Padel court, Maintenance Co-ordinator, sinking fund, sponsorship

2.1 Charitable status

You will all have received the welcome pack from the Charity Commission suggesting that we use the first six months to really get to understand our roles and responsibilities. I suggest that we dedicate the first thirty minutes of our next meeting to review our individual responses to this to start this process off. We also need to inform them that Peter Richardson has resigned and been replaced by Amanda following the AGM.

ACTION: Dan to design agenda accordingly

2.2 Padel Court

Geoff West, Jackie Barker and Henry Mckeown have indicated their interest in getting involved with this. I have also had outline discussions with Ist Surface a company who are building padel courts about the likely costs if we use the existing mini court. In addition to this Tom Murray at the LTA has recently been appointed Head of Panel at the LTA and the suggestion is that they may be looking to fund padel courts.

ACTION: formally establish the membership of the Padel Court Team and confirm that their role is to produce a feasibility study including identifying potential funding streams, any planning permissions required etc

2.3 Maintenance Co-ordinator

At the time of writing this role remains unfilled which is becoming more of a serious issue. In the interim Peter Richardson has provided a list of the contractors that we have used so far.

I am wondering if we change the language to '**clubhouse and grounds team leader**' we might get a better response and whether or not the members

experience working group could morph itself into taking responsibility for this crucial area of work ?

I have also drafted a set of guidelines for us to ratify as follows:

*unless we are using an 'approved contractor' we should get at least two quotes work cannot be ordered without consultation with either the Chairperson or Maintenance Co-ordinator(MC) unless it is less than £100
all works above £100 will be subject to approval by the Committee at the next meeting of if urgent via email
the Treasurer should be contacted to ensure that there are adequate funds in place
the MC should arrange to meet the contractor on site to ensure that the work is carried out to an acceptable standard*

ACTION: Committee to formally approve the document

2.4 Sinking fund guidelines

I recently circulated the LTA document for your information to assist us in developing a policy for STC. Not only is this good practice it will also ensure continuity for the future if and when the Treasurer changes. I would like to propose that the current Treasurer drafts a document for our approval at the next meeting.

ACTION: Treasurer to write a draft for discussion.

2.5 Sponsorship

You will remember that at the AGM I reported that following my meeting with a local company I drafted an outline document for discussion with potential sponsors . Colin suggested that it would benefit from being expanded somewhat before we use it elsewhere.

Options available for potential sponsorship DRAFT

Thank you for your interest in supporting Southbourne Tennis Club to maintain, and where possible, extend and improve our programme and facilities. As a club we operate within very narrow margins relying in the main on the income from membership fees so we are very grateful for any level of sponsorship that you are able to offer.

We aim to enable everyone who would like to play tennis the opportunity to do so and our current membership profile demonstrates our commitment to doing so. The weekly programme provides coaching for all ages and abilities, club sessions for different levels of skills and experience, the opportunity to represent the club in teams, both local and regional, alongside regular tournaments and competitions. We are an award winning tennis club which is recognised as the county's most inclusive club.

Options

Up grading of floodlights to LEDs.....	£10,000
Refurbishment of kitchen	£10,000
Company banners display around courts.....	£ 2000 p.a.
Development and delivery of marketing strategy.....	£ 2000
Support for inclusion programme e.g. DS Active.....	£ 1000
Purchase of external defibrillator.....	£ 650
Sponsorship of specific event.....	£ 200
Company logo on club clothing.....	£ 200
Printing of publicity leaflets.....	£ 200

Please note all the above costs are estimated amounts.

ACTION:Committee to comment and agree additions/alterations

However based on the draft we have received the following offer for your approval:

Sponsorship of specific event.....	£ 200
Company logo on club clothing.....	£ 200
Printing of publicity leaflets.....	£ 200

I would also be happy to pay & supply for one banner to be fitted around a court, this would read “Slades proudly sponsoring Southbourne Tennis Club” for one banner I would be willing to pay £250 pa – this would give you the option of inviting other businesses (apart from estate agents) to do the same and potentially increase revenue beyond £2000.00

ACTION: Committee to approve

3.Business Plan:review progress to date and agree forward actions

We officially signed off the business plan in March 2019. So I would like to suggest that we agenda an item for us to examine our progress to date and agree our priorities for 2020 at the next Committee meeting. However it is worth noting that progress has been made in several areas so far:

Financial Management

Objective 3 Develop relationships and seek funding from partners and sponsor
An application has been submitted to Dorset LTA, Sponsorship offers have been made by one local company

Club Operations and Management

Objective 1 Complete the work to register the Club for charitable status

Achieved

Members Experience/Club Social Activities

Objective 1 Member Research

The establishment of the membership recruitment and retention alongside the members experience working groups enabled us to gather members views about how we could improve what we currently offer.

Objective 2 Revamp/refurbish the club house

Partially achieved due to insufficient funds being available
Objective 4 Review membership groups and payment terms
Achieved

Communication and marketing
Objective 3 update the web site
Achieved

There is clearly more to be done but it is important to remember that we are all volunteers and are involvement depends of how much time we are able to commit to our roles.

4.Dorset LTA club forum feedback

I recently attended the Dorset LTA club forum the theme of which was 'growing your members and players'. The main exercise was based around what does a good club look like alongside an introduction to the new publication 'A self service guide to growing club membership'. It was an extremely useful meeting partly due to the networking opportunities it provided to meet and talk through issues with other local clubs from which I gleaned a considerable amount of useful information.

Also Rob Peters the Participation Development Partner has agreed to come to the club to talk with Dave and I in more detail and if we feel it would be useful to come to a Committee meeting/special session to support us in growing our club membership.

They have completed some outline research based largely on BTM Membership information which includes the following

Details of your local competition within 10 and 20 mins

Profile of your existing members as tennis segments

Drive time analysis of your existing members

Postcode sectors of your potential 'lookalikes'

If you are interested there are more details available including the presentations that they delivered at the meeting.

ACTION: Dave and Susie to set a date to meet Rob (to help us with marketing).
CB agreed to be involved also.

Committee Thoughts

There was unanimous agreement to explore the Padel court and to do a feasibility study for this. CG volunteered to join this group.

In relation to SG proposals for maintenance work, the committee requested the words "approved contractor" be changed to "trusted supplier" and that the amount of £100 was insufficient, with £250 (all included) being a more appropriate figure.

Peter Storr was recommended as someone worth approaching to be 'clubhouse and grounds team lead'. Those that see him agreed to approach him about this.
Action (all).

Regarding Slades offer of sponsorship this was well received. Ongoing Sponsorship (annual) was considered very attractive. Some extra clarification regarding Slades offer to put a banner around a court to clarify if this is just one court, or three. It was agreed SG could offer 3 courts for £500 p.a. as this would allow us to still advertise 3 further courts.

It was also suggested that we could charge for sponsoring the club championships including the sponsorship boards.

Action: SG to go back to Slades to discuss further.

Rate Relief: As a charity we no longer have 100% rate relief, but we can apply for it on a voluntary basis. SG provided DL the paperwork to apply for this.

Action DL

Item 5 – TREASURERS REPORT

SOUTHBOURNE TENNIS CLUB

TREASURERS REPORT for committee meeting on 18/11/19

Payments made during Sept and Oct over £150 are as follows:

Dave Sanger Ltd - Sept Invoice	£663.82
Dave Sanger Ltd - Aug Invoice	£716.51
Tennis Balls - Disability Programme	£359.94
Tennis Balls - Oct	£238.80
Engie Power - Electricity Oct	£344.26
Engie Power - Electricity Sept	£173.33
BT - quarterly invoice	£188.59

Expenditure for the 7 months to 31/10/2019:

Please see attached a Summary of Receipts and Payments for the period together with two schedules of variances - from last year and from this year's budget.

Major Variances

Membership - Fees are £661 above budget and £1592 above last year for the 7 months

Disability Programme - All timing diffs. Should be self funded.

Fund Raising - this represents the final payment received of £1250 from the Tesco scheme. £640 of this has been allocated to Disability tennis balls with the balance for promotional costs.

Repairs - Low spend to date but costs still to be charged for repairs to lights.

Exceptional item - Receipt of £1406 in early August from Water2Business. This is the company we pay the water rates to and is a refund of overpayments in prior periods.

Full Year Projection

This is based on the actual results for 7 months and the budget for 5 months (adjusted for known variances).

Currently we are predicting a shortfall in club funds of £2469 for the year but after allowing for the transfer of £10k to the sinking fund.

This is very similar to last years result.

Committee Thoughts

Discussion regarding the flood lights as there are several bulbs out. CB advised these really could do with fixing before 3rd December, as there are matches being played.

CG agreed to liaise with the electrician about getting the 4 or 5 that are not working fixed. He also agreed to conduct a feasibility study into the options for changing these, as it is felt LED's are the way forward, but there are many options, and we are not yet aware of costs.

While on lights, DS asked for committees approval to change the whole club house light for LED's, much like we did with the meeting room section, DL agreed to look at cost/ benefits of this.

CD has looked into card readers for the club and there are two main options. The lower cost option, costing £36 upfront, needs to connect up via a mobile phone. The more expensive option, £80 upfront, does not need to connect via a mobile app. It was agreed that as there are likely to be various users, avoiding the need for a mobile app is preferable, so the committee agreed to the more expensive option.

It is also recognised that there are transaction charges, circa 1.7% for using the reader.

CD raised the issue of gift aid, which we are now able to make use of. DL and CD agreed to meet to discuss this.

CD also asked if we have a copy of Martyns accounts without draft across them. DL agreed to contact Martyn.

Item 6 – COACHING REPORT

Coach report 11th November 2019

Review of data:	-2017	-2018	-2019	-2020
• Adult members	176	162	168	157
• Junior/Student members	56	58	64	73
• Mini members coaching	112	111	114	107
Total	344	331	346	292
• Junior Coaching Groups	20	21	21	21
• Individual Coaching members	50	50	50	50
• Individual Coaching non	8	8	8	6
• Group Coaching Adults	40	40	40	40
Total	118	119	117	116
• Disability Members	52	52	52	52
• Disability Community/Sch	50	50	74	76
• Schools Primary/Sec	60	60	65	65
Total	162	162	167	169

- **Attendance at junior Members Session**

Junior membership going well but been quieter due to weather

- **Attendance at Girls Members & P&P Session**

Recommences September with Liana as coach good numbers and 6 new members this year

- **Attendance at Mini/Junior coaching programme**

*Good sign up about 7 players down

*New TFK session planned for end of April.

- **Attendance at Adult coaching programme**

*Intermediate coaching session on a Monday at 7pm for an hour and a half with around 6-8 attending.

*Beginner Session on Wednesday evening 7.15-8.15pm has 6-8 players.

*Thursday Beginner/Improver adult morning coaching about 12 players is going really well.

*Additional adult coaching will be added on demand and subject to availability.

- **Schools & Community programme**

GBTW

*After school sessions set up at St Peters, St Kath's, Christchurch J, and Priory.

Disability programme

*Session with Lifeskills Christchurch ran for 14 young adults with Autism.

*Taster session set up at Portfield school for children with Autism ages 6-14 yrs old Friday 20th September went well.

*Victoria Education Centre coaching weekly 8 participants.

*Down Syndrome (DS) Active Sessions Sat 11.30am-12.25pm 6 participants each week. Advertising through Longfleet Football and Linwood school and DS Active.

*Southbourne wheelchair session every Tuesday and Thursday has 3/4 people taking part. [Players visited Lucy Shuker Paralympion at her training session.](#)

*DS Active session start time is 11.30am and Learning disability session start time is Sat 2.30pm for an hour each, could do with more helpers if anyone has a spare hour.

Finance – Disability funding for 2019 Tennis Foundation for Jan-Dec 2019 is £5060.

We have received £2000 from Primrose Fund for wheelchair, day centres and DS active session development of the disability program.

***£500 from Local Giving.**

More help with funding applications and ideas would be appreciated.

Competition programme

Southbourne Open Tournament review.

Club Championships went well

Ralph Beatty Competition Friday morning event TBA

Social programme

Xmas Party for DS/Minis/LD on Sat 14th Dec 11.30-3.30pm Juniors Mon 16th

Dec 6-7.30pm

- **Web site and marketing**

We have over Facebook also doing well and we have 657 'likes'. All the coaches are updating Facebook almost daily.. Matt is working on Twitter and putting regular tweets on.

- **What is working well?**

Disability work still expanding. Everything seems to be running very well at the moment with the schools and disability programme continuing to expand.

Schools marketing is going well as can be seen increased attendance.

All club and coached morning sessions very busy.

- **What could be improved?**

Targeted marketing – work with companies – volunteering – covering the mini court / padel court £30K / court 7- funding

- **Annual Calendar for year** Up to date currently. To be reviewed and updated each month.

- **Action / Talking points**

Xmas Parties for DS/Minis/LD/Juniors

Bright Ideas Fundraising 2020

Floodlights

Clubhouse lights

Security Cameras

Chiropractic College Evening Talk

New court chairs

LTA Coach Forum Fri 15th Nov 10am-2pm / LTA Disability coordinator meeting Mon 18th Nov 10am

Club Champs boards to be updated

Rotary Meeting and use of funding – Outside box for defibrillator

Ray new beginner group Sunday evening, would like to offer a free racket in the coaching cost, club support. Dorset LTA funding???? Clubhouse seating.

Membership action group – looking into new member offers & discounts, Winter membership, marketing- free trial sessions/bring a friend, discounted membership for beginners / no joining fee / Discount at renewals / under 30's membership / monthly direct debit

- **Extras**

Carpet cleaning / kitchen & Decoration / (back doors £) / New nets / LED lighting / Front door code

Committee Thoughts

DS raised the question of whether the committee can support changing all of the clubhouse internal lights for LED's. It is felt this will bring an improved environment as the LED's are much nicer and will lower running costs. DL/ DS agreed to meet to discuss so DL can work out the impact of the lower running costs.

Regarding the Chiropractic presentation, it was felt that having a daytime session, after one of the morning club sessions might work well. DS agreed to ask the Chiropractors if there is any availability for this.

We also need some replacement chairs for the courts, the benches have worn out.

Action: CD agreed to shop around for these.

Item 7 - SOCIAL SECRETARY'S REPORT

Events held since last Committee Meeting:

- **Ladies' Fun Tournament – Organised by Celia Barron**
Fellow committee member, Celia Barron, held a very successful Ladies' Fun Tournament, in support of Macmillan Cancer Care, back in September. An amazing £80 was raised by all those who took part. A big thank you to Celia for organising this event and congratulations on the amount of money raised.
- **Club Championship Finals Day**
Despite the wet and windy weather at the start of the day, we were able to get all matches completed successfully! A good number of people watching, in addition to those taking part. Thank you to Matt and Zoltan for planning the day's schedule and organising the medals. Also, thank you to those members who helped in the kitchen throughout the day.
- **Tournaments – Grade 5 Mens and Junior Singles**
- **Southbourne Tennis Club AGM**
Thank you to Sarah Stout and Amanda Nagle for their help with the refreshments.

Future Events:

- **Adult Members Christmas Party – Saturday 7th December**
I have confirmed both final numbers and arrangements with the hotel. 93 people attending in total. A special note of thanks to Colin Gilbey for all his help with deposit and balance payments and to Dave and Matt Sanger for their help with organising the seating plan.
- **Disability Group Christmas Party - Saturday 14th December**
- **Mini Tennis Christmas Party – Saturday 14th December**
- **Junior Christmas Party - Monday 16th December**
- **Quiz Night?**
Carolyn Day has mentioned about organising another quiz night for possibly sometime in January/February, although this is yet to be confirmed.

Action Plan:

- Continue to work on a programme of social events to be held throughout the year
- Provide catering support to ensure the kitchen is operational for all future tournaments and events

- Continue to monitor and review prices of food and drink items sold in the kitchen for tournaments and other events. I have started with a small increase for some items of between 50p and £1.00
- Contactless card payments (I understand Carolyn has been looking into this?)
- Work at ways to encourage more members to volunteer and help with tasks around the club
- Work with Amanda on advertising/promotional ideas for the club

Committee Thoughts

Committee discussed AK's report, cross referencing with the discussion earlier on contactless payment systems.

AK's plans all agreed.

Item 8 – SECRETARY’S REPORT

- AGM minutes – SG and DL to sign off
- 2020 Calendar – Do we have? Meeting dates need agreeing
- Charities Commission – I have created a website log in and updated records, adding Amanda and removing Peter Richardson as trustees and replacing John Grainger as contact.
- Companies House – I have updated records to reflect AN replacing PR
- Companies House – Persons of significant control (Currently Susie only)

Committee Thoughts

AGM minutes were agreed and signed off by DL and SG. Club membership needs to approve these at the next AGM.

DS will distribute a calendar of events.

CD and DL agreed to meet and discuss the Persons of significant control.

Item 9 – MEMBERSHIP SECRETARY’S REPORT

Membership Status Report

Membership Group	Members as at 31/10/19	New Members this month	Members as at 30/11/19
Adult	89		89
Country	10		10
Family	4		4
Over 65's	58	Brian Povey rejoined, M. Kusters cancelled membership	58
Students	1		1
Juniors	61	Dan Nicholas	62
Girls Friday Club	8		8
Totals	227		228

CG talked us through the figures, which are a slight improvement on this time last year. Unfortunately despite 47 emails etc. to interested parties, the Littledown fun day has not as yet bought any new members.

Committee Thoughts

DS mentioned that he felt that, at renewal, the membership code for the doors should be changed, and re-joining members provided with a new one. CG agreed to try and remember this with DS.

Item 10 - MATCH SECRETARY REPORT

Matches commenced at beginning of October so not a lot to report yet. 12 matches already played with varied results. 5 postponed, but, surprisingly enough, only 3 of those due to poor weather. I will continue with match reports for the website at the end of the month.

I will be attending Dorset LTA AGM at end of month.

Safeguarding

Attended 'Time To Listen' course on Weds 13th Nov. This course is a compulsory requirement by the LTA but really wasn't particularly beneficial; a lot of repetition from previous courses, but I will bring a few points to meeting.

Committee Thoughts

CB gave her safeguarding discussion about how it works at the club, talking us through section by section.

It is CB's responsibility to make it a safe environment for children and vulnerable adults.

CB had a few thoughts on things we could improve and AN agreed to become the deputy safeguarding officer. AN is a GP and already does this in her work.

Item 11 – MAINTENANCE & H&S REPORT

Maintenance, Health & Safety Reports

SG advised there is still nobody agreeing to act as Maintenance co-ordinator. There is a team of people in place that do most of the required work, we just need someone to co-ordinate. Committee agreed to promote this role with people we come across who might be able to help.

It was agreed that Peter Storr would be approached as he may be willing to help.

A H&S has been produced by Paul Woods. Some of the issues on it are still to be dealt with.

Committee Thoughts

All agreed that asking Peter Storr if he is interested in helping makes sense.

Item 13 – VICE CHAIRPERSONS REPORT

Vice-Chairperson's Report

Advertising in Local Magazine

You should all have received my email sent in early October regarding quotes for advertising in a local magazine. The quotes are listed below as a reminder. From the feedback it seems as though half page would be the favoured size (certainly no less than quarter page) and possibly the deal with the Southbourne Link (£165 for a half page advert for three consecutive months, as well as a free half page editorial during one month) would be a good option to maximise the impact depending on available funds. They also agreed to giving us 20% off the usual price.

My feeling is that it would be preferable to advertise April/May/June or May/June/July.

It would be great if we could vote on a decision at the committee meeting as I will need to contact them well in advance to get this agreed if the committee decides to go ahead.

Southbourne Eye

Full page - £155 +VAT

Half page - £90 +VAT

Quarter page - £55 + VAT

Eighth page - £32 + VAT

Christchurch Eye (a little more expensive)

Full page - £165 + VAT

Half page - £95 + VAT

Quarter page - £60 + VAT

Eighth page - £35 + VAT

Southbourne Link

Full page £105 + VAT

Half page £60 + VAT

Quarter page - £40 + VAT

Community Events to plan for 2020

Littledown family fun day is on 27th July 2020 – when should we reserve a space?

I can't find anything online about dates/how to register for 2020 yet for Southbourne Revival Festival or the BIC fitness festival

I have researched online for other events going on locally but have struggled to find anything else but I will keep looking.

Committee Thoughts

Committee discussed the various options and agreed the £165 + vat Southbourne Link deal, with a preference for March/ April/May or May/ June/ July depending on when they come out. It was also felt that having the editorial at the end of this would be best.

AK felt he had an advert which could be used for it and will send it around for input.

DS mentioned that we need to be posting onto SOBO facebook site frequently – AN agreed to look into it.

Agreed we will do the Littledown family fun day again.

AN suggested a letter box drop and putting some posters up in libraries etc. This was agreed.

AOB

GM mentioned the Honors Board – We are running out of space, as it is there is only room for 8 more years. CG agreed to look into options for this.

DL mentioned that perhaps the honors board is a good annual sponsorship opportunity (E.g. sponsored by Slades). SG agreed to take this thought away and might throw it into the mix in current sponsorship discussions.

Hand Dryers in the ladies are faulty. A fix will be looked into.

The wasp nest in the grounds – DS advised that Paul Woods is dealing with this as his son is a pest control person.

Next meeting: Committee Meeting 20/01/2020

Action points from the meeting

- AN to write to the Rotary Club regarding whether they will support a defibrillator box outside of the club.
- DL to design January Agenda to include 30 minutes to review our responsibilities and roles in light of charitable status.
- CD to draft a guide for how our sinking fund should be used.
- SG to go back to Slades to discuss sponsorship further.
- DS/SG/ CB to arrange a meeting with Rob (?) re: Marketing.
- CG to commence a feasibility study into LED Floodlights
- DL to claim rate relief from the council.
- All – to approach Peter Storr about Maintenance Coordinator Role (if we see him).
- DL/ CD to meet to discuss gift aid, accounts, and Persons of significant control.
- CD to organise the card reader.
- DL to work out cost implications of changing clubhouse lights to LED.
- CD to shop around for plastic chairs for courtside.
- DS/ DL to distribute Calendar of events
- CG to review options for the club honours board.