

# HACKNEY CITY TENNIS CLUBS LIMITED

## BOARD OF DIRECTORS

### MINUTE OF BOARD MEETING HELD ON TUESDAY 19th APRIL 2017

**Present:**

**Directors:** Howard Bennett (Acting Chair); Maurine Lewin; David Smith; Alison Hunter

**In Attendance:** Christian Coombs (Head Coach and Acting Director of Tennis); Kara Day (Operations Manager, Minutes)

Item		Action
1	<b>Apologies for Absence</b> Matheus Riolfi, Francesco Caselli, David Harrison	
2	<b>Revised Minutes of meeting held on 15 February &amp; Minutes of meeting held on 21<sup>st</sup> March</b> The revised Minutes of the Board meeting held on 15 <sup>th</sup> February were approved as a true record and the minutes of the Board meeting held on 21 <sup>st</sup> March were approved as a true record.	
3	<b>Approval of Financial Procedures Manual</b> Financial procedures to be reviewed and approved by email.  <b>Actions: Management team to send agreed amendments for the financial procedures manual to the board.</b>	CC
4	<b>Approval of Systems Audit Report Recommendations</b> Finance and systems report review is approved for publishing subject to financial procedures being approved and finalised.	
5	<b>Management Team Update</b>  <b>Openplay</b> court booking system is now fully active across venues – course bookings still largely on booking bug. Main reasons for courses not moving over yet were that the management team was not confident prior to launch that some of the niggling issues with the women's team training and court bookings wouldn't happen with the courses. With over 100 courses to launch that would have opened us up to a lot of potential issues. Delaying also allows time for some fixes specific to courses that have been requested of Openplay. Eg. Wanting to categorise courses for user and administrative benefit. This and other issues are on the Openplay workstack. Meetings set in the next week to understand how these developments are progressing. The coach app is another element the Management Team wants to see working before switching over. Plan is to test before half term. We will trial summer holidays on the new system.  Court booking system implementation – main areas of customer concern have been around booking 2 hours in a row and having a 7-day view – these are both in play and we expect by Friday week these will be sorted out.  Regular weekly calls are planned with OpenPlay.  <b>Xero</b> – some challenges in finding new ways to manage operations that Xero handles differently or doesn't have a specific feature for.	

	<p>Implementing new Xero features in a staged way allowing us to benefit from time saving features while being clear on the new ways of operating. Identifying priorities and working through them. Need to use this term to gain a really strong understanding of how we can get the most from Openplay and Xero.</p> <p>Website – up and running, additional new photography is needed. Privacy policy needs updating, currently looking at web developers generic version and one provided by Peninsula.</p> <p><b>Action: Send Peninsula version of Privacy Policy to Maurine to review.</b></p>	CC
6	<p><b>EGM Planning</b>  Alongside the call to pass the new M&amp;AA, Howard to give a brief outline of progress to date, what we've done and achieved, outline the current situation with a potential tender and the risks if another provider were to win a tender.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>HB to send old M&amp;AA to Alison. Check quorum number.</b></li> <li>• <b>HB to write some notes and circulate ahead of the meeting.</b></li> </ul>	HB HB
7	<p><b>AOB</b></p> <p>Bins – Justine has been in touch with the parks manager, still waiting on confirmation that they will empty bins over the summer.</p> <p>Doors – rear door door release system is now installed.</p> <p>Concerns over Peninsula's service. Agreed that HT needs a HR support/provider, suggested that we look around and review other potential providers in the future.</p> <p>CCTV – HT is now registered and compliant with the ICO.</p> <p>Permission for photography is built into the terms and conditions of those on courses and in squads.</p> <p>Health &amp; Safety audit, lone worker policy and data protection –the procedures for lone workers to sit alongside the lone worker policy in a single document. Update on health &amp; safety and lone worker policy/procedure required for the next meeting.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <b>Justine to draft/update policies, Christian to review and feed back to the board.</b></li> </ul>	JH/CC
8	<p><b>Next meeting</b>  Tuesday 16 May</p> <p>Future dates:  Wednesday 21 June</p>	