

HACKNEY CITY TENNIS CLUBS LIMITED

BOARD OF DIRECTORS

MINUTE OF BOARD MEETING HELD ON TUESDAY 16th MAY 2017

Present:

Directors: Howard Bennett (Acting Chair); David Smith; Alison Hunter, Francesco Caselli

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

Item		Action
1	Apologies for Absence Matheus Riolfi, David Harrison, Maurine Lewin	
2	Conflicts of Interest Several directors declared potential conflicts of interest. The other directors each voted on whether the respective potential conflict should be authorised and all were authorised unanimously by those entitled to vote. <ul style="list-style-type: none">Howard Bennett declared that his wife is an employee of Hackney Tennis, and that his son plays in the Men's team.Alison Hunter declared that Christian Coombs coaches her children, and that her children are in performance programme.Francesco declared that his children are coached by Christian Coombs and participate in the performance programme.David Smith declared that one of his children is in the performance programme and that he is an active men's team player. Directors not in attendance to declare conflicts at the next meeting.	
3	Minutes of meeting held on 19 April The Minutes of the Board meeting held on 19 th April were approved as a true record.	
4	Approval of Financial Procedures Manual Financial procedures approved by written email resolution on 25 th April.	
5	Update on HB meeting with LBH Update on LBH Commercial Bid LTA is advising LBH on best practice and models they could use, ultimately leading to the development of the tender document. In terms of process, the procurement board will take on board recommendations from the sport and leisure team and ensure appropriate procedures are followed. Once the tender is published, there will be a 6 week window to submit, then a further month to assess the tender. Likely we will not have a decision on this by the Winter season. Concerns expressed about the impact on planning and the disruption on the programme. For example, LTA Winter sanctioned event planning must be done now. Adult winter league matches close end of August, planning required by end of July. And then there are the general programme elements. Ian Holland suggested post tender the tennis programme could have access to Lea Valley and that links should be made with the GLL programme.	

LBH would like to see a demographic breakdown of junior members and where they live. Youth Games squads are often an excellent mix of children. Information on schools we work with can be provided. School tournaments are coming up. Orange competition coming up this Friday – largest entries we’ve had for some time. Red and Green will then follow. Basic information is gathered from these sessions. We need to be mindful that people don’t always like to fill in demographic information.

Facilities matters

A buggy park is being explored for Clissold House, but this is proving very difficult, for a variety of reasons including Heritage issues. Although there could be similar issues in relation to a buggy park adjacent to the Tennis Pavilion, Ian Holland has agreed to have Ladi explore this with planning.

Health&Safety

LBH recommended a company called Semsper for H&S matters. Ian Holland will send details to Howard. Peninsula has offered to come and do a 15 minute presentation on Risk Assessment. Maurine has been leading on H&S matters from the Board perspective. Howard will pass on details to Maurine. Maurine to advise on next steps.

Overall takeaway is that the tender will be further delayed but that this was a positive meeting. Ian Holland commented that LBH was pleased with the progress the Board was making.

Actions:

- **HT to come up with a package of information to demonstrate the breadth of children that are accessing the programme.**
- **Contact David Wilson for auditor recommendations.**
- **Alison to contact Maurine with an update on H&S discussions.**
- **Howard to outline the impact of timing on the programme and impress upon LBH potential timelines to allow sufficient planning for the Summer 18 term**

CC/KD

HB

AH

HB

6

Management Team Update

Booking System

2 hour booking system in place, but there are some issues. When a two hour slot cannot be found on the next available court, the system splits the two hours so that customer gets the next two hours. A similar system occurred with Booking Bug after it was determined two consecutive court hours were not available. Openplay is exploring developing the two hour booking further.

7-day view not a priority but is in their pipeline. HT is the only customer seeking this facility.

There are some improvements on the course configuration. CC is setting up some test courses over the next couple of weeks hoping to have courses ready for a full test after half term with a view to running summer camps through Openplay.

Coaching app looking like end of July time. This may not be available first week of camps. This feature will vastly improve register management.

Website & IT systems

The new website security level has been upgraded following customer concerns. The site itself does not host personal information and providers such as OpenPlay and Booking Bug and their finance partners have advanced security in place. However we took this measure to ensure customers were confident in the site's security levels.

Ransomware protection is in the process of being purchased following the latest cyber attack news to enhance security on our systems.

HR

Operations Manager contracts have been handed out.

JH has been instructed to inform payroll officer that May's payment will be based on the new employment contract.

Summer Courses

Busy month. Summer courses started well. 3 courses cancelled – new mini red course at Millfields removed, plus adult Level 1 on Saturday at Millfields. New Green course at HD cancelled, but Orange course alongside this one has expanded. 2 new midweek adult courses at Millfields are fully booked and the Adult Level 2 at Millfields on Saturday is doing well. Junior courses are at 87.4% of capacity. Adult courses at 87%. 161 children are signed up to junior squads. Men's team training has been light though there are a lot of club matches in play.

Team Management

We need a more robust system to help manage team tennis and ensure it is delivering opportunity for the strongest teams to be put forward and a breadth of people to get involved.

Agreed that team coordinators are a good idea as they are independent, there is also a considerable amount of administration behind the teams and a paid post makes sense. However, team members are concerned about what they are required to pay in order to cover this cost and the cost of playing.

Previously been proposed that the teams could run their own teams under their own club name so they could have control and manage the teams themselves. Agreed to continue exploring options for improving teams.

Health & Safety

H&S Workshop with Peninsula coming up, JH to attend. JH to develop a list of questions and areas that she needs to get responses to in order to get the most out of the event. JH to pull together a full pack of policies and procedures and guidelines for H&S, working with Maurine.

Events

Busy month with lots of competitions and events having taken place and a lot to come. These include Road to Wimbledon, Quorn and Aegon matches underway. Great British Tennis Weekend events took place at Millfields and London Fields. Feedback form Millfields was very positive with a good adult turnout. Awaiting feedback from London Fields.

Coming up are London Youth Games, Schools Tournaments, and the Adult Club Tournament. Club Tournament planning is being finalised and will be ready to publish in the next week.

	Actions: <ul style="list-style-type: none"> • JH to send Maurine a list of questions to explore at the H&S workshop • JH to pull together a full pack of policies and procedures and guidelines for H&S, working with Maurine. • Annual Club Tournament announcement and details to be published asap. 	JH JH KD
7	AOB	
8	Next meeting Wednesday 21 June	