

HACKNEY CITY TENNIS CLUBS LIMITED

BOARD OF DIRECTORS

MINUTE OF BOARD MEETING HELD ON WEDNESDAY 21ST June 2017

Present:

Directors: Howard Bennett (Acting Chair); Matheus Riolfi, David Harrison, Maurine Lewin

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

Item		Action
1	Apologies for Absence David Smith; Alison Hunter, Francesco Caselli	
2	Minutes of meeting held on 16 May The Minutes of the Board meeting held on 16 th May were approved as a true record.	
3	Finance and accounting arrangements LBH has outlined that it will require audited annual accounts under the contract to be tendered. LBH suggests we get March 2017 accounts audited prior to the tender and has indicated it will cover 50% of the cost. A Quote for an audit was received from Knox Cropper, a licensed auditing firm who are "Not for Profit" specialists. Francesco's partner has been appointed to the Bank of England and he therefore prefers not to be linked to a financial role, so has resigned from the role of financial oversight. In the short term, the Board will collectively maintain this role. Consideration needs to be given to assigning this role to a specific person. This is not a legal requirement but sensible best practice. Howard has decided to relinquish his role of signing off payroll due to potential conflict with his partner being an employee. Sign off will be managed as a board. Justine provides the details and the board will approve this on a monthly basis. Action: <ul style="list-style-type: none">• End of year accounts to be finalised with David Wilson asap• Howard to instruct Knox Cropper carry out the 16/17 audit	Christian Howard
4	Maintenance: <ul style="list-style-type: none">• Can coaches feedback details of any degradation of the court surfaces. LBH has become aware of issues generally across the country due to the cold/hot weather conditions.• Clissold Park on-court bins – it has been agreed that these should be emptied every morning by the park rangers. This has not been happening.• Fence on court 3 is half down. Process is that when an issue is identified, we report it to the council and it is their responsibility to fix the situation. This process can be slow. HT is not authorised to make repairs. It was discussed if the website needs to request feedback from members of the public on the state of facilities. It was explained that the booking public will often alert us to issues such as puddling, leaves and fence problems and that these are	

	<p>passed onto the council.</p> <p>Actions:</p> <ul style="list-style-type: none"> Review FAQs and feedback form to offer advice about reporting maintenance issues and explain the current process 	Kara
5	<p>Management Team Update</p> <p>Junior participation data:</p> <ul style="list-style-type: none"> Very difficult to pass on meaningful figures to the council. Have completed two schools' tournaments this year - 130 participants and from these we can provide postcode data for around 85% of children. Schools programme is a great yardstick. Summer camps have been set up on OpenPlay – this includes required questions – DOB, school, address, medical requirement, ethnicity. Ethnicity is required but option for 'do not wish to answer' is included. This will allow us to capture data moving forward. All going well we will set up courses on OpenPlay as well helping to deliver more data. <p>OpenPlay</p> <ul style="list-style-type: none"> Summer Camps have been configured on OpenPlay. Summer camp sales have moved very quickly with few issues being experienced as a result of the booking system. Some performance sessions are also being trialled on OpenPlay – initial problems have been ironed out. When issues are being experienced they are generally being ironed out quickly. OpenPlay is keen to develop the system in line with our requirements. OpenPlay confirmed their coach app will be ready to trial by Friday. Dashboard for court usage + dashboard for course usage is showing 1,223 new court users this month, almost 3k new users have signed up in the last 3 months. <p>Website hosted customer feedback form is being tracked and dealt with – emails go directly to info email address so they can be actioned.</p> <p>Reporting and integration between Xero, OpenPlay and Stripe (payment gateway) need some work. Some improvements have been made in Openplay reporting to allow better alignment with Stripe, however the objective is to improve efficiencies with these systems and they've not yet been achieved. OpenPlay is working with Xero to make changes to the API which will allow transactions to be automatically assigned in the accounting package. This, coupled with a plug-in called silver siphon which links Stripe directly into Xero, has the potential to significantly reduce the administration linked to the monthly reconciliation of accounts.</p>	CC
6	<p>Update on Policies & Procedures</p> <p>Health & Safety policy is complete. Lone worker policy is progressing.</p>	

7	<p>AOB</p> <p>It was suggested that Hackney tennis stipulate in court booking terms & conditions that members of the public cannot bring in third party coaches and outline reasons why, eg. the issue of licensing and DBS checks etc.</p> <p>LBH is keen for HT to collaborate with other sports organisations in the borough. There have been various meetings with the rowing club, including discussions around offering a summer camp combining rowing/tennis. This has all been very positive and HT is working out details with the Rowing Club, this is currently with them to respond on. Pricing for rowing is extremely high compared to what we charge and a key issue to agree.</p> <p>Due to work commitments and the required travel, Mattheus has decided to resign from the Board. The Board thanks Mattheus for all his efforts over the last year.</p>	
8	<p>Next meeting Tuesday 18th July</p> <p>Future Meetings Wednesday 16th August Tuesday 19th September Wednesday 18th October Tuesday 21st November Wednesday 20th December</p>	