



**MINUTES of the Eighth Annual General Meeting  
held at 7:30 p.m. on 24<sup>th</sup> October 2017 in the Crowborough Community Centre.**

**Present:**

Chantal Wilson (Chairman) & 7 other directors

73 other members

Note - Before the formal aspects of the AGM, a presentation was given by Denis Hart providing an overview of the facilities and usage of the Community Centre during the preceding 12 months.

**1. Apologies for absence**

1.1. Apologies for absence were received from Bob Brown; Jeanette Towey & Frank Lees

**2. Previous minutes**

2.1. A resolution was put to the meeting, proposed by Roger Bishop and seconded by Jaqi Taylor that the minutes of the seventh Annual General meeting of the charity held on the 19 October 2016 be approved and this was carried unanimously.

**3. Chairman's report**

3.1. The chairman's report was comprised mainly of thank-yous.

3.2. It was with great sadness that the CCA was saying goodbye to Richard Wilkinson as Finance Director. For over 5 years, Richard had guided the CCA from the early stages of the operation of the CCC to a fully-fledged business. Without his immense skill and experience, the CCA would not be in the stable position it finds itself in today. Richard was presented with a token of the CCA's appreciation.

3.3. The chairman announced that a new Finance Director had been found. Janet Somers is an accountant who will retire in June 2018 and she has very kindly offered her services, taking up the position when she retires. Having met her, Richard endorsed her nomination wholeheartedly.

3.4. The chairman also thanked the CCA Board. Each member is a professional in his or her right and contributes professional skills. All are also "self-starters", taking the initiative when there is work to be done. This makes the chairman's job much easier!

3.5. Finally, the chairman thanked the staff, all of whom give 110% to the Centre. She was pleased to be able to announce that the job of centre manager is now a shared post between Lorna Dowson-Collins and Brian Stockton.

**4. Report by the Centre Managers**

4.1. Lorna (Joint Centre Manager) gave a brief report on activity in the Centre and the income acquired from room bookings during 2017.

4.2. Sales performance to date shows a healthy increase over 2016 and is above the target set for 2017.

4.3. The CCC has introduced account managers as named contact to improve customer care and accuracy of bookings and invoicing.

- 4.4. The bookings policy has been improved so that payment of deposits are linked to future bookings. Block booking/multiple hours will now attract discounts. Cancellation charges have now been implemented, along with the tariff review from 2016.
- 4.5. Utilisation of under-used times has improved – dance studio bookings increased for low periods. Income from high demand periods has been optimised with the introduction of a Saturday night peak time price.
- 4.6. Income from other sources is being developed: Cafe; Events –Weddings, Birthday Celebrations, Business catering packages, Evening Pop up restaurants, etc
- 4.7. Development of other income streams such as Advertising revenue and Donations is being investigated.
- 4.8. The digital signage mentioned at last year’s AGM has now been implemented.
- 4.9. The first half of 2017 the Café was successfully developing its business and supplying Weddings, Birthday Celebrations & Luncheons as well as regular clientele. Unfortunately, the unexpected departure of the Chef led to a slow down and SCDA are currently recruiting two permanent chefs to improve resilience. Business is expected to continue to improve and develop.
- 4.10. Capital expenditure incurred/anticipated in 2017 is within the allocated budget.
- 4.11. A Fire safety review took place, and resulted in improvements to training and equipment (Installation of automatic door closures )
- 4.12. Profitability: The CCC anticipates being able to make a small contribution to the maintenance “sinking fund” in 2017.
- 4.13. The Centre Management have endeavoured to maintain the tariff rate. However, in 2018 it may be necessary for a small increase to keep in line with inflation and the rising cost of living. Management is currently analysing budgets and tariffs for next year for presentation to the CCA Board.
- 4.14. In summary - the CCC continues to provide a high quality community venue with excellent environment and facilities. It is an actively managed venue, with full time support and room set up; a competitive hire tariff; free Wi-Fi; parking; a Cafe; free promotion of events on web and social media, art exhibitions; and is showing a positive sales growth
5. Following a numbering error in the published agenda, this minute is to preserve concordance between the numbering of the agenda items and their corresponding minutes.

## **6. Finance report**

- 6.1. The CCA Finance Director addressed the CCA accounts for the year ending 31/12/2016. The main items of note were the CCA generated income of £138k and costs of £134k thus generating a small profit of nearly £4000.
- 6.2. The sinking fund stands at £65k and there are now other surplus funds as at 31/12/16 of £23.7. Thus, with an expected further surplus in 2017 the sinking fund will be increase as at 31/12/17
- 6.3. On a technical basis, the accounts show an overall loss of £60k, which almost solely relates to the depreciation of the Centre's building and equipment.
- 6.4. The financial outlook for 2017 appears good even after replacing more of the Centre’s current equipment.
- 6.5. On the current assets, there was a marked increase in Debtors from £5k to £16k. Following a question from Alan Hooper as to why the increase, it was stated that this was totally due to timing from a few late payments which all came through in January 2017 and therefore do not appear in this year’s accounts.
- 6.6. The Finance Director reported on the Charity Commission’s requirement for more disclosure and their intention to look in more detail at a company’s systems and controls.
- 6.7. A Resolution was put to the meeting, proposed by David Larkin and seconded by Alan Hooper that the Accounts be approved and this was carried unanimously.

## **7. Appointment of examiners**

- 7.1. A Resolution was proposed by Richard Wilkinson, supported by Hilary Lyon and seconded by Alan Hooper that Russell New Limited be appointed as the examiners of the company for the year ending 31st December 2016 and this was passed unanimously.

## **8. Setting the Examiner's Remuneration**

- 8.1. A Resolution was proposed by Richard Wilkinson, supported by Hilary Lyon and seconded by Roger Bishop that the directors be authorised to set the level of Russell New Limited's remuneration and this was passed unanimously.

## **9. Election of Directors**

- 9.1. The secretary explained that under the charity's constitution, the longest serving one-third of the directors was required to resign at each AGM. This year those resigning were Angela Suter and Roger Bishop, and being eligible, each was offering themselves for re-election. A resolution was therefore proposed by Russell Wakefield and seconded by Alan Cornish that both should be re-elected. This was carried unanimously.

## **10. Any other business**

- 10.1. Ros Marriott (Horticultural Society - CCC User) asked about communications between the Centre and its various user groups; in particular with respect to the issue of planning at Mead House.
- 10.1.1. The Chairman replied that:
- 10.1.1.1. A management committee doesn't exist that is specifically tasked with Centre-User Group liaison. However, general communication does take place through Rosemarie Simmons in her role as user liaison.
- 10.1.1.2. Communication re the planning application at Mead House has comprised a letter to each user group from the CCA chairman and regular newsletters to the user groups and members.
- 10.1.2. The chairman took an action to reconsider user communication at the next board meeting.
- 10.2. David Larkin expressed his compliments to the whole CCA/CCC team and wished to remind the meeting that there is no longer any subsidy being received by the centre. It continues to exist only through continued use by the various user groups and other bookings.
- 10.3. Jaqi Taylor wished to complain about the lack of a speaker system in Meeting Room 1.
- 10.3.1. The chairman said that the board would be asked to consider the request.
- 10.4. Following from the presentation by Alan Paterson about the conversion of the Pine Grove Council Offices to an enterprise hub, which had formed part of the 2016 AGM, a number of members asked if there was an update available on the timetable for completing the refurbishment and when we could expect the enterprise centre to be occupied.
- 10.4.1. Cllr George Moss addressed the meeting and provided an overview of the current status of the project for the re-development and the associated key dates.
- 10.4.2. There was an ensuing discussion with members reinforcing how important this development is for Crowborough. Cllr's David Larkin and Peter Ellefsen reassured the meeting that the project is on track with occupation anticipated in the early new year.

There being no other business, the meeting was closed at approximately 9.00 pm

### **Summary of Actions:**

- 10.1.2 The Board to reconsider user communication.  
10.3.1 The Board to consider a request for a speaker system to be installed in MR1