

Minutes of the Annual General Meeting (AGM) on Tuesday 6th May, 2025
at Needham Village Hall at 6.30pm

Committee Present:

Public Present: Glynn Jordan, Gill Powell, Brenda Louw, Theresa Phillips

	Record	Action
1.	Welcome Georgina welcomed all.	
2.	Public Forum. Glynn expressed interest in talking about the VE Day celebrations planned for 8 th May. Georgina and the Secretary indicated that this was really business for the Events agenda item in the normal Committee Meeting which would follow the AGM.	
3.	Apologies Apologies had been received from David Clampin. Robin had previously apologised that he would be late, joining the meeting at about 6.50pm. Andrew Major had also sent his apologies, via the Secretary, and indicated that he would be standing down from the Committee with immediate effect. Everyone present agreed that Andrew had provided great service to Needham through his work with the Village Hall. The meeting expressed their thanks to Andrew and to Helen, who has supported him and the village. Georgina suggested that a specific 'Thank You' be provided to Andrew.	Nick and Georgina
4.	Minutes from last AGM 15th April 2024 These were approved.	
5.	General Actions Arising from last AGM <i>a. Inform residents about Village Hall using an article in The Link covering 'Better Together' (requesting assistance in running the Hall and Events) and availability of the Village Hall as a temporary location as a 'warm space' if required. This had been done. Action closed.</i> <i>Georgina to update Emergency Plan Asbestos section. Action: Georgina to check that this has been done and update if required.</i> <i>Claire to put label on shut-off switches. Done. Action Closed.</i> <i>Nature Recovery Open Garden event to be added to Link. This activity had been cancelled in 2024 and the plan to include 'Wild Open Gardens' alongside the annual event had not come to fruition in 2025.</i> Action: Add to schedule of 2026 events with sufficient time to ensure it happens. .	Georgina Nick

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	<i>Request for help installing Swift boxes to be added to The Link. This message to be repeated in The Link in January 2026, to give time for people to respond. Assistance possible from Pete Metcalfe (contact details added to 'Helper' lists). Action: Include in Link January 2026</i>	Nick
6.	Change in Legal Status The Committee explained that the existing Needham Village Hall Trust would be changed to a 'Charitable Incorporated Organisation'. This was being done to remove the personal liability for the hall carried by Trustees under the existing legal status. The purpose and operation of the Village Hall will continue to be the same. The Parish Council will also be formalised as Trustee for the Hall. The work is likely to be carried out in the Summer, by the Parish Clerk, and will be tracked and managed through the Village Hall Committee and Parish Council meetings.	
7.	Bookings Report for the last 12 Months Claire Copley read her report to the meeting. This is included at the bottom of these minutes and summarised here. Claire explained how it had been another successful year for the Hall with community events and hire income of nearly £7500. Claire outlined her hard work on behalf of the Village Hall throughout the year: - raising the profile of the village hall by using social media and other platforms to secure bookings for the hall including Harleston Breakfast Radio; - promoting the hall and events with the village Link magazine and in the Harleston Grapevine; - supporting our regular groups hiring the hall with schedule changes and access; - attracting and welcoming new regular groups including a Theatre Group and Red Heart Band Practice, Zumba Gold, Chair Yoga and Yoga and Meditation; - advertising and networking to secure further bookings for the hall; - supporting planning for our second Wedding celebration in 2026; - invoicing for all bookings and tracking payments, working with Philip Freeman; - regularly checking the hall to ensure everything has been put away correctly, the tables and chairs are stacked safely, items are put away in the kitchen and keeping the noticeboards up to ; - liaising with Diane our cleaner about bookings; Claire explained that the processes and procedures introduced are still working well:	

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	- the (shared) bookings email account is organised so that all hirers have their own sub folder; - the key safe code is changed and sent to hirers every month; - Booking forms, Risk Assessments and Terms and Conditions documents are sent to all hirers ; - One-off bookings incur a 20% non-refundable deposit. Claire thanked the secretary and chair for their support over the last few months which has helped reduce the pressure on the bookings role. Claire has spent 7-10 hours per week managing the hall bookings and is working with the Committee and the Secretary to find ways to reduce this in the future. Robin thanked Claire for all of her hard work and the everyone at the meeting echoed these thanks with a round of applause.																																																																																	
8.	Finance Update The draft Finance Report for 2024-25 was reviewed. This report will be audited before being finalised. <table><tr><th colspan="4">Needham Parish Council Accounts 2024/2025 (Village Hall).</th></tr><tr><th colspan="2">Receipts</th><th colspan="2">Payments</th></tr><tr><th></th><th>2024/2025</th><th></th><th>2024/2025</th></tr><tr><td>Hall Hire</td><td>£7,479.27</td><td>Cleaning</td><td>£2,287.53</td></tr><tr><td>VAT Reclaimed</td><td>£0.00</td><td>Hygiene</td><td>£21.78</td></tr><tr><td>Grants</td><td>£0.00</td><td>VAT</td><td>£84.89</td></tr><tr><td>Events (Cash)</td><td>£2,626.54</td><td>Utilities</td><td>£2,068.53</td></tr><tr><td>Gift</td><td>£0.00</td><td>Licences</td><td>£343.00</td></tr><tr><td>Recycling Credit</td><td>£0.00</td><td>Buidling</td><td>£1,523.35</td></tr><tr><td>Other income</td><td>£222.00</td><td>Grass Cutting</td><td>£188.00</td></tr><tr><td>Total</td><td>£10,327.81</td><td>Insurance</td><td>£1,091.24</td></tr><tr><td></td><td></td><td>Events</td><td>£920.95</td></tr><tr><td></td><td></td><td>Glass Recycling</td><td>£257.06</td></tr><tr><td></td><td></td><td>Other expenditure</td><td>£556.63</td></tr><tr><td></td><td></td><td>Total</td><td>£9,342.96</td></tr><tr><td colspan="4">Balance:</td></tr><tr><td colspan="2"><u>2024/2025</u></td><td colspan="2"></td></tr><tr><td>£10,327.81</td><td>Receipts</td><td></td><td></td></tr><tr><td>£9,342.96</td><td>Payments</td><td></td><td></td></tr><tr><td>£984.85</td><td>Balance on Year</td><td></td><td></td></tr></table> The Bottle Bank recycling figures were queried, as they seemed to show an expense but no receipts. The aim of the Bottle Bank is to generate a small surplus but delays in arranging the repayment mean that this is not apparent in the year's accounts. Action: The benefits of the Bottle Bank should be publicised in The Link and people encouraged to use it.	Needham Parish Council Accounts 2024/2025 (Village Hall).				Receipts		Payments			2024/2025		2024/2025	Hall Hire	£7,479.27	Cleaning	£2,287.53	VAT Reclaimed	£0.00	Hygiene	£21.78	Grants	£0.00	VAT	£84.89	Events (Cash)	£2,626.54	Utilities	£2,068.53	Gift	£0.00	Licences	£343.00	Recycling Credit	£0.00	Buidling	£1,523.35	Other income	£222.00	Grass Cutting	£188.00	Total	£10,327.81	Insurance	£1,091.24			Events	£920.95			Glass Recycling	£257.06			Other expenditure	£556.63			Total	£9,342.96	Balance:				<u>2024/2025</u>				£10,327.81	Receipts			£9,342.96	Payments			£984.85	Balance on Year			Nick
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9.	Appointment / Re-appointment of Committee Members / Trustees Robin explained that the current Committee and Trustees were all willing to stand again in 2025-26. He asked for objections to a single vote 'en bloc' rather than role by role. There were no objections to this approach and the vote was carried unanimously.	
10.	Planned Initiatives for 2025-26 The current list of initiatives was included in the Agenda and each was outlined. a. A controlled list of 'Helpers' was being maintained to support event organisers. Brenda Louw asked to be added to this list. Action: Add Brenda Louw to the list. b. Windows refurbishment. Claire outlined the repointing, repair and repainting work required for the Hall windows. c. Online Booking Proposal. Nick and Claire explained that they were investigating use of the internet to improve the booking process, reducing effort and increasing publicity. This work is scheduled for the Summer due to other commitments. d. Expand Village online presence. This is related to c above and is intended to make use of the existing Parish Council website, subject to approval. e. The Link. The new Editor has proposed that the governance of the Link be enhanced: - oversight of operations should be the responsibility of the Village Hall Committee - the Link should be printed professionally, incurring additional costs in 2025-2026. - Action: Seek approval for these proposals from the Parish Council and Village Hall Committees . f. 2025 Events Programme. This was outlined as circulated. A request was made for volunteers to organise additional events.	Nick
11.	Any Other Business Robin apologised for the lack of a Chairman's report for the meeting.	

The meeting closed at 7.20pm.

Needham Village Hall AGM

6th May 2025

Bookings Report

The bookings and general managing of the hall has continued with me since the last AGM meeting. In this time, I have continued to raise the profile of the village hall by using social media and other platforms to secure bookings for the hall. This last financial year has seen bookings totalling almost £7500 which demonstrates how hard I've worked to secure income for the hall. I also use social media a lot to promote the different events taking place and a firm favourite is the Harleston Breakfast Radio show where David lets all his listeners know what's happening at the hall. I also promote the hall with the village Link magazine and in the Harleston Grapevine.

We have continued to have our regular groups using the hall where these have increased over the last few months with the addition of the Theatre Group and Red Heart Band Practice. I'm delighted to say that I've now secured more regular groups as well with Zumba Gold, Chair Yoga and Yoga and Meditation so the diary is looking rather busy for each day of the week. But this doesn't mean we can relax now, because you never know when a group may need to reduce their hours or even stop. This has already been indicated to me by one of our hirers, so I have already taken steps to get their slot covered if this does happen, so we don't lose any revenue. And I'm still advertising and networking to secure bookings for the hall, either regular or one off bookings. Next year we have another wedding taking place which will be our second one and they say things come in threes so watch this space for the next one!

The weekly diary looks like this.....

So having the bookings in the hall is one part of my job, making sure that we get paid and invoices issued for all bookings is something else I do. At the end of each month, I create and send a monthly invoices to each regular booking along with the key safe code for the following month. I also ask each group to confirm their use for the following month because if they aren't going to be in there, I can slot other bookings in to maximise earning potential. Once invoices have been issued, I then do a monthly check to make sure that all invoices have been paid and send out reminders where needed. I work very closely with Philip Freeman on the financial side of events and provide him with a monthly account of what the income is for.

I also do regular checks in the hall to make sure everything has been put away correctly ready for the next booking. This includes making sure the tables are left safely so they don't fall over, having the chairs stored the right way round in the chair store, keeping the noticeboards up to date and making sure items are put away correctly in the kitchen.

I continue to liase with Diane our cleaner about every booking and have introduced a monthly email, where the whole month of bookings is sent to Diane at the end of every calendar month. This is then updated with last minute bookings and other information throughout the month when needed.

The processes and procedures which I introduced are still working well with the bookings email account still organised, so all hirers have their own sub folder which allows me to keep a trail of all communications which has been beneficial on a couple of occasions. I have continued to change the key safe code every month because this has been working well and it helps to keep the hall secure as we have lots of people use the hall.

The Terms and Conditions documents have been kept up to date and these are issued out with every enquiry into booking the hall. There is still one document for each different type of hirer to reflect this but myself and the secretary are going to be looking at streamlining this so one document will be relevant to all users with a table of charges being used instead of four different documents. (One off bookings/regular bookings/village residents/weddings) In addition to the Terms and Conditions, a bookings Risk Assessment has to be sent to each user.

The 20% non-refundable deposit system is still in place and has been accepted as our normal working practice now. Since introducing this in 2023, I haven't received any cancellations which shows it to be a great success.

I would however, like to take this opportunity to personally thank in particular the secretary for his endless support over the last few months and the support of the chair which has enabled me to have "time off" from the bookings work when I'm on holiday. A simple action of removing the email account from my phone and setting an out of office message has made a lot of difference to my day without affecting any of our hirers because a simple out of office message has been the key to this working more effectively.

Overall, it has been another successful year for bookings, with the village hall being used on lots of different occasions. Hopefully, you will see from my report, I spend a lot of time making sure the village hall is running smoothly, and this currently equates to 7-10 hours a week of my time which needs to be streamlined moving forward. The more bookings I'm generating, the busier the role is becoming! The secretary and myself are working on new ideas which will be reported on during this meeting.

Claire Cropley
April 2025