

# Bromley Little Theatre Playgoers' Club

## *Outstanding Theatre for Everyone*

Minutes (Redacted) for the meeting on 21<sup>st</sup> August 2018 Venue: BLT

| Item   |   | Action(s) |
|--|---|-----------|
| 1. Apologies for absence<br>1.1. Secretary to report on apologies and reasons given<br>1.2. Members to decide whether to accept apologies<br>1.3. To ascertain if the meeting is quorate | <p>Present: Clive Lees (CL), Emma Christmas (EC), Patrick Neylan (PNy), Piers Newman (PNw), Roxana Graves (RG), Simon Tyrrell-Lewis (STL), Rob Widdicombe (RW) Jacqui Nelson (JN), Peter Yolland (PY).</p> <p>Apologies: Gavin Dyer (GD) who had offered to make a Skype call if required. Apologies accepted.</p> <p>The meeting was quorate.</p>  |           |
| 2. Declaration of Pecuniary Interests  | None  |           |
| 3. Minutes of previous meeting   | With the exception of changes to the use of word 'exploit' the minutes were approved.   |           |
| 4. Chairman's Report   | <p>CL outlined his understanding of the role of the PGC and relationship to the Board of BLT Limited. There is little more than a 'gentleman's agreement' between the Board and PGC that PGC would not itself make significant spending decisions thus allowing a large surplus to be transferred to BLT Ltd.</p> <p>CL highlighted the lack of clarity about whether PGC or the Board were responsible for many issues and that this needed to be resolved.</p> <p>CL is in discussion with Richard Cornwell to review the Professional Indemnity insurance to ensure it covers the PGC; he recommends that separate insurance is bought if necessary.</p> <p><i>The meeting felt that we need to understand the history of why there are two organisations in the theatre better, with a view to effecting a reorganisation making it clearer where responsibility and authority lay.</i></p> |           |
| 5. Appointment of Treasurer and new bank signatories   | <p>PY agreed to be the Treasurer in charge of the PGC funds and was appointed unanimously as such by the committee. The signatories on the Santander account must be changed; it was agreed that these should be the Chairman, Treasurer and Secretary</p>  |           |

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|   | with any two to sign. PY agreed to liaise with Rene re the handover  | PY |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
| 6. Proposal regarding the Administration of Membership records                    | <p>RW outlined his document. The objective is to replace the existing spreadsheet system so that:</p> <ol style="list-style-type: none"> <li>1. Members can join and renew at any time in the year, with minimal administrative effort</li> <li>2. More use can be made of membership data</li> </ol> <p>The solution needs to work tightly with ticketing and ideally provide a phone booking service (currently provided by TicketSource).</p> <p><i>Concern was expressed that the booking fees are currently covered by BLT rather than the customer. This amounts to £5,000 a year. There was discussion of options including increasing the ticket cost to the customer, adding an explicit booking fee, adding concessions to compensate some categories of customer.</i></p> <p><i>JN was keen to ensure that the solution integrated with marketing. She has a Community Links contact who has collated data about other local theatres (amateur and fringe) including ticket pricing and membership options.</i></p> <p><i>The meeting encouraged RW to continue to discuss solutions with Keith and Christina Jeremiah.</i></p> | RW |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
| <b>Organisational Strategy</b>  |  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
| 7. Organisational diagram   | This document was provided; one diagram shows a possible division of responsibilities within PGC. A second shows how the roles on the theatre generally are assigned. This shows how Board members have accumulated responsibilities beyond those covering policy-making and oversight. JN noted that marketing and events was a much bigger area than the diagram suggested.  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
| 8. Strategic development of Playgoers' Club:<br>1. Vision<br>2. Annual objectives | <p>This document outlines responsibilities for the PGC with tasks for the short to medium term.</p> <table border="1"> <tr> <td></td> <td>1. Administrative</td> </tr> <tr> <td></td> <td>2. Strategic purpose</td> </tr> <tr> <td></td> <td>3. Safety</td> </tr> <tr> <td></td> <td>4. Safeguarding</td> </tr> <tr> <td></td> <td>5. Finances</td> </tr> <tr> <td></td> <td>6. Legal</td> </tr> <tr> <td></td> <td>7. Website</td> </tr> </table>   |    | 1. Administrative |  | 2. Strategic purpose |  | 3. Safety |  | 4. Safeguarding |  | 5. Finances |  | 6. Legal |  | 7. Website |  |
|   | 1. Administrative  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 2. Strategic purpose   |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 3. Safety  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 4. Safeguarding  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 5. Finances  |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 6. Legal   |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |
|   | 7. Website   |    |                   |  |                      |  |           |  |                 |  |             |  |          |  |            |  |

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|   | <table border="1"> <tr><td></td><td>8. Risks</td></tr> <tr><td></td><td>9. membership</td></tr> <tr><td></td><td>10. Inclusion &amp; diversity</td></tr> <tr><td></td><td>11. GDPR</td></tr> <tr><td></td><td>12. Marketing and Publicity</td></tr> <tr><td>Production Side</td><td>13. Lighting and Sound</td></tr> <tr><td></td><td>14. Set Construction</td></tr> <tr><td></td><td>15. Training</td></tr> <tr><td></td><td>16. Feedback</td></tr> </table> <p><i>PNy suggested looking through the heritage of the theatre, Board and PGC so everyone understands the margins of responsibility for each.</i></p> <p><i>The meeting was unanimous in agreeing the urgency of resolving these organisational issues before we can move forward. The Chairman agreed to liaise with Hilary Cordery and the BLT Board about this</i></p> |        | 8. Risks |  | 9. membership |  | 10. Inclusion & diversity |  | 11. GDPR |  | 12. Marketing and Publicity | Production Side | 13. Lighting and Sound |  | 14. Set Construction |  | 15. Training |  | 16. Feedback | CL |
|   | 8. Risks   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 9. membership  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 10. Inclusion & diversity  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 11. GDPR   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 12. Marketing and Publicity  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| Production Side   | 13. Lighting and Sound   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 14. Set Construction   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 15. Training   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
|   | 16. Feedback   |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| <b>Finances</b>   |  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| 9. Consideration of the role of Bar Treasurer and its relationship to PGC Committee | PY described how this function works.  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| 10. Review of Management accounts for 6 months to 30.6.18                           | This document was provided.  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| <b>Operations</b>   |  |        |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |
| 11. Proposal for Sarnies 2019   | <p>RG and PNw outlined the objectives they have in revamping the Sarnies; these include allowing nominees to opt out, notifying shortlists to encourage attendance, adding fun categories.</p> <p>After shows, the Directors must supply lists of those involved for inclusion.</p> <p><i>It was agreed that the voting process needs to be transparent.</i></p> <p>The meeting were supportive of the proposals and asked RG and PNw to push forward.</p>   | RG PNw |          |  |               |  |                           |  |          |  |                             |                 |                        |  |                      |  |              |  |              |    |

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| <p>12. Review of Bar Operations and terms of alcohol License</p>   | <p>PY explained how the license operates.<br/><i>PNw, JN and RG offered to work with PY and Howard Binysh to form a Bar Sub-Committee.</i></p>  | <p>PNw JN, RG, PY</p>                            |
| <p>13. Review of the development of Marketing and use of social media</p>  | <p>JN emphasised that although much has been done on marketing in recent months, much remains. The group is getting on with it. This includes making more use of social media and making changes to the website.<br/><br/><i>There was discussion on Spotlights. It was felt that something in a paper form was important to many members, as well as those without internet access. Alternative formats and incorporating advertising were discussed. STL offered to approach TP Printers to get a price on a brochure formatted like that of the Churchill Theatre. PNy offered to consider other options.</i></p>  | <p>JN (&amp;Bruce Wallace)<br/><br/>STL, PNy</p> |
| <p>14. Development of Backstage operations:-<br/>14.1 Recruitment and retention of volunteers<br/>14.2 Development of Stage Manager 'Operating Guides'</p>                   | <p>STL and EC summarised their attempts to induct more people which has brought some success.<br/><br/>STL had reviewed a guide produced by Stevie Hughes. This covers much ground and will be a good basis for the future. They will review it and make additions.<br/><br/>The possibility was discussed of having a 'Members' Day' or 'Volunteers' Day' in order to reach out to those involved in the theatre</p>   | <p>STL, EC</p>                                   |
| <p>15. Development of outreach and engagement:<br/>15.1 Use of website<br/>15.2 Volunteer surveys<br/>15.3 Liaison with external bodies (eg 6<sup>th</sup> form schools)</p> | <p>PNy outlined the three kinds of engagement (membership and backstage, wider community, statutory bodies). Improving engagement will need to make use of Spotlights (or a similar vehicle), emails and bulletins, box office, fundraising, lists of opportunities on the website, and "Have you enjoyed tonight?" interactions.<br/><br/>There was discussion on changing the membership terms. This might involve increasing the charge, but offering concessions to categories of customers.<br/><br/>PNy suggested that portions of charity night tickets be offered to 6<sup>th</sup> formers in schools to encourage them to get involved. <i>There was concern that some charities would lose out if they normally sell most of the seats.</i><br/><br/><i>There was discussion about the name of the committee. It was felt to be old fashioned. STL suggested the name 'BLT Members Committee'. Other ideas were invited with a view to possibly making a decision at the AGM</i></p> | <p>PNy, RG</p>                                   |

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| 16. Promotion of inclusion and diversity   | <i>It was agreed that this morally essential and indeed was vital for future fundraising. The committee discussed improving access by the staging of 'relaxed' performances. EC, who has experience of these stressed that this would have to be limited to one or two shows a year; some shows cannot be adapted, and there is much work to be done in reprogramming lighting and sound and even changing the script.</i>   |                             |
| 17. GDPR – review of current position  | PNy summarised his investigations and review by saying that generally we meet the requirements of the law and are low risk. For example we never pass on our data to third parties. He agreed to be responsible for on-going oversight of this important area.   | PNy                         |
| <b>Policies</b>  |  |                             |
| 18. Approval of Safeguarding Policy and appointment of 'Designated Person' and Deputy  | CL described how there is an existing policy which has been approved by the Board of BLT Ltd. Some of it needs updating, for example to refer to DBS rather than CRB. This has been done and the committee approved the policy. It is expected that in due course the Board will approve the amended policy, so that both organisations have identical policies. Pauline Armour and Clive Lees (both of who have safeguarding training) were appointed as Designated and deputy Designated person respectively. Members of the PGC Committee will be expected to have safeguarding training which is being arranged for early September. |                             |
| 19. Charities Governance Code  | This was noted.  |                             |
| 20. Approval of Code of Conduct, Grievance Procedure, Disciplinary Procedure (These all currently exist for 'the theatre' but have not been adopted formally by PGC) | CL explained that all these exist and can be adopted by PGC on the basis that they are read and construed as applying to PGC<br><br>PY remarked that he was not generally told of members who had been asked to leave so that he could brief bar staff.  | CL to liaise with BLT Board |
| <b>Other</b>   |  |                             |
| 21. Dates of future meetings   | STL has prepared a spreadsheet with suggested dates.   | STL                         |
| 22. Promoting PGC  | Committee members were asked to send RG a photo and an outline of their place in BLT.  |                             |
| 23. 2019 Season night  | The committee approved arrangements regarding the previous committee members for the evening as outlined by RG   |                             |

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| 24. Next meeting | Members were asked to indicate on the Google Sheet their availability |  |
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Minutes might be confidential for the following reasons:-

- information relating to an employee/volunteer or office holder, former employee/volunteer or applicant for any post or office, or a pupil or their family;
- the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- any issue relating to legal proceedings which are being contemplated or instituted by or against the Club;
- action being taken to prevent or detect crime to prosecute offenders;
- the source of information given to the Club in confidence; or
- any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Club's functions.