



Aldwinians RUFC

Lockdown meeting minutes – 27 May 2020 (attendance via Zoom)

Trustees in attendance:	William Thorpe (WT) – Chairman Trevor Hulmes (TH) – Treasurer Ian Wilson (IW) – Trustee, Club Member/Former Player Kevin Turner-Hague (KTH) – Trustee for Playing Club Member Katy Davies (KD) – Trustee Club Member/Ladies Team Admin (not present from beginning) Ian Spivey (IS) – Trustee, Development Officer, House & Grounds Maintenance/Club Member Alan Whalley (AW) – Club Member/Senior Fixtures Secretary Christine Spivey (CS) – Hon Secretary/Membership Secretary/CSO Club Member
Contributors:	Robert Palmer (RP) – Senior Player/Club Member/Admin for members Forum Lee Bradley (LB) – Club President/Former Player Chris Rushworth (CR) – Former Player/Life Member
Apologies:	Tyler Gibson (TG) – Future Assistant for KTH
INTRODUCTIONS FOR RECORDING	
BOTTOMLINE/DIRECT DEBITS	
CR	Summarised Bottomline presentation from previously. It is really for Trustees to decide. RP, myself and Paul Lyons came up with idea of how it would work. Aim is to improve revenue and be combined payment for membership and subs - makes it more affordable. DD payments over year and estimate fee approx. £1,000 a year and approx 2% of revenue. Going through how to use Bottomline system and adding membership from drop down, where to complete details etc (assisted by RP sharing screen).
RP	Over 200 members now on forum, lots choosing family membership which is fantastic.
KTH	Questions whether this contains everything needed for membership and if not can it be added to.
RP	I've never done this before, but it's pretty basic. Paul Lyons added company field for what you do for work and the company name and regarding sponsorships and if we're allowed to contact them.
CR	Unsure about this yet especially at the outset. Need to minimise inconvenience. We just want people to sign up get money coming in – can add to it at later date.
LB	Could get everyone's email address and send out some sort of newsletter with extra info/requests for advice later? Will be an evolving thing
CR	Once people signed up, they'd hopefully pay at the same time.
KTH	How do we manage Data Protection? Where will info be held?
CR	Have to get advice on that and who has access to which fields.
IW	There'd be an agreement that the company would have to conform to GDPR regulations and not share your information and be for purpose intended.
CR	For new members, we should give them three try outs before we say they have to pay. Eventually, when system up and running hopefully 95% paying via direct debit or paid in full. No more cash payments on the day. We'd have list of all players who'd signed up and how much they should be paying. Anyone on day who's not on that list, is gonna flag up, eg Sunday - Christine normally take details of who's there collect subs. On Sunday, using this scenario, you'd have spreadsheet to show you that 90% people had paid and 10% not. If you took cash on day, can register it on system immediately. Would be less work for Christine because it's mostly collected beforehand.
KTH	Takes away load of cash handling.



CR	Estimates based on what happens at Dukinfield. They do get handful cash payments on day, but majority do DD. So, once signed up, we've got money coming in, that's when get issued card and number.
RP	Couple of us want to help out issuing cards and managing them. I'd like to do that. Christine is inundated with work so I can sit with card machine or however Trevor did it. I'd help with that workload - try and spread it out.
WT	Yes Bob - creates lot of bad feeling when people have done what they need to do to join and find that they haven't been registered to get a card.
RP	Yeah, one of biggest bugbears for members! In past, people have waited quite long time for cards. I'd like to pride myself where they got it within first few days of signing up and feel like I can ensure that.
TH	Cards were delayed in printing, that was one of major problems with them not being available.
RP	How then?
WT	Bob's physically on site a lot more, he can catch people socially.
TH	Membership is a membership situation and not a finance one.
WT	Does this depend on till working at full potential? Has it gone through the workings of the till when it comes through with that card?
TH	Done through the software that operates behind the till. There were probs, but all works now.
RP	Me and Chris were talking about getting little tablet/iPad which could do car park - connected to wi-fi and membership form – saves people going away and saying I'll join later - could do it there and then. Only about £30/£40 for a cheap tablet.
RP	TH could we do that with a tablet behind bar and we add program attachment to the tablet?
TH	Yes, depending on what system we go with.
CR	I propose 24 trialists - couple per membership group. We'd know then after trialling (before go live) where people were happy, or if we had to go back and say can we try again. With 24 people, rather than 300? So, we be looking for 24 volunteers.
RP	Either way, I'm happy to help because I'm on a mission to get membership up and running.
KD	Willing to volunteer.
KTH	If monthly DDs, can start any month can't it? Doesn't have to be set day in September or October? Could just start paying whenever? Makes it much easier for people.
RP	Yes, continuous rolling contract.
TH	Membership cards as identification, expiry date can be any start date for expiry in 12 months. If stopped paying half way through, get notification on till saying expired.
ALL	Agree that individual circumstances can be looked at in terms of non payment.
CR	In event of someone cancelling eg Feb - so they've played best part of season, but really not paid full levy - Bob and I put together an equation that said that if you cancel what we call usable months - would be on how many usable months they'd actually used re refund etc. They may break leg in September but paid till March – we'd sort it on individual circumstances.
RP	CS, as membership secretary what are your thoughts?
EXISTING INFORMATION ON GMS	
CS	Sounds like good idea to do it and way we wanted to go down anyway doing direct debits, but what you're talking about - lot of it already on GMS. All your information is already there, so there's no form filling in.
KTH	We're trying to get social members that will have no affiliation to rugby side of club so how do we get membership off a walk in off street who just wants to come in for a drink?



TH	They become an RFU member quite easily.
CS	I've spent last three days updating GMS because its part and parcel of the accreditation and everything else that we have to do. And we have on that system at present moment in time, over a thousand members.
RP	None are members of the rugby club though are they?
CS	Yeah. That thousand members is made up of mini and junior players, senior players, social, full members, life members – it's a right combination.
WT	But they aren't paying are they?
RP	No, because if a thousand people were paying a tenner a month, we'd be up there with the best!
CS	I'm not saying they're paying it, just that all their information is already on the system and all they have to do is log into the system and agree to pay it.
IS	Its all there.
CS	They don't have to fill in the form or anything else, to me, it sounds like double work.
RP	For accreditation, does GMS have to be involved? would we lose our accreditation if we went down another membership structure?
CS	Yes. Its all involved in the accreditation. It wouldn't look very favourable, because without accreditation, you can't go for grants and loans, because always ask are you accredited club.
WT	You can be accredited without paying your money to them.
CS	But we've still got to use GMS and have everybody on there as well.
RP	It's a big thing now, I don't want to push for Bottomline if we lose our accreditation?
TH	If Dukinfield are on Bottomline, then that isn't the case, its one element. Doesn't affect it, but it fits in. You've got all info on GMS, everything you've talked about on membership form, email addresses, contacts, how long they've been member, all that database info already there. Not necessarily member but are someone associated with club, they become member when they pay their subscription. So ties into that info held on file.
IW	Number of people, myself included, find it quite convoluting to use GMS system, to get into and look at things, so if we were talking about a thousand people as Christine says are registered with GMS, how many of them potentially are paying any form of payment as a membership?
TH	Got life members and handful of players who paid half of their membership.
IW	Perhaps start afresh with new system that doesn't affect RFU accreditation at all?
TH	Will give full info of GMS next day or so. Lots of hard work gone into with that membership form etc but I agree with CS. Think its unnecessary as all information already there. If I can display against what CR and RP have put together, fine that other organisations use it, but I think most user friendly way is GMS and I'll provide info to show. You can do mailshots via GMS and also other functions which haven't been mentioned for Bottomline eg firework night. Can take donations too.
CS	Has events page, so can fill diary on GMS. It being updating a lot, but if you don't use it often enough, you find it a bit awkward to use (like everything else).
LB	Never used it, but most people have spoken to aren't in favour.
AW	Glossop don't use GMS anymore.
KTH	We need (1) registration of membership and all details for RFU and (2) collect money and keep us afloat. Just different way of collecting money. Not been very successful using GMS so far, so maybe need different approach?
TH	Different approach is using GMS fully or Bottomline.



WT	GMS was there last season when we took 14 members in and there's people here prepared to do the work in the club. CS has to sit there and not take any membership or anything for GMS. Want to establish habit of paying - we'd still have to register on GMS whatever happened elsewhere.
TH	Would be duplicating lots of info though.
IW	All this come to light through hard work on Facebook mainly Bob, but canvassing members and rugby club people what they want. Over a hundred coming saying willing to pay at a certain level, significantly more than we have now!
TH	Case of how they pay and no doubt great to get people interested in paying at these levels, but still a case of how its collected. Two issues: (1) prepared to pay, (2) are they bothered how they pay? Needs to be most efficient for the club.
IS	Because I work with GMS all the time, and that's where everything will end up going, junior match cards and all that info will have to go through GMS on a Sunday, so may as well work with it.
RP	I spoke to an old friend, Manchester University Director of Rugby and they got rid. Didn't do what they needed it to do. Had it for few years and thought better just to keep GMS for cards and membership but did revenue and membership themselves. Down to you guys to iron out but sooner rather than later!
TH	Couldn't do two presentations tonight
IS	If TH goes through GMS we can move forward and up and running. Need to be looking at how we get people to just use it properly
RP	Down to you as Trustees.
AW	I can't even change my telephone number on it. Just doesn't accept anything at all
WT	Got to look at two options to make decision, compare whether they could run in tandem or mutually exclusive
TH	Got loads stuff together, but couldn't do two tonight, so I'll send what I've got by email, you'll have that tomorrow.
RP	Do you want to do it next week TH? Know I'm being pushy, but people are asking, I just want give them an answer.
TH	If I send email with all elements that I've put on it, different sources and also another club who've had GMS for 6 years, find it very useful, effective he's also someone who does presentations as well, so we can do a Zoom presentation or see if he can do same way as Chris with Bottomline, I'll see if we can do that for next week.
RP	Yeah, and then you guys could get voting after that couldn't you?
IW	We need to make decision asap, Bill's right, once we've seen GMS as well. But lockdown giving audience, once eased, wont' be interested.
AW	Decision by 15 June ideally.
TH	Will get emails to you tomorrow presenting case for GMS.
VOTING RIGHTS	
RP	Lot have asked me about is voting rights. How long do you feel you should be a member before entitled to vote?
ALL	Agree 3 months (to coincide with AGM, so only before 1 March would you get vote at AGM).
CLUB RULES/POLICIES	
CR	I asked Christine to send club rules but bit confused – is there set of rules or was I to get from RFU stuff?
CS	We have Codes of Conducts and policies now so not actually rules in that sense.



CR	Sometimes if we can get people to agree to a set of rules or Code of Conduct, they read and sign, if at later date they don't behave (side of pitch shouting etc), we can refer them back.
CS	Already in place - all children (all minis and juniors) get membership pack and all Codes of Conduct are there for parents, spectators, players and coaches too.
CR	Yeah, but if we could do this digitally, don't have to print booklets, but there for people to read, tick the box to say they accept it. Just idea to save printing costs.
RP	Good idea to have digital format though wouldn't it? Lets get in and up to date with life!
KD	Its efficiency essentially isn't it?
PHYSIOS	
CR	On behalf of membership, don't think we have physios available on Juniors day do we?
RP	No
CS	Not physio, they have their own first aiders.
CR	If this system does bring extra revenue in, in the membership options, we have put physio and may be worth looking at having physio available for juniors? If kids get injured, in our interests to get them back up and running rather than just be elite 1s and 2s?
AW	Definitely think we should for minis and juniors.
TH	Physio £50 a time.
RP	I've got contacts in Manchester University and we could get some sort of first year student?
KTH	Physio on a Sunday could potentially be different role to that on Saturday in a training way. Sunday, majority U16, so you can't actually treat them. It's more to do with diagnosis of problem or advice - they can't get them on bed and have them working on them for an injury like adults.
LB	Maybe run as a clinic instead – just for advice?
KTH	Something to look into.
OUTSIDE SPACE	
AW	Need to be planning to open, even if just outside.
RP	Bring Jayne back soon as we can, serving beers outside.
TH	She's furloughed at moment which extends to end of July and into October. But will income levels benefit club?
IW	Lots of what ifs at moment. Very earliest, 4 July may allowed to open but do need to pursue outdoor serving and bbqs. Is it worth bringing Jayne off furlough though?
RP	Guarantee if we're only place open around with amount of space we've got, will definitely benefit club. Maybe get few dispensing machines?
AW	Have to take advantage there's couple of pubs gonna go.
NATIONAL CAR PARKING	
AW	Any update on car park Bill?
WT	Came round and did survey on Tuesday. KTH went with him, so prob best he tells you.
KTH	NCP absolutely desperate to find places to hire. They're proposing use our car parking to try and get people to park and ride on trams, because we're equidistant between two tram stops. Their business plan is built on about 50 cars. We can still accommodate Road Riders – that excludes bottom part of car park where they go. No infrastructure, need some advertising up with the houses on main road. We have to give them our reg nos for members, Mon to Fri



	06:00 to 17:00. Our reg nos go into their system, it will flag up and you don't get ticket. Lot Road Riders are on bikes kept in those blue containers. Issue for functions, when not club members. Have to make it condition of booking room they'd have to book parking at £1.50 day. Members with reg on system otherwise get £70 fine.
All	Discussions about it being our club, and we can't have members being mistook and been given fines and also eg funeral guests. Agreed that its our club and we get final say, that suits us. No binding contract anyway, so can withdraw at any time and if builders across road decide to offer more, then we'll go with them. Will need to look carefully at contract when it comes. Including who pays for maintenance and what if there's more cars than their original 50
WT	£9,000 a year for not much, just need to ensure that we have our points across in contract.
TH	Plus VAT.

CATERING OUTSIDE FOR BUILDERS

RP	Have we thought about catering for builders?
WT	Bit optimistic, but you could doing bacon butties between 06:00 and 08:00?
RP	Absolutely! Onsite catering/canteens make a bomb!
WT	More to it than just the space on the car park.

ACTION POINTS

RP	Got Trevor's emails and presentation to go come through tomorrow and read before next meeting and contract for the car park. Do me and Chris need to be here while you guys vote and discuss scenarios?
TH	I'll send email out tomorrow and we'll take it from there
WT	No, its still relevant for you and Chris to be able to discuss pro or anti on day we look at both sides, yeah make decision at end of meeting and job done.
WT	Need decision within next week or so don't you?
LB/RP	Yep definitely
CR	Want to start on rolling memberships in, latest end of June.

WORK AROUND CLUB

TH	Ultimate decision should be done by Trustee, all these other things that regular Trustee arranges things that we need to address and talk about. Thanks to everybody who's done the work round the grounds as well over the last few weeks.
All	Agreed thanks to members
RP	Our membership that and their hard work and power of social media - getting people together and that's what we can achieve.
KTH	Same people every week, could we get anyone else involved?
ALL	Agreed next meeting 7pm, Thursday 4 June

PITCHERO PASSWORDS

LB	Lots people saying Pitchero doesn't really seem to be doing what it should. Who has log ins and admins to Pitchero, just to get someone to cast eye over, see if we can improve it?
IS	RFU will be getting rid of Pitchero soon as prices rising all the time.
LB	But in meantime, all we've got.
IS	No, can go through GMS. Only option at moment, but that's where everything will be run by it and RFU working on it to improve.



LB	Got couple of people from forum once again – they'll look at things and have got experience of web development and marketing and everything else. Should we not use them? for free?
WT	Course we should!
IS	Look at every option that we can look at and promoting the club. Not sure who has them though.
LB	Looking for overarching passwords, do you know TH?
TH	Only me posted 98% of stuff on there.
LB	Yeah, so can we have passwords?
TH	Lots people have access to put match reports on, Junior managers – all got own levels of access. Don't actually make changes, just move to more extensive Pitchero part of site.
LB	Have we explored doing our own website though?
TH	We've got what we've got on that part of the site.
RP	Yeah, we've said on the group, regarding Pitchero, we've said we could get a team, well we have got team together bit of a sub committee and their happy to build. Got people here who can build their own website and its free of charge.
WT	Why would you not?
TH	Can look at any option, just happens to be the way I didn't set it up, but I'm only one who effectively keeps info updated.
AW	Doesn't always show everything you need.
WT	But if these people can do that, let them improve it.
TH	Look at all options that's fine.
LB	So, have you got passwords TH?
TH	Yes, but leaving now.
LB	Can I get logins?
TH	Will email them.
AW	Got to use more of talent in the club what we've got?
RP	We've set up marketing and promotions side via membership and its Gus and Stephen Marrow, and few others. So you've got the design spectre as well, the building side of the website and the general marketing.
KTH	Lets be honest, when the shackles do come off, we've got to be in good place to be competitive and stay afloat. Need to keep talent.
LB	We've got Mick Harris and Sean Ward building us barbecues and fixing windows, all free of charge, another 20+ people sweating and bleeding and everything else, making club look pretty. Lets take advantage of the membership.
All	Agree above. Next meeting 4 June, 7pm