

Virtual meeting of WCPSC Trustees

Tuesday 1 December 2020, 20:00

Mike Fisher, Liz Hatfield, Alison Oakley, Lionel Jones, Cullen Whyte, Justin Bradley, Poppy Morley, Connie Standen, Delia Baxter

Apologies: Natalie Hill

1 . Welcome

Outline of agenda and timings, agree chair / note taker

Chair - Cullen, Notes - Lionel

2 . Return to swimming

- Due back in Oaklands and River Park tomorrow, Kings not ready until Thursday
- Still waiting on Oaklands for end of December coverage
- Still waiting for clarity on swimmers over 18 years in Tier 2 region, but Swim England have advised it's okay
- Lessons and squad members notified of new timetable in past few days, not everyone happy, may still be some adjustments
- Returning university / boarding school students complete a health check form before returning to sessions - will be mixed between WinCentric and other squads. **MF to communicate this in weekly notices**
- LH Covid officer coverage ?? Seems people are less eager to volunteer. - **MF to discuss with LH tomorrow**
- CW - Any news on ATR? - **MF, nothing to date, but will chase up. DB will also see if she can find out anything regarding St Swithun's, as her daughter is lifeguarding there**

Performance White / Black issues over different hours / coaches for same fees

- Zoe has sent a mail to both squads this afternoon to explain things
- Possibly highlights a deeper concern between PW and PB being treated differently, even if current issues are short term.
- **MF to review wording of draft response email, will take into account people's wider perceptions and feelings and encourage more dialogue from members**

3 . Lessons

MF noted Connie was joining during her leave period

- Investment priorities for lessons from fee increases, approx £4,000 / term additional income
 - Bishops Waltham sessions now booked in for Little Penguins (Parent and small child)
 - Not expecting significant profits in the short term, but gets us a presence at a good 4 lane 25m pool
 - Already taken 12 bookings (30% capacity) after less than 2 weeks, still working on promotion before starting in the new year, so hoping to get more bookings

- How to backfill admin time to free Connie up to look at new avenues and increasing quality?
 - Looking to use 2-3 hours / day of casual admin on lessons for next 3 months - cost of £2,000
 - Will assess after 3 months to see what benefits have been achieved
 - JB - Important the new admin person is competent and maintains quality of service
 - CW - Can this new person be used to also help look at IT efficiencies? MF - this is being considered as another investment priority, but separate from this and not yet developed, the same applies to the website.

Decision : Board agreed to this 3 month trial

- Teacher pay review
 - Will cost £1,200 for next term - see reference doc
 - CW - Why increase helper pay when recruitment and retention is not an issue ?
 - Connie - based off some survey information suggesting helpers feeling undervalued, sliding scale allows us to pay more experienced / more capable higher rates. Need this to help retain the good helpers to keep customers happy
 - CW - Can we keep the scale starting at the £4.50 base rate ? **Conclusion - Will start at £4.75 and then use scale to the higher £7 rate as required**
 - PM - Can we have objective criteria for going up the pay scale ? Connie - yes, planning to do this
 - MF - Need to make sure we are not overwhelmed with admin to justify the pay scales / assessments given over 90 staff, ie lengthy and detailed performance reviews
 - Connie - customer survey has teachers and staff has 2nd highest factor in satisfaction

- MF - Will also look at siding scale for level 1, but most Level 1's quickly progress to Level 2
- CW - Will there be an impact in helper availability with the new pool ? Connie - does not think so, we are not the highest payers, but the staff survey shows people like working for us.
- Connie - pre covid 95% of staff were under 21 years old
- MF - Increase in Level 2 top rate needed to help retain more experienced people - **Agreed**
- Connie - Lower supervisor starting rate to allow someone who is not Level 2 to be a supervisor when there are highly skilled staff in other areas at the same session - **Agreed**
- MF - Recognise the need to tighten up on termly assessment criteria to cope with utilising pay scales
- MF - Look to review pay structure in around 1 years time

4. AOB

- CW - Current finances ? MF - still waiting for end of month figures, also looking to project forward for impact of new pool.
- LJ - Timelines for re-enrolments given new pool, we can't re-enrol people if there is no pool time to offer ? MF - post Easter re-enrolments will be in early March. Sarah and Zoe have started talking about new timetable, should get a stronger sense of things from Everyone Active in early January
- Lessons furlough payments - looks like accountants have calculated things incorrectly, hope to get new information from them tomorrow. Vicky will notify staff tomorrow
- All lessons staff come off furlough during this week, the permanent staff and casual coaching are on flexible furlough, so may or may not get furloughed based on workload.
- Xmas gifts - agreed to give small gifts to all staff - £200 across the 60 or so staff **LJ to sort with MF**
- LJ - Natalie has been asked to help another swimming club in a different county, wanted us to be aware, but does not foresee any conflict
- LJ has pulled together some thoughts on current / future strategy, mindful of the need to have a planning session before we move to the new pool. Not formal proposals, but trying to get some thoughts down. Will share with the rest of the board, just to get them thinking about this too.
- Outstanding actions from previous meeting

- New Pool - need to get commitment from new pool for open meets, even if dates not agreed - MF / AO - Meeting taking place on 15 Dec