

Norfolk Snowsports Club Annual General Meeting

Date: 12th September 2018.

Time: 7.15pm.

Location: Ivan Palfrey Suite.

Present:

NSC Executive Committee: Chair: Richard Oliver, Vice Chair: David Beckett, Treasurer: David Baxter, Richard Roberts, Simon Tomlinson, Tim Graham Jones and Mark King.

Attending: See list of 39 attendees.

Item 1: Apologies for absence. Rebecca Matthews, Martin Thrower, Kevin Cole, Kevin Rhead, Ruth Rhead, Keith Kittle, Nick Esposito.

Item 2: Minutes of the NSC AGM dated 13th September 2017.

The minutes were agreed and duly signed. Proposed by Ian Cotton and seconded by Robbie Loades.

Item 3: Executive Committee's report and financial statement for the year ended 30th April 2018.

David Baxter reported an increase in income of £80,000 compared to the previous year, primarily from tubing activities. On the expenditure side there was a large increase in administration salaries and pension contributions. The result for the year was an operating surplus of £20,249 but after depreciation and the pension regulator settlement the result was a loss of £38,421.

Overall the Club is solvent but maintenance work costs for materials and staff this summer was around £85,000 to £95,000 and the Club needs to keep an eye on future expenditure.

A question was raised regarding the effect of increased prices from suppliers who were passing on increased costs from pension regulation and cost of materials. It was confirmed that this effect is being seen.

David Baxter thanked those at the Club who were involved with managing the accounts and costs.

Acceptance of the report and financial statement was proposed by Robbie Loades and seconded by Piers Lincoln and agreed by a show of hands.

Item 4: Auditors report for the year ended 30th April 2018.

David Baxter reported that the accounts had been seen by the auditor; they show a true and fair view and will be signed off with no issues arising. Acceptance of the auditor report was proposed by Robbie Loades, seconded by Tessa Freeman and agreed by a show of hands.

Richard Oliver thanked David Baxter for his time, effort and vigilance overseeing the Club's accounts.

Item 5: Chairman's report. Richard Oliver

- Firstly, thank you to all the staff at the club. This team in the office, maintenance, bar, marketing and accounts keep the club running day to day
- A thanks also extends to the Executive Committee and David, David and Rebecca for the additional Operations Committee for their solid support for the club driving further improvements throughout the year.
- The club has seen further staff changes throughout the year welcoming Liam to the Maintenance team, Tracey Harrison as Office Manager as well as another change in Club Manager. Unfortunately Mary Wisbey left the club 31st July following which we are actively recruiting a replacement. In the meantime Deborah Anstee has kindly stepped in to cover the role on a part time basis.
- Credit is due to Lou and her team in the bar for all the work on the bar refurbishment making it a warm and sociable place to be.

Volunteers

- This remains a core ethos of the club and more focus is being given to value, appreciate and encourage the volunteer community at the club. The help is never underestimated or assumed, but maybe not appreciated as much as we should.

Equipment & Maintenance

- More new ski's and bindings have been in place seeing a completed refresh of the ski stock
- Snowboards have also gone through a refresh with 23 new board due to arrive soon
- Main slope refurbishment was completed on time in budget with a final Dendex area being replaced in the waves. We can now operate a rolling refresh programme.
- A large spend overhead still looms with the refurbishment of the intermediate slope and funpark
- Pro-active maintenance regime in place for the poma, already driving availability and cost savings with a similar approach being developed for the travelators. A thank you to Lee and his team for ensuring the proactive maintenance program has become imbedded in management of slope maintenance.

Events

- The 2017/18 season saw Norfolk...
 - Again regain the ERSA Championship also claiming personal titles in many categories
 - Farmers Jam last year was again huge success demonstrating Norfolk's clear place on the freestyle circuit
 - Summer didn't deter members well attended race camps by Kandahar and Paul Telling along with the traditional Junior Club summer camp selling out in record time.
 - Special Olympics race – returned to the club for its second. A great time had by all and booked again for 2019 courtesy of sponsorship from Loveday & Partners.

50th Celebration

Throughout the year the club has been celebrating several activities and aspect associated to club by way of monthly focus. This started in March and runs through to Feb 2019.

March – Race – Night slalom

April – Adaptive

May – Ladies Club

June – Volunteers in line with National Volunteer week

July – Took part in Lord Mayor's procession. Slalom Sally the GoGo Hare

August – Tubing including 50 places given away in exchange for advertising on Radio Norwich

September – Freestyle – Farmers Jam, Futures Project, 22nd – Summer fete with guest appearance from Pat Sharples

October – Re-union evening

November – Masters and Club Champs

December - Junior Club

January – Snowboard

February – Club House and Corporate

Still a chance to buy your raffle ticket for some fantastic prizes before the draw on 22nd September

Thanks go to all activity leads who organise the special events during each focus month and special thanks to Emma Smith, Marketing Manager for all the media focus

General

- Overall a positive 12 months with far too many successes to mention as I will miss many. The Club remains highly regarded in the region and nationally by Snowsport England and is still viewed as one of the top venues in the UK.
- Bids have been submitted for the club to host The All England, The Brits and GBR race events through 2019 and currently awaiting the outcomes
- Planning underway for a disabled lift to replace the stair lift
- Finally a thank you to you all, all the club members who continue to support the club year after year

Item 6: Reports from Club activity teams.

1. Adaptive. Richard Roberts

Sarah Bell joined the Club Executive Committee a year ago, and I have gratefully handed over some coordinator responsibilities to her. Sarah now coordinates standing skiers and tubing, and I concentrate on sit skis and Snowkart. Sarah has also set up a face book group for the Adaptive Team and families to publicise and assist communications. We have 101 members at present, and we invite anyone who would like to join to search in face book groups for "Norfolk Snowsports Adaptive".

In April, it was "Focus on Adaptive" for the Club's 50th Anniversary events. The Adaptive team attended sessions of Ladies Club, Masters Club and an office staff meeting and gave them a taste of what we do in Adaptive sessions. We also held two free Drop-in tasters during the school holiday on Monday afternoons. These were very well-attended with a total of 42 new children and adults coming along to have a try. The following Sunday sessions were extremely busy, and we had to turn people away, especially sit ski users.

To cope with this surge in demand, we experimented with running an additional Adaptive session from 4.00 to 6.00 on Monday afternoons during the summer term, but this did not prove popular and has now been discontinued. In addition to providing access to skiing for anyone with additional needs, I believe that our activities have a wider benefit to the whole Club.

- I hope it is inspirational for all our members to see young people with very significant learning impairment skiing around with good control and without fear;

- I think Club Instructors can gain insight from having to adapt their methods for pupils who cannot understand verbal instruction, or who cannot see or comprehend demonstrations;

- our Special Olympic activities usually get excellent coverage for the Club in the EDP and local media (and occasionally Anglia TV).

- Adaptive volunteers are becoming an increasingly significant pool of talent and enthusiasm for the instructor team, and five of the ten Trainee Instructors this year are Adaptive Team members.

A couple of years ago, Nick Esposito invited all Adaptive Team members to join Instructor Training sessions on Tuesday evenings. I think that at the time, this was just an arrangement of convenience: Nick wanted some subjects for Level 3 coaches to work with, and I was happy to offer a benefit-in-kind to enthusiastic and reliable adaptive helpers. Two years on, and the Adaptive team as a whole have a much-improved skiing technique, the instructor team and committee have got to know the Adaptive helpers and to recognise their enthusiasm and reliability, and it has proved to be a powerful synergy between two sections of the Club.

Finally, on behalf of the Adaptive Team and families, I would like to thank all at the Club for the support they give: office staff, maintenance, the committee, the race team and the boot fitters.

2. Freestyle. Piers Lincoln

At the last AGM, Snowboard Freestyle was all but dead at the club. The steady reduction in coach numbers meant that Michael was the only coach left leaving Piers to cover the gap with Rider Clinics. Freeski was not much better but Steve Lindsey, dedicated almost all his free weekends to keep it limping along. The future looked very bleak indeed.

In August 2017, the club ran a UKCP Freestyle course where a handful of volunteers stepped up to be counted. Inspired by the life / coaching experiences of Gav Learmouth our Freestyle Assessor, Piers set about putting a plan together on how we would run Freestyle going forward to both re-establish the discipline and to work toward a five year plan of putting Norfolk Snowsports Club on the UK map. Of course, a plan will only work with help and support and we were lucky enough to have the support and encouragement of Andy Knowles, Simon Howe, Stephen Alison and Antonio Stockton from the off. Balancing their time between Coaching and Instructor Training, they did their best to help out and although it was a slow start, it was a start nonetheless. The aim was simple - Change our current Freestyle setup to make sessions that offer a safe introduction to Freestyle and encourage those through excellent coaching and guided self-discovery to fulfil their own potential. This involved moving and shifting Saturday lessons to maximise 'safe' Freestyle on a now available Nursery slope. This meant that we could build Freestylers from the ground up in a safe environment.

Along the way, Piers kept the rider clinics running so that our Freestylers could not only perform tricks but get to the kicker cleanly and safely at the same time. Anyone who knows any Freestylers will know that traditionally, they are not the best of riders or skiers. Through these rider clinics, Piers found more and more riders were really enjoying racing and using the skills and knowledge that he brought to the sessions. It was at this point he introduced them to Boarder Cross / Ski Cross. In November 2017 we hosted the first in a continuing series of Ski-X / Board-X events which again, with the help and support of parents, coaches and staff, was a great success. So we now have a event series that we hold twice yearly with lots of potential for future development.

Week by week, we posted our various events to Facebook so that everyone knew exactly what they would be getting on given Freestyle session. These included rail nights, box nights, jump nights and more rider clinics. Attendance, on the snowboard side grew and grew and more and more people started to come on a weekly basis. Sessions often have around 20 people attending now and this includes all ages, young and old.

May 2018 saw another boarder cross event and it was at this point that we really did start to see just how amazing our riders had become. It seemed a natural progression to create the clubs first ever snowboard race team and enter the English Championships! So with our very own 'Norfolk Snowboard Club Board-X Race Team hoodies, we made our way to Castleford for this amazing event. May also saw a new addition to the team in the form of Charlie Storey. Charlie passed the theory way back in August 2017 but due to an injury on the day of the course, couldn't complete the practical.

June saw the sun come out and the Park and Pipe team complemented the hot Saturday coaching sessions with trips to the beach by organising many Sunday Long boarding trips around Norfolk. We also saw Coach Andy and Coach Stephen take the long drive to Dorset Jam to give support to our travelling riders and to join in the Jam.

July 1st and we had a number of our local riders attend the Air Attack Freestyle competition, again taking the good name of Norfolk Snowsports Club with them.

July saw us throw some extra Freestyle coaching session in the run up to Farmers Jam. Yes, our amazing coaches gave up their summer holiday period and carried on coaching our riders so that they could be their best for Farmers Jam 2018.

August saw the Boarder Cross team take Milton Keynes by storm and clear up on the podium! Again, we impressed all with our great boarding, attitude and our great twerks!

And here we are in September, our month of Freestyle. Starting off with the Farmers Jam, we have manage to keep the enthusiasm going with the Nationally recognised Futures Sessions which had the biggest attendance of any slope in the UK and again put the Norfolk Snowsports Club on the map as a centre of Freestyle development and excellence. Hopefully we will see the Futures team back soon.

We also have plans to visit every different type of discipline we can and take our Freestyle fun approach to everyone willing to give it a try.

So in summary, we started the year on the verge of disaster but I have been honoured to lead a wonderful bunch of coaches who have shown me every week, just how special and talented they all are. With their help and almost 200 hours of dedication, we have helped develop and create a local vibe once again including two local teams which has put not only the club on the map but also our riders as a wonderful team of helpful, friendly and talented individuals.

3. Instructors. David Beckett

David thanked all those who have covered lessons and coached over the last 12 months. Sessions ranged from a first introduction to skiing to coaching at the various clubs. Over 2250 people attended adult beginner lessons and there were 1024 school attendances, 563 were on junior lessons and 1920 private lessons. Over 20,000 attendances at the various coaching sessions.

Instructor training is coming to the end for this year. The sessions were led by Kevin Rhead and thanks were due to him for his commitment and thanks also to those who attended regularly despite busy lives. Nine new trainees have been taken on this year and they have been working on personal skiing and are now focussing on developing teaching skills. They will help ensure the future of the Club. The enthusiasm of some level 2 instructors led to them self-funding and attending a level 3 course to aid further development. A big thank you to Alex in the office for keeping a check on instructors and organising courses and qualifications.

4. Junior Club. Simon Tomlinson

Junior Club runs on Saturdays 9am to 2pm and the numbers this year have been reasonably consistent with last year. Good to see the numbers attending remained high during the recent heatwave. The Junior Club summer camp was another success with an average of 57 children attending every day. The final day of junior club with the usual water relay and water fight was also well attended.

Simon finished with a personal thank you to the Junior Club Instructors and the Junior Leaders.

5. Ladies Club. Aly Lindsey

Aly Lindsey introduced herself as the ladies club co-ordinator and she has been in place for around 3 years. Ladies Club, a Ladies only session running on Tuesday nights, has been running for around 30 years.

The Ladies Club instructors plan a 6 month program covering groups whose abilities range from snowplough to competent parallel. All areas of the slope are used and guest instructors provide additional skills.

The focus in Ladies Club is to develop skiers in a fun and relaxed atmosphere. A timed agility course means medals are awarded and in addition the ladies vote for those who have achieved during the year. Some Ladies Club instructors went off for a week in March and Masters Instructors were invited to come in and takeover. Adaptive instructors also came and took a session in April.

May was the Ladies Club focus in the 50 years of Norfolk Snowsports Club celebrations. Activities included raising money for cancer research, a reflexology session and snowboard lesson and tasters. Some ladies took part in GungHo, a 5k obstacle run, and a busload of ladies went to the Hemel Snowdome. Ladies Club now have their own face book page enabling them to advertise events and share pictures.

In March four Ladies Club Instructors went to Austria and passed the first section of their level 3 coaches course and are now coaching some skiers from Ladies Club for the portfolio section of the award. Some of those being coached are hoping to become instructors.

Another Ladies Club Instructor gained their level 2 Canadian award this year and a group of Ladies Club instructors had extra training from a level 4 coach at Hemel Snowdome.

So the team is continuously developing their knowledge.

Plans for next year include a focus on higher level coaching and developing a small group of Ladies who are struggling to get to parallel skiing.

Aly thanked all the Ladies Club instructors, guest instructors, office staff and maintenance and particularly Emma in marketing for their support.

6. Masters Coaching. Ed Bellamy

Masters runs every Wednesday at 8.30pm and all levels are welcome. There is some focus on race as it's mostly race coaches who take the sessions. There is a visit from freestyle coaches this month.

Ed noted that David Beckett, a regular Masters coach, has been nominated for Snowsport England's children's coach of the year.

7. Race. David Beckett

It has been a truly amazing year for race, sessions have been very busy, members of the race team go around the country representing the Club and in winter some go abroad to compete on snow. There have been many credible results.

As a team the Club competes in the Eastern Region Summer league against 5 other Clubs. This year Norfolk was the champion Club for the 15th year in a row.

David noted that Norfolk continues to dominate even though the racers change as older racers move on and younger ones take their place. So the ongoing success of the team is down to the continuing development of juniors at the Club. It's good to see returning older racers at the annual Club Champs in November.

There is a big attendance at Wannabe racers and this group feeds into the race team.

The core of parents also continuously changes and their involvement is key as they transport the racers and help organise the events. An especial thank you to Julie Steward for the money raised from cake sales.

Richard Oliver thanked the race coaches for giving up their weekends for the team.

8. Snowboarding. Mark King

Mark introduced himself as a boarder, an instructors and a member of the committee. So here we are – another year of snowboarding at Trowse Mountain and dang, what a good one we've had! I guess for us instructors, it got a lot more busy once the Winter Olympics kicked off and Billy Morgan stomped his final run in big air (a frontside triple 1440 double grab for the geeks out there) to take home a bronze medal for Britain!

This caused a massive ripple effect where everyone and their dog suddenly wanted to snowboard. Instructors were stretched to their limits as 100's of people came to slide sideways. As well as the standard lessons, we also held a number of high profile events to keep the stoke levels at maximum for both riders and instructors.

Just 2 weeks ago we had **Farmers Jam**. With an old-skool approach of focusing on local talent and having a laugh (along with being blessed with Indian Summer conditions), I think we can all agree this was a Farmers Jam that will long be remembered as will that leggy blond lifeguard!

That said, success does not come easy and there are a few unsung heroes who part in the planning and delivery need to be recognised:

Firstly, Charlie; Charlie bleeds Norfolk Snowsports colours and whilst he must have made a pact with the devil, he was instrumental in making sure Farmers Jam went off without a hitch. With the sudden departure of Alan (or which more later) Charlie stepped up to the plate and worked solid 20 hour days to ensure riders, MC's, judges, volunteers and instructors all knew their roles throughout the weekend. Thanks to this insane effort, Charlie helped deliver the best Farmers Jam for many a year! Round of applause for Charlie!

As well as Charlie, we also have Lee; After cancelling his plans and praying he was still married after it was all done and dusted, Lee was on hand to make sure that everything was running like clockwork. Anything that needed building was built, anything that needed fixing was fixed. All in all Lee worked like a trooper all weekend (as ever) and the Jam was all the better for his efforts! Cheers fella!

Finally thanks should go to Snowfit and to Chris Sturgess. An old friend to all of us, Chris has supported the club forever. Thanks to his very good relationship with reps the world over, we were once again able to offer our deserving champions of freestyle a huge truckload of prizes! Who knows that we will do if he ever decides to relocate to France and take his generosity with him!

As well as Farmers Jam, we also had the second coming of **Wicked Sisters** – the female snowboard jam founded by NSC instructors – Jesse and Lydia. Wicked Sisters dropped in May and saw over 50 stoked female rider's rock up from all over the country to ride the hill, try out some Freestyle features and meet like-minded riders. The relaxed vibe and non-comp format was a huge hit and Wicked Sisters 3 will be back next May even bigger and better!

On top of all this, we also have a home-grown boarder-cross team representing Trowse Mountain at events across the country. Special thanks to the freestyle crew for giving up some of their Saturday sessions so the team can train and hone their skills!

Back to our awesome instructors, we now (after years of trying) have a healthy number of snowboard instructors on hand to share the love and the load. With a clean sweep of new Level 1 instructors qualifying in May and nine new trainees being put through their paces as we speak, it's fair to say that snowboarding at Trowse Mountain has never looked better.

Finally, and with a heavy heart, I come to say a few words about Alan Pilkington.

Now this might come across sounding like an obituary but I can guarantee that the big man is alive and very much kicking! Big Al has helped shape snowboarding at Trowse Mountain for the last three years, both with his hand firmly on the wheel of the Farmers Jam juggernaut and being an integral part of both the Executive and Instructor Committees. Alan and I trained to be instructors together and I will never forget the look on his face when he knew he had qualified! Alan was (and is) so proud to wear the red jacket and there are a ton of people out there who love snowboarding because of him. That said, Al (with a huge amount of soul searching) is stepping away from the political side of the club and taking some time out to get back to why we all come here – have some fun on the slopes and share the love of snowboarding with others. And I think Al's decision to go back to the roots of why he loves snowboarding is something we all (both instructors and riders) need to remember.

We ride a slope on a plank of wood – and it is only ever supposed to be fun. As soon as you try to make it something else, you are missing the point of why you started snowboarding in the first place. Let's get back to the "**All for one, One for all**" attitude that makes being a snowboarder so much fun!

9. Tubing. Martin Thrower written report

Looking back over the last year it has been another successful year for tubing, which as we all appreciate is a significant income stream for the Club. We have seen an increase in tubing numbers which brings new people down to Trowse which in turn gives us an opportunity to market other activities at the Club and hopefully turn casual visitors into club Members. The resultant increase in customers has allowed us to exceed our income budget yet again but I am mindful that we could soon reach the stage where demand plateaus out. There has been a considerable investment this year in new tubes and toblerones which hopefully will lessen outgoings in future years. Staff turnover has been low and we continue to build on the professionalism of the tubing team in delivering safe but fun sessions. I am pleased to say there have been only a small number of incidents which speaks volumes for the way in which sessions are delivered.

I would like to put on record my appreciation to all those who have been involved in delivering tubing over the last year – with the cast of paid and volunteer supervisors there are far too many names to mention but I would like to pick out a number of key people who make my role that much easier. Firstly I would like to thank Harry Steward for

his role in acting as link with the paid staff and in ensuring weekend sessions are delivered as smoothly as they can be. I appreciate this has not been easy in the past but I hope we have now turned the corner as we move from strength to strength. Harry is a man never to be idle and he never misses an opportunity to innovate with new ideas and turn his hand to a bit of maintenance. Cheers Harry I appreciate all that you do. Next I would like to thank Charlie in the office. I really do appreciate Charlie's professionalism and ability to make a sale and his interaction with customers is absolutely first class. Supporting Charlie, I would like to mention my appreciation to all the staff in the office for their tireless work in taking bookings and dealing with customers. The popularity of the activity adds to the pressure that the team are under but as the front face of the Club they make customers welcome. Finally I would like to thank Lee and the maintenance team for all their hard work and commitment in making sure the slope and all the equipment is in sound working order. I fully understand the team are under considerable pressure for their services around the complex and I appreciate the time and commitment given to ensuring tubing is suitably supported. Thanks Lee to you and your team.

Item 7: Election of Executive Committee.

Richard Oliver announced that Alan Pilkington and Sarah Bell of the present committee were standing down and the rest had submitted themselves for re-election. Josh Tomlinson, Lydia Bennett and Piers Lincoln stood forward for election. As there were three spaces a vote wasn't required. Richard asked the members at the AGM to consider those standing for committee.

Chair Richard Oliver, Vice Chair: David Beckett, Secretary: Rebecca Matthews, Treasurer: David Baxter, other members Richard Roberts, Simon Tomlinson, Tim Graham Jones, Martin Thrower, Mark King, Tim Graham Jones, Josh Tomlinson, Lydia Bennett.

Proposed: Ian Cotton. Seconded: Robbie Loades. Elected by a show of hands.

Item 8: Budget proposals 2018-19.

David Baxter presented an outline of the budget proposals for 2018-19. It was proposed that prices for some activities should be increased to bring up income levels. Marketing efforts will also be directed to corporate activities.

A question was raised over the higher price for board lessons compared with ski lessons. There was a concern that the price would drive people towards ski lessons. It was noted that the ratio of instructors to students was smaller for board lessons so the costs for running a board lesson was higher than a ski lesson.

A question was raised over the discounted rate for race sessions. Adult and junior race are £1 cheaper than other coaching activities. The difference reflects the travelling required by those in the race team who commit to attend races away from the Club.

A question was raised over the infinite number of children who can be part of a family membership. The issue was a family with 4 children gets a better deal than a family with two children. The reasoning behind this choice is that the Club wants to attract families and as each member pays for open practice time a family of 4 has a bigger outlay per visit.

Another issue was raised over the small difference between the one parent one child membership charge and a family membership.

A request was made for barriers to be fitted on the side of the intermediate slope to stop stones rolling from the side of the slope onto the snowflex.

An issue was raised over the small £1 difference between junior practice charge and adult. It was felt the difference should be greater.

The Budget was proposed by Nick Folliard and seconded by Piers Lincoln and agreed by a show of hands.

Item 9: Appointment of Auditor.

David Baxter proposed that the Club continue to use John Watson this was proposed by Nick Folliard and seconded by Robbie Loades and agreed by a show of hands.

Item 10: Amendment to Club articles

Richard Oliver presented the case for an amendment to the Club articles section 11 where by notification of the AGM would be "in writing or by electronic media".

Proposed by the Executive Committee, seconded by Ian Cotton.

Item 11: Any other business by prior notice to the secretary.

No AOB

Item 12: Presentation of the Ivan Palfrey memorial trophy.

Richard Oliver announced that Kevin Rhead had won the Ivan Palfrey award.

The Junior award was a joint award to Joseph Thompson and Hannah Smith.

Richard Oliver congratulated all those who had received nominations.

Richard closed the meeting by thanking everybody attending for their time, comments and feedback.