

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



Attendee – Richard Oliver (RO), David Baxter (DB), David Beckett (DBe), Rebecca Matthews (RM), Mathew Brooks (MB), Dudley George (DG), Jenny George (JG), Richard Roberts (RR), Piers Lincoln (PL), Harriet Lincoln (HL), Aly Lindsey (AL), Leah Fogg (LF), Peter Lawrence (PL), Jamie Halliday (JH), Giovanni Ablett (GA), Deborah Anstee (DA), Leigh Barber (LB), Mel Watson (MW), Martin Thrower (MT), Conor Flint (CF), Toby Le Coq (TLC), Paul Tricker (PT), Katherine Day (KD), Ed Bellamy (EB), Sarah Bell (SB), Mark Duly (MD), Maxine Duly (MDu), Tony Chauhan (TC), Charlie Storey (CS), Faith Davies (FD), David Rich (DR), Martin Sewell (MS), Ella Willett (EW), Cat Wood (CW), Kevin Timewell-Read, Nick Folliard (NF), Joe Smith (JS), Katy Smith (KS), Asha Smith (AS), Antonio Stockton (ASt), John Burroughs (JB)

Apologies- Rhona Findlay, Tim Graham Jones, Stephen Cole, Nick Esposito

Attending.

Item 1: Apologies for absence. Rhona Findlay, Tim Graham Jones , Stephen Cole and Nick Esposito.

Item 2: Minutes of the NSC AGM dated 17th September 2019: The chair (RO) asked all if the 2019 AGM minutes sent to each delegate were an accurate
No objections were raised.

Proposer: David Beckett (DBe)

Seconder: Deborah Anstee (DA)

Item 3: Executive Committees report and financial statement for the financial year ending 30th April 2020:

- Staff costs saw a small increase of £8,237 over the year with a knock-on impact of additional pension contributions of £1,335.
- Retained balance carried forward of £302,395 versus £378,962 from 2019 which is a favourable position given the operating climate with the impacts of the Covid-19 pandemic and associated lockdowns etc
- Increased losses of £76,567 compared to £53,781 from 2019, again attributable to the impact of Covid-19 lockdowns and reduced footfall whilst maintaining the mandatory outgoings of the clubs expenditure
- Balance sheet for year ending 30th April 2020 of £393,319, a decrease from 2019 of £76,567

No questions were asked of David.

Accounts were approved subject to the satisfactory completion of the audit once complete, as the audit was not ready at the time of AGM.

Proposer: Rebecca Matthews

Seconder: David Beckett

Vote - For 33; Against 0; Abstain 4

Item 4: Auditors report for the year ending 30th April 2020:

(DB) The financial statements are in the process of being audited as true and fair and will go to companies' house.

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



I (DB) would like to act as a proposer

Proposer: David Baxter

Seconder: Richard Oliver

Show of hands to adopt: For – 33; Against - 0 ; Abstain 4

Item 5: Chairman report. Richard Oliver (RO)

Chairman's Report 2020

- The club has seen further staff changes throughout the year welcoming new members of the team to Maintenance, the office, and Matt Brooks as the new Club Manager.
- Thank you to all the staff at the club. Matt and his team in the office, maintenance, bar, marketing, and accounts keep the club running day to day during the time we have been open. As well as keeping guiding the club through the various guidelines, policies, laws resulting from Covid-19 to help us achieve a successful, gentle paced re-opening.
- Special thanks also go to David Beckett and the instructor committee and all the instructors/coaches in working through what we can offer or not, how much and how these activities would operate.
- Thanks also extends to the Executive Committee and David, David and Rebecca for the additional Operations Committee duties, for their solid support for the club seeing us through these unprecedented series of decisions, funding investigations and leveraging as much support as we can from the government schemes put in place to support businesses such as this club through the Covid-19 pandemic.

Volunteers

- The volunteer aspect at the club remains at its core and never more appreciated, valued as everyone's lives seem to become more and more busy. This help is never underestimated or assumed. This ethos of the club will never be called into operation any more than it will do over the next year to try and get back to some form of normality, often working in new ways.

Ordinarily I step through key areas of the club such as equipment, building facilities, maintenance etc but the current term of office has no doubt been dominated by the impacts of the Covid-19 pandemic.

No one could have anticipated the decision the Operations and Executives committee had to take to close the club. This was not only to protect our staff, volunteers, members, and the public from the potential risk of infection, but latterly as part of government legislation.

Normally I steal the thunder of some of the activity updates with my summary, but this year I will pre-empt the themes of some of the financial statements.

The shutdown has had a huge impact on the club. When the first 3 months of closure were anticipated we saw the best part of £200k loss of income. This being magnified by still incurring operating costs and bills to pay of £140k for the same 3-month period.

As a club we have leveraged as much as we can from Sport England Emergency fund grants along with funding from the district council. Where we had commitments for key equipment such as sitski's grants

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



were also leveraged here as well.

The government furlough scheme has certainly been key to retaining our great staff at the club as this provided them some income during closure. When we originally closed, those not on salary faced the uncertain future of no hours worked equally no pay. We are pleased to report that so far, all staff have remained loyal to the club and returned when requested.

During the club closure we kept an onsite presence of 4 staff. These operated to act a site security, undertake maintenance tasks to prevent future facility restrictions once we re-opened. E.G Slope cleaning, repairing the top of the main slope etc. Whilst office activities were preparing systems for the online booking requirements that would be key to re-opening.

David Beckett and Matt Brooks along with office staff, the instructor committee and all instructors, coaches and boot fitters have done a tremendous job working with our governing body, Snowsports England, public health England and our insurers, to drive a set plans allowing us to re-open again 6th July. David and Matt were part of the Snowsport England working group so put the club right at the heart of decisions and discussion to keep us on the front foot.

Once open we tried to operate what we could in line with demand and times that suited our members. Thanks to everyone who replied to the survey we issued as this help carve out the initially opening sessions. Going forward with the Winter Timetable we aim to try and stabilise and regulate what activities are taking place when, albeit under restricted numbers to comply with social distancing protocols.

We know what our capacity can be and the impact this will have on the clubs operations. So far, we have seen a tentative return to the activities, which is totally understandable. Ordinarily we would be approaching our peak business period, but in the current climate this does not feel certain and understandably so. Winter always brings its fair share of colds, cough's, and flu's which this year will be treated with even more caution.

The reality of the situation is that the revenue we have lost so far, this financial year and end of last will never be recovered. In addition, whilst operating under reduced volumes we will potentially not reach the same levels of revenue as pre-lockdown. Therefore, as a club, an Executive Committee and Operations committee all spend with come under even closer scrutiny and control, focussing on just the must have's.

We will need an active marketing campaign to win back the footfall of customers and members knowing they can feel as safe as possible when onsite enjoying the activities we have to offer. It will be interesting to see if the anticipated decline in Winter ski holidays will impact our busiest season or will the fact that we can provide the only winter sports members are likely to experience this winter play to advantage...we do not know! However, we will be making available our normal range of lessons, tasters, and club activities, again with restricted numbers.

We have no trended data to forecast for what the next year will bring but will be working hard to ensure as many spaces on lessons, coaching sessions and open practice are filled as possible. Where there are spaces, we will try and find out why and what we can do differently.

Overall a totally unpredicted 12months operation compared to previous AGM's and we look to all our members, volunteers, staff, supporters to help us return the club to the buzzing social environment it

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



can be, whilst of course keeping everyone safe.

Item 6: Reports from the Club activity teams.

Adaptive – Richard Roberts

This year, 2020, has given us the opportunity to reflect on all that we had at the beginning of the year, and all that we have lost in last five months. Our adaptive members have lost a regular activity, and whilst it is just one hour every fortnight, it may be one of the highlights of their week, combining routine, exercise, achievement, fun and community.

Adaptive skiing has restarted this month, with a pilot session for eight members by invitation. We hope to be able to welcome back all our regular standing-skier members soon, but we will not be able to take any new members or sit-ski users whilst distancing rules are in place.

As I mentioned last year, our sit skis are nearly at the end of their life, and we have been raising funds to replace them. I told you then that we had had funds of £2000 already and a target of £5,500. During the autumn, we decided to aim not for a like-for-like replacement of equipment, but to purchase the best sit-skis available, and our revised target for fund-raising went up to £10,000.

Our campaign was kick-started in November by Snowfit, who dedicated their Black Friday promotion to pledging a percentage of weekend sales. In January, we had a two-page feature in the EDP and this prompted very generous donations from Special Olympics Norfolk, and from two Club members, Nick and Andrew Crotch.

I'd like to thank a number of our more significant contributors. So, in no particular order, thank you :

- Joan Latta, Adaptive skier, for your personal contribution
- Sprake & Kingsley Solicitors, corporate donation
- Stanford Skiing, prize for Christmas draw
- Victoria Wright, sponsorship for half-marathon
- Richard Oliver, sponsorship for parachute jump
- Faith Davies who had the inspired idea of posting our JustGiving page on the Snowheads Forum.

And thanks also to everyone who donated directly or to any of the above.

We have now raised over £8000. In addition to which, we have also been awarded a grant of £5,000 by Sport England, and funded by Toyota Parasport, so we have exceeded our target. We were hoping to test-drive various sit-ski models at other ski slopes during the summer and place orders by now, but the process is on hold for now. We're looking forward to seeing our sit ski customers again, and we're looking forward to going shopping soon for the best equipment we can find.

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



Freestyle (Skiing & Snowboarding) – Piers Lincoln

Following a highly successful summer season during 2019 our coaches formulated a fantastic game plan for 2020. Unfortunately thanks to Covid-19 we haven't been able to fully achieve what we wanted to. But nonetheless we have had a fantastic winter season with the full series of rider clinics that help improve our boardercross, ski cross and Freestyle athletes and help them to develop skills and abilities.

Next year will see an even more dedicated shift towards focus on freestyle ski and boardercross activities. The intention is to up the number of races increase training for athletes and cement Norfolk Snowsports club as the foundation club for all ski and board across activities in the UK.

Our coaches have already received recognition from our governing bodies for the fantastic work they have already achieved. We have also been asked to help prep and develop up-and-coming cross athletes for the next step into full European competition camps and look forward to continuing our relationship with the Snowboard Racing Academy.

Hopefully next year will see COVID-19 restrictions ease and the return to full on training and competition.

Instructors – David Beckett

My first duty as always has to be to thank all of our instructors, coaches and trainees on behalf of the Club for their collective efforts over the last 12 months.

This year has been one of disappointment, of hope, of expectation and a desire to return to normal. Unfortunately as we all know the current situation is going to continue for some time yet.

We came out of last year on something of a high with virtually all of our coaching and instructing activities at increased levels. Our trainees were nearing their assessment date when it all started to unravel, despite valiant efforts by coaches, trainees and office staff to pull forward the final assessment we were thwarted by literally a few days as the legislation dropped in to prevent it. Likewise our plans for this year's trainees was in place we had candidates and were on the verge of our selection when we were stopped. On a positive note though at the end of this month our current trainees are at last about to take their final assessment and after such a disrupted 6 months I am sure that you all would like to wish them good luck!

Throughout the lock down we as instructors and club have been in close contact with SSE to discuss interpretation of government guidance and formulate plans for when and how we could safely recommence our instructing and coaching activities. At times the guidance and law has left us all feeling somewhat confused and bewildered. The instructor committee met remotely a number of times and later during June, at the club (socially distanced of course) to discuss, try-out systems and train instructors for the new normal. A huge thanks also goes to the office staff and in particular Matt who has done a wonderful job in pulling everything together to make it finally happen in July. As instructors and coaches our paramount attention has been and still is to ensure that we protect each other, Staff, our members and clients.

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



We have now managed to restart most of our coaching activities, Junior club is due to restart at the end of this month and early next, group lessons for over 12's, planning is still ongoing for those that are younger. I feel very happy that we have a solid core of instructors who have expressed a desire to get back to instructing these group lessons and support the club as we go into the winter season.

All of the Instructors who were working on their level 3 portfolios last year are now licensed, 3 additional instructors attended level 3 coaching courses last year, congratulations to Mark Syder who has completed his portfolio and is now licensed, while the others continue to work on their portfolios.

Who knows what the coming months will bring, but won't it be great thing if the AGM next year see us all in the same room!

Junior Club – Katherine Day

Over the last couple of years Junior Club has faced some big changes, from September 2019 it was the beginning of a new era for Junior Club the beginning of the year with a complete set of new Instructors.

We had put together a varied programme with activities ranging from technical skiing to freestyle and everything in between, including races from slalom to Ski Cross, with something in there for everyone to enjoy and to challenge the student's skills to help them improve.

Junior Club aims to have progressions races at least once a term if not twice to allow our students to progress through the groups based on their ability. For the last few years progression races have been based on speed in a slalom course, but 2019/2020 saw the return of an old favourite the agility race, this is not based around a traditional slalom allowing for a more even race as junior club does not focus just on races, it's about building the students a varied ski skill set. We can't forget to mention our talented helpers, our Junior Leaders who always set a good example to the students, demonstrating the activities, helping set up and clear away the slope giving up their Saturday Mornings allowing Junior Club to run smoothly. Unfortunately, this year has been cut short but we will be back on slopes before you know it with our talented young skiers improving their skills.

Ladies Club – Aly Lindsay

Sept 2019 to Dec 2020

L3 Instructors undertook additional training at Hemel Snow Centre which gave us additional skills to coach all levels at Ladies Club.

A coaching trip at Hemel Snow Centre was organised for a group of ladies of all abilities. All enjoyed the coaching trip and enjoyed skiing on snow.

Our annual Agility Race was very well attended and lots of medals won by all abilities. We also have an overall LC Award which is nominated by the Coaches. The skier for this Award is a skier who has improved (whatever their ability), has a great attitude to learning and worked well within a team.

Jan – Sept 2020

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



Our Pole Session, which was for all of February was great fun, a progressive month session which resulted in improved technique and overall confidence.

During Lockdown we organised a 50 mile bike, walk or run challenge for 30 days. During this Challenge, some ladies also raised money for Alzheimer's Charity. This was a great motivator during 'downtime' when the Slope was closed. Some ladies increased the 50 miles to 100 miles in 30 days.

Our Ladies are now back on the slope and it's so lovely to see them. As ever they are keen to learn and have adapted really well to changes put in place.

Masters – Ed Bellamy

Masters runs on a Wednesday evening from 8:30 to 10pm. It is designed for adult members who want to be coached in their skiing.

Whilst any member who is signed off can attend and all are welcome, it is best suited to those who are parallel or nearly parallel as a minimum standard, but the main requirement is that they are want to push their skiing to the next level.

The sessions are led by Level 2/3 instructors, who are also performance coaches and covers all elements of skiing based on what those attending want to do, but focussing on pushing their performance levels and this does not just mean racing, it includes technical ability, piste performance, waves/moguls and occasionally freestyle.

2020 has been an odd year, but Masters was one of the first clubs to start back and we are now fully up and running within the new guidelines, which unfortunately means we still cannot go up to the bar after the session, but we can do most of the on slope activities within the guidance.

On the coaching side, Mark has gained his level 3 Development Coach, Dave is continuing his portfolio towards this and Ed has completed the training week and is also progressing through his Level 3 Portfolio, so assuming there are no delays masters should have 3 Level 3 Development Coaches before the AGM next year. We must also thank George Burroughs for his continuing assistance performance coaching at Masters.

Racing – David Beckett

Well what can we say, we finished last year with lots of positivity, we had an amazing Club Champs in November with over a hundred competitors including Snow Boarders and Adaptive and everyone was planning either their winter races, holidays or in some cases both.

As we have come to expect our Sunday winter training sessions and Friday Wannabe sessions were well attended throughout the winter but unfortunately as corona virus took hold Alpine races from Mid-March onwards were cancelled.

The 2020 dry slope racing calendar was agreed early spring and included the annual Norfolk ERSA, National and the All England to be hosted here yet again in September, unfortunately as we all know all were subsequently cancelled.

We have looked too and had many discussions SSE as to how we could safely organise structure and restart our activities in the new Covid infected world, and I guess the good news is that after the prolonged lock down, we finally managed to get our socially distanced race training restarted in July,

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



followed by Wannabes a few weeks later.

With no races so far this year we are of course all hopeful that we can race again soon, but currently an event structured like last year's Champs looks a little bit of a forlorn hope!

Snowboarding

Snowboarding had a good start to the term with strong representation from volunteers on both the Executive and Instructor committees.

At the start of the term participation in the sport had been really strong with the 'kid's club' remaining especially popular both with weekly sessions and with camps.

Initial plans for the year looked into how to increase the grass roots level of snowboarding bringing new participants into the club as well as increasing the offering to experienced snowboarders.

Within the year plans for both level 1 and level 2 snowboard instructor training had been made and approved with the outlook for the year looking very positive for snowboarding at the club.

As will be the case with most of the activity reports snowboarding has been affected at all levels by the events of 2020 and COVID-19. Resulting in the cancellation of all levels of snowboarding sessions.

All has not been lost through the closure as with the easing of the national lockdown the club was able to hold a snowboard level 2 induction weekend for some of the current level 1 instructors whom will now begin working their shadow hours in preparation for the level 2 assessment weekend.

Unfortunately the level 1 program is yet to restart but is likely to run again in the 2020/2021 term.

Moving into the next term the focus will be on reopening snowboarding sessions and lessons where possible, as we all get used to the 'new normal' and from there following the plans of the previous term to again increase the participation in the sport at the club through at all levels

Tubing – Martin Thrower

Up until the introduction of restrictions due to Covid 19 this has been another successful year. During this period customer numbers have held up which has enabled the comparative budget forecast to be met. Since March the activity has ceased to operate following the national lock down. This has had a significant impact on income predictions. All paid tubing staff were placed on furlough. There has been limited investment in equipment and clothing throughout the year.

During recent weeks discussions have taken place to work up a plan for the phased return of the activity which, as a major income generator, is vital to the financial stability of the Club. It is pleasing to report that initial indications are that the furloughed staff will return. All cancelled bookings will be rescheduled with priority given to these customers. There has been an encouraging degree of customer interest as a result of enquiries received from potential bookers. It is anticipated that

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



sessions, with reduced numbers, will commence in early October.

7. Election of Executive Committee Members

RO announced those stepping down from Executive committee;

- Tim Graham Jones
- Tony Chauhan
- Piers Lincoln
- Rob Watling

RO announced the current members of the Executive committee to re stand;

- Richard Oliver (Chair)
- David Beckett (Vice Chair)
- Rebecca Matthews (Secretary)
- David Baxter (Treasurer)
- Richard Roberts
- Dudley George
- Conor Flint
- Martin Thrower

RO announced the new Executive members to stand;

- David Rich
- Leigh Barber

RO requested a proposer

Proposer: Tessa Freeman (TS)

Secunder: Kevin Timewell Read (KTR)

Vote – 34 For; None Against; 4 Abstain

Item 8: Budget Proposals 2020-2021

- The proposed pricing increase agreed through the Exec Committee was presented by DB. All proposed pricing was accepted with the exception of Ski Taster, Snowboard Taster, Adult Ski Beginner Lessons and Adult Snowboard Beginner lessons.

After a series of votes taken to the point of where abstains out-numbered those for and against were recorded as a sign that those individuals wanted to retain the previously voted the final pricing was agreed as that listed below. All agreed prices included the empowerment to the Executive and Operations Committees to apply discount schemes as required throughout the year.

Membership

Family membership increasing from £75 to £80 (direct debit £70-£75)

One Parent one child membership increasing from £63 to £65 (direct debit £57 to £60)

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



Single membership increasing from £48 to £50 (direct debit £44 to £46)
Junior membership increasing from £33 to £35 (direct debit £44 to £46)
Adaptive membership increasing from £24 to £25
Day (Guest) membership increasing from £17 to £20

Lessons

Ski taster increasing from £15 to £20
Snowboard taster increasing from £17 to £20
Polar Bear Ski Beginners remains £45
Junior Ski Beginners increases from £50 to £55
Junior Ski Continuation increases from £50 to £55 (members remains at £40)
Adult Ski Beginners increases from £75 to £83
Snowboard Beginners increases from £85 to £93
Private lesson increases from £55 to £58 (members £35 to £38)
Private lesson extra increases from £24 to £26 (members £19 to £21)

Open Practice

Adult Open Practice increases from £9 to £10
Junior Open Practice increases from £8 to £9
Adulting Coaching and Supervised increases from £11 to £12
Junior Coaching and Supervised increase from £10 to £11
Junior Club remains £10
Adult Race session remains £10
Junior Race session remains £10

Coach Saver Tickets

Adult coaching saver (10hrs) increases from £99 to £108
Junior coaching saver (10hrs) increases from £72 to £81
Adult Open Practice saver (10hrs) increases from £81 to £90
Junior Open Practice saver increases from £72 to £81

DBa requested a proposer

Proposer:

Secunder:

Vote: For 28; Against 5; Abstain 5

Item 9: Appointment of Auditor

David Baxter proposed retention of the current auditor, John Watson, Chartered Accountant, partner at Smith Williamson, a major accountancy firm. He is also a good friend to the club, operates a fair process and doesn't charge to audit the accounts. John Watson is proposing to stand for the next year.

Proposer: Richard Oliver (RO)

Secunder: Conor Flint(CF)

Vote - For 29; Against 0; Abstain 7

AGM Minutes Norfolk Snowsports Tuesday 15th September 2020



Item 10: Any other business by prior notice to the secretary:

None submitted

MW asked regarding would we be monitoring uptake on sessions, RO explained yes, and tweak the timetable as needed.

A question regarding how long the Club would survive if Covid restrictions continued was raised, D Ba explained it was impossible to answer, and we would run in line with guidance of PHE and insurers, and take any changes needed in line with costs of the Club to run and income. RO explained the Club would apply for all relevant schemes to assist the Club and make decisions based on the best interests of the Club and members.

JH raised a question regarding freestyle, to be dealt with offline by MB.

Item 11: Presentation of the Ivan Palfrey Memorial Trophy

The Ivan Palfrey award nomination process took to online voting and ballot box voting. All votes counted and summarised as follows.

(RO) Presented the shortlist for the IP award and read out some of the nominations;

Outstanding Young Achiever – Joint winners **Asha Smith (AS) + Megan Day (MD)**

Winner of the Ivan Palfrey Memorial Trophy - **David Beckett (DB)**

Closing statement (RO) RO thanked all for attending, and wished everybody the best for 2020-2021.