

Farthinghoe Village Hall Committee Report 2018

Summary:

1. The new Committee has been making really good progress over the last two years to both clarify and document its role and the way it works. The management process is now very transparent with access to most of the documentation being made available either via a website or by specific request.
2. All areas of the Hall management and environment have improved at a good pace considering the voluntary nature of all those involved. The new Storage area and Bar have been particularly well received and the coordinated colour scheme with matching curtains is now receiving compliments.
3. There is a really good level of enthusiasm and communication within the Team. Each Member has a specific role in managing the hall and has helped deliver the many improvements this year:
 - a. Income up by over 50% in last two years
 - b. Bank balance up from £4788 at 06/2016 to £ 9188@3/2018
 - c. 150 Club income up by £1168 on 2016 figure
 - d. New, regularised hire conditions and prices in place for all regular hirers.
 - e. 50% reduction in charges for Villagers using the Hall.
 - f. Clear and documented goals and management processes.
 - g. Improved physical environment with new storage area, bar and furnishings.
 - h. Significantly improved financial control and reporting with web access to bookings etc.

There has also been a major move to identify and communicate with all stakeholders (those who use the Hall) and our Suppliers, resulting in higher income and lower costs.

4. One really pleasing note is the increased involvement of Villagers in contributing to both Events and improvements at the Hall. After many years of complaints that Village Hall events are poorly supported, I can say that there is a real sense of Community developing around the Hall, which justifies our goals. There is also a core of Supporters who regularly help at the Hall which considerably lightens the load on the Committee - thank you all.

Goals for 2018:

There is a set of Goals in place for 2018 which provides a clear focus for the current Committee.

1. Physical upgrade: To continue enhancement of the Village Hall facility for the benefit of the local community by:

- a. Building a better storage facility to smarten the inside and provide a practical enhancement to the storage of all Village Hall items.
 - b. Focussing on the Village Hall grounds to ensure they are better maintained and more attractive to all visitors.
 - c. Replacing the original Bar and constructing a replacement which will service both inside and outside.
 - d. Creating a viable plan, including funding, which will upgrade the heating system and provide hot water to all areas as appropriate.
- 2. Procedural enhancements:** To put in place a management system which will be both transparent and documented, allowing consistency for following FVH Committees. This will be achieved by:
- a. Building on the 1961 document setting out the purpose and operations of the Village Hall Committee, updating to 21st Century relevance and putting it into law.
 - b. Managing in a transparent and open environment with all transactions, minutes, plans etc. easily accessible by all interested Villagers.
 - c. Reviewing all agreements and contracts with our Suppliers and Customers.
- 3. Increasing income:** To put in place a marketing strategy allowing maximum use of our facilities for hire, but in the context that the Hall is for the benefit of all Villagers. This will be achieved by:
- a. Publishing a marketing plan, based on research and discussion with all stakeholders. This will be reviewed at least twice a year by the Committee
 - b. Creating a specific website for the Hall which will be managed by the Committee and not outsourced.
 - c. Creating and managing events specifically for the Village, encouraging both its involvement and use.
- 4. Building relationships with Stakeholders:** To recognise the Stakeholders in the Village Hall environment and be pro-active in engaging with them by:
- a. Regularly reminding ourselves who they are.
 - b. Assigning individual FVHC members to each one and encouraging the sharing of their interactions.
 - c. Creating special relationships with Parish Council and Village School
 - d. Reviewing the Stakeholder list annually as part of 2. above

Current Priorities:

- A. Structural/Environmental: To ensure the structure of the Hall has a significant focus by providing background heating, increasing insulation and making the building more airtight. As a result of the current storage upgrade, the outside environment needs a

focus to ensure the BBQ is built and the area around the Container and sheds is clearly defined with a concrete border and is made safe.

- B. Website: To create, implement and manage a specific website for the Hall. This will be used to provide access to all processes and documentation leading to the 'open' environment as stated in our goals. It will also allow the Marketing of our facility with its enhanced services to allow us to grow the revenue from the Hall hire. It will also be a window into the Village which should be using our services.
- C. Facilities: To increase the facilities available in the Hall as a way of increasing our revenue and providing access to a greater potential Hire base. Already the implementation of an audio-visual upgrade has resulted in the formation of the Farthinghoe Film Club. Increased facilities such as WiFi could result in more use of the Committee room by Businesses for example.
- D. Management: By the next AGM, all processes will be documented and it will be very easy to handover to a new Committee if necessary. It will minimise the 'discovery' element of how the management of the Hall works and all users, suppliers, processes and critical actions will be available from one document.

Beyond 2018:

- A. Outside area: There is currently a Committee member responsible for the external environment. Flowers and shrubs are now managed, with much of the carpark reclaimed from the creeping grass area. Future plans include a relaxing Patio area at the rear with maximum use of the space available around the Hall
- B. Facilities: A focus on the decoration capability of the interior will see the ability to change colour and shape with the use of drapes etc. The lighting will be upgraded along with the heating to provide more remote management of the Hall facilities. The Committee room will be a separate hire option and we will consider additional outside access to it.
- C. Income generation: The intention is to increase the income potential as a basis for the above investment in environment and facilities. The current ethos is to ensure the Hall is a Village owned facility for use by the Village and we do not intend to run the Hall as an income generating Business.
- D. Village involvement: As the main goal of the Committee is to run the Hall for the benefit of the Village, it is important to understand the requirements of the Village. This has been challenging to date as these ideas are difficult to access, However, there has been a good response to those events put on just for Village enjoyment. We need to get a wider input into the running of the Hall and this will remain a focus for next year.
- E. Marketing presence: The Committee is pretty clear about where our facility fits and compares with other Halls in the area. We understand our strengths and weaknesses in

comparison and firmly believe that a greater Web presence will help sell our facilities as well as making it less onerous to manage the Hall (important for volunteers). It is planned to work more closely with other providers such as local caterers etc. to access different markets.

Conclusion:

The Hall is in a good position as a Village asset and has improved in all respects over the past couple of years. The current Committee is very clear about its objectives and motivated to deliver significant improvements with great enthusiasm and commitment.

The heating project and website will make a major addition to the platform which we can offer our services from. There is a good relationship with all users and suppliers, making it easier to continue the improvement programme. The Parish Council are now active partners in moving things on and we are convinced the improvements to the facilities will improve over the coming year.

The Committee welcomes any input or comments from the Village and can be contacted via the contacts page on the website or by attendance at the monthly meetings at 19.30 on the last Wednesday of the month.

Committee Members and responsibilities:

David Hancock, Chair - Maintenance, Security, Storage areas, Marquee, Legalities
Philippa Clayton, Clerk - Agenda, Minutes, Processes, Events, Website, Marketing Comms
Jenny Phipps - Outside area & Gardens
Lisa Wenmouth - Finances, Website, Marketing Comms
Jenny Johnston - Finances, School liaison
Beste Bragg - Events, Marketing Comms
Wendy Hancock - Bookings, Cleaning, 150 Club, Events