

Agenda for Group Leaders Meeting Thursday 5th June 2025

Ashurst Hall, Charis Centre Ground Floor, 14:00 – 16:30 pm

The term Group Leaders (GLs) is used throughout to refer to all those involved in running groups.

Item	Description
Updates	
1.	<p>Welcome from Jim McGough, Chair</p> <ul style="list-style-type: none"> (a) Apologies for absence (b) Introduction of any new Group Leaders (c) Introduction to Christine Willows, new Welfare Support (d) Welfare Support for Members (e) Feedback from new Members Survey (pages 8 – 10) (f) “Full” Groups and Use of Waiting Lists
2.	<p>Update from Graham Friday, Treasurer</p> <ul style="list-style-type: none"> (a) Term 2 Activity Groups Financial Report (already disseminated by Treasurer) (b) Keeping Beacon Group Member lists updated (c) Portable Hearing Loop Working Group update
3.	<p>Update from Susan Parker, Communications Coordinator</p> <p>Facebook Pages: Crawley u3a and Crawley u3a Extra</p>
4.	<p>Update from Margaret Lloyd, Secretary</p> <ul style="list-style-type: none"> (a) Insurance for Trip Organisers (see Insurance for Trip Organisers on the website under Admin > General Admin) (b) New website & recent monitoring report (pages 11 – 13) (c) Membership Renewal Process for 2025-26 (see 2024 Membership Renewal Report on the website under Members > Member Fees) (d) Notification of non-standard Group Trip & one-off Event dates (e) Consistency of Group Names.
Discussion Items	
5.	<p>Jim McGough, Chair</p> <p>Seeking GL’s opinions on the proposal to hire an Office Room at the Orchard (pages 14 – 16)</p>
Refreshment Break	

6.	Ruby Celebration Event, led by Graham Friday & Sue Parker Update & discussion
7.	Any Other Business
8.	Next Meeting
	Close of Meeting

Minutes of the Group Leaders (GLs) Meeting on 5th June 2025

Ashurst Hall (moved from Lindfield Room), Charis Centre 14:00

Italic Text in purple refers to relevant sections of the Group Leaders' Handbook [which can be found on the website under the [Admin>For Groups](#)]

Committee members attending (with groups for which they are a GL in parenthesis)

Jim McGough, Chair (Poetry)

Margaret Lloyd, Secretary

Alan Rew, Vice Chair (u3a National Subject Adviser for Croquet)

Graham Friday, Treasurer (Afternoon Exercise, Indoor Pickleball & Pickleball/Tennis)

Sue Parker, Communications Coordinator (Short Mat Bowls, Strollers)

John Williams, General Trustee

Group Leaders (GLs) attending

Wendy Adams (Theatre), Brenda Ashenden (Family History), Jean Austin (Storytelling, Weekenders), Isabel Baker (Theatre, RUGs, Quizzing for Fun), Peter Beckley (Quizzing for Fun, Live Music, O&A6), Christina Belben (Craft), Maggie Berrill (Gardening 1&2, O&A4), Maureen Bufton (Gardening 1&2, O&A4), Janet Copeland (Topical Discussion), Graham Crozier (Local History), David Devere (Colloquial Italian), Craig Edwards (Air Rifles), John Hilder (Folk Music, Allotment), Kitty Jenkinson (Italian for Beginners), Marion Lang (Science), Phil Light (Amblers, Walkers One, O&A7), Jean Manuel (Theatre, O&A1), Sue Mearns (RUGs), Jacqui Mercer (Rummikub & Canasta), Anne McQuade (Folk Music), Janet Newson (Amblers Extra, Web Editor), Ann Sole (History of Pantomime), Carolyn Wadley (Art Appreciation 2), Chrissie Watson (Family History), Maureen Wicks (History, Quiz 1), Gill Wilson (Topical Discussion), John Wynter (Bridge for Fun)

Agenda Item 1: Welcome (Jim McGough)

Jim opened the meeting by welcoming everybody.

(a) Apologies received

Apologies received from the following GLs:

Ana Achucarro (Painting & Drawing) Carol Allen (O&A 8), Gill Cooban (Film Group), Andy Bridge (Book Circle, Cycling), Judy Bridge (Cycling), Karen Darling (Painting & Drawing), Julie Darlington (Storytelling 2), Joelle Dumetz (French Experience), Linda Edwards (Air Rifle), Jane Guest (Mah-Jong), Fiona Harris (3D Paper Crafting), Kathy Jameson (Bamboo Pipes), Brian Kiely (Ukelele); Monique Mansfield-Tovey (Smartphone Photographic), Liz Tennant (Speaker & Seasonal Outings Organiser), Mary Watts (O&A 6), Bob Weddell (Folk Dancing)

(b) Introduction of New Group Leaders

As is the custom at the start of Group Leaders' meetings, everybody present introduced themselves. The Chair welcomed Tina Belben, the leader of the new Craft Group, who was attending for the first time.

(c) Introduction to Christine Willows, new Welfare Support

The Chair introduced Christine Willows, the new Welfare Support.

(d) Welfare Support for Members

Jim explained that Crawley u3a does not have the resources, or the expertise, to provide a proper welfare support service to its members, but the Welfare Support function does send cards to those members who are in hospital or who have suffered a bereavement. He suggested that GLs actively monitor issues like continuing non-attendance for medical and other reasons, such as childcare or other caring responsibilities. He recognises this represents an additional burden for GLs, but keeping in touch will ensure members return, rather than just drift away, after an absence. Where a member who has been in hospital for a while and is returning home but will still not be able to be an active member for a few weeks then GLs might wish to suggest to Christine that she send them another, welcome home, card.

In response to a question on whether we should avoid passing on news of a member's illness for reasons of privacy, it was suggested that the member concerned is asked whether they are happy with Welfare support and their GLs knowing about their situation.

See also Part 6 Section 7 Welfare of the GLs Handbook

(e) Feedback from New Members Survey (see pages 8 – 10)

The Chair said that a couple of responses had indicated that it is vital for new members to be made to feel welcome on their first visit to a Group.

The Secretary outlined a couple of other points emerging from the survey:

- Some new members would welcome more information on Groups' website pages on the nature of group and what is expected of members (e.g. O&A, Walkers – are members, once having joined, expected to participate in all outings?)
- Contacting a group only to be told it is full seems to discourage members from contacting other groups.

On the latter point, Margaret reminded GLs that some many members join at what is a difficult period in their lives (e.g. recent widowhood, a move from elsewhere to Crawley, retirement) and so their general confidence may be dented. Some new members are hesitant about contacting a stranger and it was suggested that those hosting the tables for New Members at the Coffee Mornings contact Group Leaders after the event to give them the names and contact details of the new members who have expressed interest in joining their groups so that the GLs can themselves contact these new members.

(f) Full Groups and Use of Waiting Lists

The Chair emphasised that GLs who were having to tell prospective new members that their groups were full must let a member of the Committee – preferably himself (as well as Peter Beckley) know this so that action can be taken, such as setting up a second group for the activity.

If a GL has to say a group is full then they should make it clear that the member is being placed on a Waiting List, whether that be the Waiting List facility on Beacon or their own records. *See also Part 4 Section 8 and Part 6 Section 8 Waiting Lists of the GLs Handbook*

GLs operating a Waiting List on Beacon should note that it is possible, by unticking the box on their group Members screen, to exclude waiting list members when sending e-mails or performing other actions such as printing off member lists. This is now covered in the new *Beacon Guide for Group Leaders* (June 2025) now placed on the website under [Admin>For Groups](#)

A discussion followed on what the definition was of “full”. For many groups (such as those involving discussion, or going on an outing together), there is a maximum number beyond which managing the group becomes too difficult. But then account must be taken of the average attendance, as holidays, illness and clashes with other activities means that it is very rare that all members attend any one session. It may even be, as Phil Light pointed out was the case with his group O&A 7, that the % participating in each trip falls over time, which was why he was able to increase the number of members in his group.

GLs were asked, if a member is not turning up to for sessions how long they wait until removing them off their Group. The feeling seemed to be that this depended upon whether other members were keen to join, and on whether the member concerned was giving valid reasons for their absences. *See also Part 4 Section 7 Non-attendance of members of the GLs Handbook.*

Finally GLs were reminded that when the status of their group changes (from Active to Waiting List or vice versa) they must let the Web Editor, Janet Newson know to she can amend the main Groups page on the website. Peter Beckley uses this website page to update the Group Directory.

Agenda Item 2: Graham Friday, Treasurer

(a) Term 2 Activity Groups Financial Report (previously disseminated)

Graham requested GLs with particular questions on their group figures to approach him separately. Overall the room-based Groups were making a surplus, and this enables us to support new groups until they recruit sufficient members to pay for themselves.

(b) Keeping Beacon Group Member Lists updated

Graham stressed the importance of keeping these up to date, to ensure that the pre-populated Attendance/Receipt forms he sends out to some GLs at the start of each term are accurate. If anyone needs assistance with this, or group admin in general, they should contact Peter Beckley. *See also Part 3 Section 6 Forms of the GLs Handbook.*

(c) Portable Hearing Loop Working Group

John Williams, General Trustee, has now taken over leading this as Graham has been too inundated with other tasks. John announced that the first meeting was arranged for the next day, 6th June. It was hoped it will be able to report back to the next GL Meeting.

Agenda Item 3: Sue Parker, Communications Coordinator

Facebook Pages: Crawley u3a and Crawley u3a Extra

Sue Parker stated that very few GLs were posting photos of their group activities to the main Crawley u3a Facebook page and urged them to do more. Graham reminded GLs that videos could also be posted. On Crawley u3a Extra, more posts and more members would also be welcome (at present Crawley u3a Extra has only 45 members vs 381 for the main Crawley u3a page).

Agenda Item 4: Margaret Lloyd, Treasurer

(a) Insurance for Trip Organisers

Those involved in organising trips should read the new guidance [Insurance for Trip Organisers](#) on the website (under [Admin > General Admin](#)) useful.

(b) New website & recent monitoring report (see pages 11 – 13)

Margaret asked whether GLs were getting used to the new website, and said she appreciated it took some getting used to. Most GLs responded that they liked it. She asked that if they did come across a link or connection that illogical or counter-intuitive to let Janet Newson, the web-editor, know.

Margaret then briefly outlined what the usage data for the 30 days 17th April to 16th May showed. In response to her comment that a total of 371 visitors across a month seemed rather low, given that the number of members was over 600, she was reminded that the website was not really aimed at members, who mostly obtain updates on all member Events and other information from the monthly newsletter, but at Trustees, Group Leaders and prospective members.

(c) Membership Renewal Process for 2025-26

Margaret drew GLs' attention to the [2024 Membership Renewal Report](#), which was on the website (under [Members > Member Fees](#)). Although this was drawn to members' attention in the May Newsletter, and comments on the suggested simplified proposals for the 2025 Renewal invited, she had not heard from anybody yet, despite the fact that renewal arrangements often come in for a lot of criticism.

(d) Notification of Non-Standard Group Trip & One-off Event dates

With the exception of a couple of groups (Theatre & O&A 6) there is little evidence that these dates are being input into either Beacon or website pages, although the Committee needs to be aware of them when fixing dates for coffee mornings and GGL meetings so that they do not clash with large trips.

(e) Consistency of Group Names.

Margaret explained that the Committee is trying to attain consistency between the group names on each of the website Group pages, the Directory, and Beacon. Any GL wanting to amend a name being used should contact Janet Newson and Peter Beckley. .

Agenda Item 5: Wed 30th July Ruby Celebration Event: Graham Friday & Sue Parker

(i) Charis Centre Layout

Graham handed round copies of the planned layouts for the Charis Centre rooms and display areas, showing the location for each group. A timetable was also being developed for those Groups performing on the stage. All Charis Centre rooms have wi-fi. The Groups would be provided with signage and White Tack to affix their display materials to walls and noticeboards.

(ii) Production of Videos

He is hoping to show two continually running videos on the day, one covering outdoor activities and the other indoor ones. To create these he needs a two-to-three-minute mobile phone type video clips from each group showing part of a typical session, by the end of June. He is engaging a professional video editor to edit and combine these video clips.

GLs were reminded that they must ensure that all members featuring in their group clips have given their consent, and are aware of how the clips will be used.

In addition he encouraged GLs to review their web pages, and to freshen them up with photos, and possibly videos.

All this material can continue to be used after the event for publicity purposes.

Note for (i) & (ii) above - Graham will be forwarding the Charis Centre Layout documents to all GLs, in addition to guidance on what is required from groups.

(iii) Publicity

Sue explained that she was updating the current general publicity leaflet, and that Monique Tovey-Mansfield had designed a flyer specifically for the Ruby celebration event. She and the Chair would be organising leafletting sessions in July. In addition she would try to include adverts in local newspapers, and on local Facebook pages. It was suggested that she try to publicise the event in Crawley Down and Copthorne as we recruit members from those areas. She would also be sending invitations to the local u3as – Horley, Horsham, Haywards Heath and East Grinstead. As we are now a member of Crawley Community Action (CCA), the CCA Newsletter would be used to advertise the event.

(iv) Refreshments for Volunteers

It was hoped that the Group displays would be manned the whole day, 10:30 – 16:00, and it would be left to GLs to organise rotas from amongst their members. Those volunteers who are present for the whole day will receive a free lunch. There will also be vouchers for refreshments at the Revive Café. A room has been set aside in which volunteers can relax.

More information on the Ruby Celebration Event and plus notes from the Working Group meetings can be found on the website under [Events>Ruby celebration](#).

Refreshment Break

Agenda Item 6: Hire of Office at the Orchard: Chair (see pages 14 – 16)

Jim briefly explained the potential benefits for Crawley u3a of having a fixed office location, as many other u3as do, but said that the Committee felt they should check that the office would be used sufficiently to justify the cost. He said that the Orchard office spaces were not ideal, in that the shapes were such that it would not be possible to hold meetings with more than three people in them, but that we would be unlikely to find such offices in a location as convenient as this at a similar cost.

The sizes and costs of the two rooms have now been confirmed by the CCA and the original paper sent to GLs amended to reflect these (see page 15).

Graham stated that he had now visited the offices, and preferred the slightly larger one (S1) due to the positioning of the window and door. He believed that it would provide sufficient storage for our needs and also accommodate a good-sized desk plus equipment such as a photocopier. The security was good, with key-pad code access so GLs would be able to use it. Papers, such as Gift Aid forms, which must be kept secure for GDPR reasons, would be kept in locked cabinets. The general atmosphere within the building was good and it was easy to access.

GLs were asked what they thought of the proposal, and many displayed enthusiasm for using it, not just for storage but as an office, though a few felt the cost to be rather large. It would be useful for publicity and legal purposes to have a proper registered address.

It was also pointed out that we could not properly assess its usefulness until we actually had possession of it. If it is felt after, say, a year that it was not worth its cost then we would be able to terminate the lease with three-months' notice.

A vote was taken, and all approved of the proposal to rent the space, with the exception of two attendees, Ann Sole and Phil Light. Phil stated that he was voting against solely on the grounds of suitability of the proposed office at the Orchard, but he supported the principle of renting an office.

Agenda Item 7: Any Other Business

Jean Austin announced that Jo Slack, joint GL of Storytelling, felt she was no longer able to host the Group in her own home. Jo has been a member for of Crawley u3a for very many years and had been Chairman of Crawley u3a at one time. It was suggested the group look at St Andrews as an alternative location.

Agenda Item 8: Next Meeting

Margaret said this would probably be in mid-October, as this had worked well last time. The Chair asked GLs what they thought of the Ashurst Hall as a location, and the response was that they liked it as the size meant attendees could sit in a circular formation.

The meeting closed at 16:20

Margaret Lloyd, Secretary, 7th June 2025

Agenda Item 1(e) Feedback from New Members Survey

E-mail sent 2nd May 2025 (and again on 19th May to those not responding the first time)

This went to 81 members - -all those joining in the 2024-25 membership year (numbers 2876 – 2950 excluding 3 not on e-mail, plus 10 rejoining).

To All Crawley u3a Members who have Joined or Rejoined since July 2024

We (the Committee) have noticed that some of you have not yet joined any Groups, and many of you only one.

You may be perfectly happy with this, or you may be disappointed that you have not been able to join the Groups that you wanted to, perhaps because they take place at a time or venue which is difficult for you, or you have been told that there are no spare places.

Alternatively you may have been keen to join a Group, but when you attended a sample session you discovered it was not how you had hoped it would be - either because of the topics covered or the way in which it was run.

We would like to hear from any of you who have not been happy with your Group experience. We will treat any responses as Confidential and no member names will be fed back to Group Leaders or any other Members.

Although we are primarily wanting to hear about your experience of Groups, we would also value any comments you have of any of the non-Group events (such as the Monthly Friary Friday Afternoon talks, the Coffee Mornings) and the other benefits of membership, such as the monthly Newsletters.

Please send feedback to secretary@crawleyu3a.org.uk, preferably within the next week.

Thank-you for this.

The reason we are doing this is that after the end of the membership year 2023-24 a third of the members who had joined within the previous 12 months resigned and we want to avoid this happening again this year.

Many thanks,

Margaret Lloyd, Secretary Crawley u3a

Response To Date

From 2nd May Original: 7, all of which were non-Associate Individual members (though one had been a member of a u3a in an adjoining county).

From 19th May Repeat: 3, again all non-Associate Individual members (though one had previously been a member of u3a in another adjoining county).

So a 12% response rate, not good but may suggest most new members are reasonably happy with their experience.

The responses are shown below. I have removed identifying details of Groups subject to criticism.

Responses from New Members

1. New Member 1

I received your email requesting feedback of experiences with Groups.
I do not wish to complain but as it ultimately affects U3A membership, I would like to offer my experiences.
I joined the xxxx Group and on my first visit I had nowhere to sit. I was the odd one out and a seat couldn't be found for me, as everybody sat with their friends. I eventually offered to go home that day and perhaps come back in 2 weeks' time. However, I was then offered a seat to watch a group. I felt most uncomfortable.
I went for a few weeks after that, but it was not an inclusive environment and I haven't been back since. I will possibly make an effort to go again in the future, but I must admit, it will take some effort.
I would like to join an Out and About Group, but here again, from previous experience, I am reluctant as one can get very isolated.

2. New Member 2.

Some of the groups are not clearly explained.
Some of the groups are not clearly explained. I previously was a member of xxxx u3a before moving to Crawley. I enjoyed my experiences in xxxx u3a and wrongly assumed the groups in Crawley would be the same
Examples of what I meant, my previous u3a had a number of walking groups, clearly described, such as two London walks seeing different aspects of London, ie history art etc, each member chose a month and organised a walk, so very mixed trip.
An ambling group for the less mobile, a shortish walk, 2 hours, pub lunch and home. Another country walk was a long strenuous one - all this was clearly shown on the options list
Another popular activity was a lunch group, where 12-28 met at different pubs, restaurants etc, each member chose a venue so 12 different places. Like Crawley, my previous town was surrounded by eateries that many of us were aware of
So I need to phone the organisers to find out exactly what the group is doing
This I will do shortly,

3. New Member 3

Tried Paper Crafting but not challenging enough for me.
Joined Ukulele group now that is challenging ! Nice group lovely people esp. Bryan & Roz.
My only gripe is paying term fees by cheque, why not BACS Transfer?
Enjoy monthly speakers & coffee mornings.
Bookstall is useful for getting rid of books ! I have lots.
u3a has filled a hole in my socialising so thank you all, but too old to help out sorry.
I would like to make a special mention of Sue Parker as her newsletter & extra slice keeps me in touch with u3a events.

4. New Member 4

Dear Margaret, thank you for your e-mail regarding not attending any group or events in this year. Unfortunately in this year I have had quite a lot of hospital appointments, attending physiotherapy, and going to the gym to improve my mobility. I also keep up with my social life. I would not be able to attend regularly to any group.
I would like to stay on the membership list in hoping in the future I would be able to join some activity. I enjoy the Newsletter gives me the hope I might be able to do some of the outings, etc.

5. New Member 5

I have chosen 4 groups and will add my name to list through the telephone numbers next week picked up the paperwork at the welcome meeting on 30th April. Thank you 😊👍

6. New Member 6.

I am responding to your email regarding feedback. I am very happy with my choice of group (urban sketching) and it was what I wanted. Just as things are hotting up I am unable to join in as I now have unexpected family commitments for the foreseeable future. I have asked to remain in the group and will happily pay my sub for next year, though I'm not sure when I'll be able to go again, it should be possible later in the year. This is not a reflection of the group as they are very welcoming and the organiser has been really good at finding places to sketch.

7. New Member 7

As being one of the above just wanted to give some positive feedback and say how happy I have been with both the Bookclub and Craft Club (attended just 1 session of each). Looking forward to the Needles Club. People have been welcoming.
Also, thank you to Jim for the introduction to U3A at the Friary on Friday. Lovely to meet new people.

8. New Member 8

I attend the Crawley Mah Yong group on a Wednesday and absolutely love it.
I did look for a beginners bridge (learning from beginning with no knowledge) and the group I contacted confirmed they are not such a group but I would be welcome to attend to observe which was my second option to see if I might like it. No other groups offer complete beginners.
So I am very happy with the one group I do attend but would love to learn how to play bridge from scratch.

9. New Member 9

Hi, The groups I was interested in are fully booked so waiting on a space..... One was the discussion group, out and about, and I think art appreciation? But not entirely sure I expressed interest tbh

I gave her Carol Allen's contact details so she could join O&A 8, and also the ones for the GLs of the two Art Appreciation Groups.

10. New Member 10.

I joined the group in December 2024 having just moved here from xxx, where I had been a Group Leader in xxx u3a for several years.
I have joined the Gardening Group and have participated fully in meetings and outings as gardening is my great passion. I haven't joined any other groups yet although I would like to join the Mahjong group, the Walkers group and the Out and About group. The only reason I haven't joined any of these groups yet is simply because I haven't had time.
I attended one coffee morning but got sat on a rather difficult table so I didn't enjoy it much, and I have attended one Friday monthly meeting which I did enjoy. I had planned to attend more of these Friday talks, but time has defeated me! I hope this might be of help. I do feel that all members should play their part if only for a couple of years and help with running things, but at the moment, I am not ready for that step as I am still settling into life in Crawley. I will, however, step forward when I am able to.

Agenda Item 4 (b) New Website and Recent Monitoring Report

The data below has been downloaded by Janet Newson, Web Editor, and represents 30 days from 17th April to 16th May inclusive.

By 17th April the main development work on the new website had been completed, but we have received comments from members that it is, as expected, taking them a while to find their way around the site so the number of pages viewed per session is likely to be higher than the long-term average.

Note the following definitions:

A **Visitor** is a person who visits your site, whether a new visitor or a repeat visitor

A **Page view** is recorded every time a page is loaded by a visitor.

A new **Session** is recorded when a visitor arrives on your site. As they view additional pages, these views are included in the same session until there is a 30-minute period of inactivity. If that visitor views any pages after that, they'll be recorded in new sessions.

The **Bounce rate** is the percentage of visitors who view one page and then leave the website.

1. Extent of usage across the 30 days

If a member wants to view an individual Activity Group page then they will need to go to the Groups menu page and then to the individual Group page. Hence this will count as two pages viewed.

Summary

Visitors	371
Page Views	1996
Sessions	590

See [Graph 1](#) below for variation of the first two measures from day to day.

Metrics

Metric		Av. across 30 Days	Minimum in the 30 days		Maximum in the 30 days	
			Value	Day	Value	Day
Visitors per day	#	12.4	5	Easter Sunday 20th Apr	36	BH Mon 6th May (Newsletter)
Pages viewed per day	#	66.5	15	Easter Sunday 20th Apr	175	Wednesday 23rd April
Sessions per day	#	19.7	5	Easter Sunday 20th Apr	44	BH Mon 6th May (Newsletter)
Average session	Mins	05:25	01:01	BH Mon 6th May (Newsletter)	21:11	Thursday April 17th
Bounce rate	%	44%	0%	Easter Sunday 20th Apr	82%	Friday 9th May Monthly Meeting

Interpreting the Tables Above and the Graph (page 4)

- So on average there are 12 visitors to the website a day, on 20 different sessions (i.e. visitors use the website on average over 1.7 sessions a day), visiting a total of 66 pages (5.4 per visitor).
- BUT regular usage by Trustees probably distorts these figures upwards.
- A total of 371 visitors across a month does not seem very high, considering that over 600 members are on the internet and that some visitors will be non-members.
- The low usage points do seem to be Sundays.

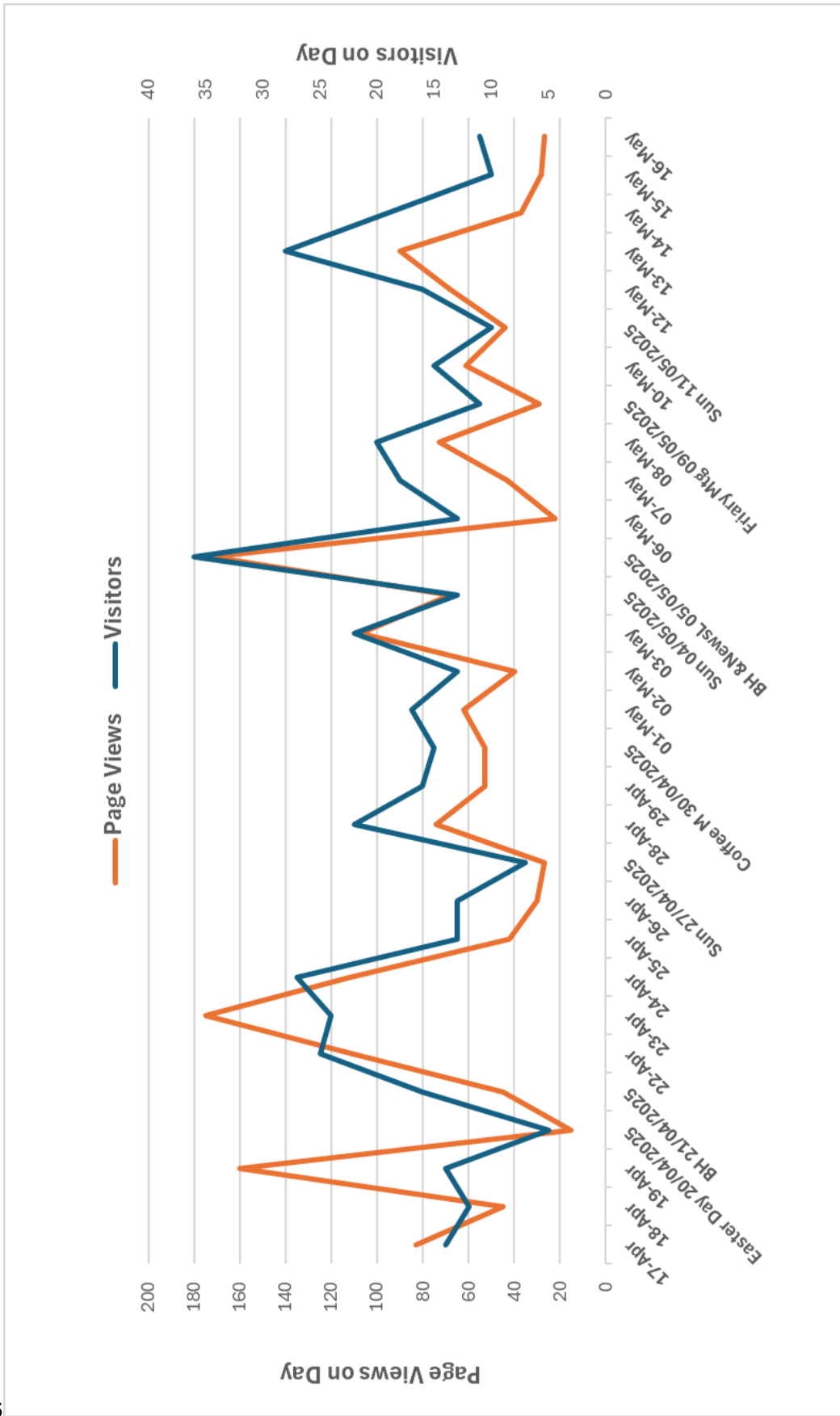
- I assume the peak on Monday 6th May was down to the Newsletter being issued that day rather than the fact it was a bank Holiday but that can be tested in the subsequent month.
- A high use day seems to be followed often by a low use day.

2. Most Popular Pages

Only the pages where the number of visitors exceeded 10 over the 30-day period have been included below

Main Menu Pages				
Group Pages				
Title	Visitors	Views	View Duration	Bounce Rate %
Welcome	165	349	01:06	27.2
Groups	153	342	01:41	21.3
Events	46	71	01:22	25.4
Join Us	45	74	01:32	10.7
Contact	81	133	01:30	3.8
Amblers	35	42	00:43	47.2
For Groups	30	56	00:55	9.3
Members	30	53	00:41	2.3
Crawley u3a Newsletters	26	36	04:27	0.0
Member Fees	23	37	01:45	28.6
Pickleball - Indoor	22	25	00:54	47.8
Romney Marsh Trip	21	24	01:23	52.2
Committee Reports	18	30	01:21	18.2
Craft	17	21	02:34	11.1
Needles	15	15	00:32	20.0
Ruby Celebration	15	17	00:51	0.0
Volunteers	15	17	01:17	0.0
French Experience	13	13	01:19	0.0
General Admin	13	27	01:53	0.0
Theatre	13	17	01:45	6.3
Admin	12	36	01:08	0.0
Afternoon Exercise	12	13	00:48	8.3
New Member Application Forms	12	22	04:23	13.3
Weekenders	12	14	00:46	0.0
Out & About 1	11	13	00:15	0.0
Walkers 1	11	13	02:26	7.7
Accounts Forms	10	14	00:58	0.0
Folk Music	10	13	01:09	20.0
Monthly Meeting - Friday 9 May	10	10	00:13	0.0
Out & About 7	10	16	00:23	0.0
Painting & Drawing	10	11	00:54	10.0

Graph: Page Views and Visitors per Day



Agenda Item 5: Hire of Office Room at the Orchard

The Committee discussed this at their Quarterly Meeting on 28th May but decided the views of the Group Leaders should be sought before proceeding further.

Context

One of the Committee Aims for 2025 was to hire a small office, to be used for the following purposes:

- Storing Events and Groups' equipment;
- Storing the documents which the Secretary and Treasurer need to retain for legal reasons;
- Storing the Crawley u3a archives, such as old Newsletters and interesting historic material;
- Keeping displays from events such as the Ruby Celebration Event, in case they are of future use
- Hosting any archives held by groups (e.g. the History Group)
- To house a photocopier and other supplies so that Trustees, Group Leaders and other Volunteers could use them and save on the volume of expense claims
- Keeping publicity material and documents such as Membership Application forms, so they are easily accessible to Trustees, Group Leaders, RUGS, and any other volunteers.
- Providing an established address for correspondence
- Hosting advertised regular (e.g. every Monday morning) "Open Office" sessions for members and potential members. The Membership Team could host extra sessions during the renewal period.

Space to Hire at The Orchard

The Chair learnt, via the CCA (of which Crawley u3a has recently become a member, free of charge) that there were two small office rooms available for hire at the Orchard, on leases lasting until end December 2026, at the costs shown under [Financial Commitments](#) below.

The Orchard is a three-storey building owned by Crawley Council but managed by Crawley Community Action (CCA) (see <https://www.crawleycommunityaction.org/the-orchard-2/>).

It is located to the southwest of Crawley town centre, in Southgate, and its address is:

The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex. RH10 6AD

Google Maps states the walking distance from the Friary as being 8 minutes.

It provides a hub for community action that benefits Crawley and its residents and provides good quality, low-cost space for voluntary and community organisations, among which are Citizens' Advice and Relate. The Orchard is managed by the CCA on behalf of the council and its rates are significantly below local market levels because the goal is to support local community groups.

Report from Visit by Chair and Secretary Tuesday 20th May 1pm

The two small office rooms, both of which are lockable, are on the third floor of The Orchard, which is occupied by CCA. The CCA open plan office, in which about eight desks are situated, takes up most of the floor, and both these offices open out of that space. The ambience is friendly.

We would have access to wi-fi, toilets (on the second floor) and a kitchen. There is a small reception area at the ground floor entrance to the Orchard, which is open 9:00 – 5pm Monday to Friday. We would be given keys for access at other times.

We would be able to park there (apparently there are usually spare places). There is also a council car park nearby, on East Park off the Brighton Road (behind the Railway Public House).

Photos of each of the offices are in the **Appendix** below.

Toby Shaw, the CCA Chief Executive who showed us round, emphasised that we could change the furnishings – there were plenty of filing cabinets, chairs etc which we could use. We could also ask to have items removed. Both rooms have electric sockets so we could install printers, laptops etc if we wished to. Both rooms have small windows.

The Treasurer, Graham Friday, intends to visit shortly.

Financial Commitment (now updated to reflect the correct room sizes and costs)

The rent is increase at the start of every calendar year, but the level of increase is capped at the lower of 5% and the RPI for the year to December immediately preceding.

The service charge element changes every April. Toby emphasised that service costs were currently running below the budget levels used to set the charges for 2025/26 and thought they were unlikely to increase.

Room	Dimensions	Sq ft	Rent	Service	£ Total pa	Cost per member (1)
			Per sq ft pa			
S1	11'4" x 7'2"	81.22	£14.70	£14.20	£2,347	£3.91
S3	11'2" x 7'2"	80.28	£14.70	£14.20	£2,320	£3.86

(1) Assumes 600 members (currently around 630 but this is the high point of the year)

The lease can be terminated with 3 months' notice either side

Given the current situation with the move to unitary authorities, and the implications that has both for the future ownership of the Orchard and the finances of many of the voluntary organisations which leased its space, the Orchard cannot enter into any commitments beyond December 2026.

Because the rooms are linear in shape, they would not be suitable for use as meeting rooms for more than three people. The Orchard does have two general meeting rooms for hire on an hourly basis (not to be confused with the two offices available for rent discussed above), the cheapest of which, the Whittick Room, is £13.00 an hour and has room for between 10 and 16 people, depending on layout. This compares with the current £10.50 per hour for the smaller rooms (numbers 2, 6 & 7) at St Pauls and £11 per hour for the Caroline Haslett room at Crawley Library, currently used for Quarterly Committee meetings.

Appendix: Photos of the Offices

Room S1



Room S3

