

CSSC London Annual Meeting 2007

23 April 2007, Chadwick Street

Attendees

Roy Alder
John Butterfield
Brian Carrick
Dave Graham
David Pearson
Ray Collins
Gemma Fabian
James Kennedy
Peter Walker
Chris Scott
Dave Bower
Pam Morris
Nick Edelshain
Neil Le Milliere
Charles Stewart

Chairman's Report

The CSSC London Management Board Chairman began the meeting by talking through the 2006 CSSC London Annual Report.

There was a discussion around recruitment and the direct correlation between membership levels and per capita funding arrangement. This means that London will be treated as an Area Association.

Question asked as to whether information was now available to DA's as to why members join.

Certain information is now available but may not be wholly accurate.

Discussion as to the subscriptions of retired members and the fact they are not rebated.

Action: CSSC London to take this issue up with headquarters.

Question as to whether CSSC London and Chadwick Street have ever conducted membership surveys or produced questionnaires to canvass member's interests and gauge levels of satisfaction.

London has never attempted to canvass all of its 26,000 members but it does conduct regular event and activity evaluations in order to make improvements. London has not ruled out the possibility of canvassing all its membership in the future.

Question from a HOSSA member as to the low attendance at Departmental sports days in general and issues surrounding the lack of publicity, guidance as to subsidy and the awarding of special leave with pay for attendees with particular reference to the Home Office sports day. Can CSSC London do anything to help?

Whilst Departmental sports days remain the preserve of the DA secretary or secretaries, CSSC London is concerned with the declining attendances and would offer help or guidance to DAs where appropriate.

Action: CSSC London to write to acting HOSSA secretary advising him of specific issues raised.

Question as to the cascading of support from senior departmental management for DA and CSSC activity to middle management, in terms of allowing time-off to staff for sports days and national and regional activity.

London and CSSC in general are aware of the dilution of the message of support from senior management but can only point middle managers to the message of affirmation from the Head of The Civil Service and Chairman of CSSC, Sir Gus O'Donnell, in his leaflet entitled "CSSC... Working with you to keep the Civil Service active". Copies are available from CSSC London on request.

Financial Report

CSSC London Finance Manager distributed and commented on the audited accounts.

Question as to why both gaming machines were taken out of the Chiswick bar?

Over several years the gaming machines have been giving reducing returns to the point that they have become economically unviable. This reflects the trend with such gaming machines in similar clubs.

Question as to who is eligible for associate membership of CSSC?

CSSC clubs are allowed under their constitutions to have **no more** than 10% Associate Membership.

Associate members of Chadwick St need to be proposed by a full CSSC member. Associates currently pay £60 per annum, which will give access to the club and a membership card. However, should they wish to join the HFC, use other facilities or join an onsite club then there would be additional charges.

Question as to whether the catering at Chadwick St is done as a franchise? The catering at Chadwick St is done as a franchise and they pay a fee to CSSC London for this.

Submitted Items

Question as to whether the no smoking ban could be brought forward at Chadwick St?

Chadwick St will be implementing the smoking ban on the 1st July 2007 but not before.

Question as to whether the Chadwick St bar can be allocated to users depending on their needs that is separation of function to provide for all users?

The centre manager is looking at the possibility of moving the large screen on the restaurant side and tailoring that space for general dining and relaxed conversation. The extra screens in the current format were as a result of the demand from members to watch the football World Cup Finals in 2006.

Question as to some clubs members meeting in bar area unofficially and taking-up a disproportionate amount of space.

The centre manager discourages club members and groups of users from conducting meetings in the bar and restaurant area and would normally insist on them hiring a conference room.

Question as to what can be done to finally resolve the hot conditions experienced by users of the social hall for dance activities and alike particularly in the summer months? Could portable air conditioning units be brought to alleviate this problem?

Portable units for the social hall alone would be unsuitable due to the size of the room. The centre manger received quotes for installing the bar, restaurant and social hall areas with bespoke air conditioning units and the cost was £35,000.

Action: The LMB Development group is currently looking into this matter.

The poor state of the showers at Chiswick and the lack of hot water available were raised – as a deep source of embarrassment to our club teams. This situation has resulted in opposition teams leaving directly after the match and resulting in a loss of secondary spend across the bar and moreover the switching of venue in one instance. What can be done to finally resolve this problem?

The chairman agreed that the current situation was an embarrassment and unacceptable to our teams. On advice from several specialist heating engineering firms, £7,000 has already been spent on a brand new heat exchanger and it is London's intention to continue to follow their advice until the problem is resolved. Another on site engineer is due to look at the system on Tuesday 24th April and the chairman invited Peter Walker to attend the visit so that he could ask questions directly. The London finance manager also commented that the engineering problems at Chiswick were not in isolation and that Thames Water engineers had been on site at Chiswick as there had

been low water pressure problems in the area in general due to a lowering of the water table and a rise in demand generated from an increase in local housing.

Question as to whether the engineering firms that have attempted to solve the water problems at Chiswick were bona fide engineering companies?

The London finance manager commented that all firms engaged by him were specialist and reputable.

Question as to messages not being passed to the Chiswick manager when reported to the bar at weekends.

Action: The Chiswick manager to look at this issue with a view to setting up a message log.

Question regarding the consultation process over the Chiswick ROKO with Chiswick user groups. Peter Walker commented on what he felt was a lack of consultation and feedback from ROKO management as to suggestions regarding the proposed ROKO design. In particular were perceived problems with storage space, changing rooms and function room.

The Chairman commented that it was unfair to suggest that there had been a lack of consultation over Chiswick ROKO as the LMB had since the proposal resolved some 26 of the 30 points raised and had done a great deal of work to facilitate communications with CSSC HQ and ROKO with Chiswick users and others. The London finance manager commented that there were 18 changing rooms though some very small in the current pavilion and that there were 18 planned for the new ROKO so there would be no loss of space. The new changing rooms have the ability to be converted to accommodate female referees and their male counterparts. ROKO have also agreed to supply storage containers although a final decision on their proposed location has yet to be made. Regarding the issues of a lesser amount of space in the new function room compared to present two floors and especially during departmental sports days, the chairman commented that this would be taken up with CSSC HQ Estate Manager.

Action: LMB to take up ROKO function room issues with CSSC Estate Manager.

Question as to support from CSSC London for the London Table Tennis League and Archbishops Football League. Neil Le Milliere the organiser for both commented on a perceived lack of support from HQ and London. The London Table Tennis Championships had to be scrapped through lack of support and no information was received about the CSSC Games 2007.

The Chairman commented that both these clubs were ones that London would support providing that the 10% associate membership criteria were adhered to.

Action: CSSC London Event and Volunteer Coordinator to put both clubs on the London sports clubs database to ensure they receive all relevant information, subsidy and support from London.

Question as to the perceived leaning towards league and competitive play for table tennis to the detriment of casual social play at Chadwick St.

The centre manager commented that he was looking at this issue but has hampered by the sheer demand for use of the social hall by other users but he very much wanted to encourage the social play aspect at the centre.

Action: The centre manager to look at the accommodation of table tennis social play at the centre.

Question as to whether London was aware that some members are lapsing into non-membership when they transfer to departmental contractors and are unaware that they can retain their membership.

The London manager commented that London and indeed HQ were aware of this unintentional lapsing of membership and were trying to improve communications.

CSSC London – 29 May 2007