



ANNUAL CONFERENCE 2021

Thursday 13 May 2021 by MS Teams

1. Attendees

1.1 A list of attendees is at Annex 1.

1.2 Margaret Moor (MM), National Chairperson welcomed everyone to the AGM, which for the second year running was virtual because of continuing Covid-19 restrictions. She thanked everybody for making time to join the meeting and explained it was important to hold the AGM for constitutional and contractual purposes.

1.3 MM announced her imminent retirement from DWP and her consequent resignation as HASSRA National Chair. She confirmed Dave Barrow (DB) as her successor, subject to Peter Schofield's ratification of the appointment.

2. Minutes of the 2020 Conference

2.1 The minutes of the AGM held on 14 May 2020 and published on 23 June 2020 were put to the meeting for adoption. One action was cleared shortly after the AGM: *Finance Committee looked at options to freeze membership subscriptions.*

2.2 With no amendments, the minutes were proposed by Paul Adams (PA), North West/ National BOM, and seconded by Paul Wyatt (PW), Chair South East.

3. Annual Report and Accounts

3.1 Copies of the draft annual report and national revenue and lottery accounts for 2020 were issued on 15 April 2021. MM suggested any minor amendments should be notified to Jen Richardson (JR). Conference agreed.

3.2 Craig Lewis (CL), National Operations Director, introduced the annual report. He expressed the National Board of Management's (BOM) gratitude to members, volunteers, clubs, regions and National Team for their tremendous support and hard work throughout an incredibly challenging year.

3.3 CL stated he was immensely proud of how the Association had risen to the Covid-19 challenge, whereas some similar organisations had paused their programme. He highlighted the depth and breadth of the national lockdown programme detailed in the report. CL stated that since the reported 164k total participations, figures were now closer to 260k. He emphasised the remarkable and unprecedented engagement levels were testament to all involved with the Association.

3.4 He reiterated his thanks to all involved for the significant difference made to the lives of thousands of members and their families during a very difficult year. CL recognised and thanked regions for the financial assistance they provided to sustain some national activities within the lockdown programme.

3.5 CL heralded HASSRA's continued digital transformation, without which much of the lockdown programme could not have been delivered. HASSRA Live and social media channels had enabled members to participate in an extensive list of online activities such as live yoga,



cooking and exercise classes. CL thanked Lee South (LS), Yorks & Humber for his assistance setting up the popular monthly online quiz.

3.6 Despite the success of the lockdown programme, CL cautioned the year had not been all plain sailing. He mentioned the importance of being a mass member organisation. But the Association had seen a net loss of 500 members over 2020, leaving total membership at 58,250. This subsequent loss of subscription income equated to £73k.

3.7 CL stated the Association had already begun to address the situation by introducing a buddy draw towards the end of the year. He said the ongoing recruitment and retention challenge would be discussed under the three-year strategy and national work programme.

2020 Accounts

3.8 Harvey Clarke (HC) advised there were two accounts: revenue and lottery. The revenue account had excess expenditure of £192k, while the lottery account had excess income of £183k. This resulted in an overall outturn deficit of £9k. He explained the discrepancy with the pre-audit forecast of a £100k overspend was primarily due to the auditors' adjustment for unused ticket stocks. HC explained that, under the convention of accruals accounting, auditors looked at the net worth of the Association rather than cash in the bank.

3.9 HC highlighted that total subscription income was £1.560m, down by £17k from 2019 in spite of the subscription rate increasing from £2.24 to £2.30 at the start of the year. HC stressed how decreasing membership had taken its toll on income. However, lottery income at £841k was £46k higher than in 2019. HC heralded HASSRA Live's impact on this upturn, having made it easier for members to buy and increase their lottery shares. He stated the welcomed extra income had offset the significant reduction in membership subscription.

3.10 HC noted the increase in lottery revenue had resulted in the prize fund accounting for 78% of the total income, cutting across the current policy of a prize fund of 85% of revenue. He confirmed under normal circumstances the lottery prize fund would be increased accordingly but BOM had decided to use the extra income to mitigate the impact of freezing the subscription rate. HC confirmed it would be reviewed for next year.

3.11 HC thanked Helena Whitehead for her exemplary management of national accounts and long years of dedicated service in the National Team, and wished her well in retirement.

3.12 The draft annual report and accounts were proposed by Paul Adams (PA), North West/National BOM, and seconded by Dave Barrow (DB), National BOM/Yorks & Humber.

4. Motions

4.1 CL confirmed there were no motions to conference.

5. Elections

5.1 CL confirmed details of vacancies had been issued on 18 January 2021, with a deadline of 1 April 2021 for nominations.

National BOM

5.2 There were three vacancies, two for three-year terms arising from the completion of Paul Adams' and Simon Woodrow's tenures. A further vacancy for one year had arisen from Dawn



Lennie's (DL) resignation. Four nominations were received, so a vote had taken place. Paul Adams (PA), North West and Justine Brown (JB), South West were elected for the three year tenures, with Simon Woodrow (SW), Fylde was elected for the one-year tenure. DL was thanked for her commitment over the past two years.

Programme and Delivery Committee

5.3 There were two vacancies for three year terms following the conclusion of Simon Jowitt's and Denise Ward's tenures. Three nominations were received, so a vote had taken place. Simon Jowitt (SJ), Fylde and Della Tucker (DT), East Midlands were elected. DW was thanked for her many years of commitment.

Finance Committee

5.4 There were two vacancies for a three-year term following the conclusion of Martin Gale's and Willie Hunter's tenures. Two nominations were received, from Martin Gale (MG), Fylde and Willie Hunter (WH), Scotland. No formal election was required and both were re-elected unopposed.

Awards Committee

5.5 There was one vacancy for a three-year term following the expiry of Irena Gorbun's (IG) Yorks & Humber tenure. As Irena had applied to stand again and no other nominations had been received, no formal election was required and she was re-elected unopposed.

5.6 CL thanked everyone for taking part in the elections and congratulated the winners.

6. Nomination of Patrons, President and Vice Presidents

6.1 The Patrons, President, First Vice-President and Vice-President, as listed in the draft annual report, were proposed for approval by PA, North West/National BOM and seconded by PW, South East.

7. Appointments

CSSC representative

7.1 Conference agreed that Ray Allen (RA), National Team would act as the Association's CSSC representative.

Auditors

7.2 MM confirmed that Daffern & Co were willing to continue as the Association's auditors and re-appointment was recommended. Proposed for approval by PA, North West/ National BOM, and seconded by PW, South East.

Life Vice-President

7.3 PA described the contribution MM had made to HASSRA since becoming national chair in 2014. MM had overseen the introduction of HASSRA Live, changes to membership eligibility, new cinema ticket suppliers and the lockdown programme. PA asked conference to welcome his proposal to award MM a life vice-presidency of HASSRA. Conference unanimously agreed.

8. Three Year Strategy, National Work Programme and Draft Budget 2021

Three Year Strategy and National Work Programme

8.1 CL explained that neither the three-year strategy nor the national work programme were constitutional and therefore did not require formal adoption. Both documents shared three key priorities.

Reviewing the Programme

8.2 CL suggested that Covid 19 had raised some fundamental questions about National HASSRA's offer. While lockdown restrictions had completely disrupted the planned programme, the replacement programme proved popular and attracted unprecedented levels of member engagement and participation. CL questioned whether some of those successes could form the blueprint of a future national programme, alongside the more traditional offerings.

8.3 Any changes to the programme would have implications for income and expenditure. However, this would be one way to recruit new members and re-engage existing members to secure the long-term future of the Association. CL confirmed Regions would be consulted on the shape of a new programme.

Membership and Recruitment

8.4 CL emphasised that getting the product right was absolutely critical to maintaining high levels of membership. CL reminded conference that membership had fallen by 500 during the lockdown period, and it was now critically important to take advantage of DWP's and DHSC's currently growing headcounts. He noted that HASSRA's current take-up rate applied to DWP's new establishment could drive up membership by 10,500 with additional subscription income of £300k per annum.

8.5 CL said the challenge equated to recruiting 2.2 members for every leaver. He explained at national level we had run buddy draws, smarted up recruitment packs, and were working with DWP and DHSC to get direct access to new entrants, both face-to-face and by email where possible. CL thanked Gary Thorogood for the work he was doing to support this. CL emphasised that everyone in HASSRA had a role to play in driving up membership.

8.6 LS asked how the club network could be maintained with the introduction of hybrid working. CL stated that clubs' handling of lockdown grants had shown that it was possible to serve all members, whether in the office, working from home or self-isolating. PA reminded conference of the discussion at the last BOM meeting surrounding the need to find a balance between online and face to face activities. CL said virtual engagement was an additional delivery channel, not an alternative.

Equality and Diversity

8.7 CL stated that although HASSRA had always been a welcoming and inclusive organisation, it was prudent to put in place some structures to ensure the right things were done consistently and well. CL said a diversity and equality champion would be appointed on the National BOM and asked regions to do the same. He added that a volunteer toolkit would be devised to ensure actions were taken in the correct manner.

2021 Budget

8.8 HC noted the constitutional quirk of ratifying a budget in May when the financial year had begun on 1st January. That was why the practice of BOM giving provisional endorsement of the budget in the previous November had been adopted.

8.9 HC stated that it was a balanced budget, so the overall outturn was zero. He confirmed that income of £1.5m would remain consistent with the previous year because the subscription rate had been frozen.

8.10 He explained that funds for items such as July festival would be diverted to the lockdown programme if further Covid restrictions prevented them from proceeding. He highlighted the separate page showing all lockdown programme and recruitment initiatives. He thanked the regions for their £100k contribution towards the cost of the programme.

8.11 He highlighted the items showing zero cost, such as the November Awards Dinner and HASSRA Live development. These would be funded from reserves. However, future HASSRA Live development costs would be met from budgeted in-year running costs.

8.12 The 2021 budget was proposed by PA, North West/ National BOM, and seconded by PW, South East.

9. Any Other Business

9.1 MM invited AOB.

9.2 DB said he was looking forward to taking on the role of HASSRA national chair and working with everyone. He stated he was keen to build on senior management engagement and support whilst taking the Association forward post Covid. He thanked MM for her significant contribution to HASSRA and wished her well in retirement.

9.3 With no further items of business raised, MM thanked everyone for their contributions and closed the conference.

May 2021

Annex 1- Attendees

Adams Paul, North West/National BOM
Allen Ray, National Team
Allsop Gina, National Team
Barrow Dave, National BOM
Brown Justine, Observer
Clarke Harvey, National Finance Director
Clydesdale Jackie, National Team
Cook Ann, National Team
Cooper Robert, North East
Crow Dawn, National Team
Davis Jo, South West
Gale Martin, Fylde/Finance Committee
Gorbun Irena, Yorks & Humber/Awards Committee
Griffin Jeff, South West
Grognet Rachel, East Midlands
Grossey Di, South West/Finance Committee
Hennah Tracy, National Team
Howell Mandy, Wales
Hunter Willie, Scotland/Finance Committee
Jowitt Simon, Fylde/Programme and Delivery Committee
King Jenny, National Team
Lewis Craig, National Operations Director
Lloyd Duncan, London
Marzolini Andrew, East of England
McClorry Kevin, National Team
Metcalf Claire, National Team
Miller Robbie, National Team
Moor Margaret, National Chairperson
Moorcroft Brian, National Team
Mulgrew Sean, Scotland/National BOM
Murphy Paul, North West
Nash Ann, South West/Awards Committee
Niblett Gareth, West Midlands
O'Donovan Paul, National Team
O'Grady Des, East Midlands
Richardson Jenny, National Team/Secretariat
Richmond Andy, West Midlands
Robinson George, East Mids/Awards Committee
South Lee, Yorks & Humber
Stowe Nicki, Yorks & Humber
Street Tina, National Team
Suggitt Daniel, West Midlands
Thomas Nigel, Wales/National BOM
Thompson Claire, North East
Thorogood Gary, North West/National BOM
Tucker Della, East Mids/Programme and Delivery Committee
Ward Denise, North East
Woodrow Simon, Fylde/National BOM
Wyatt Paul, South East

Apologies

Lankester Stephen, East of England

Ritchie Maggie, National Team

Saleem Jay, National Team

Sneddon Jacky, Scotland

Whitehead Helena, National Team