BCH – User Engagement Meeting Agenda
Broadheath Community Hall – 6th April 2023 @ 6.30pm

Item	Description	Action / Comments		Time allotted
1	**Welcome and apologies**	**Present**: Amy Huff - Slimming World Bob Nicholl - Friendship / Walking Groups Jan Nicholl - Friendship / Walking Groups Mary Speake - Danceworks & BCA Director Ian Golding - BCA Director Emily Topping - Broadheath 1st Scouts Caroline Bennison - Broadheath 1st Scouts Tony Barlow - Broadheath 1st Scouts Jenny South - Zumba & Kettlecise Carolyn Dean - SB Pre-school / BCA Director Ola Pankiw - Footrespect Karen Smith - BCA Director Suzanne Gill - Open Birdcage / BCA Director	**Apologies**: None **Did not attend:** Parveen Sharma & Joshua Cull	5 mins
2	**Approve minutes of previous meeting**	N/A		
3	a) Quick introductions of each user b) Hall housekeeping:	Thank you all for completing the survey and for attending the first User Engagement Meeting. • A new cleaning schedule is now being used as there seems to be a problem with the floor in the main hall becoming very sticky. The cause of this isn't clear so they have started to clean with hot water only, to prevent a build up of detergent on the wood. Hopefully, this will solve the problem. • The green exit button is repeatedly being damaged as it is being used incorrectly. Both Jan and Jenny will notify the attendees of their groups as this seems to be happening on a Tuesday, when their groups take place. Jenny will also check the door at the end of her session, as she is the last person to leave the building. • Jan – the kettle is being very temperamental, however this has very recently been replaced so there shouldn't be any further issues. • Amy – unable to locate the sweeping brush to clear up after her group. A new brush has been purchased which will now be stored in the kitchen. • Jenny – Electric car charger in the carpark isn't working. Karen to take photos and report the fault accordingly. • Amy – no loo rolls in toilets for her Slimming World Group. Karen to remind the cleaner to top-up loo rolls.		25 mins

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		• Amy asked if she could have access to the table located in the meeting room. Jan agreed to leave the table in the hallway after her group on Sunday, ready for Amy to use on Monday. • Signage on the front door isn't very clear. Suzanne to update this so that potential users of the hall know who to contact when requesting a show-around. • Noticeboard needs updating. Suzanne and Karen to look at this asap. Please can all users check their posters/leaflets and send through up-to-date versions, if needed. • Jan – recently experienced problems in the car park due to lack of space. Amy mentioned that the school has recently held an assembly for parents, maybe the parents used the carpark. This doesn't happen often so shouldn't be an ongoing issue. Ian mentioned that we'll need to keep an eye on this, as we may need to consider adding 'BCH Customers Only' signage in the carpark. REMINDER: If you come across any issues in the hall, please let us know asap so the problem can be rectified. You don't need to wait for these meetings to report problems.	
	c) Website: d) Weekly 'What's on' – Marketing: e) AGM	https://broadheathcommunityhall.co.uk/ Please can all groups check the BCH website to ensure your links are pointing to the correct place and that you're happy with the wording? If you have any amendments, please feel free to send these across to the BCA Admin email so it can be updated. Suzanne will be sharing a weekly 'What's On' across the local social media (Facebook/Twitter/LinkedIn) pages. If there is anything specific that you would like to be included/shared, please email BCA Admin with your updates. It was agreed that the AGM will take place in Oct / November time. Again, a survey will be shared so a date can be agreed.	
4	Any other business -	**Community Food Bank** A community food share is currently being created by Suzanne, which we are hoping will take place on a weekly or fortnightly basis. This will run from the Broadheath Community Hall as an independent user group and will be a separate charity from BCH & BCA. Amy and Jenny very kindly volunteered to help with the food share. Amy, who is a member of the PTA at Broadheath Primary School, and Jenny, who teaches in Altrincham, have both offered their support and will request support from their contacts. Suzanne to liaise with Amy & Jenny directly.	9 mins

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		Broadheath Community Hall – Birthday The hall will celebrate its 5th birthday on the 2nd Sept 2023. There will be a party at the hall, and you are all invited to attend. It would be wonderful if all hall users could be there to support. **Zoom / Online Meeting** During the meeting, those who dialled in from home experienced issues with sound. Suzanne will investigate a better solution ready for the next meeting – maybe having a second laptop set-up so that the whole room can be viewed, and all attendees can be heard. If you have any recommendations, please let us know.	
5	Next meeting -	The next proposed meeting will be held on 20th July 2023 @ 6.30pm Another survey will be shared to ensure this date works for everybody.	1 min

	Actions	• Jan & Jenny – update attendees about green exit button, and how to use it correctly. • Karen – report the broken Electric Car charging point. • Karen – remind cleaner to replenish loo roll stock in toilets. • Suzanne – submit weekly 'What's On' within the community. • Suzanne – contact Amy and Jenny for support with the Community Food Share. • Suzanne – Update signage on front door so that the email address is clearer. • Suzanne & Karen – update posters etc on BCH noticeboard. • Suzanne – issue survey for next meeting and AGM proposed dates. • ALL – check BCH website to ensure the correct information is showing for your group. Submit any updates to BCA Admin so the website can be updated. • ALL – report issues as you find them, so they can be fixed quickly.	