PINEWOOD PARISH COUNCIL

COMMUNITY HALL COMMITTEE

Minutes of the Hall Committee meeting held on Tuesday 28 July 2026 at the Pinewood Community Hall starting at 7pm.

Present: Cllr. R Manning (Chair), Cllr. M. Manning and Cllr. S. Peartree

In attendance: Mrs S. Duthie (Clerk and RFO to Pinewood Parish Council) and Ms Ronni-Louise Hetherington (Hall & Events Co-ordinator)

Chair advised the meeting would be recorded for the purpose of recording the minutes.

26/CH/18 APOLOGIES FOR ABSENCE.

Cllr. A. Mayhew – No apologies received
Cllr. C. Emele – No apologies received

26/CH/19 TO AGREE MINUTES FROM THE MEETING HELD TUESDAY 24 MARCH 2026.

Copies of the minutes had previously been circulated to all, Cllr. S. Peartree proposed and Cllr. M. Manning seconded the minutes are signed as a true and accurate record of the meeting.

26/CH/20 MATTERS ARISING FROM THE ABOVE MINUTES.

There were none received.

26/CH/21 COUNCILLORS DECLARATION OF INTERESTS ON ANY MATTER ON THE AGENDA.

There were none received.

26/CH/22 WELCOME NEW HALL & EVENTS CO-ORDINATOR RONNI HETHERINGTON

Chair officially welcomed the New Hall & Events Co-ordinator (Ronni).
Ronni thanked the Chair and said she had settled in well and is gradually meeting all councillors and bar members who have all been extremely welcoming.

26/CH/23 TO DISCUSS, NOTE AND/OR AGREE THE FOLLOWING REGARDING HIRERS / EVENTS: -

(i) Update from Hall & Events Co-Ordinator on in-house events.

Ronni reported that in her first five weeks, she has met all the regular hirers and seen two in-house events. Sax & the Voice which was a great night and an introduction to all the members and Mamma Mia which was the first event where she could put her own stamp on the decorations and set up and make it more personal. This event was in the bar and was a sellout and we also gained six additional new members. Some great feedback was received, and notes have been taken to see what did and didn't work for the next event. Cocktail pricing to be reviewed as Ronni felt the markup was not accurate and should have been higher. World cup – was well supported. Therefore, we will be showing the ladies world cup and then the euros also. Ronni reported that after discussing with those that were attending, it was clear that members were not interested in seeing the final as England had not qualified. Therefore, the decision was made not to show the final.

Signed.....R S. Manning.....

Coming up – Bee Gees on 5 September. This event is a bit of a mountain as the costs are much higher than previous events. The aim is to sell out. Advertising has been started – posters are in the bus shelters and at the local shops and nearby areas. Social media posts and sharing has been done. Early bird tickets night is this Friday (31 July). Ronni reported that she wanted to make this evening special so balloons and decorations will be displayed to present the box office for Bee Gees.
Emails have been sent out to all members advertising the events and early bird ticket evening and giving information for the evening to encourage members to come up to the bar and have a drink and to purchase their tickets. There has been a lot of interest so we are hopeful it will be a great event.
Ronni highlighted that she is hoping the members have noticed her presence on Friday evenings where she has attended many evening and socialised with members, building relationships.
Chair asked how many tickets we would need to sell to cover the costs. Clerk advised she had set a rough target of 85 people spread over early bird tickets, non-early bird and non- member tickets prices. This is realistic goal and not unachievable and if we can sell more tickets than this is a bonus and gives us more leverage to then purchase some decorations etc. Main focus is not to make a loss.
Chair asked what plans have been made for New Year's Eve. Ronni reported that a DJ has been booked and a New Year's Eve party is underway with some final details to be agreed before this can be advertised. Chair advised that members have been asking and should be advertised as soon as possible as people will be starting to think about booking plans for new year eve soon and we don't want to miss the opportunity of securing our members.

(ii) Note in-house events report.
Clerk had already circulated this report for all to review and a paper copy had been provided. It was noted that the 'Elton' event made a big loss. Ronni asked for some feedback on this. Chair advised that this was a good night, but the numbers were not enough. Clerk reported that this event was the second one arranged in the same month which should never happen. It was also the half term week and bank holiday weekend meaning many people were away. Careful consideration when booking events must be taken to ensure this does not happen in the future.
Chair thanked the clerk for issuing the in-house report.

Chair asked whether we are allowed to make a profit from Bingo and whether our licence allows that. Clerk advised that Louise was asked to look into this beforehand. Consideration must be taken into account for the upcoming planned race night. Ronni to look into this.

(iii) To discuss advertising on Radio for upcoming events.
Ronni asked if she could contact Suffolk Radio and have a call out for our Bee gees event when they announce, 'what's on in your area'. This was agreed by all.

(iv) To note refunds for cancelled classes during extreme hot weather.
Clerk advised that during the week with extreme hot whether we had to try and re-locate some of our regular hirers to the lounge room with the air conditioning where

Signed R. S. Manning

appropriate. Unfortunately, the line dancing had to cancel their class due to the safety and welfare of her attendees. The clerk advised that she did not charge them for this session as this could not be avoided and highlights the importance of needing air conditioning in the main hall.
Ronni recommended changing the curtains to black out blinds. This would help prevent the heat and be aesthetically pleasing and neutral meaning it doesn't date for potential weddings receptions. Clerk advised that a budget of £5,000 had already been agreed for change of curtains, it was agreed Ronni could obtain some quotations for black out blinds instead.

(v) To discuss recent incidents

Ronni reported that during the 'Sax and the Voice' event a small packet of white substance was found in the gent's toilet cubicle. This was shocking considering the attendance was from members. It appears the sign in the cubicle had been removed from the wall and used to administer the white substance. CCTV footage had been reviewed and whilst we do have an idea of who it may have been a procedure for this will be discussed further down the agenda under Drug policy. In the meantime, signs have been displayed in the cubicles highlighting drugs will not be tolerated. A cleaning log has also been arranged for staff to regularly inspect the toilets through member nights on a Friday and in-house events at weekends to identify the window if there is a repeat. Staff will be extra vigilant when this member attends again. They did not attend the 'Mamma Mia' event but have shown interest in the 'Bee Gees' event. After a discussion it was agreed that tickets can still be sold to the suspected member but being extra vigilant is important. It was highlighted that the toilets should not be inspected every hour but randomly so as not to create an obvious, predictable pattern.

Ronni reported that the line dancing hirer had made contact advising that one of the attendees had recently been outed as a child predator and subsequently arrested. It was highlighted that this report was via social media rather directly from the police website. The line dancing hirer has since then contacted this individual advising they are no longer welcome to the weekly class. Thankfully this individual is not a bar member of ours but has attended past events as a non-member. It was agreed that going forward this individual will not be sold any ticket for upcoming events and asked to leave the premises should they turn up during a member's bar evening. If this individual causes a fuss or becomes aggressive in any way, then the police are to be called.
Ronni has since then advised the rest of the caretaking and bar staff team of this individual and asked them not to engage in any conversations which may arise consequently or engage in any posts on Facebook. Chair agreed that it was correct this was brought to our attention however there is not much else we could do other than what has already been agreed. Ronni has also advised line dancing hirer not to contact the caretaker for such reports and instead this needs to go straight to Ronni.

(vi) To note and approve revised membership form.

Clerk had already circulated this round for all to read. Ronni advised that this was revised as the previous version was not editable and has been kept within the same branding. Some points were not up to date and have been removed and some items

Signed R S Manning

added to protect us re: photography approval, abusive behaviour towards staff, vaping, drugs and weapons.
It was discussed and agreed that:

- Item 8 be amended to read - 'We may refuse entry to any person who appears excessively intoxicated or under the influence of drugs prior to an event or member's bar.
- Item 18 be amended to read - 'Any members under the influence of drugs and/or alcohol and over the legal limit are not to drive home afterwards. Anyone seen doing so will be reported to the police and have their bar membership removed.'

(vii) To agree any expenditure
There were none received.

26/CH/24 TO DISCUSS, NOTE AND/OR AGREE THE FOLLOWING FOR THE COMMUNITY HALL: -

(i) To discuss / approve Air conditioning quotations for main hall and office.
Ronni advised she had contact three companies re: the air conditioning:

1. Pitkin & Ruddock – for 4 units in the main hall = £14,997
2. Adcock – for 4 units in the main hall = £7,740 and with 1 unit in office = £10,000
3. CJ Air cooling – quotation yet to be received.

Ronni advised that the warmer weather has caused disruption to our regular hirers this year and could prevent them from wanting to continue their hire with us should this weather continue for longer lengths during the summer months. This could result in a big financial loss and affect our reputation, particularly as we are trying to encourage the venue for wedding receptions.

An air heat pump system might be more efficient as it can be used as air conditioning in the summer and heating in the winter, especially as our boiler is getting very old and parts are much hard to obtain.

Ronni had been speaking to District Councillor Helen Davies to discuss funding and has a meeting arranged to discuss options. Chair also highlighted the National Grid offering community project funding.

It was agreed this item would be deferred to next meeting once Ronni had had her meeting and obtained the final quotations.

(ii) To approve purchase of new Laminator machine.
Ronni reported that the laminator has recently started to make noise and is not working very efficiently. Chair advised that this laminator is very old and probably time to renew. Ronni advised that a replacement would cost £120. His was put to a vote and approved unanimously by showing of hands.

(iii) To update, discuss and agree on any other repairs required.
Ronni advised a new toilet seat is required in the ladies – This was put to a vote and agreed by all that a cap of £50 would be allowed.

Signed... R S Manning

Ronni also highlighted that the staging has been mentioned by some of the staff and may need to be considered when budgeting for next year.

(iv) To agree any other expenditure.
There were none received.

26/CH/25 TO NOTE EXPENDITURE RELATING TO ADVERTISING AND MARKETING

Ronnie reported that the advertising budget has not yet been spent and would like to use roughly £100 for a large banner and A2 foam boards to advertise for Bee Gees. This was put to a vote and approved by all.

Ronni requested the subscription for a new platform tool called 'Mail Chimp' which she has used in the past, this would enable her to send frequent emails to groups to advertise events and advise what we have going on at the hall easily. Currently a lot of separate emails are being sent which are bouncing backs which is very time consuming and is not targeting always the correct audience. Ronni advised that negative feedback from members is lack of communication. The subscription was reviewed and it was put to a vote and a net monthly cost of £20 was approved by all. Clerk advised that the subscription budget will be used. However, we could re-apportion some of the advertising & Marketing budget to cover this.

26/CH/26 TO NOTE OR AMEND AND APPROVE UPDATED POLICIES:

(i) Safeguarding policy
Clerk had already circulated this round for all to read. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026 and a Designated Safeguarding Officer is to be agreed. To be displayed on notice board inside community hall once adopted.

(ii) Drug, Alcohol and Weapon policy
Clerk had already circulated this round for all to read. Chair suggested a separate meeting be arranged with Clerk as this policy does require some amendments to include paraphernalia of drugs, syringes. Prohibition of sharing prescribed drugs and visual of legal cannabis etc. We also require a process of what the staff need to do if this policy is breached. It was agreed Clerk would arrange a meeting before the Parish Council meeting in September 2026. Ronni asked about whether we have Aspirin on the premises to help aid a heart attack. Clerk recommended Ronni speak to caretaker Tony to see what was advised during the first aid course.

(iii) Communications, Website and Social Media Policy
Clerk had already circulated this round for all to read. Ronni asked if she could advertise the regular hirers. It was advised to check with the main hirers first for approval. Ronni asked if you could purchase a boost fee on Facebook for certain posts to engage within a targeted audience. It was agreed that Ronni could use her advertising and market budget as she sees fit as long as it's appropriate and necessary to encourage the sale of tickets to our in-house events and hires. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026.

Signed...R. S Manning.....

(iv) Electronic Information & Communication System Policy
Clerk had already circulated this round for all to read. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026.

(v) Equality & Diversity Policy
Clerk had already circulated this round for all to read. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026.

(vi) Health & Safety Policy
Clerk had already circulated this round for all to read. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026.

(vii) Lone Working Policy
Clerk had already circulated this round for all to read. It was advised that a hardcopy of this policy should be given to the Caretakers and procedures should be detailed when cashing up at the end of an event that shutters must be down and staff should not be left to lock up the building on their own at night. Daytime lone working should detail that external doors should remain locked and must not answer the doors to individuals when there are no other hirers using the hall. Clerk to amend and present to officially be adopted at the Parish Council meeting in September 2026.

(viii) Complaints Procedure
Clerk had already circulated this round for all to read. The Community Hall section was approved by all and it was agreed this policy would be presented to officially be adopted at the Parish Council meeting in September 2026.

26/CH/27 **ANY OTHER MATTERS OF REPORT AS THE CHAIR MAY ALLOW.**
Ronni provided all with a proposal to increase the membership subscriptions from January 2027, this would give us the option to arrange free entertainment on a Friday evening and to also consider introducing a junior or family membership. This would help encourage the younger generation to attend the hall. Clerk to add to the agenda for the next meeting and membership subscriptions are to be discussed when budgets are set.
Ronni suggested the junior memberships would be mainly for local darts association looking to start either a new team or looking for a new venue to use as their home team location. This would be a controlled time and targeted solely for the younger generation. Ronni also suggested a games session for family memberships where people play board games, socialise and make new friends and connections. This could begin before the members night so the bar could open early to encourage extra income.
Ronni mentioned a hirer wanting to do a craft fair at the hall once a month. She is already fully established and has a good following audience. Advertising would be done by the hirer. This is then opening the doors to another group of people. Ronni had also been looking at doing a farmers' market once a market and working closely with the connection at Kesgrave to collaborate. It was suggested we involve ourselves in this and take advantage of

Signed R S Manning

established groups and perhaps have the craft fair in the main hall and the farmers market in the lounge. We could arrange the farmers market and sell stalls to boost revenue.

26/CH/28 **TO SET THE DATE FOR THE NEXT MEETING.**
Next meeting was set for Tuesday 22 September 2026 at 7.00pm.

Chair officially closed the meeting at 9:55pm.

Chair R.S Manning.

Dated 20/10/26