

# Meeting Notes

## SWN AGM 25

22MAY2025 @6pm

### ZOOM

#### Present

Elizabeth E, Derek S, Lyn S, Nicky L, Michael F, Stephen D, Derek P, Ken S (Chair), Anthea W, John W (Notes)

#### Quick recap

The meeting began with technical discussions about Zoom meeting name changes and email delivery issues from the Beacon system, including problems with spam markings and contact information accuracy. The group then addressed challenges with network membership numbers, engagement levels, and data management, particularly regarding delegate lists and privacy policies, while also discussing the need for new volunteers to fill webmaster and secretary roles. The conversation ended with discussions about improving communication methods, planning future meetings with guest speakers, and updates about the Trust's Council governance structure, along with plans for follow-up meetings to address ongoing data privacy and contact management challenges.

#### Provisional Time, Date and Place of Next Meeting

Tuesday 1st July 6pm Zoom

**Wednesday 23<sup>rd</sup> July 6pm Zoom**

#### Next steps

- [Ken & John: Schedule a Zoom meeting to discuss network details and coordination](#)
- [John: Check and compare the 28 u3a groups in Beacon system against the 24 u3as listed on the website to identify discrepancies](#)
- [Ken: Draft initial text for outreach email to u3as and send to John before midnight](#)
- [John: Send out the finalized outreach email to all u3as through Beacon](#)
- [All u3a Representatives: Email their u3a contact details to John at the Secretary's address](#)

- [Lyn: Draft content about the network's purpose and value proposition, including the role as a vital link between individual u3as and the Trust](#)
- [Ken: Contact Cardiff u3a to invite them to join the network](#)
- [John: Draft proposed changes to the Network's privacy policy for member review](#)
- [Derek: Send Nikki Lee the Zoom meeting link](#)
- [Derek: Consider adding information on the website about spam filter settings for Beacon system emails](#)
- [Nicky: Send the list of all South Wales u3as to Ken and John](#)
- [Nicky: Look up and provide contact information for Trust speakers who specialize in volunteer recruitment](#)
- [Nicky: Give committee members 20 minutes on Zoom to discuss what they need from the Trust](#)
- [Committee Members: Return to their respective u3as and request time for Welsh representatives to discuss Trust needs](#)
- [Ken: Contact Site Works team to seek support for website maintenance](#)
- [Network Team: Hold next network meeting on Tuesday, July 1st](#)
- [John: Update Nicky's email address in Beacon system after receiving her permission](#)

## **Summary**

### **Zoom Rename Instructions for Elizabeth**

Elizabeth had difficulty changing her name in the Zoom meeting and received guidance from Anthea, Derek, and John. John provided detailed instructions on how to rename, emphasizing the importance of enabling gallery view and accessing the rename option through the three dots menu in the participant's picture. Elizabeth successfully renamed herself in the meeting.

### **Email Delivery and Contact Management**

The meeting began with John addressing issues with email delivery from the Beacon system, noting that some emails were being marked as spam due to a no-reply address. Derek and John discussed the need to update contact information and ensure correct email addresses are entered into the system. Nikki shared her experience in managing contact lists and emphasized the importance of proactive communication. John expressed frustration with the current process and planned to send a notification to all list members requesting confirmation of their contact details to resolve discrepancies.

### **u3a Leadership Roles Crisis**

The meeting focused on addressing issues with the mailing list and membership numbers, with John and Derek confirming discrepancies in the number of u3a members listed. Derek announced he would not be continuing as webmaster, and John expressed his inability to fulfil the demands of the minute secretary role due to overwhelming tasks. Ken acknowledged these issues and expressed concern about the network's ability to continue without a secretary and webmaster, as no volunteers stepped forward to take on these roles.

### **Revitalizing Network Engagement Strategies**

The group discussed the decline in engagement and effectiveness of their network since COVID-19, attributing it to a lack of clear purpose and potential Zoom fatigue. Nicky suggested that the network could benefit from having guest speakers on topics of interest to members, such as AI and social media strategies, while Ken emphasized the importance of phone calls over emails for more effective communication. Lyn highlighted the need for a supportive environment and suggested that the network could serve as an important conduit between the trust and u3as. Elizabeth raised concerns about the low response rate to emails sent to local u3as, and the group agreed that clarifying the network's purpose and improving communication methods were key to its future success.

### **Delegate List Privacy Challenges**

The group discussed challenges with maintaining an accurate list of delegates, particularly due to privacy policies and data protection regulations. John expressed frustration with the current system, noting that the privacy policy is hindering effective operations. Derek suggested a partial solution of having delegates email their contact information directly to John, while Nicky offered to provide a list of u3as that pay membership fees in South Wales. The group agreed that changes to the privacy policy might be necessary to improve functionality, though John indicated he might not be the right person to continue managing the delegate list.

### **Membership Database Data Management Challenges**

The group discussed challenges with their membership database and data accuracy, with John emphasizing that the problem lies in members not maintaining up-to-date information rather than with the Beacon system itself. They agreed that accurate data management is crucial, and John proposed writing to member u3as to request updated information, with the possibility of removing non-responsive organizations from the database. Elizabeth raised a concern about the lack of representation from Cardiff u3a, which Derek acknowledged, though he noted they had previously attended meetings.

### **u3a Network Restart Strategy**

The group discussed challenges with u3a network meetings and agreed to restart with a new approach. They decided to contact u3a members with a clear message about the network's offerings, including upcoming speakers and the importance of the network as a link between individual u3as and the trust. Ken and Nikki agreed to share a list of u3a members in the South Wales region, and Ken will draft an email to members outlining the new meeting format and purpose. The group also discussed the need to attract more committee members and potentially engage online u3a speakers for future meetings.

### **Network Communication and Volunteer Planning**

The group discussed communication challenges with their network, particularly regarding data privacy policies and contact methods. They agreed to use Beacon to send an email to U3 members, with John offering to distribute any content Ken drafts. The conversation then shifted to planning a future meeting, with Derek suggesting they invite a speaker on AI in September or October, though Ken and others felt this might be too narrow. The group concluded by discussing the need for volunteers and agreed that Nicky would research the trust's contacts regarding volunteering, while Anthea suggested using the contact page on the updated website for future communications.

### **Trust Governance and u3a Engagement**

Nicky explained the creation of the Council to address governance issues within the Trust, emphasizing the need for a smaller, focused board and stronger engagement with u3as to drive strategy. She highlighted improvements at the Trust, such as better response systems and website updates, while stressing the importance of u3a input in decision-making, as they fund 97% of the Trust's activities. Nicky urged Welsh representatives to hold Zoom meetings with their u3a committees to gather feedback and concerns, which will be communicated to the Trust board. Lyn inquired about constitutional obligations for the Trust to act on Council findings, and Nicky clarified that while there is no binding requirement, the Trust must listen to avoid past mistakes.

### **u3a Meeting Scheduling Discussion**

The group discussed scheduling a meeting with u3as and agreed to have Ken send a draft text to John for a message to be sent to **Youth Raise**. They decided to hold the next meeting on July 1st, with Ken noting that the timing would depend on responses to the draft email. Derek suggested alternating meeting dates between Wednesday and Thursday to improve attendance, but the group did not reach a final decision on this.

### **South Wales Network Data Challenges**

Ken and John discussed ongoing challenges with the South Wales Network, particularly regarding data privacy policies and contact list management. John expressed frustration with the current data privacy policy, which he believes is too restrictive, and highlighted

difficulties in updating contact information without proper permissions. They agreed to arrange a Zoom chat to address these issues and review the situation in the coming weeks. Ken also mentioned his experience dealing with similar challenges in his previous role and offered support in finding alternative solutions.

**Comments, corrections and clarifications**

“Youth Raise” should be u3as

**Ken S**

Whilst I put forward the suggestion that we draft a document detailing the possible value of the SWN to u3a's, I didn't undertake to do so myself.

I only mention this for clarification and realise that it's of no matter really because the job has now been done.

I think Zoom picked up my involvement in the discussion and put 2 and 2 together

**Lyn S**

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