

**LETCHWORTH GARDEN CITY HERITAGE FOUNDATION**

(Registered Society under the Co-operative and Community Benefit Societies Act 2014.  
Registered Society includes a Community Benefit Society)

**PARTS I AND II MINUTES OF THE 310<sup>th</sup> BOARD OF TRUSTEES MEETING  
HELD ON 5<sup>th</sup> JULY 2022 AT ONE GARDEN CITY, BROADWAY, LETCHWORTH  
GARDEN CITY, SG6 3BF**

<b>Present:</b>	GARETH HAWKINS (Chair)	<b>GH</b>
	CHRIS PATTISON (Vice-Chair)	<b>CP</b>
	AMANDA EGBE	<b>AE</b>
	JOANNA DEW	<b>JD</b>
	JOHN COLING	<b>JC</b>
	JOHN HILLSON	<b>JH</b>
	KEVIN JONES	<b>KJ</b>
	LUCY GRAVATT	<b>LG</b>
	MICHAEL COLLINS	<b>MCs</b>
	SIMON FRANKLIN	<b>SF</b>
	TERRY HONE – HCC Nominated Trustee	<b>TH</b>
	IAN MANTLE – NHC Nominated Trustee	<b>IM</b>
<b>In attendance:</b>	Graham Fisher (Chief Executive)	<b>GF</b>
	Mark Coles (Executive Director – Property)	<b>MCo</b>
	Matt Peak (Executive Director – Finance)	<b>MP</b>
	Stuart Sapsford (Executive Director – Communities, Culture and Heritage)	<b>SS</b>
	Jo Walker (Governance Support Executive)	<b>JW</b>
	Alastair Stewart (Head of Charitable Projects and Partnerships)	<b>AS</b>

**APOLOGIES, MEMBERSHIP & QUORUM**

The Chairman reported that notice of the Meeting had been given in accordance with the Rules of the Foundation and that a quorum was present.

Apologies received from Roger McIntyre-Brown and David Ames

The Chair welcomed all to the meeting.

**MINUTES**

Minutes 73/05/22 to 109/05/22 of the 309<sup>th</sup> meeting held on 3<sup>rd</sup> May 2022 were agreed and signed as a true record.

**DECLARATIONS OF INTEREST**

None for items reported

**EXECUTIVE DIRECTOR – COMMUNITIES, CULTURE and HERITAGE**

SS introduced 3 grants before the Board for ratification of a third year of funding for each, Acorns, Family Support Programme and Citizens Advice North Herts (CANH.)

### Acorns Project

AS outlined the work carried out over the past 2 years by the Acorns project team on the Jackmans Estate. The team work with children under 5 and their parents, working as partnerships. The scheme was originally commissioned for three years, with this request for £75k for the third year. A particular success is the games library with 46 out of 48 families signed up with the children reporting that the whole family is joining in.

**The Trustees AGREED the grant of £75k to fund the Acorns Project for a further year.**

### Citizens Advice North Herts

The CANH grant is working to assist people with their 'financial health' working on a direct 1:1 basis as well as a community outreach programme providing workshops and advice on budgeting. In 6 months the service generated an extra £170k for residents in Letchworth. This is a 3 year project and the funding request of £100k is to finance the third year.

**The Trustees AGREED the grant of £100k to fund the Citizens Advice North Herts Programme for a third year.**

### The Family Support Programme

This is focussed on working to support families and children who are at risk of missing or being excluded from school. At any one time the team can have a case load of c 60 families. The programme is jointly funded by HCC, Letchworth schools and LCB/LGCHF. Case studies in the report show how this scheme is benefitting children and their families.

**The Trustees AGREED a grant of £90k to fund Family Support Programme for a third year.**

## **CEO's REPORT**

### Governorship

With no applications for the nominated governor positions we're unable to recruit for a general governor.

The Garden City Meeting was very successful, well attended with a good atmosphere. (The notes for this are available on the website.)

### BID

Two staff members of the BID have resigned, and a review of staffing is underway. We are looking at how savings could be generated from 2023, including Xmas lights.

### Town Centre

The People and Places research highlighted many positive features but also key challenges for the town centre. Working in partnership with the BID, NHC and ourselves we will be looking at the opportunity of funds from the Shared Prosperity Fund for town centre support.

### Strategic Review

This is ongoing with input from the Leadership Team and Trustees to inform the next 5-year plan.

### Equality, Diversity and Inclusion (EDI) Draft Policy

We've taken a holistic view with the EDI policy to ensure all aspects of the business are covered including ensuring staff, volunteers and tenants are free from discrimination and

we are pragmatic in our approach. All staff have had workshops to explore and explain EDI and this will be offered to the Trustees. The Trustees were welcoming of the Draft EDI Policy and were eager to see it rolled out to staff.

#### **EXECUTIVE DIRECTOR – COMMUNITIES, CULTURE and HERITAGE**

KPI's Q1 cinema performance has improved and Q2 should be better. There has been some challenging customer interaction across venues and a significant increase in poor customer behaviour, (shouting at staff). Training for staff is being organised and we will be reviewing and updating our Customer Service Standards.

We can provide live theatre cinema again. The payment provider has been changed following problems with online card payments, but this is still not resolved and working. We are refreshing our loyalty programme, Broadway Plus. New projector equipment and screens for all four screens are being installed in July.

It's been an astonishing year at Standalone Farm. A 5\* Food Hygiene Certificate has been awarded. We are delivering more activities and improving the quality of offer.

The car park extension has planning and work will start as soon as possible. This will create an extra 80 spaces. New play equipment will be installed in the next couple of months. We are undertaking an options appraisal for proposed barn redevelopment to create a more interactive animal experience for our visitors.

Men in Sheds are now on site at the farm and Green Care at Norton are providing fruit, vegetables and cut flowers for sale in the farm shop. There is a survey on the website requesting input from the community as to what they would like to see.

We launched the culture strategy and Letchworth Festival on 23<sup>rd</sup> May. There is currently momentum behind all things arts, culture and heritage, which we will continue to build on. There are over 100 organisations, individuals and groups delivering activities within the festival. Schools cultural learning consultation was very successful with excellent feedback and many ideas. A cultural learning plan will be delivered in a small focus group of schools from September. Family arts are continued to be delivered at the gallery and in holiday periods. We are also delivering an after school club with Pixmore school.

There is a National Lottery funded project for six Young Curators at the museum who will be mentored and supported to deliver exhibitions. A community curator will work with partners to create an exhibition on the Jackmans Estate. A reminiscence programme is continuing with local care homes.

The Tom Karen exhibition has had a lot of interest shown in it's first few weeks and events will be running alongside it.

Jubilee grants were very successful, 35 applications, £12.5k awarded, c4k residents benefitted.

We will be creating the 2023 programme at the gallery over the next few months with the current exhibition by Bruce Asbestos proving very popular and introducing a large number of children to the gallery. The Garden City Arts Club provides a space for local artists to exhibit their work with a full timetable for 2022.

We have a fundraising target of £100k for the remainder of 2022.

The older people's hub at the Ernest Gardner Treatment Centre is creating interest with the possibility of offering additional sessions as the current availability is full.

HF are working with North Herts and Stevenage CVS to develop a voluntary sector support programme.

Citizens Advice have a waiting list and we're working with them to develop a theory of change to determine how best to respond. In March 2021 236 clients accessed the CA services, this increased to 476 in March 2022.

Crisis food provision is growing and a meeting of food providers will be organised to develop a set of common goals and framework.

Our Highfield school survey received 277 responses from students.

Safeguarding Policy – TH chairs the Safeguarding Committee and there have been minimal changes to the policy which was approved by the Trustees.

A mailout was sent to over 14,000 households in Letchworth promoting governor elections and the Garden City meeting.

#### **EXECUTIVE DIRECTOR – FINANCE**

MP provided an overview of the management accounts. Points to note:

- Consistently over achieving the budgeted profile
- Rent collection is up
- 93% collected after 90 days
- Each quarter is getting better
- Arrears are tracking down
- Venues subsidy for utilities
- Corporate overheads could be out due to inflation, in particular energy costs.

Budget Approach

- There is a targeted reduction but voids, rent call and cinema net use shouldn't be used to push the marker.
- We intend to work with budget holders and hope to see the bad debt reduced next year.
- Void costs are currently less than expected
- Utility costs are currently higher than expected
- Capital expenditure will be stretched
- Likely to be negative free cash flow next year.

#### **EXECUTIVE DIRECTOR – STEWARDSHIP and DEVELOPMENT**

- The Local Plan has picked up a further delay with the Inspector.
- LG1 - commencing the next stage of technical studies and community engagement.
- The focus is now on the strategic master planning with the Council and implementation method discussion.
- We are making good progress with the LG3 site and hope to have planning permission later this year, depending on the progress of the Local Plan. We are negotiating the Section 106 agreement and addressing matters raised.

- The Heritage Advice Service has recruited additional staff and is still seeing a significant number of applications.

**The Trustees NOTED the report**

**PAPERS TO NOTE**

HAC Minutes and HAS Summary Report

Highfield – single storey side, two storey rear extensions and front alterations – Approved

Nevell's Road – side extension – Approved

Pixmore Way – replacement front windows – Refused

Woolston Avenue – First Floor front extension over garage and part garage conversion – Refused

South View – Outbuilding – Refused

Willian Road – Single storey rear extensions. Alterations to roofline to the front and rear elevations. Single storey front extension, alterations to fenestration. Alterations to external wall coverings – Refused.

Nevell's Road – Frontage alterations – Approved.

Icknield Way – Part single storey part two storey rear extension including first floor balcony – Approved with revisions.

Cowslip Hill – Remove roughcast render and replace with external cladding – Approved in principle.

Spring Road – Installation of PV panels to roof of outbuilding – Approved.

The Meads – Single storey rear extension, demolition of conservatory – Refused.

Gernon Walk – Insertion of windows to side elevations – Refused.

South View – Outbuilding – Approved.

Baldock Road – Garage conversion – Agreed.

Rushby Walk – Frontage alterations – Refused.

Wilbury Road – PV panels to west roof slope – Approved.

	01/05/20 31/05/20	Running Total 01/01/20 31/05/20		01/05/21 31/05/21	Running Total 01/01/21 31/05/21		01/05/22 31/05/22	Running Total 01/01/22 31/05/22
Residential Application	50	240		83	405		105	384
Pre-application Advice	21	118		24	165		19	69
<b>Running Totals</b>	<b>71</b>	<b>358</b>		<b>107</b>	<b>570</b>		<b>124</b>	<b>453</b>

Commercial Property Transaction Report

Lease – Office Venture House

Lease – Eastcheap

Lease – Eastcheap  
Lease – Station Road  
Lease – Venture House

**The Trustees NOTED the reports.**

**ANY OTHER BUSINESS**

There's a conference on retrofitting that the HAS team will be attending.

**NEXT MEETING 20<sup>th</sup> September 2022**

**There being no further business the meeting was closed at 1950**