

**SCN Membership Meeting  
Tuesday 24<sup>th</sup> Feb 10am**

**Attendees**

			No. of members
Kevin Stock	SCN Manager & Membership	Waterlooville	1051
Linda Jeans	Membership	Botley HE & District	200
Peter Robinson	Membership	Chichester	1162
Martyn Mann	Ext Affairs	Guernsey	1200
Peter Haskill	Membership	Hayling Island	594
Maggy Chesters	Secretary	Horndean & District	187
Andy Forbes	Webmaster	Horndean & District	
Sherlie Burridge	Membership	IOW	363
Christine Courtney-Wells	Membership	Portsmouth	180
Richard Ryan	Membership	Solent	350
Pam Smith	Membership	Stubbington	627
Rob Stansbury	Chair	Waterlooville	

**Apologies from:** Emsworth & District

**1. Welcome** by Kevin Stock, SCN Manager

Permission was received to record the meeting for the purpose of producing this report.

**2. Introductions** All attendees introduced themselves and said which role(s) they performed. In addition, each said how many members their u3a had.

For this meeting I turned on Zoom's AI Transcribing facility, and this is the report that it produced (after minor corrections by myself).

## **Meeting summary**

### **Quick recap**

The Membership Secretary meeting focused on discussing membership management practices across various U3As. The meeting began with introductions where they reported their current membership numbers, ranging from 180 to 1,200 members. Participants shared their experiences with membership systems, with several groups using Beacon while others maintained custom websites or spreadsheets. A significant discussion centred on the National U3A health check questionnaire, which Chichester group had been using but others were not familiar with. The group also discussed emergency contact procedures, with some groups implementing dedicated cards while others maintained contact information in their membership systems. The conversation ended with a brief discussion about insurance coverage misconceptions among members, with clarification that U3A liability insurance only covers third-party damage.

### **Next steps**

- Various u3as: Raise the U3A health check at their next committee meeting to discuss its potential use.
- Martyn: Pass on the information about updating deceased members in Beacon (including removing email addresses and updating group memberships) to the relevant administrator in Guernsey.
- Rob: Take up three action points with Kevin (details unspecified but noted as follow-up from the meeting).
- Maggy: Check with Diane (Membership Secretary) whether emergency contact details are collected on the membership form or at group level for Horndean U3A.

### **Summary**

#### **U3A Membership Management Systems**

The meeting involved introductions from various U3A membership secretaries, who shared their U3A's current membership numbers and discussed their membership management processes. All u3as use Beacon for membership, except for Hayling Island. Some u3as use email systems like Google Workspace for Non-profits or external suppliers. For managing renewals and new memberships, two are using the Beacon Portal. Peter from Hayling Island explained their fully integrated website system that allows members to join and renew online, including those without email access who use postal methods. The discussion also covered the use of payment methods, with some u3as encouraging card payments and reducing reliance on cash and checks, while others

like Guernsey and Portsmouth continue to accept various payment methods to ensure inclusivity.

### **Beacon Deceased Member Process Updates**

The group discussed challenges with updating Beacon and the Third Age Trust when members pass away. They clarified the process for marking members as deceased in Beacon and removing their email addresses. Richard and Kevin explained that this should automatically prevent deceased members from receiving Third Age Matters magazine, once the next upload has been done. The group also discussed the use of the Chichester website portal for renewals and joiners, which Peter reported works well despite some members needing extra help with the payment process. Pam expressed interest in using the portal as the new Membership Secretary.

### **U3A Membership and Metrics Review**

The meeting discussed the National U3A health check - a set of 10 questions which assesses membership renewal rates, monitoring of membership statistics, and the ratio of members to groups. Peter highlighted the need for standardization in calculating these metrics and suggested that interest groups that are closed to new members should not be counted as U3A interest groups. The group also addressed the issue of gender imbalance in U3A membership, with Ricard noting that men are less likely to join, and discussed the importance of collecting and updating emergency contact details for members. Martyn raised concerns about members misunderstanding the level of insurance coverage provided by U3A, and the group agreed to clarify this on their application forms.