

MALVERN HILLS TRUST
ANNUAL MEETING OF LEVY PAYERS

10 September 2020 at 7pm

By Video Conference

Live stream on YouTube: <https://bit.ly/3dbH2AW>

Instructions for the meeting

Thank you for your interest in taking part in the upcoming Annual Meeting of Levy Payers.

PLEASE READ ALL OF THESE NOTES CAREFULLY

Because of Covid-19 restrictions, the meeting will take place by video conference on the StarLeaf virtual meeting platform.

Members of the public have the opportunity to ask questions on the Annual Report and Accounts at the meeting and levy payers are also entitled, should they wish to do so, to vote on the appointment of the Auditors.

This meeting will be streamed live on YouTube and unless you want to ask a question personally or vote, please watch the meeting stream via YouTube here:
<https://bit.ly/3dbH2AW>

You MUST notify the Trust in advance if you wish to ask a question in person or vote. ONLY people who have contacted the Trust in advance will be able to participate in the meeting. You must let us know by noon on 8 September 2020. The options for joining a StarLeaf meeting are set out on page 5

Questions

It is always helpful to have questions in advance of the meeting to ensure we are able to reply on the night, even if you want to join the meeting to ask the question in person.

At the Levy Payers' Meeting, you can either send in a written question to info@malvern hills.org.uk, in which case a staff member will read the question out at the meeting, or you have the option of joining the meeting and putting the question yourself. Once you have asked your question you can leave the meeting and continue by watching on YouTube or you may remain online if you have arranged to vote

Voting on the appointment of auditors

To be entitled to vote, you must pay the levy (collected with your council tax) to Malvern Hills Trust. It is for this reason we ask you to provide us with a copy of your council tax bill in advance of the meeting.

What happens at the meeting?

Using the StarLeaf platform, we ask you to join the meeting at least 15 minutes before the scheduled start time. We will carry out a quick sound check to make sure there are no problems with your set up. You will then be moved into the “audience”, where you can hear and see the meeting but not take part, until we reach the point where you ask your question or vote. You will then be brought into the “spotlight.” Your image (if you are using a camera) and name will appear on screen to anyone who is watching the meeting stream. Once your question has been dealt with or the vote has been taken, you will be moved back to the “audience”. The reason for this is that there is a maximum limit to the number of people who can be in the “spotlight” at any time.

We will run a “trial” meeting in early September to give participants a chance to practice joining a meeting. We will send an invitation to a trial meeting in due course.

How we vote

When we reach agenda item 5, we will bring participants who have notified the Trust that they wish to vote (and have provided a copy of their council tax bill) into the “spotlight”.

Please keep your microphone muted at this stage. When the vote is taken, the meeting administrator will say your name and you will need to respond “For” or “Against” the proposal to appoint the auditors. Please make sure you unmute your microphone before you respond “For” or “Against”!

GENERAL NOTES

Joining a virtual meeting online

Before you start

- Please try to sit in a quiet room away from any distractions, including traffic/external noise or other people carrying out household tasks. Pets should be in other rooms where possible
- If you have limited bandwidth, if possible make sure no one else in the property is using a device at the same time as the meeting is taking place
- If you use a separate microphone and speaker which is not built into your computer, make sure the microphone is as far away from the speaker as possible and the speaker is not directly facing your microphone. It is worth investing in some earphones as we have found this vastly improves the sound quality both for the user and the other participants in the meeting
- Please mute your microphone when you are not speaking. This improves the sound quality for everyone, particularly if there is any background noise. Officers hosting the meeting have the facility to mute your microphone if you fail to do so
- If you are following the meeting online, but using a telephone to communicate, you must mute the audio on your computer. This will prevent sound distortion
- Turn off any other phone that you are not using to join the meeting. Don't make or answer telephone calls during a meeting
- Make sure the device you are using is fully charged or plugged in to the mains
- Be aware of what is behind you and on camera. The meeting will be live streamed so you may wish to remove personal items or valuables from view

Taking part in the meeting

Please join at least 15 minutes before the meeting is due to start so that any technical issues can be ironed out. When prompted to enter your name on screen, please put in your first name AND surname.

If you have trouble joining the meeting for technical reasons, call the meeting administrator before the meeting is scheduled to start. (01684 892002). We will not be able to take calls once the meeting has started.

Please mute your microphone when not speaking but leave your video on unless you are asked to turn it off (which may be necessary if you have a poor internet connection). Remember that if you have been moved from the audience into the "spotlight" you will be visible on video to others even if you are not speaking,

The Chair will have discretion to use the most appropriate way of managing debates.

Joining a virtual meeting by telephone only

Before you start

- Please try to sit in a quiet room away from any distractions, including traffic/external noise or other people carrying out household tasks. Pets should be in other rooms where possible
- Make sure the device you are using is fully charged or plugged in to the mains
- **Be aware that your telephone number will show on screen whilst you are in the “spotlight”** and anyone watching the live stream will be able to see it. To avoid this you can dial 141 in front of the conference number when you join the meeting to withhold your number.

Taking part in the meeting

You will be provided with a number to call and a meeting code to enable you to join the meeting. Please join 15 minutes before the meeting is due to start so that any issues can be ironed out.

If you have trouble joining the meeting for technical reasons, call the meeting administrator before the meeting is scheduled to start. (01684 892002). We will not be able to take calls once the meeting has started.

The Chair will have discretion to use the most appropriate way of managing debates.

Joining a Starleaf meeting

Below is a link to an explanation of how to join a meeting. It is fairly intuitive.

<https://support.starleaf.com/using/joining-a-meeting/guest-join/>

You will be provided with an invitation which gives a link to join the meeting or a telephone number and meeting code if you are joining by phone only.

You can join using a desktop/laptop computer provided you have a camera and microphone, or by ipad/tablet or smartphone.

It is possible to join by telephone and have the meeting up on your computer, but you **need to make sure** you mute the speaker on the computer if you do this, to avoid feedback.

There are various options for joining – through the app, through the browser or via Skype for Business but most people will just click on the link → [Join this StarLeaf meeting](#)

Please do not share your invitation with others. Unless members of the public have contacted us directly to request participation in the meeting, they will not be accepted into the meeting.