

New Galloway Community Enterprises Ltd

Minutes of Management Committee Meeting 31st August 2017

1. **Apologies** – Sarah Lane, Mary Smith

Present: Mike Brown, Dave Briggs, Jean Marsden, Dawn Spernagel, Emma Harnett, Margaret Watson, Craig Millar. **Also attending:** Helen Keron.

2. **Minutes**

- Meeting 26th June 2017: Agreed. CM proposed, JM seconded.
- Meeting 4th July 2017: Agreed. DB proposed, JM seconded.

3. **Shop Operations**

3.1. **Purchase of Hopkins Shop & House**

Following the Board Meeting of 4th July 2017, the Standard Security was signed by the Chair as authorised and an undertaking given to the Big Lottery's solicitors that the purchase money, once released, would be used to purchase the property.

The property was purchased on Friday 14th July 2017 for £252,000.

- £245,000 of this was paid from the Big Lottery grant.
- The remaining £7,000 (the 'goodwill' element) was paid from Share Launch funds.
- £2,401 was paid for stock after assessment by Lynsey Hogg and Jim Hopkins, also from Share Launch funds.

The date of purchase marks the start of Year One for the 5-year Big Lottery grant.

The first day of operation as a Community Shop was Saturday 15th July, when the shop was staffed by Board members (with support from Jim Hopkins). The shop was run by the professional staff from Monday 17th July.

3.2. **Appointment of Shop Staff**

We received 13 applications for the post of General Retail Manager and interviewed 5 candidates. The initial interviewing panel consisted of Jean Marsden and Marion Briggs (external) with Helen Keron in attendance. A second interview of the preferred candidate was carried out by Mike Brown and Margaret Watson.

Lynsey Hogg was appointed Retail General Manager.

We received 11 applications for the post of part-time shop assistant and interviewed 9 applicants. Lynsey Hogg and Craig Miller conducted the interviews with Helen Keron in attendance.

Andrea Smith, Jacqui Morton and Tamsin Geddes were the successful applicants.

3.3. **Plunkett Training**

Two half-days of training, for the staff and Board members, were provided free of charge by the Plunkett Foundation in mid-August.

3.4. **Service contracts**

Contracts have been set up with the following service providers:

- Phone and internet through bOnline – although it is currently in dispute.
- Shop electricity through Dual Energy.
- House electricity through Scottish Power (key meter).
- Building, contents, employer liability and public liability insurance through Royal Sun Alliance (Keegan & Pennykid brokers).

Discussion / Actions:

It was agreed that the actions of bOnline in trying to bounce us into accepting a much higher internet charge were unacceptable.

ACTION – HK investigate TrueTelecom as an alternative to BT and select the cheapest option.
Complete – Contract with True Telecom entered into 4th Sept 2017. bOnline informed, and if they try and recover the early-termination fee of £400, we will refer them to OfCom.

3.5. Shop operations

- **New Suppliers** (all local to D&G): Saucy Desserts, Galloway Soup Company, Roans milk, Galloway Smokehouse.
- **Existing suppliers:** Glenkens Eggs (New Galloway), Corsons (CD), Ernespies Dairy, Mitchells fruit & veg (CD), Bookers, Menzies, Sandy Douglas.
- **Processes:**
 - **Supplier invoices system:** To provide an auditable trail from receipt of goods to payment by the Treasurer.
 - **Supplier contracts:** One-pager for all new suppliers to sign.
 - **Crisis Management:** A summary of actions to be taken in the event of an incident, plus useful phone numbers.
 - **Self-service:** To allow the shop staff to buy things in the shop.
 - **One-page business plan reporting document:** In progress; a simple report that the Shop team can assess progress against and can be reported to Board meetings.
 - **Line Management:** MB has commenced monthly line-management meetings with LH. HK meets LH weekly to discuss non-operational issues. EC has been nominated as LH's Support Director, to represent any concerns from LH at Board level if required.
- **Turnover:** Week Turnover for the opening weeks is very encouraging, but it should be noted that we are not making any money on this at present, because LH is stocking up the shop. Stocking funds come from the capital (Share Launch) budget.
- **A meat multi-deck chiller** has been purchased for the shop from Capital Cooling at a discounted price. This should reduce our power usage considerably, and also means we can begin to stock fresh meat.
- The **'Got a Glut?'** campaign has proved most successful, with a wide variety of fruit and veg being donated and sold at less than Tesco's prices.
- **Contact details** – the shop number is 01644 420633, and the website has been updated to LH <https://newgallowaycommunity.shop/>
- will have a new email address to match soon.

Discussion / Actions:

- **ACTION** – HK continue to investigate replacement dairy / bottles / snack chillers and a display freezer, in order to reduce operational costs.

- It was agreed to start the application process for an alcohol licence as soon as possible, to have it in place for the Christmas period. Noted that LH already has a Personal Licence. **ACTION** – HK submit requests for certificates to support application to DGC.
- A carrier bag purchase sign should be up behind the till, as well as No Smoking at the entrance. **ACTION** – HK

3.6 Feedback for shop manager

The feedback from the customers has been almost uniformly positive – people are loving the new look and the new stock. People are having to re-learn new habits about what they can get from the shop and when, but this is coming. The Board would like to record its thanks to Lynsey and the shop team for their great efforts over the last 6 weeks and the huge amount of progress on the look and stock of the shop that they have made for very low capital input.

It was noted that all of the operational processes in place are somewhat ad hoc, but this is due solely to the lack of an internet connection in the shop. It was agreed to continue as we are for the present, with thanks to the shop team and in particular LH for making it work, and start all new processes when the EPOS system is up and running.

4. Banking – DS

A new bank account is being opened with Bank of Scotland. It should be open in 3 weeks' time. This will be the operational bank account, through which the shop will operate. The Co-Op bank account will remain as our repository of capital funds, from the Big Lottery grant and the Share Launch.

The new bank account will be in the name of New Galloway Community Shop and will have DS, DB, JM, MW and Lynsey Hogg as signatories.

Payroll:

It was agreed to outsource payroll and registration with HMRC to an accountant as soon as possible. **ACTION** – HK and MB to meet Eilidh Harman of Bell Ogilvy accountants in Castle Douglas on Tuesday 5th September to progress this.

5. Building and refurbishment

5.1 Contract for architectural consultant

Another week was given for Board members to consider this contract. **ACTION** – All to review and feedback any comments to HK. **ACTION** – HK circulate latest draft to Marc Henkleman to secure his agreement. **ACTION** – MB to sign contract with MH when Board members agree.

5.2 Progress report

A meeting was held with HK, Marc Henkelmann and Drew Crossan (Quantity Surveyor) on Thursday 31st August. It was agreed then that the tender documents will go out to the 7 identified contractors by the 15th Sept. **ACTION** – HK secure a paper copy of these for review by the Board before they are sent out.

It was agreed at this meeting that the final and detailed layout of the shop would only have to be confirmed 6 weeks before work started, which gives the Board more time to agree this.

Timeline – Tenders out 15th Sept; Tenders received 13th Oct. Pre-selection review by MH and DC. Board review and selection of tenders w/c 30th Oct. 4 weeks for selected contractor to arrange HSE issues etc = start date early December. With any slippage, this puts the move out of the shop straight into the pre-Christmas period. **DECISION** – declare the start date for the renovation of the shop to be 8th January 2018 subject to contractor availability. **ACTION** – HK inform MH, DC.

Flooring – the floor can no longer be polished concrete – it is too slippery for this climate in a working shop. MH is working up options – Board agreement will be required at some point, based on available budget.

5.3 Shop fitting

Lynsey, Tamsin, EH, SL, JM and HK met on Monday 28th Oct to discuss the layout and look of the shop. The proposed plan at present is:

- L-shaped till counter to the left of the shop, where the newspapers currently are.
- Hand-wash sink on the wall behind the new counter.
- A row of chillers along the back wall of the shop (Existing small office, sink and window removed)
- Newspapers vertically displayed where the New Galloway blackboard is at present.
- Shelves for alcohol and other drinks to left of new till counter, where meat chiller is at present.
- Ambient shelving all along the right-hand wall, and the left-hand wall to the right of the new till counter.
- Expensive alcohols stored on shelves behind the new till counter.
- 3 small (waist height) display units to go in the centre of the shop, to aid visual merchandising and add interest.
- Utensil sink to go into new office, with half-dishwasher and small kitchen surface for microwave and kettle.

MS has offered to draw up final pictures of how it would look in order to communicate effectively to the contractors.

£10,000 has been included in the tender documents for 'specialist fittings' for the shop fit-out.

ACTION – HK to continue to liaise with Board members and shop team to work towards the final solution by **end October**. This may include getting shop-fitters in to plan the shop, if required. At present, the Board favours asking the main contractor to do the work, but is open to suggestion as the work continues.

5.4 Temporary Accommodation

- Preferred option is on the High Street.
- Final dates will only be confirmed mid-October when the tenders are received.
- Sub-committee formed to work the ideas up into a concrete proposition: MB, EH, CM.

6. Community Engagement Worker appointment.

- Newspaper adverts placed in the Galloway News for 2 weeks from Thursday 31st Oct and the Dumfries and Galloway Standard for 2 weeks from Friday 1st Sept.
- Facebook and website updated; posters put up around New Galloway. **ACTION** – HK put up posters around the Glenkens.
- **Closing date 21st September 2017**. Interviews will likely be on Tuesday 26th Sept in the Smithy.
- SL and MS were proposed as interviewers, Christine Clark of Third Sector Dumfries and Galloway proposed as external interviewer.

ACTION – HK check with SL and MS if they would be amenable to this suggestion.

ACTION – HK source an external interviewer.

ACTION – HK ask HRDept to review the job specs.

7. Membership update

7.1 Issue of Share Certificates

- The creation of the Share Certificates is nearly complete and volunteers will be asked to deliver these w/c 4th Sept. **ACTION – MB.**

7.2 Further recruitment of Members

- MB has created a new application form for future members.
- MB is working with Martha Scofield to create a new, shorter Membership brochure which will be suitable for recruitment for the coming years. **ACTION – MB.**

8. Relocation of Registered Office.

We agree to change the address of our registered office from Dalveen, Kirk Road, DG7 3RS to New Galloway Community Shop, High Street, New Galloway DG7 3RN and to notify the Financial Conduct Authority, Big Lottery and our Members accordingly. **ACTION – MB**

9. Board Member Expense Claims

A claim for £87.12 for mileage and administrative supplies received. Noted.

10. AOCB

- **ACTION – HK** to follow-up on the Noticeboard creation with DGC and then the Men's Shed.
- EH raised the possibility of changing the name of the shop from New Galloway Community Shop. It was agreed that if this were to happen, it should happen at the point of re-fit. **ACTION – All** to consider options for names and discuss further at the next meeting.

11. DONM

MB proposed that Board meetings should be held monthly on the last Thursday of the month but with a maximum length of 90 minutes. It was agreed to trial this new process.

Therefore, **DONM 28th Sept, 19:30–21:00, location TBC.**