

New Galloway Community Enterprises Ltd Management Committee Meeting AGENDA

28th September 2017, 7.30 pm, Dalveen, New Galloway

1. **Present:** Mike Brown, Margaret Watson, Emma Harnett, Dave Briggs, Sarah Lane, Mary Smith, Jean Marsden.
Apologies: Dawn Spernagel, Craig Millar.
Also attending: Helen Keron.

2. **Minutes of the Meeting** of 31st August were accepted subject to some minor date corrections. Proposed DB, seconded JM.

3. **Matters arising – none.**

Item 6 was brought to the top of the agenda to allow sufficient time for discussion.

6. **Community Engagement Worker recruitment process**

SL and MS have been working on this process, our thanks to them for their hard work and advice. There were 11 candidates in all, five were selected for interview and after one withdrawal, 4 were interviewed on Tuesday 26th Sept. The interview panel consisted of SL, MS, an external interviewer – Christine Clarke of Third Sector D&G – with HK in attendance.

Our thanks to Christine for supporting us with the process, and also to Dave and Marion of the Smithy for allowing the interviews to take place there again.

The interview panel's recommendation was that two of the candidates be selected for second round interview. After a review of the scoring outcomes and a good discussion at Board level, it was agreed that three of the candidates be selected. Discussion at the meeting concerned the process and not the merits of individuals.

It was also agreed that the second-round interview should consist of:

- Presentation by the candidate of their action plan for their six months.
- Role-play scenarios involving an actor playing a member of the community.
- Subsequent oral report to the Board on the encounters
- Last questions

All stages to be observed by the interview panel – ideally two Board members plus an external – possibly Ivy Stanley.

ACTION – HK, MS and SL to refine the process further based on the Board discussion and agree with MB. Board to be notified of the process.

UPDATE – The second-round interviews will be from 09:30 – 15:00 in New Galloway Town Hall on Thursday 12th October, and will follow the process above. Ivy Stanley has agreed to be on the interview panel as the independent with MB and MS. HK will facilitate the day, observe the interviews and, with MS, provide continuity from the first stage interviews. MS, SL and Christine Clark have been asked to provide a written summary of their thoughts on each candidate from the first stage interview for use in the discussion and decision at second stage. All candidates have been informed of the process.

Item 9 was then brought to the top of the agenda because it will inform following discussions.

9. Conflict of Interest – Proposed policy

Inevitably in a small community with overlapping activities Conflict of Interest issues will arise. The following principles were adopted so that the process of managing these is clear and will not have to be debated each time apart from in exceptional circumstances. It was agreed that:

- For goods for sale in the shop, prior Board approval is not required so long as both the GRM and the Board member / employee involved report the interest to the Board and the terms of the contract are in-line with other such suppliers.
- For goods or services not for sale, local advertising is required in order to ensure that all members of the community get the chance to quote. Services under £250 do not require prior Board approval; those over do.

ACTION – HK update the draft protocol along these lines and circulate to the Board for further discussion and approval.

4. Shop

The second monthly review meeting with the General Retail Manager, Lynsey Hogg, was held on 25th September. JM, HK and MB attended. The Minutes of that meeting will be circulated separately.

4.1. Shop operations

Excellent progress is still being made in the shop, with a minor re-fit being carried out on Thursday 21st by Lynsey and volunteers. Reaction has been overwhelmingly positive, with only a few customers having some reservations. The new layout enables customers to select their own products from the shelves, will encourage browsing and hopefully increase sales. A report was received on weekly turnover which records encouraging figures.

The staff all seem to be settling in very well, with good customer feedback for all. No issues are being reported through line management or support conversations.

'Occasional' alcohol licences have been applied for and should be in place mid-late October. The full licence has also been applied for. We will increase security in the store when we start to stock alcohol.

4.2 Phone and internet.

The phone and internet contract has been transferred to True Telecom on a one-year contract, £19/month for line rental and broadband. No feedback has been heard from bOnline on the termination of their contract and so this is assumed to be closed without penalty. The phone line has been working for some weeks; the broadband is connected since the 28th September. It was agreed to report bOnline to the regulator, OFCOM, to try and stop them behaving in this way to others. **ACTION – MB.**

4.3 Meat chiller

The Troy meat chiller purchased at a large discount from Capital Cooling was mis-specified on their website and brochure and is in fact 950mm deep, not 900. It therefore won't fit through our front door. After exploring all options such as removing the door frame, the conclusion (on the advice of our architectural consultant, Marc Henkleman) is to wait for delivery until the refurbishment is complete, and Marc will ensure that the new back-door access is wide enough to get such units in and out.

In the light of this, free rental of a slimmer unit has been negotiated with Capital Cooling until after the refurbishment. This will allow the sale of fresh meat, which will increase turnover. Discussions are currently ongoing about a suitable unit, but one should be available within 2 weeks.

4.4 Suppliers

It is becoming clear to the GRM that the customer base is relatively unchanging. In order to increase turnover, therefore, more products that meet more needs require to be stocked. Lynsey is currently investigating Suma and Green City and will make a decision soon as to which to go with. Lynsey has also requested that Love To Eat (owned by DS and HK) be stocked in the shop, due to customer requests. As per the agreed protocol above, this was agreed. HK left the room for the discussion and DS was absent from the meeting.

4.5 Wastage vs availability.

At the meeting with the GRM the issue wastage vs availability was discussed. It is important to balance the waste of money involved in throwing away bread and milk with the requirement to have such basics available for sale. It was agreed that some milk and bread should be frozen and therefore available at all times for customers in extremis. **ACTION – HK** inform LH. It was also hoped that the imminent arrival of the EPOS till system will aid LH in better understanding and therefore anticipating trends.

5. Building and refurbishment

5.1 Contract for architectural consultant

This has been signed and returned. Marc's first payment will be made this week in accordance with the agreed schedule.

5.2 Progress report

Communications with our Quantity Surveyor (QS) have been extremely disappointing. The agreed deadline at the end of August was that the tender documents would be sent to contractors on the 15th September and that the Board would see a copy before they were sent. Tenders would be received on the 13th October, allowing 2 weeks for QS and Board review and a decision made on appointment at end October.

This deadline was missed with no communication. The QS has now promised to send out the tenders on the 2nd October with a closing deadline of the 23rd October. The Board will get a copy also on the 2nd and any changes required will go out to the contractors as amendments that week. So the deadline has slipped a week, which is acceptable in the context of not starting works until January, but this situation needs to be monitored very closely for future slippage.

UPDATE – the deadline of the 2nd October was not met, with no communication from the QS. A letter terminating our arrangement if a new deadline of the 9th October was not met was sent to arrive on the 5th October. This is extremely disappointing, not least because sourcing a new QS could put the issue of the tender documents and therefore the entire refurbishment back 6 weeks.

5.3 Shop fitting

Another meeting is planned for Monday 2nd Oct with Lynsey and the sub group of Board members, to consider the next level of detail.

UPDATE – a scaled floor plan of the proposed layout has been created by Marc Henkelmann. This plus photos of shelving ideas are stored in the new 'NGCE Operations' Dropbox folder, under 'Shop ideas'. EH has arranged for some shop fitters to view the shop and plans on Sunday 8th October.

It was agreed that LH can source some display items for the centre of the floor, either from national suppliers or from local joiners as per the new Conflict of Interest protocol.

5.4 Temporary Accommodation

The sub-committee of EH, CM and MB have been working this hard and reported a variety of options. It was further agreed that no decisions could be made on the final choice until contractors had returned tender documents and confirmed their availability for starting the works. Thanks to EH, CM and MB for their work on this.

7. Finances

7.1 BLF Development grant close-out

The BLF Development Grant has been officially closed out with the Big Lottery – they appear content with our reporting and our financial management processes.

7.2 Bank account

Our Bank of Scotland ‘operational’ bank account in the name of New Galloway Community Shop is now open and functional. DS, JM, MW, DB AND LH Dawn, are the signatories, although only DS and LH will have access to the online banking feature.

Shop direct debits will be transferred to this account and all future turnover banking will be made into it. LH will assume responsibility for paying all shop invoices from the end of this month. This represents a step change towards the shop operating as an independent professional going concern, and many thanks are due to DS for her perseverance in getting it set up.

7.2 Payroll services

We have outsourced payroll and pension to Bell Ogilvie for at least the first year. It may be that this can come back in-house at some point, but it was felt necessary to secure professional advice and help at this point.

7.3 Capital claims and cashflow

A report was received on the financial situation of NGCE.

7.4 VAT registration.

Ongoing. **ACTION – HK**

7.5 Capital Gains Tax.

After consulting our accountant, we have paid the £11 due on Capital Gains Tax.

8. Issue of Share Certificates

All share certificates have been issued. Many thanks to all the Board members and volunteers who filled in or delivered the certificates. Feedback from shareholders has been good.

10. Christmas NGCE event

It was agreed to ask LH to canvass the team to see if / when they would be interested in a Christmas night out. **ACTION – HK.** MW volunteered the use of her house for an evening event and it was agreed to be a buffet with Board members bringing food and drinks.

It was agreed that there was no need for another NGCE event in the busy run-up to Christmas but that the new CEW would be asked to plan one for the grey days in February.

11. Date of AGM

Agreed for the end of February – not half term. **ACTION** – **HK** suggest a suitable date. LATER This has been fixed for Thursday 1st March/

12. Notification of Expenses Claims

None

13. AOB

None

14. DONM

26th October 2017, 7:30pm. Location to be advised. Later: postponed to 2nd November.

Helen Keron, 6th October 2017