

# New Galloway Community Enterprises Ltd

## Management Committee Meeting MINUTES

2<sup>nd</sup> November 2017, 7.30 pm, Dalveen, New Galloway

Note that this meeting was postponed from the 26<sup>th</sup> October due to Board member availability.

**1.Present:** Mike Brown, Jean Marsden, Dawn Spernagel, Margaret Watson, Sarah Lane.

**Apologies:** Dave Briggs, Emma Harnett, Craig Millar Lynsey Hogg.

Also attending: Helen Keron

**2.Minutes of September meeting** accepted – proposed SL, seconded JM.

**3.Matters arising** – none

### **4.Shop**

#### **4.1. Shop operations**

The Autumn window dressing has been very well received, and the support of the P1–P3 class in creating it was very much appreciated. More plans are afoot for the Christmas display.

The change in layout and the addition of new stockists has improved turnover by ~10% in the last 3 weeks, to £2,800/week most recently.

Extensive training and data input into the EPOS till system has been happening over the last 2 weeks – it is a long process, but critical to ensure that the system works for us into the long term. LH and the team are inputting each product line with a description, cost price, VAT rate and retail price, so that the system will be able to generate our VAT returns and performance management reports automatically, as well as monitor stock levels and customer patterns. The system is looking good, it just is an huge effort to get it set up initially.

The Board thanked Lynsey and the team for their enormous effort in getting us to this point. It is a key milestone in the efficient operation of the business.

**ACTION LH** – keep the cash till operational and available when the EPOS system goes live, in order not to inconvenience customers in the event of disaster.

**ACTION LH** – implement the clock in / clock out system available on the EPOS system in order to provide an auditable check of hours worked.

#### **4.2 Health and Safety**

LH and HK risk-assessed the shop operation from the perspective of the customer and the staff on 9<sup>th</sup> October. The written risk assessment will be circulated soon.

One of the items discussed was the step in the shop, which a few customers still stumble up despite the hazard tape and warning sign on the chiller. On Sunday 22<sup>nd</sup> October, a customer did in fact trip over this step.

Appropriate action was taken by LH in the immediate aftermath of this incident with regard to the customer.

- The 'Caution - wet floor' A-Board will now be left permanently on the step, with a Beware of the Step sticker on it.
- In the next re-jig of the shop furniture, Lynsey will assess whether putting a table on the step will draw more attention to it.

The step will of course be removed in the re-furb in February, but it is critical that we take all efforts to protect our customers from it until then.

### 4.3 Fridges

A new meat chiller is currently in the shop, on free rental from Capital Cooling. This means we can now stock fresh meat when ready to do so. This chiller also holds temperature much more effectively, reducing one of our identified risks from the inherited chiller.

There was an incident on the 11<sup>th</sup> October when the freezer plug was knocked out of place overnight. Although the temperature was still below freezing (-2) this caused wastage of all ice-cream, and the decision was also taken to dispose of the meat products that were stored there, since they represented a higher risk to the customer. The importance of routine temperature monitoring has since been highlighted in writing to all shop staff.

### 4.4 Suppliers

Green City is now stocked in the shop, as well as Love To Eat and In House chocolates. All seem to be selling well.

### 4.5 Alcohol sales

The consecutive 2-week Occasional Licences are now in place until 12<sup>th</sup> Nov, and more have been requested to run until end Jan. Other criteria for selling alcohol:

- Insurance in place - Secured from 31<sup>st</sup> Oct.
- EPOS up and running (management of high-value stock items) - LH implementing this
- All shop team trained in licensing requirements. **Update** - Mandatory 2-hour training carried out by LH 3<sup>rd</sup> November.
- Not all certificates for the permanent licence back from DGC yet, so we will not make the October Licensing Board meeting. The date of the next one is not known yet.

**Update** - use of EPOS system and therefore alcohol sales started Monday 6<sup>th</sup> November.

Thanks to DS, JM, HK and Freya Spernagel who volunteered time for the final stock input on the 5<sup>th</sup> November.

#### **4.6 Staff pay**

After some confusion with the transition to the Bell Ogilvy payroll system, it was agreed on 16<sup>th</sup> October to pay the shop staff the 4 days' pay they were missing at the end of September. Note that this was paid by DS without deductions at the time of payment.

A productive meeting with Bell Ogilvy was held (HK and LH attending) on 26<sup>th</sup> October and the process going forward is:

- All staff will be paid on the last working day of the month for their hours worked from the last Friday of the previous month to the last Friday of the current month.
- LH will inform BO of the hours worked before midday on the last Friday of the month.

This combines certainty about actual hours worked with flexibility for the volunteer Treasurer to set up payments over a few days. The situation is now resolved to everyone's satisfaction (LH confirmed).

#### **4.7 Christmas opening hours**

Christmas closing hours were agreed to be Christmas Day, Boxing Day, New Year's Day. Opening hours on Christmas Eve and 2<sup>nd</sup> Jan to be at LH's discretion and to be prominently advertised in advance.

**ACTION LH** – decide on opening hours and publicise from start December.

#### **4.8 Chip and pin system**

We will shortly sign a 3-year agreement with Payment Sense for a card reader system – it will cost us 3p per transaction and 0.45% of every debit card transaction, but should make it easier for people to make purchases.

#### **4.9 Tasting session**

This was agreed to be a good idea, as part of the wider New Galloway Christmas Celebration event. Suggestion was to have it 5–7pm one evening, date at Lynsey's discretion. **Action LH** to organise. **Update** – date confirmed as 7<sup>th</sup> December

HK suggested that the session could include tours of the house to see how the conversion will work, which was agreed but subject to the tours being covered by our public liability insurance. **Action HK** to investigate.

#### **4.10 Holiday cover**

After discussion, it was agreed that a system of holiday cover by volunteers would be difficult to work due to the requirements for volunteers to have up-to-date knowledge of the till system. It was also agreed that asking the shop team to routinely work extra hours to cover others' holiday was not

the solution. The cost of holiday cover will come to ~£2,500 p.a. for paid staff, and it was agreed that this should be advertised within the village for residents who could work at short notice. Having trained, local residents will also enhance our resilience to adverse weather events. **Action HK** to implement.

## 5. Building and refurbishment

### 5.2 Progress report

Our previous QS, Andrew Crossan, did not make his own deadline of the 2<sup>nd</sup> October for submission of the tender documents, and then missed an imposed deadline of the 9<sup>th</sup> October. There was no communication at all from Mr Crossan to ourselves between the 27<sup>th</sup> September to the 9<sup>th</sup> October, so there was no alternative but to end his contract with immediate effect.

In the light of this, we have now engaged McGowan Miller (Dumfries) to produce the tender documentation. A meeting with them on the 12<sup>th</sup> October suggested a timeline as follows:

- McGowan Millar create tender documents and send out to selected contractors – 4 weeks = mid-November
- Contractors review documents and submit quotes – 4 weeks = mid-December
- McGowan Millar review quotes and submit recommendation to the Board for selection – 2 weeks = pre-Christmas
- Board selects contractor – mid-January
- Selected contractor prepares to start work – 4 weeks = **mid-February start date.**

Note that there may be some further slippage to this date if the quotes all come in higher than our budget and a period of revision of the specifications is required. However, this can't be known until the quotes are received.

The Big Lottery has been informed about the slippage in our refurbishment timescale and they seem comfortable with it and our new action plan.

### 5.3 Shop fitting

- Relatively detailed plans for a base case of how the shop layout will look have been passed to the QS for inclusion in the tender documents.
- Underfloor heating and new shop windows and front door have also been included in the tender documents – these were not explicitly included in the original budget costing, but we are working on the principal of asking for everything we would like and then assessing the cost implications when the quotes are returned.

- McGowan Miller are going to split out the costs of the shop refurbishment explicitly in the tender documentation so that the price can be easily compared to shop-fitter estimates.
- We thank EH for arranging for one set of shop-fitters to come to the shop last month to provide a quote. We will need at least one more for a comparative quote – **ACTION HK.**

#### **5.4 Temporary Accommodation**

The new timescale of mid Feb – end April has ruled out some of the previous options, and no further work is being undertaken on this until the tender returns come back with an indication of when contractors could start the work.

### **6. Community Engagement Worker recruitment process\***

Second round interviews of 3 short-listed candidates were carried out on Thursday 12<sup>th</sup> October. Many thanks are due to both Ivy Stanley, our external interviewer, and Cath Monk who did sterling work in the role plays as an over-worked grandmother.

It was a difficult decision due to the strength of field, but Samantha Rushton emerged as the preferred candidate and, satisfactory references having been taken up, she has been offered the position. Thanks once again to MS, SL, MB and HK for the huge amount of effort involved in this very rigorous process.

It was agreed that clear guidelines will be required for the first 6 months of operation in order to allow the CEW to succeed. These should be based on our promised Outcomes to the Big Lottery and should be agreed in discussion with the CEW. They should cover the spectrum of the role i.e. economic, social and community wellbeing, so that residents see progress on all fronts relatively quickly.

It was agreed that a Steering Group should be formed, predominantly from the Board but also perhaps from Members, who would meet the CEW monthly and provide guidance and act as a sounding board as the role establishes. This would free up the Line Manager (MB) to meet the CEW only 6 monthly for formal performance reviews. It was discussed whether this would also be a good model for the shop operations, in order to lighten the load on the Chair, who is Line Manager for both roles.

MS and MW agreed to be on the steering group in the first instance – **more volunteers are sought.**

**ACTION** – HK draft objectives for the CEW and take to the steering group for agreement before discussion with the CEW.

**ACTION** – HK publicise on social media.

### **7. Finances**

### **7.1 Bank account**

We are still waiting on debit cards to arrive from Bank of Scotland, and for Bookers and Menzies to transfer the direct debits, but when those actions are closed out, the operational bank account will be fully operational.

**ACTION DS** – Chase BoS for debit cards. **Action LH** – continue chasing Bookers DD change. **Action HK** – continue chasing Menzies for Change of DD form.

### **7.2 Capital claims and cashflow\***

Payment was received on Friday 20<sup>th</sup> Oct from the BLF for our capital claims to date.

### **7.3 VAT registration.**

Still ongoing. **Update** – complete.

## **8. Policy on Conflict of Interest Decisions**

The new Conflict of Interest protocol based on the discussion at the last Board meeting has been confirmed and is attached. **ACTION HK.**

## **9. Audit Committee**

With the EPOS system and both bank accounts operational it is appropriate to start the work of the Audit Committee. We note that the following have agreed to serve on the committee: Richard Nash and Andrew Walker representing the Members and MW as one of two representing the Board. **Craig Millar** will be invited to serve as the fourth member.

## **10. Student Placement**

The Big Lottery are offering a 10-week student placement to us, funded and administered by them. The student would work with the CEW on achieving two key outcomes, namely putting in place the Oil and Wood Pellet Cooperative scheme and another project. Due to constraints of the funding, the latest the placement could be in early January, which means that the last few weeks of the placement could overlap the refurbishment, requiring working in a temporary location. The Big Lottery has been alerted to this, and is comfortable with it. The idea was agreed. **ACTION HK** work with the Big Lottery to make it happen.

## **11. Date of AGM**

The AGM requires to be held by 30 March 2018. It was agreed to hold the AGM on Thursday 22nd February or Thursday 1st March in New Galloway Town Hall. Later: It was confirmed that the AGM will be held on Thursday 1<sup>st</sup> March at 7:30pm.

## **12.Letters to Members**

MW will draft and send out for review before the end of November. **ACTION MB.**

## **13.Christmas event**

LH and the shop team would like to come to a Christmas event with the Board. **ACTION MW** arrange with HK.

## **14.Notification of expense claims**

MB received £56.70 principally for Share Certificate postage on 5<sup>th</sup> October 2017.

## **15.AOB**

It was agreed to take up Mrs. Christine Rankin's offer of First Aid training for the staff with thanks. **ACTION HK and LH.**

**16.DONM** – mid January 2018 unless pressing matters arise.

Helen Keron, 8<sup>th</sup> November 2017