

New Galloway Community Enterprises Ltd
Management Committee Meeting
Minutes
22nd March 2018

Prior presentations by Sam Rushton (CEW) and Janosh Schnee (attachee)

a. Janosh Schnee

Janosh reported that during his 10-week assignment, funded by Bright Green Business, he has:

- Researched and surveyed for an oil buying co-operative, working with Co-operative Development Scotland.
- Started plans for lift-sharing and car-sharing from New Galloway – ‘Mobilise New Galloway’. Options include collaboration with RVS or self-organising such as a notice board to advertise lifts required, or designated benches in NG, Dalry, Balmaclellan that you sit on if you’d like a lift.
- Carried out a waste stream analysis of the shop’s rubbish. The biggest change we could make would be to re-use cardboard as much as possible – donate to other businesses for packaging or use instead of shop bags.
- Created an information board on Energy Saving in the Home.
- Presented on Global Warming and other environmental issues to Kells Primary School.

The Board congratulated Janosh on his hard work on all the projects and look forward to taking the key ideas forward.

b. Sam Rushton.

Sam has been working with Janosh on the above projects, and has also delivered:

- Inaugural Small Business Network meeting at the Smithy on the 14th March. Well attended by 14 people, and a lot of enthusiasm for the network. Ideas generated included creation of a business database, providing networking opportunities and increasing the social media presence for tourism. Next date booked Thursday 26th April. Many thanks to Andrew and Margaret at The Smithy for hosting the event.
- Dementia Awareness evening, in partnership with Dementia Friendly, GCAT and Connecting in Communities, on the 20th March in the CatStrand. Well attended by 14 people, mostly local residents with a personal interest or local carers.
- Finalised policies on Lone Working, Working with Children and Vulnerable Adults and Safeguarding.

- These three policies for CEW were adopted subject to an addition to the Vulnerable Adults Policy about candour and near-miss reporting.
- **ACTION – HK** to ask Sam if she feels she has any requirements for safeguarding training and report back to the sub-committee.
- **ACTION – HK** inform our insurers that the policies are now formally adopted and increase Sam's coverage to include working with the general public.

Short term plans:

- Working with PC Alison Blacklock and Community Safety Officer Andrew Hay to help them effectively access the community.
- Hosting Digital Drop-in session with particular reference to Universal Credit Friday 27th April 11am- 2pm, in partnership with Loreburn Housing association and CAB.
- Working on a Healthy Eating initiative with the shop and Kells School.
- Progressing a notice board in the carpark with Loreburn Housing Association.

Long term plans:

- Sam and the CEW sub-committee will be working towards a 20-month plan for Sam from the end of April, now that she has completed her initial scoping phase.

Board Meeting commenced.

1. Present: Mike Brown, Jean Marsden, Margaret Watson, Dawn Spernagel, Dave Briggs, Christine Rankin, Emma Harnett.

Apologies: Jon Nimmo, Joan Walker.

Attending: Helen Keron

2. Minutes of meeting 22-02-18 accepted – proposed JM, seconded DB.

3. AGM summary.

The AGM was very well attended by over 40 members, despite the appalling weather. The mood in the room was extremely positive, and the Chair's Report was particularly well received. Full minutes will be issued, but in summary:

- The 2016-17 accounts were accepted.
- The new Management Committee was confirmed as Mike Brown, Dawn Spernagel, Margaret Watson, Jean Marsden, Dave Briggs, Emma Harnett, Christine Rankin, Jon Nimmo and Joan Walker.
- The Audit and Finance Committee was confirmed as Margaret Watson, Dave Briggs, Andrew Walker (Member) and Richard Nash (Member).

4. Appointment of Office Bearers.

All Office Bearers stood down, as required by the Rules.

- Mike Brown was nominated as Chair by DS, seconded MW and accepted the nomination.
- Jean Marsden was nominated as Vice-Chair by MW, seconded by EH and accepted the nomination.
- Dawn Spernagel was nominated as Treasurer by DB, seconded by JM and accepted the nomination.
- Margaret Watson was nominated as Secretary by MB, seconded by JM and accepted the nomination.

The Board offered their whole-hearted thanks to Mike and all the Office Bearers for their hard work over the preceding year.

It was agreed that Board Roles and Responsibilities need to be reviewed in summer 2018 prior to HK departure and re-assigned amongst the Board. This may involve a change of office bearers. **ACTION – HK** include on the agenda for July or August Board meeting.

5. Appointment / confirmation of Sub-committees

(all including support from Treasurer and HK as required):

It was agreed to even out the organisational structure by having a sub-committee of 2 Board members for the CEW and the GRM who should meet monthly, and leave the Chair as Line Manager for both with 6-monthly meetings (or more frequently as required).

- **CEW** – Mary Smith (co-opted), Margaret Watson. **ACTION MB** – Email MS to that effect. **Complete.**
- **Shop Operations** – Jean Marsden, Dave Briggs. **ACTION MB** - let Lynsey know. **Complete.**
- **Board contact for Lynsey Hogg** – Emma Harnett.
- **Board contact for Sam Rushton** – Christine Rankin. **ACTION MW** - Let Sam know.
- **Audit & Finance** – Margaret Watson, Dave Briggs, Andrew Walker, Richard Nash – Confirmed by AGM as required by the Rules.
- **Membership strategy / administration** – Emma Harnett.
- **Volunteer management** – Jean Marsden.
- **Temporary: Shop move** – Mike Brown, Jean Marsden, Dave Briggs, Lynsey Hogg, Helen Keron.
- **Temporary: Building refurbishment** – Jean Marsden, Dave Briggs, Emma Harnett, Helen Keron.
- **Temporary: Interiors decisions** – Emma Harnett, Helen Keron (also Lynsey Hogg for the shop).

- **Temporary: Staffing hours review** – Jean Marsden, Dave Briggs, Lynsey Hogg.
- **Temporary: GDPR (General Data Protection Regulations) compliance** – Christine Rankin, Emma Harnett, Mike Brown.

6. Building and refurbishment

6.1 Move planning

The shop and property need to be empty by the 2nd April 2018 to hand over to the contractors. The plans therefore are:

- Empty Kitty's and prepare it – Monday 26th March.
- Pack most of shop contents and all of the store and move to Kitty's – Tuesday 27th.
- Pack and move remaining shop contents, including chilled goods – Wednesday 28th.
- Open for business from Kitty's – Thursday 29th April, in time for the Easter weekend.

Other points:

- The shop will shut at 1pm on Tuesday and Wednesday to allow the packing.
- Volunteers shifts are organised for Mon – Wed, morning and afternoon – Jean coordinating.
- Christine will deliver manual handling training and leaflets at the start of each shift of volunteers.
- Tesco crates will be picked up Tues am.
- GCAT mini-bus available Tues afternoon
- Tail-lift van has been rented for Wed.
- Sam is hoping to work from Ian Steele's office for her public-facing office hours – tbc.

A risk assessment has been carried out for the move. The main outstanding actions are:

- Confirm the insurance status in writing. **ACTION – HK. Complete.**
- Agree the lease with Sylvia Brown. **ACTION – HK. Complete.**
- Agree use of wi-fi / phone line with Sylvia Brown. **ACTION – HK. Complete.**
- Source a banner to go on the original shop front. **ACTION – HK.**
- Confirm Sam's location and working practices. **ACTION – HK.**

6.2 Shop fitting

It was agreed to ask Hiddlestons, Kennedys and Nathan Harnett to tender for the shop fitting. **ACTION HK.** The potential conflict of interest for Emma Hartnett was noted and will be addressed as required.

Shop floor and lighting options are being progressed by EH, HK and LH with Marc Henkleman, architectural consultant.

6.3 House contents sale

It was agreed that the main aim is to find the remaining contents a good home, avoid landfill and to generate some income where possible. It was agreed to conduct the sale by a system of paper bids on Thursday 29th March, 2-4pm and 6-8pm. **ACTION – HK, MB, CR** to plan the system and circulate for Board approval. **Complete.**

6.4 Luce Bay start of contract

From Tuesday 2nd April our contractors, Luce Bay, will have control of the property, and it is important for their insurance that this is respected. Management committee members are welcome to visit, but it must be requested in advance through HK. Similarly, all requests for change from the plan must come in writing from Marc, again through HK.

ACTION – HK ask Marc to remind Luce Bay to go and see Susan O'Hare, owner of the Cross Keys, straight away on commencement of work to introduce themselves and plan access requirements. **Complete.**

7. Shop Operations

7.1 Card reader

The card reader was operational from Tuesday 13th March 2018. There is a 2-year contract with Payment Sense. It will cost us a minimum of £31 a month to run, but should be worth it for the extra sales.

Cashback was discussed and it was agreed to monitor the number of requests for cashback and discuss at the next meeting, bearing in mind the principle of not competing with the Post Office. **ACTION – HK** ask LH to record the number of requests. **Complete.**

7.2 Sales / Operations – Lynsey’s report:

- In the period 19/02/18 - 18/03/18 Ave. weekly sales were £3542.
- The average gross weekly margin was £713.
- Wastage and discounts combined averaged £95 / 2% per week for this period.
- Average transaction value £4.15 for this period

Operations

- Card machine was installed on 13/03. Between 13/03 - 18/03, £437.91 was processed, average transaction size £12.16.
- Tamsin Geddes has unfortunately handed her notice in and will finish on 09/04/18. A review of the rota is to be completed.
 - The Board recorded their thanks to Tamsin for all her efforts and contribution to the success of the shop so far and wish her well in her future plans.
- The casual shop assistants have supported the shop on numerous occasions now and are adding real strength to the team.
- Izzy Ross has been volunteering weekly for 2 hours since February in order to gain retail experience. The posting is going well.
- P1 – P3 Kell's School class has produced seasonal spring fruit and veg and flower images for our next window display. This will be installed once the move is complete.
- Continuing to trial seasonal purchases such as for Mother’s Day and Easter, with the focus (as at Christmas) on items that cannot be purchased in supermarkets. The results will be noted in order to inform next year’s trading.

7.3 Targets / budgets – Year 2-5.

The year’s financial performance was reviewed at overview level on 14-03-18 by MB, DS, LH & HK. The conclusions, ratified by the Board at this meeting, were:

- There is limited value in delving deep in to the Year One performance, since it will never be replicated. Taking over the shop, getting the alcohol licence, getting a card reader, moving out for 3 months were all one-off events.
- The overview shows that although our business case prediction on which our BLF subsidy is based shows a loss of £31k in Year 1, we are on course to actually ‘only’ lose £25k. This also puts us ahead of the curve for our Year 2 subsidy of £29k.

- Year 2 starts 14th July 2018, which should coincide with the relocation back into the new shop.
- It was therefore agreed to continue management reporting as at present until July 2018 and then start a new regime of assessing performance against targets monthly.
- These targets will be based on a detailed Year 2 budget, which LH, DS and HK will put together by end June 2018. We will also create an overview budget for Years 3-5. **ACTION HK, LH.**

7.4 Sage

Our Sage One account is operational as of early March. It needs more work to understand it, but it is the final link in our chain of automating the shop finances. It used Yodlee to provide automatic bank feeds, as agreed at Board on 22-02-18. On the recommendation of the Audit & Finance Committee, we will run it in parallel with our existing systems until June or July 2018 before putting it live and solo.

7.5 Donations to other local groups.

It was agreed that NGCE should support other New Galloway groups with prizes of shop gift vouchers in order to help them, but to a maximum of £20/month, one request per organisation per year, no roll-over of the budget. When the self-catering flats are operational and a more substantial income is being generated this will be reviewed in line with our Grant-giving policy.

ACTION – MB write to LING about their request. **Complete.** **ACTION – HK** create a statement of policy for Lynsey's use. **Complete.** **ACTION – LH** implement the policy.

8. Staff

8.1 GRM remuneration

Bonus arrangements for LH were discussed and agreed.

ACTION – MB inform LH. **Complete.**

8.2 Minimum wage increase - shop assistants

The national minimum wage will increase to £7.83 from 1st April 2018. In line with our previously-agreed policy to pay the staff shop assistants 2% above the minimum wage, their hourly rate will increase from £7.50 to £7.83 + 2% = £7.99/hour. The Casual Shop Assistant rate will be increased to the minimum wage of £7.83.

ACTION – HK inform Bell Ogilvy. **Complete.**

A discussion was held around the self-employed nature of the Casual Shop Assistants. **ACTION – HK to talk** to Andrew Walker of the AF&R Committee for further advice.

9.3 Pension employer contribution

- NGCE is now fully set-up on the government NEST pension scheme, which Bell Ogilvy is currently administering for us at a cost of £45/month.
- LH and SR are auto-enrolled; the shop assistants were given the option to enrol but have not to date.
- NGCE contributions to LH and SR's scheme will be going up by government mandate from 6th April from 1% to 2% of their salary. These numbers plus the Shop Assistant hourly rate rise need to be taken into account when considering any new staffing plans.

10. It was noted that the Moderator of the General Assembly of the Church of Scotland, the Rt Rev Dr Derek Browning, had visited the shop on the 12th March as part of a tour of the Glenkens researching rural sustainability and was impressed with what he saw.

11. Expenses Claims – none

12. AOCB - Shop name and name for self-catering units to be put on next meeting's agenda – **ACTION HK. Complete.**

13. **DONM – Wed 25th April.** Agreed last Thursday of the month in general, until the period can be pushed out to 2 months.

Helen Keron, 24th March 2018