

# New Galloway Community Enterprises Ltd

## Management Committee Meeting

### Minutes 25<sup>th</sup> April 2018

1. **Present:** Mike Brown, Joan Walker, Jon Nimmo, Jean Marsden, Margaret Watson, Dave Briggs.

**Apologies:** Dawn Spernagel, Emma Harnett, Christine Rankin.

**Attending:** Helen Keron, Lynsey Hogg.

2. **Minutes of the Meetings of 22<sup>nd</sup> March:** Accepted. Proposed JM, Seconded DB.

3. **Matters arising:** None.

4. **Operations review.**

#### 4.1 Sales

- Turnover weekly average: £3,734; last month £3,543.
- Wastage and discounts combined averages £145 / 3% per week for this period.
- Average transaction value is £4.52 for this period
- Card machine was installed on 13/03/18.
- Report from Payment Sense for 13/03 - 18/03 stated that £437.91 was processed in card transactions for that 5-day period with average transaction of £12.16. The most recent weekly report for 09/04-15/04 was £701.59, £13.24 average transaction.
- The decision not to impose a charge on small transactions.

#### 4.2 Operations

Tamsin Geddes left on 9/04/18. Our thanks to Tamsin for her contribution to the success of the shop so far.

A review of the rota was completed by LH, JM and DB. Andrea Smith will cover the Monday shift that Tamsin previously did with other proposed changes to the rota to be agreed by the Board.

Izzy Ross has secured herself a permanent job elsewhere but will continue to volunteer for 2 hours weekly at the shop to develop her skills for the foreseeable future or until she has completed her 6 months volunteering position.

Easter eggs sold well.

New local suppliers include the Ethical Dairy range of cheese, Ross Newlands supplying Galloway Lodge preserves and Lauries tablet and marmalade.

For due diligence we have introduced an alcohol licensing hours chalk board in the shop which acts as a barrier to the alcohol section before the the start of the licensing hours at 10 a.m. All staff have also had refresher training as we approach peak season.

The move to Kitty's has gone well and we have encountered no trading problems. Thanks to LH, all the shop team and all the volunteers for their help. It was a major operation that went very well.

LH has applied for a debit card for the BOS account to be able to purchase larger items for the shop / pay suppliers if necessary. \***ACTION – LH** to let the Audit, Finance & Risk committee know.

A chalkboard is now positioned at The Smithy to direct visitors to the new location of the shop.

Our second VAT return is due by the 7<sup>th</sup> May, and is in hand – the process was significantly easier this time with the EPOS system and will be easier again next time with Sage. Subject to ratification by the accountant, HMRC owes us ~£4,300, which will go into Unrestricted funds.

#### **4.3 New staffing proposal.**

A staffing review was prompted by Tamsin Geddes leaving, by the need for LH to have more management hours freed up and by the need for Shop Assistants to be able to work more efficiently.

LH, JM and DB proposed that:

- Mari Burton be taken on as an employed Shop Assistant.
- She will also continue to work as a Casual Shop Worker when required and available.
- An additional Casual Shop Worker role will be advertised.
- Andrea Smith's hours will be increased slightly.
- Sunday opening will change to 9am from 8am.
- The net effect of these changes is an additional 2.5 hours / week at Shop Assistant rate i.e. £19.98 per week.

This proposal was accepted by the Board. **ACTION – LH and HK** work to issue the new contracts as required.

It was also agreed to move the Casual Shop Workers onto non-exclusive zero-hours contracts – this gives HMRC the assurance they need that all relevant tax is being accounted for, and makes no material changes to the conditions of the Casual Shop Workers. They remain free to take on other work and commitments as they wish, and can decline offers of NGCE work if they wish.

It was noted that as from the 5<sup>th</sup> April 2018, the Shop Assistants' hourly rate had increased to £7.99 (minimum wage + 2%) and the Casual Shop Workers' hourly rate had increased to £7.83, as per previously agreed policy.

#### **4.3 Name of the new shop.**

It was agreed that the benefits of keeping New Galloway Community Shop as the name (increased ability for web searches to find us; keeping the word Community at the heart of our project) were sufficient to not warrant a change.

**ACTION – ALL** – suggestions for the names of the two self-catering flats are sought, and should be given to JW. **ACTION – JW** collate and feed back at next Board meeting. Membership and staff should also be invited to suggest names but the final decision will be taken by the Board.

### **5. Building and refurbishment**

Marc Henkelmann (Architectural Consultant) joined the meeting.

#### **5.1 Overview of progress**

Luce Bay started work as planned on 2/4/18. Since then, significant progress has been made on the strip-out. However, this work has revealed a number of issues that were unforeseen and that will have cost and time implications for the refurb.

Chief amongst these are:

- Flooding
  - The area at the back of the shop, under the lean-to extension, has been found to have 4 separate field drains from the garden draining into the floor area.
  - Similarly, the water table in the front of the shop was some 10cm below the previous floor level – the floor was found to have been constructed from concrete floating on expanded polystyrene.
  - Extensive drainage and tanking work will therefore be required around and within the shop area in order to keep this water outside in future. Also under-pinning of the back wall of the shop, which was built on top of the field drains which now need to be removed.
  - The back store suffers from similar problems.
- Drainage
  - The drainage of the property was not as surmised from Scottish Water's plans. Scottish Water has now clarified the arrangement, but the new understanding means that a new manhole is required in the shared drive.
- Roof issues.
  - Various rotten rafters, ties and lintels have had to be replaced or reinforced.
  - The roof in the 1 ½ storey section over the previous kitchen and utility room was structurally unsound and has had to be significantly reinforced.

MH is satisfied with Luce Bay's performance to date. MH has visited the site 6 times in 3 weeks, and Building Control visited on 17/4/18, with no major feedback.

MH reported that £21.5k of the £34k contingency had been used so far: The timescale for the Shop re-opening is likely to slip into late July. However, due to the front-loading of a lot of the work, the final end date of the contract remains unchanged at present at mid-October.

MH then left the meeting, with the Board's thanks for his work so far.

### **5.3 BLF Visit**

Mark Hilton, the Big Lottery Capital Works Manager, visited the site on 22-4-18. He seemed pleased with the progress, although of course keen to understand any potential cost or time over-runs. We assured him that at present, the existing contingency appeared to be sufficient.

### **5.4 Budget update**

The meeting was updated on the financial situation.

As a result of challenges encountered in the refurbishment work some two thirds of the £34K contingency fund has now been accounted for. MH is of the view that in most cases the spike in overspend occurs at the early stripping-out phase of refurbishment which is now past. We have identified a number of further spending cuts of around £11K in other parts of the project should these be necessary and some budget lines totaling approx £5k can be transferred from the capital works programme to the society's Unrestricted Funds if necessary. This means we have some £27K available for any further contingencies arising.

**5.5 Appointment of shop fitter** – Note EH had declared an interest and was absent for the entire meeting.

We had requested three quotes, and were assured of three, but one was not forthcoming. Therefore, we have two quotes in – one from Oakleaf from Glasgow and one from Good One Ltd of New Galloway.

It was noted that Good One Ltd is owned by Emma and Nathan Harnett, and the conflict of interest was registered. EH has had no part in the discussions regarding the appointment of the shop fitter. After a brief discussion, it was agreed that more detail was required on the proposals submitted, and that therefore this decision would be postponed until early next week. **ACTION – HK** request more information and schedule a meeting.

## **6. Community Engagement Worker**

### **6.1 Designated Safeguarding Officer**

We need a DSO appointed on the Board for good practice with assuring the safety of children and vulnerable adults that we come into contact with. Their role will be to be the nominated person on the Board to whom all complaints / concerns from clients or the CEW are channelled. Christine Rankin was nominated and later confirmed that she would be willing to take up the role of DSO.

### **6.2 Adoption of Code of Conduct for all staff.**

Adopted, subject to the replacement of ‘must never be uncivil...’ with ‘must never bring the Society or your position into disrepute.’ **ACTION HK** update and circulate to Management Staff.

### **6.3 Adoption of revised Complaints Procedure and Whistleblowing procedure.**

Adopted.

### **6.4 Student Placements.**

Janosh Schnee completed his 10-week Bright Green Business placement on 27<sup>th</sup> March 2018, closed out by his presentation to the Board at the last meeting. He seemed to feel that he had got a lot out of the placement and has left us with some good ideas to follow up on, as well as the Oil buying co-operative in a good place to get started.

### **6.5 Participatory Budgeting** event held on 21/4/18 – attended by SR and HK.

10 other Stewartry groups attended. £38,000 of funding available. We requested £4,210 to support Sam’s information sharing work but unfortunately were unsuccessful in this bid. Many thanks to those members and supporters who were able to attend the event and who voted for us. Feedback on the principles and execution of PB were sought and provided by HK and SR.

### **6.6 Forward plan.**

The sub-committee is meeting on 4/5/18 to agree Sam’s forward plan for the next 18 months. Her initial information-gathering and contact-creating time has generated a huge amount of ideas and these will be prioritised and scheduled ready for presentation at the next Board meeting.

Sam will be in Helen Steele’s office during her working hours during the renovation, agreed at £50/week. She will leave her diary in the shop when she is not working so that her availability and whereabouts are known.

### **6.7 PVG**

NGCE’s registration as a Secondary Organisation is now complete, so SCVO can now progress securing a PVG for SR. £59 cost.

## **7. Audit, Finance & Risk.**

### **7.1 Men's Shed refund**

The Men's Shed has indicated that they would like to return the £1,400 they were paid in advance for the construction of village signposts, less £200 for the design work done to date. This is primarily because it is distorting their accounts with no sign of the work being commissioned (issues with planning from DGC)

It was agreed that it would be preferable to commission work from the Men's Shed rather than have the money returned, if possible. **ACTION** – MB email the Men's Shed. **Update** – The Men's Shed are not currently taking on new commissions. **ACTION HK** – work with GCAT to recover the money.

### **7.2 FCA Annual submission.**

**Update** – submitted end April as per deadline.

### **7.3 GDPR Registration**

Registration with the ICO and compliance with new procedures is due by 25<sup>th</sup> May. **ACTION: HK** register NGCE and create with MB a written statement of our compliance position.

## **8. Strategy.**

A brief discussion on the range of medium to long term work requirements was held. **ACTION – MB** create sub-groups to address each issue and discuss at the May Board meeting.

## **9. Community**

### **9.1 Link path proposal.**

It was agreed to write a letter from NGCE Ltd in support of the plans to link New Galloway to the forest park behind Cairn Edward. **ACTION MB.**

**10. Notification of Expenses Claims:** DB for van rental and petrol for shop move.

**11. AOB:** None

**12. DONM:** 24<sup>th</sup> May 2018, 7:30pm. Dalveen unless advised otherwise.