

New Galloway Community Enterprises Ltd  
**Management Committee Meeting**  
**MINUTES**

24<sup>th</sup> May 2018, 7:30pm, Dalveen

**1. Present:** Mike Brown, Jean Marsden, Dawn Spernagel, Emma Harnett, Dave Briggs, Margaret Watson, Jon Nimmo, Christine Rankin, Joan Walker.

**Also attending:** Helen Keron, Samantha Rushton.

**2. Minutes**

Minutes of the 25<sup>th</sup> April accepted. Proposed MW, seconded JM.

Minutes of the 1<sup>st</sup> May accepted. Proposed DS, seconded JW.

**3. Matters arising** – none.

**4. Operations**

**4.1 Sales**

Average gross weekly sales for the period 16 April to 20 May was £4071

Wastage and discounts combined averages £108 / 2% per week.

Average transaction value was £4.64..

Average card transaction for 14/05-20/05 was £12.31 average transaction.

**4.2 Operations**

Rota changes are now in place with Mari Burton working Tuesday 9am –1pm to allow LH to do admin. This is working very well.

New local supplier Butcher TH Carson from Dalbeattie – fresh meat selling well, so will trial other CD butchers soon. **ACTION JM and DB** - Discuss with LH about trialing 3 butchers and how to make it clear to customers that it is a trial period.

Hamper boxes of local goods have been popular with tourists and as gift ideas.

Shop assistants email account has been set up to allow customers to email the shop directly with any requests. LH to promote on Facebook. The public shop email is [shopteam@newgallowaycommunity.shop](mailto:shopteam@newgallowaycommunity.shop) and can be accessed by all shop staff. LH has personal business email.

LH has been accepted for a debit card for the BoS account.

LH has been approached to create welcome packs for a local Air B&B business but the customer would like a discount on purchases. A standard discount for all local business welcome packs has been agreed.

LH to approach Loch Ken Holiday Park and Galloway Activity Centre to ask if it is ok to promote/ market the shop to customers staying within the holiday parks.

Promotional Poster would be displayed to advertise range of goods on offer with a focus on local items and specialist items that cannot be purchased from Tesco online shop.

Stall provided a stall at the Picnic in the Park community event, which was appreciated by the community.

The Board recorded its appreciation of the progress being achieved in increasing turnover, expanding the range of stock and maintaining the attractive welcoming atmosphere in the shop. The Board thanked LH and her team once again for all the effort that is being put into the shop. It was noted that the weekly turnover is now reaching triple that of the early weeks of trading in 2017.

## **5. Community Engagement Worker**

### **5.1 Progress report by SR (attending)**

- Held second Glenkens Business network meeting 26<sup>th</sup> April

So far representation from 15 businesses across the community and 20 individuals supporting the group.

Set up closed Facebook group 'Glenkens Business Network' – 13 members so far. Open to all Glenkens Businesses as a forum for mutual support and information sharing.

Set up 'ghost' CEW profile – will not accept Friend requests, just allows Groups to be set up and organisations to be followed without using personal profile.

- Hosted joint project with Loreburn Housing and IT Centre in Castle Douglas. Friday 27<sup>th</sup> April 11-2pm. Drop in surgery for advice. Agencies attending Department for Work and Pensions, Citizens Advice, Loreburn Housing, IT Centre and Community Engagement Worker.

Loreburn Housing and IT Centre in Castle Douglas willing to continue joint working initiatives

- Linking up with GAC to offer a monthly women's activity group. Activities will be offered in June, July, August and September
- Community Survey Launched at the Picnic in the park (joint project with LING and Connecting in Communities) – a community 'wishing tree' to collect views.

- Continued work on the Group Oil Purchasing project with a view to starting the project in September.
- Planning a 'Women's Health and Wellbeing' launch at the Town Hall. This will be an opportunity to survey the women of the community and to shape projects of interest and need.
- Work on GPDR documentation supported by Christine Rankin
- Work on CEW objectives/Action Plan and Strategic Overview of the role.
- Meeting with local residents and Ingrid Gemmel (IG) re Flower bombing and Christmas lights projects. This information was collated in a Community Spirit Plan that identifies the individuals responsible and the resources and training that the Council could possibly provide. I was reassured that this would not reduce the Council's services to our Community. Ingrid Gemmel is the Ward Manager of the Dee and Glenkens Ward for Dumfries and Galloway Council.
- IG keen to host a Ward Event in New Galloway to discuss with Councillors issues that matter to the community. A survey was initiated at the picnic. The outcome will be passed on to IG to action.
- Community diary is up and running, to try and prevent scheduling clashes.

The Board noted the extensive programme of work and thanked Sam for all her work so far. It was also noted that the 'launch and pull-back' model that Connecting in Communities has successfully used should be replicated by the CEW role in order to allow time for other objectives to be completed.

## 5.2 Presentation of CEW Strategy and year plan.

The Board noted and agreed the CEW strategy and Year 1 objectives.

### 5.3 Admin

- It was agreed that the CEW would have their own dedicated Facebook page, to advertise events on and to celebrate community successes. **ACTION – SR** create CEW Facebook page.
- The use of the new shop back-office as both a break room for shop staff, office for CEW and delivery through-route was discussed. It was noted that when operations revert to the shop, communication and scheduling will be paramount in order to avoid clashes. SR stated that she would like to work from there in order to be part of the team.

## 6. Building and refurbishment

### 6.1 Progress

Work is progressing well now and it is excellent to see work going up not just coming out. This is the end of Week 8.

- The majority of the water into the shop was in fact found to be coming from a broken water main, but the drainage solution remains as it was (perforated pipe dug down behind back wall of shop, back wall tanked, perforated pipes under shop floor, all draining into new mains water drainage connection under the drive). This should keep the shop very dry in future.
- Under-floor heating is in and the concrete floor is in, now drying and awaiting tile finish in due course.
- The shop and Unit 1 have been plumbed in and the first-fix electrics are nearly done.
- The framing and plasterboard walls are next to go up in the shop.
- Unit 1 has been framed and largely plaster boarded – the dormer window is in progress.
- The office and laundry floors are next to go in.

The Board visited the site on Thursday 24<sup>th</sup> May and although there is clearly still plenty of work to be done, they were pleased with the progress and looking forward to the end result.

## **6.2 Budget / Timeline**

The shop will be ready in early August – we will plan the exact move date when the detail is known.

The self-catering units will be completed in October. A more detailed date will be given when Shop re-opens and the amount of remaining work can be assessed. We have used up £23 of our £37k contingency so far.

Sylvia Brown has confirmed that we can keep Kitty's on lease until into August. Our thanks to her for her flexibility in this.

## **6.3 Interior styling**

The Board noted its thank to Emma Harnett for her huge amount of work on this so far. The look of Unit 1 will be 'modern traditional' and Unit 2 (which has fewer inherent architectural features) will be 'fresh and contemporary'. The work has been concentrating on lighting so far and examples of her present proposals were presented.

### **Other decisions:**

- Unit 1 will have sanded and painted (non-slip) wooden stairs up from the hall and from the corridor up to the bathroom. The downstairs hall will be tiles or (nice) lino. The upstairs will be carpeted throughout apart from the kitchen, the bathroom and an insert for the dining room table, which will be (nice) lino.

- We are hoping to panel some of the Unit 1 upstairs walls with horizontal panelling, to put a bit of character back in.
- Unit 1 bathroom will retain the very deep wall under the dormer window (looking out onto the courtyard), which will be a nice original feature, and we will tile this and put a free-standing basin in the middle of it.

## 6.4 Flat names

Thanks to all who contributed to the long list of suggestions received, there were some very inventive options! The Board agreed that they were minded to name the flats after local geographic features e.g. hills or lochs. **ACTION: JM, JW, CR and MW** create a shortlist based on this criterion and take to LH for further discussion.

## 6.5 Shop fitting

A detailed design meeting was held with LH, HK and Good One Ltd on 20th May 2018. The look will again be modern traditional. Summary of the details:

- 3 pendant lights over the till counter, making it into a real feature.
- The till will be L-shaped to the left of the shop with an attractive shelving unit on the wall behind it.
- The back wall will be all fridges and freezers.
- The newspaper duckets will be put under each window sill, with cupboards under them.
- The other newspapers and magazines will be displayed vertically on what is currently the brick pillar at the back right of the shop.
- We are not having any other fixed counters apart from the till – Lynsey would prefer to use all movable ones to give her flexibility.

Good One Ltd will start work on the units in two weeks' time, creating them in 'flat-pack' form, and will then install them in the shop in the final week of the re-fit in late July.

## 7. Audit, Finance and Risk

### 7.1 GDPR

We registered with the Information Communications Office on the 20<sup>th</sup> May 2018, mostly due to our future use of CCTV and the CEW's possible gathering of sensitive personal data, if requested to do so.

We conducted a data audit of all of our data sources, split by Shop Operations, CEW and NGCE Ltd.

These audits informed our new Data Protection Policy, which is fully compliant with the new General Data Protection Regulations of May 2018, and was adopted by the Board with a few minor modifications.

Privacy Statements for staff, Shareholders and CEW Clients were also approved.

**ACTION – MB** post the Shareholder Privacy statement on the website, and email all Shareholders.

## **7.2 Budget update**

- We received our VAT rebate into the BoS account. Documentation to be kept for 7 years in case of audit.
- We received our third Capital Claim from the Big Lottery for ~£14,000.
- We have paid Luce Bay (through the Big Lottery) their first monthly instalment of ~£44,000.

## **8. Strategy**

### **8.1 Review of medium – long term issues**

Noted as ongoing.

### **8.2 Norma Hart visit.**

Norma Hart, Chief Exec of Third Sector Dumfries & Galloway, visited the shop on 24<sup>th</sup> May 2018 – thanks to all who attended for their time, we hope it was a useful visit for Norma.

### **9. Notification of Expenses Claims – none, although some to come.**

### **10. AOB - none**

### **11. DONM – 28<sup>th</sup> June, 7:30pm, Dalveen unless advertised separately.**