

**New Galloway Community Enterprises Ltd  
Management Committee Meeting Minutes  
Wednesday 15<sup>th</sup> April, 2020 at 7.30pm by ZOOM.**

**1. Apologies: -----**

**2. Present:**

Mike Brown (Chair), Sheila Dressler, Simon Kennedy, Helen Keron, Wendy Leach, Jon Nimmo, Maybelle Thomson, Joan Walker, Margaret Watson.

**3. Adoption of Minutes of the Meeting of 6<sup>th</sup> April 2020**

Proposed by - WL

Seconded by – MW

**4. Update on current operations and Discussion of future options**

WL gave an update following a meeting she and MT had with Andrea Smith 2 days ago. This meeting had been in order to show support and discuss how things are progressing. Orders are kept busy and the system is going well. One difficulty is that the new staff don't know the customers well. AS is increasing training of Arthur Harfield and Kirsten Ansell where possible but this is difficult with social distancing in the shop.

Newspapers have been re-started for people with vouchers and an account, these are either going out with orders or being delivered. AS is thinking of re-starting more papers and MW will see her about asking youngsters to do deliveries of papers.

It was felt that generally staff moral is good but AS does still have concerns. It was felt that this was very understandable as having only started in the RGM post at the beginning of March she hasn't had the opportunity to experience a normal situation.

Due to the situation over the last 3 weeks with orders only, there is currently a problem of some stock coming near the sell by dates. SD has put one message on Facebook with a special offer, but it was agreed that there are only a small proportion of customers who are on Facebook, so it isn't reaching many customers. At present goods nearing sell by date are put on offer then in the foodbank collection box which is currently kept at Catstrand.

It was agreed that a way of publicising offers would be a weekly flier. This could go out with orders and posters be put in the shop window at weekends when more people are about giving offers for the coming week.

Other proposals were made to encourage people to buy more such as photos of current stock on Facebook and in the shop window. Orders do seem to be levelling out with most people ordering twice a week.

MB said that there are two proposals to be considered.

1. Stay as at present with orders only but making customers more aware of stock available.
2. Consider the next stage. Discussion then took place about how and when to consider re-opening the shop for customers. Currently there are no proposals from the government to ease the restrictions on movement. [Later, the following day 16<sup>th</sup> April the government announced a further 3 weeks of lockdown]

It was agreed that it would be good for the community if the shop could re-open and that this should be phased in. There should be no changes until AS is confident that the new staff are trained sufficiently.

AS is keen to re-open but must have full support for this from the Board.

Board members then made suggestions:-

MW Good planning essential with the use of fliers to tell customers what we plan and when, also explaining that any opening will be phased. She suggested that served customers should only be allowed a few items and their main shopping continue to be done with orders.

SK Said any decision should be what Andrea is comfortable with at that time.

JN Pointed out that it would be counter-productive to open the shop too soon.

SD Said that when she was volunteering last week there were very few orders and that they vary on different days. She had noted that AS was very good with social distancing, wearing protective mask etc.

MW said that if we only open for part of 2 days per week there would be a lot of people and she suggested 3 slots a week would be better. Balmaclellan shop is still serving customers but only allowing one at a time into the shop and providing gloves at the door.

It was agreed that any opening should have a wide counter across the door for safety of the staff.

MB said that now we need to increase awareness of the current situation and offers with the use of fliers and posters.

The next step should be prepared for by **WL**, **MT** and **MB** in discussion and agreement with AS.

HK suggested that consideration should be given to some limited opening of the shop the week beginning April 27<sup>th</sup>.

## **5. Key points on our financial position**

HK said that income has reduced by half compared with this time last year but at the same time staff hours have doubled (due to 2 permanent members of staff self isolating and training of temporary staff) She estimates that over the last 4 weeks there will be a loss of approximately £2,000 profit. However, the Government's small Business Support Grant which has been applied for should cover these losses.

## **6. Property**

MB reported that Rex Dressler has offered help with property matters. This will be a great help and SK will discuss it with him. The Board expressed their thanks to Rex for this offer.

## **7. AOB**

It was reported that the volunteer scheme being run by the Community Council and NGCE is working well and is being administered by the CEW, Sam Rushton. There are still more volunteers coming forward .

MB said that there is to be an extra edition of the Glenkens Gazette shortly. It was agreed that **MB** would put a piece in this with as up to date information about the shop as possible, explaining that we will keep looking for ways to improve the service to the community.

## **DoNM**

HK said that as a strategic direction had been agreed it could now be implemented.

MB suggested that draft proposals could be circulated to the Board by email and when decisions are ready to be made another meeting by zoom will be arranged. This was agreed by the Board.

The meeting closed at 8.20 pm.