

Interim Board of Directors
Arscott Golf Club Ltd

Minutes of meeting 20th August 2018

Present: Nick Jones, Trish Harding, Geoff Harding, Claire Evans, John Simpson, Chris Gettings, Paul Buckley, John Ecclestone,

1. Apologies

Barbara Parnell, Chris Brace, Alan Tolhurst, Mark Lewis

2. Minutes of last meeting

Nick reported that the issues with suspensions through illness and injury are resolved

3. Update

Nick Jones gave an update on the current position. Not making progress on obtaining sales figures from bar, no sales entered since 16th August. Cashing up needs to be done daily. Claire asked if this was in the job description. It was noted that there is no job description in place.

We have received the balance from Martin Hamer's account that is due to us.

No green fees recorded since 16th August.

Claire asked how many hours the Secretary work. It was noted that she works 18 hours per week, generally Monday, Wednesday and Friday.

Any time worked for Martin hamer should be outside of these hours, if not then they should be invoiced to him.

The Secretary is currently very busy and care is being taken not to overload her with additional work at this time.

John Simpson asked if there was any indication of the work she has to do for Martin. It was agreed to leave this to be looked at in September.

Nick circulated the sales figures. As not a complete month there is nothing to benchmark them against at this time. The meeting felt that on first look the green fees looked good.

4. Governance and Strategy

Alan working on this and has noted that the Safeguarding Policy looks good but demonstrates how much work we still have to do. We will need to ensure the various roles highlighted in the Policy are reflected in the TOR/roles for the Directors, Company Secretary and staff.

Alan has added another bullet point to the Club Constitution in section 4 Objectives- to cover this and the wider safety issues: - a safe environment for members, young people and children attending the Club.

5. Finance

Trish reported that the bar credits were up to date Sue has been resolving the issues with Direct debits. Trish has been setting up the SAGE system.

Sue is noting issues with over and under payment of fees. Decided not to enter all membership on SAGE but build in our own cross checks.

£37,000 fees have gone into Martin Hamer's account, to be transferred to our account, and there is a balance of £150,000 in our bank account.

As more financial recording is undertaken we will be able to build in budgets.

Membership numbers are down on the end of year figures but this is the norm. Those not signed up will be chased.

John Simpson asked if there was effective monitoring of non-members playing the course with the potential to lose revenue. Nick reported that visitors playing after the pro shop closes should pay at the bar and bag tags will be issued for identification. The problem will disappear soon as the nights draw in and this should be revisited next May.

6. HR and H&S

Mark Lewis has noted with regards to the points raised in the H&S folder that we should get Martin to formally agree to get all outstanding issues rectified. If not then we should price them all up and submit the cost back to him and get it deducted from the rent. We then get the items rectified and we stand with a clear bill of health!! And to have fulfilled the requirements.

If we do nothing and something happens we will be liable. Mark concerned that as his name now comes under the H&S heading he will be the first person to stand in front of the judge. John Ecclestone supported this approach stating that we would be an easy target for the HSE. John is keen for the electrical works to be completed as soon as possible and suggests we put H&S pressure on Martin to get it done. Nick re-iterated that we have to wait for the lease to be signed. John is concerned that the electrical works could reveal other problems that could prove expensive.

Nick pointed out that the lease was not yet signed off so the responsibility remains with Martin. The works required will be linked to the lease and once it is signed we will push for the repairs to be done.

John Simpson put forward a proposal that each Interim-Director compiles both a JD and lists the skill set/personal attributes the likely candidate for the role they are covering should have to effectively carry out this role. Attached to these minutes are electronic copies of the JD/Personal Skill set and the timetable agreed to work towards.

It was stressed that personality and availability are important areas of the personal attributes. The timetable requires the JD/Personal Skill set to be completed for the next Board meeting on 10th September.

For clarification these will be completed by Nick, Alan, Trish, Claire, Paul and Geoff, Chris and John Simpson in their capacity on the committee and Mark (H&S) including the HR section of that JD. John Simpson will draft the JD for the Company Secretary.

Geoff stated that this would be useful when advertising what we are looking for as a Board of Directors to take us forward.

Claire said we should use the same process for staff job descriptions and get staff to draft them for their own roles. It was agreed that this would be a good idea.

7. Course Development

Paul and Geoff had looked at the signage on the course and propose that some of the existing should be re-sited and there is a need for new "To next tee" signs. Public Rights of Way signage to be improved.

There is some disease coming on some greens resulting from the stress that the grass has been under. A treatment has been recommended by the agronomist and the chemicals ordered. Waiting for suitable weather conditions to apply. A liquid feed has been applied which will strengthen the grass.

Geoff recommended turning the tee marker signs to face the oncoming golfer rather than the tee to aid navigation around the course. John Ecclestone said that the boxes for broken tees were here and needed setting out on the tees.

Paul and Geoff to speak with Martin about the irrigation system

Bunker sand to be ordered and bunker on 11th to be filled in.

The green keepers have a motorised blower on their wish list, this to be priced for an indication of cost only.

It has been reported that the adjoining property owner has some grievance against the Club and it was agreed that it would be prudent to speak with him to prevent any escalation.

H&S with regard to the course has not yet been reviewed.

8. Business Compliance

Safeguarding – DBS needs updating every three years. Glyn Sadd, Sian, Phil Sinclair and Kerry Roberts have all had training. It was agreed this can wait until October and be added to the remit of the Director of Business Compliance.

GDPR Paul offered to check where we are and what has been sent to sections/Club members. John Simpson stated that we should start from scratch and tabled a paper (attached). John is to meet with Sian in September.

Paul pointed out that a Privacy Policy document has been appended to the draft Constitution (Appendix G) and that Arscott Golf Club Ltd is registered with the Information Commissioners Office, Registration number: ZA446489, Date registered: 02 August 2018, Registration expires: 01 August 2019

Geoff reported that he is working through the Safeguarding Policy and drew the attention of the Board to the England Gold Safeguarding document on Dropbox

9. Marketing and PR

Claire tabled her report (attached) which was received enthusiastically by all members of the Board. Claire stressed the importance of “first point of contact” and that she will be holding some “Logging Enquiries” workshops.

10. Club House

Chris reported that Decoration of the dining end of the Clubhouse was completed and brightened up the area. The event it was planned for has been cancelled....!

Hospitality workload has been particularly heavy with the ladies AM/AM and a wedding event. Absence of the younger casual staff on holidays has added pressure to fully man the wedding event. The AM/AM was very successful with excellent feedback This report has been written before completion of the wedding event but preparation in dressing the room look excellent.

External Clubhouse decoration has been completed to a very high standard. Replacement of ‘blown’ double glazing is awaited.

Staffing

Heidi has proved to be an excellent cook who we would wish to retain. The critical core staff are Di, Beth and potentially Heidi. They collectively have the skills and knowledge to fulfill our anticipated needs into the future with support from more casual staff. The question to be addressed over the next month is what remuneration arrangements are mutually acceptable and beneficial to both Club and staff.

Text will be prepared for the next newsletter to recruit Club members to volunteer to support hospitality activities on an occasional basis.

Front of House

I have agreed with Sian and Glyn now is not the best time to debate with them their interaction on front of house development. Sian is particularly busy establishing the improved financial records and controls, and Glyn is considering potential improvements on green fee and visitor issues.

Health and Safety

The Health and Safety policy document prepared by Marcus and Julie Sayce requires minor work to put into operation. Each area of activity will be provided with specific, relevant elements of the Health and Safety package for consideration of action plans.

11. Date of Next Meeting – 7:30pm Monday 10th September 2018