

HOTV Management Committee meeting minutes

The Royal Oak, Monday 2nd October 2023, 6:00pm

Present: Mike Blair (chair), Graham Gleed, Martin Keswick, Ann Woods, Trevor Daniels (TDa), Tom Duxbury (TDu), Emma Simon

Apologies: Paul Fielding

Minutes from the last meeting (10th September 2023)

- 1.1 MB asked if all members agree to the previous minutes. All agreed.

Health and Safety Reporting

- 2.1 ES noted the wall in the carpark as it is cracked and appears to be worsening. GG suggested measuring the incline and reviewing. All agreed – **by whom/when/where it should be recorded to be agreed.**

Actions from previous minutes/Matters arising

- 3.1 **Christmas lunches:** MB discussed 7.3, saying MK was planning to discuss with Jenna and Phil what is going on with Christmas lunches, which was completed and documented in the staff meeting minutes.
- 3.2 **W.I Christmas meal:** MK explained that the W.I have been offered a day to have their meal (on a Thursday), but this has not been confirmed by W.I. GG said this will likely be agreed at the W.I meeting this week.
- 3.3 **Disabled Parking:** GG explained that NS wrote a comprehensive statement as part of the application for CIL of what's required, what is possible, and the costs involved. A discussion took place about what the proposal involves (a concrete ramp, painting a marked parking bay, installation of stair lift etc.) and the delays. GG briefly explained that the CIL money can be requested from the PC (approx. £3500) and used for the required improvements. If the money is not granted, then HOTV could decide if they should invest to make the necessary improvements. An application needs to be made to the PC to request the CIL money. **GG to circulate NS proposal to the MC. MB to make application to PC for CIL.**
- 3.4 **MC contacts:** MK asked if the MC mailing list and WhatsApp group had been updated by PF. **GG to follow up with PF and ensure all lists are updated.**
- 3.5 **Shop website:** MB explained that the shop website requires updating as the staff cannot log on and require the details from Simon or Carolyn Dauncey. **MB to follow up with Simon or Carolyn.**
- 3.6 **Pub website:** MK confirmed that PE has access to the pub website, and this has been updated.

Matters arising

- 3.7 **AMM Minutes 6.2** – Monthly business monitoring to be put online. MK suggested it could be added to the newsletter. All agreed. A brief discussion took place about how the information could be presented. **GG to draft financial details as a graph and send to MK for including in the newsletter.**
- 3.8 **AMM Minutes 6.7** – Forming of a member's forum/discussion group. All agreed it was a good idea and that any suggestions made regarding change and improvement are mutually agreed with the MC. TDu offered to be conduit between forum and MC. All agreed with thanks.
- 3.9 A discussion took place about the desire to celebrate and show gratitude for the contributions to HOTV by Nick and John. It was suggested that at the volunteer's Christmas drinks formal thanks

could be given to them and a presentation of a Christmas hamper from the shop made to them. All agreed. **AW to arrange hampers. MB to make address.**

- 3.10 A brief discussion took place about a need to create a vision/mission statement. All agreed it is a good idea and would give clarity to the project. All agreed to discuss further.
- 3.11 A brief discussion took place about service, staffing and atmosphere and where improvements could be made. All agreed quality service was paramount. An agreement to implement a standardised induction for serving staff was made. **ES to liaise with Phil to agree and implement by next meeting.**
- 3.12 A brief discussion took place about creating a streamlined administration system for personnel, and elements of the business, like health and safety and food hygiene. **ES to speak with Nick about existing admin and collate to present to MC at next meeting.**

Committee Responsibilities

- 4.1 A discussion took place about roles required within the committee. GG, seconded by AW nominated MB for chair. All agreed. A brief discussion took place about the role of treasurer and Mary Nash being co-opted for the role later in the year. All agreed GG will remain as treasurer until Mary is co-opted. GG, seconded by TDa nominated ES for secretary. All agreed. **MB to arrange change of details on the code of conduct.**
- 4.2 It was noted that Nick looks after the website and has kindly agreed to continue to do this.

Financial Overview

- 5.1 GG explained that the business did not break even last month, was a soft month for sales, particularly in the pub. The revenue and margins are down in the pub, for which MK and GG are completing a margin analysis to establish the cause. **MK and GG to continue with analysis. Phil to ensure delivery notes are checked against each delivery from the brewery.**
- 5.2 A brief discussion took place about the vision required to plan the development of resources and the business.

Volunteers

- 6.1 AW discussed the monthly draw. MK would like a picture of the winner for the newsletter. **AW to send picture to MK.**
- 6.2 AW reported that no new volunteers have come forward following the latest communications. A brief discussion took place about how best to engage new volunteers, and to perhaps ask the forum to discuss ideas. **TDu to speak with forum about volunteers. MK to identify in the newsletter specific volunteer roles required.**

Staff – meeting feedback/issues

- 7.1 Nothing to discuss.

Shop initiative/progress

- 8.1 A brief discussion took place about Bookers and delivery time and bread delivery issues. GG feels a better position needs to be negotiated with Bookers. There is a retail and catering account but appears the benefits are not being felt from having the retail account. **John Davison to follow up with Bookers.**
- 8.2 A brief discussion took place about supplier issues and deliveries for fruit, vegetables, milk and bread and where the most appropriate place is to source goods in light of the current Bookers delivery issues.

Pub initiative/progress

- 9.1 MK confirmed Jenna has passed her probationary period. **MK to send Jenna letter to confirm.**

- 9.2 MK discussed the importance of managing casual labour effectively and has discussed this with Phil; it is important that costs are managed and kept to a minimum and voluntary labour is maximised.
- 9.3 AW mentioned that Julie Munroe would like to set up a 3 Rings for the pub. **AW to follow up with Julie and Phil.**
- 9.4 A brief discussion took place about the need to maintain a good service whilst balancing staffing resources.
- 9.5 MK discussed the importance of Phil and Jenna marketing the food appropriately on social media, ideally a minimum of every three days. **Phil/Jenna to ensure food marketing is regularly updated every few days.**
- 9.6 MK said he had contacted Tim Slattery about increasing awareness of the business via the Blue Sheet, Parish Mag and the Leveller. Tim has put a promotional piece together and requires some photos from Phil to complete. **Phil to send photos to Tim.**
- 9.7 TDa commented that photos advertising the function room would be a benefit as he felt the facilities available are not well known. **Phil to update website with function room photos and information.**
- 9.8 A brief discussion took place about Jenna's holiday cover next week. Sarah Durrant has been asked to be a guest chef on 12th and 13th October. MK is awaiting a response from Sarah.
- 9.9 MK explained that Jenna would like to arrange a five-course meal in the function room, on a ticket basis, in the week leading up to New Year, to create a nice dining experience. **Jenna/MK to agree.**
- 9.10 MK explained that the cash tips require resolving. **GG to resolve and allocate card tips.**
- 9.11 MK spoke about the importance of timely communication from the staff.
- 9.12 MK explained that the bar fridge needs replacing. This will cost approximately £500. All agreed.
- 9.13 MK discussed PE salary – reviewed and actioned.
- 9.14 GG queried if there was any conflict of interest in ES's appointment as she has a friendship with Phil. ES gave assurances this was not an issue. All agreed no conflict of interest with being a tenant.
- 9.15 MK clarified shop/pub staff meetings usually take place fortnightly on a Thursday. GG meets with Jo and MK and PF, and on occasion MB, meet with Phil. There was a brief discussion about the meetings not being top heavy and perhaps just MK or TDu to meet with Phil rather than 2 or 3 MC members. MK asked if new committee members had a role within these meetings. TDu asked to be involved in the pub arrangements. All agreed.

Communications – food promotions

- 10.1 Discussed in points 9.5-9.7

Grants – fund-raising – Phase 3

- 11.1 MB explained that there was a meeting about the grant for Phase 3 with rep, who was positive, took lots of photos and was very interested. Interest in merging two grants. **MB to do the CIL grant.**
- 11.2 MK explained that there is a need to invest in flat 2 to install a kitchenette, finish the bathroom, install convector heaters and finish the flooring. A quote is required for the works. **TDa to seek quote from Dave Dyer.**

Date of next meeting: Monday 6th November, 6.00pm

Meeting closed at 8.05pm