

## **HOTV Management Committee meeting minutes**

The Royal Oak, Monday 20th November 2023, 6:00pm

**Present:** Mike Blair (chair), Martin Keswick, Ann Woods, Trevor Daniels (TDa), Paul Fielding, Tom Duxbury (TDu), Mary Nash, Emma Simon, Marilyn Clarke

**Apologies:** Graham Gleed

### **Community Hub**

Marilyn Clarke came to present to the MC following the first Community Hub meeting.

### **Feedback**

Marilyn explained the reason for creating a Community Hub was that she wanted to draw attention to the importance of the project for the whole community, and engage the community further to support the success of the project as it is a vital resource to the village.

The hub was keen to identify issues, offer help and provide feedback both ways to improve communication and community engagement overall.

Marilyn explained there were three main areas of discussion at the first meeting. Marilyn wanted to discuss these with the MC to find out what plans they have, and what the CH can help with:

1. A need for a new business plan with a proper vision and roadmap - many issues cannot be resolved without the clarity this provides. Marilyn asked if this had moved forward from the initial discussion at the AMM.

*MC response: MB explained the issue was added to the MC meeting agenda and agreed that a business development plan was required and would be created. MB has downloaded a template from the Plunkett Foundation to use as a guide and it can be adapted as required. MB said that the MC would welcome anyone with experience in creating business development plans to be involved.*

*MK expressed the difficulty with defining a vision is that one person's can be different to the next and agreeing upon this could be a challenge. MK said the existing model works but is vulnerable.*

*It was agreed it was important to unite behind a vision and develop a clear business plan and direction for the venture, with a built-in process by which to review its efficacy and success.*

2. Communication improvements. Marilyn explained some people have felt they have not always been kept informed, but understands this is a challenging issue. Marilyn pointed out the communication plan for HOTV was created in 2021, and acknowledged the websites, but asked if the MC had plans to improve communication between HOTV and members and wider community, including those new to the village.

*MC response: MK explained a newsletter is sent out monthly although some people may not be on this circulation list beyond the 232 people that are. Information is updated on the website and social media. MB said there is also information shared in the Athelney Parish magazine and into the Stoke News. MB acknowledged a need for the websites to be more actively updated.*

Marilyn acknowledged the newsletter and said people enjoyed this and were grateful to receive it, but that people can assume from it that there is nothing they need do but come to the pub or use the shop.

*MK expressed that there have been numerous attempts to engage more volunteers as the business is in need of more volunteers.*

Marilyn felt there should be an attempt to find out what the barriers are to this.

*MK expressed that most current information is only reaching existing members.*

Marilyn explained there was a lot of activity and support from the village when the project first started, and that perhaps a universal push in the village is required to bridge what is seen as a loss of connection with the whole enterprise is aiming for and people need to know how it works. Marilyn suggested a meeting people in the village can be invited to come along and find out about volunteering.

*MN suggested this could be incorporated into the open day for Phase 3.*

Marilyn would be willing to attend the open day with a view of attempting to engage more volunteers and to speak with people about the project.

3. Phase 3 - Marilyn expressed support for the open day but queried what the follow up from this will be and how it will be communicated to people. Marilyn acknowledged the plans that have been displayed in the pub and queried if there were conditions attached to the Valencia grant.

*MC response: MK explained the main concept is increasing accessibility, creating a cold room to reduce refrigeration use and to expand the cafe size and capacity. The detail within the plan can be amended. MN encouraged people to share their ideas and opinions, but that is they are not happy with current proposals, it is helpful if alternatives are suggested.*

Marilyn suggested a follow-up consultation after the open day to feedback to people.

Marilyn explained that the CH plan to meet again in three months and felt it would be helpful to have a representative from the MC attend the next meeting, which all agreed. TDu has offered to be a conduit between the two.

The MC thanked Marilyn for attending and giving her time. Marilyn left the meeting at 8.35pm

### **Minutes from the last meeting (6<sup>th</sup> November 2023)**

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

#### **Health and Safety Reporting**

- 2.1 TDu confirmed he has measured the wall above the bus stop - current measurement 12cm. **TDu to repeat measurement by next meeting.**

#### **Actions from previous minutes/Matters arising**

- 3.1 **Car park wall:** see 2.1
- 3.2 **Disabled Parking:** AW asked what is happening with this. MB confirmed he has received a response from the PC, who will consider this at the next meeting. A brief discussion took place about the importance of the works proposed.
- 3.3 **MC Contacts:** PF confirmed that he needs to add MN to the contact lists. **PF to follow up by next meeting.**
- 3.4 **Shop website:** MB explained that he is still chasing the details for the access. AW queried if he had spoken to Jeanie Kenefick. AW confirmed that everything had been handed over to Jeanie. **MB to follow up and confirm at next meeting.**
- 3.5 **Newsletter and financial information:** MK confirmed that GG had sent the financial graph as requested and this was added to the newsletter. MK asked GG to continue to send these each month. **GG to send financial graph to MB for newsletter.**
- 3.6 **Staff inductions:** ES confirmed these will be completed with Phil with input from MK if required. **ES/PE to complete.**

- 3.7 **Financial overview:** MK confirmed it is 15% minimum wastage rather than 10%. MK said that PE needs to keep a log of barrel changes (date and time) and suggested it being kept in the cellar. MK wants to work out accurately what we are selling against a barrel. **PF/MK to implement log book/clipboard and monitor.**
- 3.8 **Community Forum:** The committee reflected they felt the overall purpose of the forum was positive and Marilyn's efforts were commended and are appreciated. All agreed it highlights the need for a vision/business plan and the urgency for the MC to produce one. PF explained there was an old one archived on the website. MB said he will look at the old plan. **TDu to attend next community hub meeting.**
- 3.9 **3 Rings:** A brief discussion took place about the 3 Rings for the pub. AW confirmed she still needs the shift information from PE/MK. A brief discussion took place about the staffing of the pub with paid staff vs. volunteers. ES suggested PE could review the booked covers vs. walk-ins. **PE/MK to provide shift details to AW. MK/ES/PE to produce monthly data for covers.**
- 3.10 **Food marketing:** A brief discussion took place about food offerings, covers, and the New Year banquet. ES suggested that we have a calendar of events for next year so that events and food/menu planning and marketing can happen in advance. Graham Lofting has asked for Christmas opening times for the newsletter and the Christmas menu (already online and on newsletter). **PE to send MB opening hours.**
- 3.11 **Christmas/New Year:** A brief discussion took place about the proposed Christmas and New Year menu/banquet. Jenna has altered the banquet menu to 5 courses for £40. MK commented that there was a lot of preparation and dressing work that would need to go into preparing the banquet. **PE to complete online marketing of banquet menu by 23.11.23.**
- 3.12 **Bar fridge:** MK explained it has arrived and asked if anyone was able to install behind the bar. **PF to speak to Trevor about it tomorrow.**
- 3.13 **Flat 2 works:** The quote for the works to flat 2 have been confirmed with Dave Dyer. A brief discussion took place about this and when the works are likely to start (after Christmas or as soon as possible and about the heating in flat 2. ES mentioned the state of the windows in the flat (broken handles, blown double-glazing, blown seals, draughts and damp.) A brief discussion took place about how they could be repaired. MN felt the windows should be done properly. **TDa will make some enquiries about windows and will monitor all works/equipment required.**
- 3.14 **Flat 1:** MK briefly explained the wiring was done incorrectly in flat 1 as the main fuse will trip when central heating and shower are on at the same time. MK has sorted an electrician to make the necessary changes - cost of £300.

### **Committee Responsibilities**

- 4.1 A brief discussion took place about roles within the committee. It was confirmed that ES is secretary and MN is being co-opted as Treasurer. PF queried GG's role with Jo/shop moving forward if MN is on board. GG is handing over the Treasurer role to MN. **MN, ES and Jo to meet and discuss suppliers ASAP. MB/MK to begin defining roles. MB/MN to change financial details where required.**

### **Staff – meeting feedback/issues**

- 5.1 MN discussed the importance of transactions being completed correctly in regards to casual staff and EPOS entries.

### **Financial Overview**

- 6.1 A brief discussion took place about share capital withdrawals. **MB to agree a way forward and review GG email.**

## **Volunteers**

- 7.1 AW gave a brief update on the volunteers - two new volunteers are picking up shift on 3Rings on a regular basis. AW continues to drive attempts to increase volunteers.
- 7.2 A discussion took place about DBS requirements for staff and volunteers. It was agreed there was a need for trained volunteers and any staff who lone work to be DBS checked. It was agreed the cost would be covered by HOTV. **AW/ES to follow up.**

## **Shop initiative/progress**

## **Pub initiative/progress**

## **Communications – food promotions - all areas covered in points above**

## **Grants – fund-raising – Phase 3**

- 8.1 A brief discussion took place about the Phase 3 open day and the plans being available to all, and who from the MC would be able to attend to meet with people in addition to Nick, who has kindly agreed to be there all day.

**Date of next meeting:** Phase 3 Open Day- Saturday 16<sup>th</sup> December, 10.00am-4.00pm

MC Meeting - Monday 18<sup>th</sup> December, 6.00pm

Meeting closed at 8.05pm