



# Glenmoriston Millennium Hall Community Association

A charity registered in Scotland (SC051089) constituted as a Scottish Charitable Incorporated Organisation (SCIO)

---

## SCIO BOARD OF TRUSTEES

### MINUTES OF MEETING 19:30 TUESDAY 1st March 2022

#### AT THE GLENMORISTON MILLENNIUM HALL

**PRESENT:** Carol Pritchard (CP), Robert Ungless (RU), Debbie Cox (DC), Catherine Thomson (CT), Ann Marriner (AM), Lesley Hill (LH), Graham Bullen (GB), Graham Wood (GW) (P/T)

**APOLOGIES:** Steven Gray (SG)

**AGENDA (See Attachment)**

---

#### 1. Apologies

Apologies received from Steven Gray.

#### 2. Caretakers Report

##### a. Fire Alarm System

Two false fire alarms were experienced since the last meeting, but they appear to have abated. Northern Alarms have now been requested to proceed with the installation of a new callout system. The board has agreed to the following sequence of callout names once commissioned:

1. Graham Wood
2. Carol Pritchard
3. Lesley Hill
4. Graham Bullen (Note: a new key will be required)
5. Robert Ungless

##### b. Hall Heating

Following a decision in January to increase the baseline temperature for hall heating from 8°C to 15°C, it was agreed that the hall is now on balance too warm, with associated higher running costs; the system is also operational for too many hours when the hall is unused (current average weekly use is around 20-25 hours out of the full 168).

It was agreed to reduce the setting to 10°C and, in the continuing delay in arrival of the ordered replacement thermostat, Graham Wood will continue to turn the system on and off in accordance with scheduled hall use.

It was also noted that the caretaker nor trustees are often the last to hear of complaints or disappointments voiced by commercial or non-commercial hall users, resulting in an inability to respond effectively.

**Action:** Reset the heating system to baseline of 10°C, and continue current manual regime (GW).

**Action:** Generate a new notice to be displayed inside the hall, encouraging any event lead unhappy with the heating level to contact Debbie or Graham in a timely manner (CP).

**c. Toilet Project**

It was noted that the scheduled date for return of tenders for the upgrade works, in readiness for assessment and contractor selection, is 16<sup>th</sup> March.

**Action:** Ensure Graham Wood is kept up to date with all significant changes in project status or timeline. (CP)

**3. Minutes of Previous Meeting and Open Action Review**

The minutes of the meeting of the Board of Trustees on 18<sup>th</sup> January 2022 were accepted as accurate.

After discussion, Actions 20, 21, 25, 35 and 36 were closed, and Action 25 cancelled.

Only five actions therefore remain Open.

**4. Membership Update**

One new member has joined since the last meeting.

Ann shared with the Board her recent difficulties regarding the operation of the Membership system's messaging functions. Post Meeting Note: this has now been solved.

## 5. Events.

### a) Learnings from previous events

Positive feedback was received regarding the warm, welcoming and clean condition of the hall following recent events held by the FAGCC and GIG.

Formative feedback was received from attendees at a recent Yoga session regarding a low hall temperature (this was subsequently addressed), and from Zumba participants regarding a high hall temperature.

### b) Lookahead and Idea Capture

Ann Mariner and Lesley Hill led a discussion concerning the work they have been doing to develop and schedule a significant number of new events and initiatives to be held in the Hall. A number of these have the potential to raise funds for the hall; some of them may also place significant demands on the time of local helpers.

During the discussion, other board members contributed further suggestions. The potential events identified for the rest of the year so far, which Ann and Lesley will primarily mature, with help from other Trustees and community members, are:

- Quiz Night, with pie & peas – 26<sup>th</sup> March (Carol is working on this)
- Platinum Jubilee Ceilidh – 4<sup>th</sup> June (to coincide with the Street party scheduled for the same weekend.
- Race Night – 23<sup>rd</sup> April.
- Golden Time – for young people, potentially run by young people, each Friday afternoon when school finishes early - beginning just after Easter.
- Murder Mystery Event

- 'Pub Night – a BYOB opportunity for members of the community to socialise informally
- Film night, with meal, or possibly Film matinee, preceded by Sunday lunch.
- Hogmanay Party/Ceilidh.

**Action:** Keep the Board apprised of all significant progress on each of these, including Go/No Go decisions (AM/LH)

## 6. Hall Cleaning

It was agreed to proceed with a paid cleaning service from 9<sup>th</sup> March, provided by Lisa and Keith Bowden. This will commence at the agreed rate, and at an initial service level of 2 hours per week.

**Action:** Notify Lisa and Keith of decision to commence cleaning service from 9<sup>th</sup> March (CP)

**Action:** Pass a new hall key to the Cleaner once cut (AM)

## 7. Vision: Next Steps

### a. Board Priorities

The brainstormed list of priorities for Hall Management Improvement, generated in a visioning session on 10<sup>th</sup> February, were reviewed and discussed by the Board, and it was agreed to adopt them as our focus areas for the short/medium term.

These were (in no order):

1. Hall Ambient Temperature Management.
2. Improved Activity Cost Planning for Maintenance Repair and Improvement Work.
3. Becoming net neutral on annual operating cost.
4. Increase programme integration with nearby halls
5. Improve Board Meeting Efficiency

6. Exceed pre-Covid Hall attendance levels
7. Increase number of booking enquiries
8. Assure full HSE regulatory compliance.

**b. Accountabilities & Ownership of Agreed Priorities**

Each of the ambitions above will require work to be defined and then performed in order to achieve them. The trustees agreed to reflect on what each of these might involve, and consider which of them might match their own preferences and skills – this would then enable leads to be assigned to take each of these forward over the coming months.

**Action:** Consider which themes or improvement areas might best fit skills, subject preferences and availability, and send responses to Graham (All)

**Action:** Prepare a proposal, accounting for responses, to be presented for discussion at the next Board meeting (CP/GB)

**c. Progress Review Method, and Role of Hall Management Plan**

It was agreed to include a regular agenda item on future board meetings to allow the trustees to monitor overall progress towards our goals.

**Action:** Include monitoring item on Board meeting agenda redesign (GB)

**8. Financial Matters**

The Treasurer explained the Hall had experienced an operating loss of £2110 since the last Board meeting, due primarily to the cost to empty the septic tank, payment of an electricity bill, and payment of £908 to the Highland Council regarding the Building Warrant for the toilet upgrade. This latter sum will be recovered from the allocated toilet funds later in the year.

**a. Online Banking**

New banking arrangements have been set up with RBS, to account for the transfer of the hall and its assets from the previous committee to the new SCIO Board of Trustees.

Following discussion amongst the Board, it was unanimously agreed to establish new Online Banking capability, and that the following three Board Members should be set up as signatories:

Carol Pritchard (Chair)

Robert Ungless (Treasurer)

Graham Bullen (Secretary)

**Action:** Confirm with these minutes that the Board has endorsed the need to be able to utilise online banking, via the three named members (RU)

#### **b. Charging Criteria/Policy**

The current Board is currently operating to the same charging criteria/policy and rates in place under the previous committee. When Debbie discusses incoming bookings, she requires clear guidance on what to charge for each intended use.

It was noted that while the board has a responsibility to ensure the hall receives sufficient income to ensure its continued operation, it was also important to do what we could to foster and support its use by local groups, and offer discounted prices to those wishing to contribute to the overall health and richness of the community.

The board reviewed the existing policy, and has decided to adopt the following charging regime with immediate effect:

Local Group AGM's	-	Free of Charge
Church Services	-	Free Of Charge
Local non-commercial hires	-	£8 per hour
Local commercial hires	-	£10 per hour
Non-Local commercial hires	-	£12 per hour
Election duties		£200 for the day

**Action:** Commence applying all new charges to all future bookings (DC)

#### **c. Fund-Raising**

Robert shared with the group the fact that at present, hall finances are on a steady downward trend, with a real possibility that, if not addressed, the hall could drift into a position of having no funds.

There may be opportunities to secure 'unallocated' grants from local organisations, but these remain sketchy and unconfirmed. There is also a moderate likelihood that the hall will gain regular income from the planned reopening of the toilets to the public, but it is not yet clear what level of net income this will generate.

In the past, the hall was able to raise significant funds from events that had catering at their core, but it seems clear that the effectiveness of this has diminished over the years, and that there is a growing trend, even without the effect of the Covid-19 pandemic, for a reduction in catering demands from hirers and users of the hall.

Given our aim agreed in Agenda Item 7a. above, the trustees agree that we cannot wait for either new grants or operational toilet revenue to emerge, given the slow but steady decline in funds. It was also acknowledged that any attempt to raise money should be assessed for its impact on other local businesses, such that no harm is done to the community.

**Action:** Consider what range of fundraising activities we should commit to, and send to Robert (All)

**Action:** Robert to prepare a brief summary of fund-raising options for discussion at the April meeting (RU)

#### **d. Rates Exemption**

It was noted that following completion of a review of non-domestic rates by the Highland Council, the level of rates relief awarded (£8820 per annum) means we will attract no rates charges from now until the end of March 2025, subject to the next planned review in commencing on November 2024.

### **9. Communications for Next Period**

Ness News:

**Action:** Provide a brief account of current situation and plans for public toilets to Carol for use in Ness News (RU)

**Action:** Provide a brief account of forthcoming events to Ann for use in Ness News (CP)

**Action:** Write a brief account of the planned Golden Time activity for use in Ness News (AM/LH)

**Action:** Provide a brief update on all key SCIO matters to Ann for issue to all SCIO membership (CP)

## **10. Format of Future Board Meetings**

One of the improvement priorities agreed in Agenda Item 7a. above was to seek ways to improve Board efficiency and effectiveness.

Our first three meetings have currently averaged over two and a half hours. Some of the business done lends itself to offline communications, pre-circulation of information, or endorsement/rejection/amendment of proposals brought by a board member. A significant amount of time in the meetings has been lost due to our desire to address relatively minor issues, or to seek detailed solutions to issues that could be more efficiently delegated for work outside the meeting.

Following discussion about how board meetings are currently configured and held, it was agreed to look at ways in which the discussions at each meeting could be tightened up, beginning with a look at what currently reaches the agenda, and how often it requires focus.

**Action:** Assess changes that can be made to standing agendas, and associated implications for work done outside the meetings (CP/GB)

**Action:** Develop and circulate a proposal for how future Board meetings will be run, for discussion at the April meeting (CP)

## **11. Any Other Business (AOB)**

Scottish Canals will be holding a session in the hall on 8th March. Lesley will arrange to open the hall for access.

## **12. Date and Time of Next Meeting**

It was agreed that the next Board Meeting will be held on Tuesday 5<sup>th</sup> April, 19:30, with the following two meetings also scheduled for the first Tuesday of each month



## Glenmoriston Millennium Hall Community Association

A charity registered in Scotland (SC051089) constituted as a Scottish Charitable Incorporated Organisation (SCIO)

---

### **AGENDA**

**Board Meeting to be held on**

**Tuesday 1<sup>st</sup> March (7.30 – 9:30 pm)**

1. Apologies
2. Caretakers Report (INFORMATION)
3. Approve Minutes of Last Meeting, and Open Action Review (INFORMATION/DECISION)
4. Membership Update (INFORMATION)
5. Events
  - a. Learning from previous period (INFORMATION)
  - b. Lookahead & Idea Capture - March to August 2022 (INFORMATION)
6. Hall Cleaning – Agree Cleaning Frequency, Start Date and Access (DECISION)
7. Vision: Next Steps
  - a. Priorities Review (DECISION)
  - b. Accountabilities and ownership of agreed priorities (DECISION)

- c. Progress Review Method, and role of Hall Management Plan (DECISION)

8. Financial Matters

- a. Online Banking (DECISION)
- b. Charging Policy/Criteria (DISCUSSION)
- c. Fund-Raising (DECISION)
- d. Rates Exemption (INFORMATION)

9. Communications for next period (INFORMATION/DECISION)

10. Formats of Future Board Meeting

11. Any Other Business

12. Date and time of next meeting