

## NCA Trustees Meeting 25 September 2019

Present: Rory McNeile, Steve Palmer, Jo Evans, Nikki Milican, James Leigh  
Apologies: Peter Montgomery, Jackie Holdstock, Doris Marcelo, Julia Crockett, Moragh Mason

The meeting opened at 7:45pm in the upstairs room.

### Welcome

The meeting was chaired by Rory McNeile.

Dave Hunt has notified his resignation as Trustee. All present thanked him for his contributions, and wished him well for the future.

This means there are now 10 Trustees serving.

### Minutes

Minutes of meeting on 19 August - approved.

Minutes of meeting on 16 September – approved

NOTE – need to clarify process on taking and circulating minutes.

*[Sec Note: If the Secretary is not present at a meeting, then another Trustee should be appointed to take minutes. As soon as possible after the meeting, a draft of the minutes should be circulated for amendments and additions. Once finalised a PDF copy should be posted on the website under Committee. The final approval is then given by the chair at the subsequent meeting. If necessary, the website version is updated.]*

### Matters arising

James circulated an email with comments about working together as Trustees. Constitutionally, it is acceptable to make decisions between meetings by email consultation and majority voting. Also need to ensure the delegation of powers to sub-committees is clear about the scope of the delegation.

### Review of opening event and lessons learnt

Very pleased with the day, and excited. Response has been very positive.

Thanks to all who participated.

Decided to send official letter of thanks to Paul Faulkner (ECC) with particular thanks to Daryl Taylor.- *Action Sec*

Lessons learnt – need to have a schedule but not to be too rigid about signing in etc.

The leaders of the groups doing taster sections were particularly supportive.

Need a baby changing table (to be fitted).

One first aid incident was dealt with. There is now an incident log.

Need a clean-up team at the end.

### New building report and issues (including decommission of the hut)

Painting to be finished over the next few days (at cost of £360).

Carpentry finished. Blinds have been ordered and paid for, should be fitted this week or next. Roller blinds in grey.

Signs up that there are no bins in the toilets and clinical waste should be taken home.

Another cleaning supply company (Green My Business) has been appointed, with more ecological products. People feel strongly that ecological products should be used, but we need specific recommendations.

Postbox has been fitted inside the hall for fob returns. Propose using this for feedback forms.

**Decided** water heaters for kitchen and toilet sink hot water to be left on permanently.

All AV wires now behind plates.

Investigated mesh to prevent leaves accumulating under the solar panels – very expensive, so no action for this autumn.

Need to get doormats for the main door, and bottom of stairs.

Agreed to move the cleaning box from the hut and fix to wall in the hall.

Noticeboards – to be transferred from hut. Coathooks to be fitted in the main rooms.

Mirrors to be fitted in toilets.

Discussion of kitchen finishing – locks on two/three cupboards, water heater cupboard to be boxed in, kickstrip fitting, tiles. The new fridge has a small freezer compartment, so no action at present on a separate freezer.

Need to add item to the building hire rules that nothing is attached to the walls without explicit permission of the building manager.

Discussion of internet bandwidth – Steve to continue to investigate options, external antenna, different cellphone provider. Preliminary costing for cable broadband is very expensive.

Demolition of old hut – **proposal** that an end date of 31 October should be published to all users – **Agreed**.

EDF Energy to be informed, and direct debit stopped. *Action Sec – DD stopped 26/9*

Discussion of options for demolition.

### Centre Manager role and recruitment

Recent actions have been about managing the bookings after Karolina finished, including documenting the current process.

The Hallmaster software package is being investigated <https://www.hallmaster.co.uk/> Continuing investigation with similar organisations (including Newcourt).

Business plan was to increase usage by 40% over the hut – this is already on target for the quarter to Christmas. We have pitched as affordable and easy to work with.

Recruitment of building manager – still in development. Peter is currently taking on much of the role while the tasks develop, including booking, access control, but this is not sustainable.

Suggestion for a short-term consultancy appointment, say 3 months to Christmas, to develop and put in place the services and processes, and to write the job description. This should also include consultancy on the building structure.

**Proposal:** that NCA should employ a Consultant Building Manager on a contract up to 3 months to establish and prove the bookings procedure, the security of the building and put in place essential policies, procedures and documentation. The subcommittee is authorised to approach suitable consultants and offer a suggested rate of £15 per hour. **Agreed unanimously**.

### Process for resolving complaints and conflicts by hirers and users.

The development of a complaints, feedback and conflict resolution process for users should be developed as part of the consultancy postulated above. The Trustees are the management committee of NCA, and are the final arbiters of complaints received.

## AOB

Draft usage and lettings policy – latest edits by Peter.

Rolling bookings – these should be reviewed at intervals, say 3-monthly, to ensure they are still appropriate.

Decided to postpone discussion of storage spaces to next meeting

Note – All NCA correspondence to James should be sent to

[treasurer@newtowncommunity.org.uk](mailto:treasurer@newtowncommunity.org.uk) An email for the FOBP group will be set up. If other groups, individuals or Trustees need a specific email, please ask Steve.

Date of next meeting - TBD

Meeting closed at 9:15pm