Cwmni Cymunedol Cletwr

Minutes of Board 30.6.22

Present: Barry Wise, Cath Lloyd Williams, Richard Spencer, Helen Ovens, Karen Evans, Derval Casey (via zoom) Rose Phillips (via zoom). Lainey Almond, company member, attended as an observer.

Apologies: Ant Jarrett, Cindy Harris.

Minutes of meeting of 28.4.22 accepted

Matters Arising

a. Volunteer feedback meeting: this meeting reported back on two of four topics. Board responses and progress are in italics.

i. Café working

Ideas/practices to implement immediately?

- Reduce Seating – *still operating on reduced seating as for covid. If understaffed or kitchen / front of house overwhelmed can close off cwtch, giving space for other uses. Decision to be taken by Kitchen Manager as appropriate i.e. matching facilities with staffing.*
- Communication to customers (e.g.explaining waiting times, keeping customers updated) – *Existing chalk board for this purpose, need to ensure Front of House monitor customer situation and inform kitchen quickly.*
- Limited menu – *Simplified menu currently being implemented; use of specials board supports this.*
- Electronic specials board not yet working
- Specific ideas for menu passed on to kitchen staff – *list taken at the meeting and given to chef.*

Ideas to implement long term

- Second coffee machine? *Need to monitor whether it is needed and would get use over quiet times as well as peaks. Also need to see if it would fit physically in the space and checkout lead time for purchase plus cost check. Agreed to revisit in few months.*
- Improve pre-made take away offer to go with reduced seating – *difficulty in gauging numbers and not having wastage. If we can't deal with number of tables, then can't deal with increased take-aways. Kitchen manager is looking at how we could achieve this within budget and with available staffing.*
- Staff to be multi skilled and able to move into different areas – *staff have been cross trained during last two years to cover anticipated sick absences. Need to continue this with new staff and monitor, getting feedback from staff to ask how they coped so we can review from one season to the next.*

Ideas for further discussion

- Closing on Thursdays – *doesn't save a great deal financially, as lose both trade and wages. However would be good opportunity to undertake staff training and engender team spirit of Cletwr. Could minimise the cost with alternate weeks. Agreed to relook in September with aim potentially to introduce in the autumn.*

ii. Volunteering

Ideas/practices to implement immediately

- Update of volunteer and staff handbook including policies. *Revised draft ready to send to Board members for discussion.* Thanks to Chair and volunteer for work on this.
- Check volunteers are aware of everything - Induction manual for volunteers – *in draft. Needs section 3. Agreed procedures and checklists section to be used as appropriate – not everyone needs all the procedures.*
- Good feedback for staff from meeting – *Chair will write up and circulate.*

Ideas to implement long term

- Work placements for catering students / Welsh bacc. candidates. *Have done this in the past, need to reconsider post covid.*
- Positive communication course for all – *agreed could be part of new training package for Thursday afternoons.*
- Volunteer coordinator – *need to consider cost implications or which role could fit into.*

Ideas for further discussion

Mail drop in the village – *not feasible at present; person power/ cost and considerations of effectiveness*

b. Restructuring discussions – interviews are in progress. Report back at next meeting.

c. Volunteer enquiry re could volunteers have discounts. Discussions around feasibility and cost, given widely differing hours undertaken by volunteers and types of roles. Agreed could have a scheme whereby a volunteer receives a laminated card after each volunteering session which could then be used once for discount at their next shop. The card would then be returned till next time. Discounts would differ depending on value of items – high value items would attract a lower discount. Agreed to go ahead with this.

Building

a. Small repairs being done and paid as required.
b. Vents in back are proving successful, there's been no melted chocolate during the hot spell. Agreed to wait until the end of the season and then consider whether to install vents (much bigger job) in the rest of the building.

Finance

a. Finance report circulated. Shop sales for May on target compared to budget, café lower than budget. Cost of sales, wages and expenses lower than budget therefore overall profit for May only slightly below budget. Due to fluctuating circumstances not possible to tell at the point if this is a one off or a trend. Economy quieter generally – Aberystwyth traders reporting similarly lower activity.
b. Agreed to reconsider grant funding for events and activities work. A volunteer has offered to research the Ashley Foundation again.
c. World pay needs to ID all Directors again, reminder to all to complete forms and send photo ID.

Landscaping

a. Pollinator Day went well on 21st May. Range of different activities – plant stall, T shirt printing, display of insects ID books, sets of insect cards for drawing and colouring, honey bee and solitary bee observation hive, and display of honey products. There were adverts, posters, flyers and a banner lent by Caru Gwenyn. Volunteer spoke to Radio Cymru and the Cambrian News. Group created lot of interest but to get more families attending considering holding it on a Sunday next year and linking with Talybont school. Thanks to the volunteers who organised all this.
b. Trunk road agency have begun management of the verges planted for pollinators. They plan to remove cuttings from the verges to impoverish the soil which will improve it for wildflowers.
c. Lovely report produced to gain bee friendly status. Thanks to the group for all their hard work. The Award will go up in the shop as we can now retain the status without having to apply every year.
d. Spare seeds will go to the after party of Llangynfelyn show at the Wildfowler.
e. Kitchen have requested help to pick the black currants -they will use them but need help to pick – agreed to ask volunteer gardeners.
f. There are lots of positive comments about the garden and we receive sufficient donations to sustain the garden work. The group plan to buy some large half barrels to put at the side of the building on the main roadside.

Correspondence
A letter re the toilet collections and what to use the money for. So far we have paid for hand washing facilities and sanitary packs. Agreed to leave to Hasina and our coordinator to decide as appropriate.

Website updates – ongoing.

Operational
Observer left the meeting.
a. Staffing matters discussed at some length. Appointment of Retail Assistant welcomed. New person trialling for front of house. Noted a member of staff not confirmed at end of probation. Agreed to appoint interviewee for café coordinator role, and bring in our trainer staff for initial day.
b. Agreed to interview three applicants for Business Manager, three directors and current BM to act as panel. Format and members of panels agreed.
c. Agreed to write to all staff with new structure, staff changes and reminder as to protocols of Cletwr.

AOB
Business Manager leaving, agreed details of party. The Board wished to formally record our thanks to the Business Manager for all the hard work, time, knowledge and skill she has brought to the development of the business and community over the last 9 years.

Dates
Next Board meeting tbc.