

GCBS Ltd Second Annual Members Meeting Minutes – Wednesday 16th August 2017

Distribution: Current Members of the GCBS Limited, Members Area GCBS website

Attendees: A list of the attendees is included at the end of these minutes.

Apologies: A list of the apologies is included at the end of these minutes.

Management Committee in attendance: David Crossley (Chair), Mal Madell (Treasurer) Les Madell (Vice Chair), Sally Marlow (Secretary), Jill Allen (Member), Bonny Humphris (Member), Chris Payne (Member), Justin Ward (Member), Richard Coombes (Member)

1. Approve Minutes AMM 2016

- Proposed by Dr S Parlour
- Seconded by Mr J Ward
- In favour - All
- Against - None

2. Matters Arising Not on the Agenda

- Bike Stand this has been discussed at committee and we are still looking for a practical solution, the preferred type is a Sheffield stand.
- Feedback Survey the first survey went out in October 2016 in paper form only and the analysis is used alongside TripAdvisor review data as part of the regular review meetings with the Tenant. Future surveys will be in paper form.

3. Documents Forming Part of and Attached to these Minutes

The following documents were provided to all attendees at the meeting, form part of these minutes and will be circulated with the Minutes to all Members and copies will be placed in the Members section of the GCBS website at www.droversinnusage.com .

- 2nd Annual Members Meeting Agenda
- Profiles of Management Committee Nominees
- Report of the Management Committee to the Annual Members Meeting signed by Officers of the Management Committee and approved unanimously by resolution at the meeting.
- Gussage Community Benefit Society Limited Financial Statements for the Year to 30th April 2017 signed by Officers of the Management Committee and approved unanimously by resolution at the meeting.

4. Report of the Management Committee to the Annual Members Meeting

The Chairman, Secretary and Treasurer presented the Management Committee report to the Members at meeting supported by Committee Members and with the aid of a slide presentation which is available to view in the Member section of the GCBS website.

5. Report on Accounts & Financial Questions

The Treasurer presented the GCBS Financial Statements for the year to 30th April 2017. The Treasurer's commentary on the Accounts that was shared as part of the meeting presentation is also contained within the Management Committee report circulated with these minutes. The following questions were asked:

- **Q** – How much are the disabled toilets expected to cost.

- **A** – It is anticipated that the cost will be in the order of £20-25k and this will be known once full project planning and costings are prepared and three quotes are obtained.
- **Q** – Can multiple grant source applications be submitted for the disabled toilets.
- **A** – It depends upon the grant provider as each application has different criteria.
- **Q** – Will there be baby changing facilities in the disabled toilets?
- **A** – Yes baby changing will be included within the larger easy access cubicle.

6. Resolutions

1. **Accounts** - To approve the annual accounts for the year ending 30th April 2017
 - Proposed by Mr R Hill
 - Seconded by Mr P Straughan
 - In favour - All
 - Against - None
2. **Reporting Accountant & Audit** - To authorise the Management Committee to dispense with an Audit in favour of an Accountants Report for the year to 30th April 2017 and to appoint a Reporting Accountant at its discretion
 - Proposed by Mrs A House
 - Seconded by Mr P Plumstead
 - In favour - All
 - Against - None
3. **Management Committee Annual Report to Members** - To approve the Management Committee's report to the Members for the year ending 30th April 2017
 - Proposed by Mrs I Crossley
 - Seconded by Mr L Madell
 - In favour - All
 - Against - None

7. Management Committee Elections

The nomination process was circulated to all members with the notice of AMM on the 16th July 2017. We have received four nominations for election to the Management Committee this year six Committee Members are mid-term and continue to serve. Two current Committee Members have reached the end of their term and have nominated for re-election plus Amanda House and Paul Plumstead are newly nominated. Chris Payne has decided to retire from the Committee and was thanked for his support. We have a single nomination for each vacancy and this would take the Management Committee to ten Members which is its maximum size under the Society's Rules.

Election Proposal – It is proposed that we elect all four nominees on block by a single show of hands as there are an equal number of nominees and places.

- Proposed by Mr R Marlow
- Seconded by Mr M Haworth
- In favour - All
- Against – None

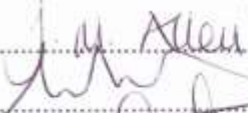

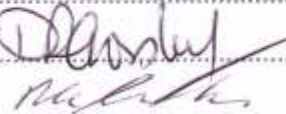
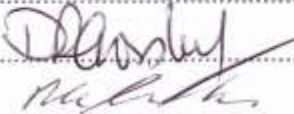

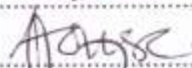
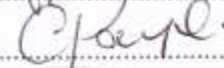




8. Questions from the Floor/Open Forum

The committee were thanked for their work and this was warmly received.

- **Q** – Robert Marlow - Could the pub be opened on a Monday by employing a member of staff to run the bar?
- **A** – Whilst the opening hours are specified in the Lease and require committee approval to change, the Lease specifies a minimum of 6-day opening. However, the committee did discuss this possibility with the Tenant during the last review meeting and will raise it again.
- **Q** – Mike Rummery - Whilst a large proportion of customer feedback is positive, how is negative feedback dealt with?
- **A** – Customer feedback and the way it is managed is very important and discussed with the Tenants at regular review meetings. Earlier this year the Tenants worked with a consultant and the areas covered included methods to help generate and manage all customer feedback and customer loyalty. The committee expressed the opinion that this is an area that is progressing well with the Drovers now listed as number 9 in the whole Wimborne area and outshining other local public houses.
- **Q** – A number of Members at the meeting raised the issue that they had arrived at the Drovers to find the pub had closed early on a number of occasions and this experience has been frustrating and inconvenient to the people affected, particularly when they have travelled some distance. The committee is asked if it can discuss this matter with the Tenant?
- **A** – The committee advised the meeting that this subject has been raised with the tenant as the committee have received this feedback previously. The committee agrees that it is important that the pub does not close early when quiet as it causes a bad customer experience and could become self-perpetuating by discouraging return and drop in visits by those affected and those that learn of it.

The meeting closed at 8:05pm and the attendees were invited to repair to the Drovers where Stephen and Barbara have provided some nibbles on the bar.

Signed as an accurate record on behalf of the Members by the GCBS Management Committee

	JILL ALLEN	Date 18.08.17
	LES MADELL	Date 18.08.17
	MAX MADELL	Date 18.08.17
	DAVID CROSSLEY	Date 18.08.17
	RICHARD COOMBES	Date 18.08.17
	AMANDA HOUSE	Date 18.08.17
	CHRIS PAYNE	Date 18.08.17
	JUSTIN WARD	Date 18.08.17
	PAUL PLUMSTEAD	Date 18.08.17
	Bonnie Humphreys	Date 19.08.17
 Secretary	SALLY MARLOW	19/08/17

Attendees (37)

Title	Surname	First Name		Title	Surname	First Name
Ms	Allen	Jill		Mr	Masterman	Frank
Mr	Beer	Simon		Mr	Needham	Andrew
Ms	Beer	Nicola		Mrs	Panks	Chris
Mr	Coombes	Richard		Mr	Panks	Derek
Mrs	Cooper	Pat		Dr	Parlour	Steve
Mrs	Crossley	Ione		Mr	Payne	Chris
Mr	Crossley	David		Mrs	(Pickles) Ward	Jane
Mr	Haworth	Mike		Mr	Plumstead	Paul
Mr	Hill	Richard		Mr	Rummery	Mike
Mrs	Hindle	Mary		Mrs	Rummery	Sandra
Mrs	House	Amanda		Mrs	Smith (deputising for Mr smith)	Judith
Mr	House	John		Mr	Straughan	Peter
Ms	Vernon (deputising for Mr Houston)	Patricia				
Mr	Humphris	Dan		Mr	Ward	Justin
Mrs	Humphris	Bonny		Mr	Wardman	Steve
Mr	Madell	Leslie		Mr	Wheatland	Fred
Mrs	Madell	Mal		Mrs	Williams	Mary
Mr	Marlow	Bob		Rev	Williams	John
Mrs	Marlow	Sally		Mr	Wilson	Jeremy

Apologies Received (33)

Title	Surname	First Name & Initial		Title	Surname	First Name & Initial
Mr	Aldred	Stephen William		Mr	Leighton	Trevor
Mrs	Aldred	Barbara Joan		Mrs	Liell	Ingeborg
Ms	Aldred	Zoe Louise		Mrs	Madell	Jean Margaret
Mr	Barnett	Andrew		Mr	Mahony	Brian
Mrs	Barnett	Claire		Mrs	Mahony	Shirley
Mr	Barton	Keith		Mr	McCarthy	Robert
Mrs	Canter	Patricia		Mr	O Connell	Geoffrey Ronald
Mrs	Clyde	Margaret		Mr	Old	R A Michael

Mrs	Dignand	Patricia Joy	Mr	Pinto	Dominic
Mrs	Dilliway	Pauline	Mr	Stannah	Brian
Mrs	Diment	Rita	Mrs	Stannah	Jenny
Mr	Harrison	Kenneth	Mrs	Tong	Rosemary
Mr	Hill	Donald	Mr	Watts	Peter
Mrs	Wilson	Alison	Ms	Frost	Felicity
Mr	Brook	Donald	Mrs	Briers	Patricia
Mrs	Hunt	Anne E	Mr	Wood	James