

DRUMSHEUGH BATHS CLUB. LIMITED

MINUTE of

MEETING OF BOARD OF DIRECTORS

11 am 29 August 2023 at the Club

(Where appropriate, responsibility for action is noted in red.)

PRESENT:

Carol Keith (Chair) (CK)

Tony Vettraino (TV)

Caroline Docherty (CD)

John Jackson (JJ)

Robert Robertson (RR)

IN ATTENDANCE:

Paul Dunlop (PD)

1. APOLOGIES

Had been received from Stephen Archer (SA)

2. APPROVAL OF MINUTE

A draft Minute of the last meeting (25 July) had been circulated. JJ had a small comment, and CD had amended the draft in accordance with that, and the draft as so amended was APPROVED.

3. FINANCE

• **Finance Report - 6 months to 31 July 2023**

JJ had circulated this in advance of the meeting. The following points were NOTED:

- At £61,563, the operating surplus for the year-to-date is £7,879 (15%) ahead of the forecast. The modest shortfall in income has been more than offset by lower expenses - mainly in the category of heating and lighting.
- Some of the variances are due to timing differences (eg: audit, printing) and the increase in our electricity costs will erode some of the savings in the heat and light category. Nevertheless, overall, we remain on track for our forecast outcome.
- We have provided RBS with the information they requested for our "profile" in July and understand that this is "under review".

NOTED per JJ that in setting the budget at the beginning of the year we had made some conservative judgements. We now have more information, and JJ has no concerns. He is looking into the level of bank charges and will report to the next meeting.

JJ

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- **Format of financial reporting**

Board members had been asked to consider if they wished any changes to the format of our financial reporting. CD and CK commented that the reporting was as they would wish and others agreed. JJ COMMENTED that he would make a small change from next month to show month on month changes.

NOTED per JJ that he is looking at the Club's policy on depreciation – particularly on land and buildings. He is obtaining advice from our accountants. This may involve a “hit” being taken in this year's accounts, but this can easily be explained, and will be of benefit for the future. The asset register has also been reviewed, and JJ is now happy that items are in the correct category.

4. GENERAL MANAGER'S REPORT

- **GDPR training**

PD REPORTED that following the issues with Picktime raised by a member, CD had identified that we should refresh our GDPR training – for staff, directors and others who may be handling data, such as the member responsible for the social committee. PD had identified a suitable module via Citation. He, CD and CK had trialled this, and found it to be good. A link to the module would be sent to all directors and others required to complete the training. PD

- **Staffing**

NOTED per PD the offers that had been made, and the applications received. PD was hopeful that we would be up to a full compliment of staff within the coming weeks.

5. MEMBERSHIP MATTERS

- **Member complaint about conduct of another member**

NOTED per CD that PD had received an email which, on the face of it, was a complaint about misconduct by another member, relating to an incident in the gym. CD had been in touch with the member who raised this, to explain the procedure which we follow when such a complaint is made. The member opted not to proceed with the formal procedure and would instead discuss the incident with PD to see if there are any lessons that can be learned, and/or action taken.

- **Communications received from members**

NOTED per CK that letters/emails had been received from two members, each of whom had asked that their points be raised with the Board. There was a full discussion on all the points raised and AGREED that PD respond to the communications.

- **Handling of “complaints” by members**

Following the extensive discussions on the two communications referred to (one of which involved points that had already been raised and dealt with) CK raised the issue of the best way of dealing with such communications. Some

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members, who were not happy with a response from PD sought to raise the same point direct with the Board. Following discussion, AGREED:

- All complaints to be raised with PD in the first instance.
- He will then raise these with the Chair or other appropriate Board member, if he feels such input is needed.
- CD to look at whether any further drafting is needed for our Rules/Code of Conduct to cover this procedure. (NOTE for clarification: Our Code of Conduct already outlines this procedure. This is available on our website. We also have a suggestions form on the website for members to use.)

6. BUILDING

- **Possible EWHT Grant funding.** NOTED per CD that there is nothing to report. We have been told that our application will be considered in September.
- **Cycle parking.** NOTED that, frustratingly, it remains the case that no progress has been made, as we continue to be unable to get the attention of our Councillor (Jo Mowat) or the responsible Council official. NOTED that CK will renew our efforts on this front. AGREED to provide members with regular updates on this topic via the newsletter.
- **Steam Room.** This issue was raised again, as certain members continue to complain about the operation of the steam room. AGREED that RR draft something for the newsletter to inform members. In brief, the steam room has been the subject of many hours of attention from contractors, Board members and PD. It is now operating as best it can in the DBCL environment. The main issue is that our pool hall temperature is much lower than that in modern, commercial spa type facilities in eg hotels. There has to be a gap at the bottom of the door of the steam room, to allow ventilation, and the pool hall temperature means that the facility feels cooler than others in more modern spa environments.

7. AOCB

None

8. DATES OF FUTURE MEETINGS

28 September already AGREED (NOTE: CK has requested a start time of 11.30)

31 October 11 am AGREED