

## NEW MILLS TOWN COUNCIL

Minutes of the HERITAGE CENTRE COMMITTEE MEETING of NEW MILLS TOWN COUNCIL held in the Council Chamber, Town Hall, New Mills Derbyshire, on 9<sup>th</sup> July 2018, starting at 09:30hrs.

Present :-

Cllr Atkins, Cllr Bate, Cllr Whewell, Andy Cooper, Judith Lanham, Lesley Bramwell (Town Clerk), Sue Mycock (Minute Taker)

4 Members of the Public were also present.

The Meeting was recorded for the accuracy of the minutes. Meetings open to the public may be recorded by representatives of the media or by members of the public.

Any persons intending to record this meeting are requested not to film the public seating area and to respect the wishes of members of the public who have come to speak at a meeting but do not wish to be filmed; and are reminded that it is not permitted for oral commentary to be provided during a meeting.

The Chairman of the meeting may ask people to stop recording and leave the meeting if they act in a disruptive manner.

### **PART 1 – NON CONFIDENTIAL INFORMATION (PUBLIC IN ATTENDANCE)**

#### **HC/2018/009 To receive and accept apologies for absence (Agenda item 1)**

Apologies were received from Cllr Lamb.

#### **HC/2018/010 To appoint a Chair (Agenda Item 2)**

**It was RESOLVED** that Cllr Atkins be elected Chair of the NMTC Heritage Centre Committee.

2 votes **FOR** 1 **ABSTENTION** 0 votes **AGAINST**

#### **HC/2018/011 To appoint a Vice-Chair (Agenda Item 3)**

**It was RESOLVED** that Cllr Bate be elected Vice-Chair of the NMTC Heritage Centre Committee.

2 votes **FOR** 1 **ABSTENTION** 0 votes **AGAINST**

**HC/2018/012 Variation of order of business  
(Agenda item 4)**

**NONE**

**HC/2018/013 Declaration of Members Interests  
(Agenda Item 5)**

**a) NONE**

**b) NONE**

**HC/2018/014 Public speaking  
(Agenda Item 6)**

**a)** No member of the public wished to speak.

**b)** There was no Police Liaison Officer (PLO) present.

There was no County Councillor present.

No District Councillor wished to speak.

**c) NONE**

**HC/2018/015 To receive and confirm the Minutes of the:  
Heritage Centre Committee Meeting on the 4<sup>th</sup> June 2018  
(Agenda Item 7)**

**It was RESOLVED** the Minutes of the NMTCHC Heritage Centre Committee (NMTCHC) Meeting of 4<sup>th</sup> June 2018 be accepted as a true and accurate record of that meeting with the following amendments:-

**a)** Andi Cooper should read Andy Cooper.

**b) HC/2018/007** Insert after Paragraph 2 - "The HC members of the NMTCHC felt that the additional currently vacant positions on the NMTCHC would be most valuable if they were filled by volunteers who had expertise in Tourist Information Centres (TIC), marketing and retail."

2 votes **FOR** 1 **ABSTENTION** 0 votes **AGAINST**

**HC/2018/016 Budget - Auditors Report  
(Agenda Item 8)**

Cllr Bate introduced an extract (see below), which concerned the Heritage Centre (HC) from the NMTC Internal Auditor's (IA) Report of June 2018. He explained that the figures still had to be finalised. He also advised the meeting that the time spent at the HC by Parks staff had not been recharged to the HC budget head, but that the Responsible Financial Officer (RFO) would be incorporating such relevant, appropriate recharges in future budget figures. He regarded these figures as starting figures, as to how much the HC operation costs, which would help to set targets for the HC.

**EXTRACT FROM NMTC INTERNAL AUDIT REPORT JUNE 2018  
RELATING TO NEW MILLS HERITAGE CENTRE 2017-2018**

<u>Income</u>		
Shop Sales - Heritage Centre	£	£
	12,041.39	
Donations - Heritage Centre	647.85	
	<u>          </u>	12,689.24
<u>Cost of Sales</u>		
Heritage Centre - Opening Stock	11,347.98	
Heritage Centre - Stock		
Purchases	6,328.28	
Heritage Centre - Closing Stock	<u>-3,919.95</u>	
		-13,756.31
<b>GROSS LOSS</b>		<u>-1,067.07</u>
<u>Expenditure</u>		
Heritage Centre - Wages & Salaries	2,747.14	
Heritage Centre Rent	4,799.24	
Heritage Centre Business Rates	1,304.80	
Heritage Centre - Electricity	1,184.21	
Heritage Centre - Gas	404.60	
Heritage Centre - Water	313.20	
Heritage Centre Phone & Broadband	683.34	
Heritage Centre - General Repairs & Maintenance	2,900.84	
Heritage Centre - Health & Safety	1,038.45	
Heritage Centre - Fire & Security	<u>1,526.95</u>	
		-16,902.77
<b>NET LOSS</b>		<u>-17,969.84</u>

There was concern about the term "NET LOSS" shown in the IA's Report but it was explained that this is normal accounting terminology.

The Clerk clarified the assets which, by law, NMTC are obliged to maintain and those, such as the HC, which NMTC choose to support.

There were concerns expressed about the cost of sales and whether goods were being sold at, or below, cost. The Clerk informed the meeting that the RFO would be looking at the report in more detail and that the report would be an Agenda Item at NMTC Full Council Meeting.

The Clerk explained that, with the new till system in place, it was now possible to extract cost of purchases and cost of sales far more accurately and highlight areas where more income could be accrued.

It was confirmed that the HC budget allocation for 2018-2019 was £30,000 and that stock requests had been processed and charged against that budget since April 2018.

A question was asked about a request for an item to be purchased from donations, but as yet this item had not been received, and also about an expected grant from High Peak Borough Council (HPBC) for a different specific item.

The Clerk reported that she had not been informed about the expected grant from HPBC; such grants should be reported to NMTC Full Council.

There was also an enquiry about a previous request for a separate bank account to be set-up for receipt of donations. Any such proposal would have to be put to NMTC Full Council.

There were some suggestions about how TICs deal with donations, but it was felt that specialist advice on how TICs work is necessary.

**It was agreed** that mechanisms to deal with applying for and receiving grants, and how effective TICs deal with donations should be Agenda Items at the next meeting.

### **HC/2018/017 Appointment of Advisers to the remaining places on the HC Committee (Agenda Item 9)**

Cllr Bate explained that when he drafted the Terms of Reference for NMTCHC it was his intention that the additional places would be used to ask members to join, usually on a temporary basis, who could advise on specific issues such as TIC specialists and specialists in applying for museum funding, as required.

These positions on the NMTCHC would be voluntary and unpaid.

**It was RESOLVED** that, following enquiries, details of possible temporary Committee members for the 2 additional places would be circulated to NMTCHC members before the next meeting and that this would be an Agenda Item at the next NMTCHC meeting.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

**HC/2018/018 Appointment of paid Heritage Centre Administrator - to include Job Description (Agenda Item 10)**

Cllr Bate introduced a Job Role, Responsibilities and Qualifications document for the HC Administrator's Job (see below) to the meeting, for consideration.

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**[Job Title]**  
NMHIC Co-ordinator

**Reports To**

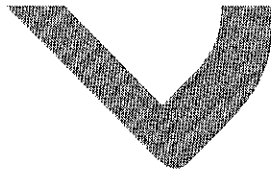
The Co-ordinator will report on a day-to-day basis to the Town Clerk and on a monthly basis to the HIC Committee.

**Job Overview**

To be responsible for the day-to-day running of the New Mills Heritage and Information Centre. The Centre is funded and supported by New Mills Town Council and this post will be a member of Council staff. The salary for this post will be ..... and the working hours will be ..... Conditions of Service will be .....

**Responsibilities and Duties**

- to organise the volunteer rota effectively and provide cover for all published opening hours whilst supporting the volunteers in their tasks
- to assist in the provision of training for volunteers in all aspects of the Centre's operation, enabling them to deal effectively with all enquiries from the public and other agencies
- to monitor the condition of the building and (in liaison with the Clerk) to arrange maintenance as appropriate and to liaise with caretaking staff with regard to cleaning requirements
- to maintain a locking/unlocking rota as required for full availability of premises, especially in unsociable and out of hour use.
- to develop and implement an Information Policy for the Centre (in liaison with the Committee) and to ensure the availability of material to support that Policy
- to ensure the internal local information files are kept up to date and that adequate displays of that information are provided
- to maintain stocks and arrange deliveries of kitchen supplies; publications; gifts and confectionary whilst liaising with the Clerk and Committee to ensure proper pricing of goods
- to develop new merchandise ideas and source supply to provide a range of appropriate and attractive merchandise for visitors
- to take a lead in recording and analysing visitor numbers and to implement continuous visitor surveys that will assist the Committee and Council in understanding its actual and potential customers
- to develop (in liaison with others) the Centre's Facebook page and effective use of social media whilst contributing to the general promotion of the Centre and all of its activities
- to liaise with the Clerk and Committee in order to take advantage of relevant training opportunities which would help to develop their practice
- to collaborate with the honorary curator in promoting the Centre's Heritage Collection and the Honorary Education Officer in developing learning opportunities that the Centre has to offer



### Qualifications

Provide a bullet point list of the qualifications that are necessary for someone to fill this position.

The post-holder will:

- need to display a good general level of education but will not require any specific academic qualifications
- (preferably) have experience of tourism/ marketing work in a customer-facing role.
- have experience of setting goals/ key performance indicators and knowing how to use them to assess organizational performance.
- prove that they are well-organised, presentable and able to converse with a range of customers on a range of subjects.
- know or be willing to learn about the local area and its diversity.
- show that they value heritage and its importance/ contribution to local tourism.
- show that they can value and empathize with all volunteers and act as a representative for their interests.

He had circulated the document, which incorporated the most relevant points from the old job description and suggestions from the volunteers, prior to the meeting. He felt that this document represented what would be realistic for the hours and remuneration which NMTC could offer, as there was no budget for an increase in the remuneration.

Discussion took place. Some concern was expressed about the amount of work involved for the allotted hours. It was suggested that the HC Administrator could devolve certain tasks to the volunteers, thereby enabling the HC Administrator to be more involved in planning for the future of the HC eg liaison with the local community, recruitment of volunteers and co-ordinating and arranging public exhibitions, rather than some of the day-to-day tasks.

The Clerk highlighted the need for policies to be implemented at the HC and that there were also training requirements for all volunteers eg Safeguarding. Training would be arranged by the Clerk.

In answer to a question about the process for a staff appointment the Clerk explained that the NMTCHC Committee Minutes would have to be prepared and approved, the job description and associated documents would have to go to the NMTC Staffing Committee for consideration, their Minutes would have to be prepared and approved and then this would be an Agenda Item for Full Council to take a Resolution.

**It was RESOLVED** that a bullet point would be inserted at the beginning of the Responsibilities and Duties document (above) stating that "Within these responsibilities the paid post-holder would be able to delegate specific tasks to volunteers, with their agreement, whilst retaining overall responsibility."

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

**HC/2018/019 Appointment of volunteer assistants - suggested job description and person specification (Agenda Item 11)**

As the Clerk and some members of the NMTCHC Committee had not received the suggested job description and person specification which had been prepared by volunteers at the HC.

**It was RESOLVED** that the suggested job description and person specification which had been prepared by volunteers at the HC be circulated to the Clerk and all members of the NMTCHC for consideration and that this matter be brought back to Committee as an Agenda Item.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

The Chair stated that volunteers could submit requests for Agenda Items to him initially.

**HC/2018/020 (see Agenda Item 9 above) (Agenda Item 12)**

**HC/2018/021 Business diagnostic (Agenda Item 13)**

Following the explanation that this is an annual document which should be completed by several people involved at different levels in Heritage organisations.

**It was RESOLVED** that are Cllr Bate, Andy Cooper and Judith Lanham were charged with completing the Business Diagnostic document and bringing it back, as a completed document, to the next NMTCHC meeting as an Agenda Item for consideration.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**



## **HC/2018/022 GDPR - List of volunteers (Agenda Item 14)**

Discussion took place about General Data Protection Regulation (GDPR). Suggestions were made as to how to implement this in relation to the HC, as it was important that all the volunteers understand what is required of them. It was thought a simplified checklist, prepared from the Town Hall, could be made available on site at the HC which the staff/volunteers could refer to would be useful. It was thought that a signed authority from each volunteer agreeing to the use of e-mail addresses (in relation to the HC only), as this is the principal mode of communication for HC matters, would be appropriate.

## **HC/2018/023 Schedule of Meeting Dates (Agenda Item 15)**

**It was agreed** that the NMTCHC would normally meet on the first Monday of the month at 16:00 in the Council Chamber of New Mills Town Hall.

There was discussion as to whether:-

- a)** Elected members who were unable to attend a meeting could ask a substitute elected member to attend that meeting on their behalf in order to enable the Committee to be quorate.
- b)** Whether the unelected, non-voting full members of the Committee could be counted as part of the quoracy.

Cllr Atkins wished it recorded that he would be checking the legality of having substitute elected members as he stated that historically substitutes had been allowed.

HC members of the NMTCHC are not able to nominate substitutes but they could ask another HC volunteer to bring forward any comments/suggestions relevant to the Agenda in the Public Section of the NMTCHC meeting.

The Clerk emphasised that only elected members could vote on financial matters.

**It was RESOLVED** that the Clerk be requested to contact the Derbyshire Association of Local Councils (DALC) for specific advice on the matters listed at **a)** and **b)** above.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

**HC/2018/024 Establishment of Friends organisation  
(Agenda Item 16)**

Following discussion.

**It was RESOLVED** that a more structured proposal for the establishment of a Friends organisation be brought to a future meeting.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

**10:38 It was RESOLVED** to close the meeting.

3 votes **FOR** 0 **ABSTENTIONS** 0 votes **AGAINST**

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