

**Arran Community and Voluntary Service
Minute of Board of Directors Meeting**

held on
Thursday 18th August 2011
at 7.30pm in the ACVS Office, Lamlash
(ACVS 3/477)

Present:

Arran CVS Board:

Rev. Elizabeth Watson (Chair)
Janet Lacey
Jorden
Bill Calderwood

Jim Lees (Vice Chair)
Muriel Park
Evelyn Sillars

Advisors: Colin Turbett (NAC Social Services)

In Attendance: Jim Nichols (ACVS Manager)
Helen Ross (ACVS Admin Assistant)

1. Welcome:

1.1 Welcome & Apologies

The Chair opened the meeting and welcomed those present.

Apologies were received from: John McGovern and Margie Currie

1.2 Arrangement of Business

The following items were tabled for discussion under Item 9:

- 1) Update on Citizens' Advice Service.
- 2) Ferry Committee Report

Colin Turbett advised that he would like to say a few words at the end of the meeting.

2. Minute of Previous Meeting:

The Minute of the meeting held on Wednesday 15th June 2011 was adopted as a true record.

Proposed: Jorden

Seconded: Muriel Park

3. Matters Arising

It was noted that any matters arising from the previous minute would be covered in the agenda.

4. Finance:

4.1 Bank Balances

The Manager distributed his Financial Report.

4.2 Statement of Accounts and Cashflow

The manager gave a report on finance and explained the figures. He added that the statement included accruals to September 2011 and the figures were on target with the budget.

The Manager also spoke of additional funding to be received for the current year:

in relation to the work carried out by Morag (Digital Switchover), and the funding provided for the Elderly Forum Digital Switchover event, and

from the SVA project to support our projects relating to 'Committed to Excellence' (EFQM).

These one-off payments would more than negate the loss of NACAS payments for use of the office in this financial year.

4.3 Expenditure Approvals

See under Item 8 – Building Project Update.

5. Correspondence: **5.1** Letter and certificate received from Digital Outreach conveying their appreciation of Arran CVS's involvement in raising awareness of the digital switchover and the Switchover Help Scheme.

Special mention was made of Arran Visual Arts and Jan MacGregor's manning of the Advice Point on Arran, which helped 56 people.

Janet Lacey mentioned that the Elderly Forum had found Morag Campbell's advice and information on the digital switchover very helpful.

The letter had also mentioned the possibility of Arran CVS working with Digital Outreach again, through their new business venture 'Convey', to assist in delivering projects related to health, wellbeing, social inclusion and other information programmes.

The Manager advised he would await further contact from 'Convey'.

6. Manager's Report:

The Manager read through his Report giving updates as necessary. Points arising were as follows:

Change Fund: The Manager explained that any funds awarded would have to be spent by 31st March 2012. He added that, as the money would be paid pro rata and almost half the year had already gone, the amounts to be paid would be significantly reduced.

He deemed this hold-up as unacceptable and had questioned the need to use the 41-page Service Level Agreement suggested by the NHS.

The Manager also spoke of TACT's intention to put in their own money and the possibility for Arran CVS to obtain match funding from LEADER.

Arran - Health Delivery Model: The Manager circulated a copy of the progress report, submitted to the CHP Forum meeting on 18th August 2011, regarding the review of health-care provision on Arran.

He advised that talks had taken place between the local health group and senior NHS representatives, but no detail was given as to what changes were to be implemented.

The Manager reported that a tele-conference, attended by the Health Reference Group to appraise endoscopy examinations being carried out on the Island.

7. Interface Development:

This item had been previously discussed in the Manager's Report.

The Manager advised there were no issues relating to the Interface which was working very well. A review meeting would take place on 13th September 2011.

8. Quality Matters:

The Manager informed the meeting that the assessment date for EFQM was 23rd November 2011. He advised of three projects to be undertaken in line with EFQM requirements as follows:

Building Project: The Manager advised that some remedial work was required following the Citizens' Advice Service's move to Brodick.

Jorden reported on the findings of the Property Sub-Committee:

- Signage: Jorden reported that the sign on exterior of building would have to be replaced and requested approval to obtain quotes.

Approval was granted and it was agreed that samples showing differing fonts, colouring, etc. would be submitted at the next Board meeting.

Approved
Action: Jorden

- Fabric of the Building: Jorden gave details of several areas requiring attention, e.g. redecoration of small office due to previous occupant's use of blu-tac, removal of metal box in small office, pipes in the toilet to be boxed in with a moveable cover, and attention given to the timber and cement exterior.

Jorden advised that the window timber was in a sad state of repair and the office door was stiff to open. He recommended that some thought be given to replacement of the door and window, with a wider door to allow wheelchair access.

Following discussion, it was suggested a double-glazed unit would be the preferred option with the possible erection of a wall to reduce the window size by half. Jorden was authorised to obtain estimates.

Action: Jorden

Future Use of Office: The Manager requested that the Board consider how they would like the extra office space to be used, i.e. tenant/no tenant, and report it to the next meeting.

Colin Turbett suggested the possibility that Carewatch may wish to use the office again in the future.

Finance Project: The Admin. Assistant gave an outline of information collected from Bank of Scotland and The Royal Bank of Scotland in response to her enquiries regarding online banking.

She found that terms and conditions were similar for both organisations and advised that the information received was available for perusal.

The Bank of Scotland now only offers Treasurer's accounts through Lloyds TSB and, although pay-ins could be made through Bank of Scotland these would take longer to clear.

The Royal Bank of Scotland has a local branch that can deal with all banking matters, therefore the Admin. Assistant recommended that Arran CVS open accounts with them.

Agreed

A letter listing details of directors must accompany any application to open an account with RBS.

Work on completing the application(s) will be done in September.

The Manager reported that Stuart Gough had retired and had sold the business to a Chartered Accountant from Glasgow who owned a holiday house on the island.

Following discussion, the Manager voiced his concerns that ACVS would have to present their accounts differently and would also have to pay more as Stuart Gough's successor was registered for VAT.

It was agreed that the Manager would look into the matter and a recommendation would be made at the September meeting.

Action: Manager

Communications Project: The Manager explained his intention to review and improve communications with local community groups.

He advised that this would involve contact various groups to identify what they wanted from Arran CVS.

**9. Business
From Item 1:**

9.1 The Manager reported he had been informed of the resignation of two of the three remaining Citizens' Advice volunteer advisors over issues regarding the inadequacy of the current venue. Their main concern being that confidentiality was compromised as people in the waiting area could hear what was being said in the interview room.

NACAS had written to Margie Currie stating their intention to meet with the volunteers in an attempt to resolve the situation.

The Manager also informed the meeting that NACAS had closed their Kilbirnie office and had moved premises at Saltcoats.

Janet Lacey reported she had received complaints regarding the opening hours and lack of privacy relating to the current Arran venue.

Evelyn Sillars mentioned that one of the key requisites of premises for an advice service was that it must be soundproof.

The Manager advised that Margie Currie was dealing with the matter.

9.2 Jim Lees gave a report on the Ferry Committee. He raised the subject of the Ferry Committee's minutes and the Community Council's push to have them made public, and explained that CalMac representatives spoke freely at Ferry Committee meetings, sometimes on sensitive issues, but agreed that it was important to get as much information out as possible.

He advised that representatives on the Ferry Committee had always been responsible for reporting back to their individual organisations but conceded that the current situation required to be addressed.

Bill Calderwood advised that the Community Council's representative felt very restricted in what he was allowed to report back from meetings and had also been unable to give any information on the questions to be sent to the Minister of Transport prior to his meeting with the Ferry Committee.

Jim Lees replied that the questions for the Minister were not classified and could have been imparted to the Community Council.

Bill Calderwood suggested better communication and more openness was required of the Ferry Committee, e.g. who was on it and who they represented.

Janet Lacey reported that a Ferry Committee representative was to attend meetings of the Elderly Forum.

Jim Lees also reported that funding was in place for the new pier and the work was expected to commence in 2013.

10. Date of Next Meeting:

The next meeting of **ACVS Executive Committee** will take place in **ACVS Office** at **7.30pm** on **Wednesday 21st September 2011.**

Elizabeth Watson submitted her apologies in advance of the meeting.

11. Close:

There being no further business; the Chairman thanked all for attending and closed the meeting at 9.00pm.

Colin Turbett spoke on his retiral and his move to a new post on the mainland.

The Chair thanked Colin for his invaluable input over the years and spoke of her hopes that a good relationship could be built with his successor.

SIGNED **Chairperson**

DATED