

West Cornwall Golf Club Ltd

Board Minutes

Monday 29 October 2018 commenced at 18:00

Present: Mr. J De-Seta (Chairman) [JDS], Mr. D Inch (President) [DI], Mr M Austin [MA], Mr N Morris [NM], Mr. T. Ruhrmund [TR], Mr I Coutts [IC].

Also Present: - Mr G Evans [SEC].

Agenda Item		Responsibility	By When
JDS 57.0	Apologies for Absence		
	Mr G. Wignall [GW].		
JDS 58.0	Minutes of the Last Meeting		
	23rd August 2018 58.1 These were signed by the Chairman as a true record of the meeting.		
JDS 59.0	Matters Arising		
	59.1 Minute 41.1 & 28.3 – The buggy policy document was sent out prior to the meeting. This was felt to be long and would need truncating. [Sec] advised that the intention was for him and [GW] to run through the scenario of visitors and members coming for buggies so there was a clear process. The policy would be the 'master' document. 59.2 Minute 50.2 - The Chairman's newsletter was sent out. 59.3 Minute 51.4 – A letter to Natural England was sent. 59.4 Minute 53.2 – Information relating to the juniors was sent to [IC]. 59.5 Minute 53.3 – visitor information was sent to [IC] and details provided in the previous Secretary's report. 59.6 Minute 54.2 – The Members have been advised with regard to the Board's decision on a refund of subscription not being made. 59.7 Minute 55.2 – The Pro shop are aware to tell Members and visitors that shirts should be tucked in on the course.		
JDS 60.0	Health & Safety		
	60.1 The H&S report was circulated prior to the meeting. 60.2 The Ferry Path work following the near miss incident needs to be agreed and included in the winter work plan. 60.3 A reply to the lady who brought this up will be made.	[Sec]	26/11/18
JDS 61.0	Captain's Committee Minutes		
	61.1 The Captain's Committee Minutes for 5 th September and 3 rd October were circulated prior to the meeting. 61.2 [Sec] advised that the compressor had been bought separately and a Member, Mike Masters had provided the casing at no cost, the green keepers have worked on this and sited it with Delve and Nankervis completing the electrical installation. The unit is therefore operational and has cost in the region of £400-£500. Thanks were recorded to the green keepers and Mike Masters. It was suggested that safety goggles might be supplied but this was not thought necessary although a safety sign will be put up in due course. 61.3 Confirmation was given that the Captain's Committee minutes would go to the Board prior to going out to the Members.	[Sec]	26/11/18

JDS 62.0	Accounts – Quarterly Review		
	<p>62.1 Paper 24/18 together with the figures had been circulated prior to the meeting.</p> <p>62.2 [MA] summarised the report and highlighted: -</p> <ul style="list-style-type: none"> • Other income was well in excess due to one-off events this year • Green Fee adjustments were made for County Week • The wedding in September was good and helps when considering the refurbishment. <p>62.3 It was considered that we need to look at membership numbers and try to maximise this revenue, which is the Club's main income.</p> <p>62.4 There had been no green fee offers this year so the income should reflect a higher rate paid per visitor.</p> <p>62.5 The 'housekeeping' for the finances was considered good and thanks were given to David Bishop for his role in setting up the systems.</p>		
JDS 63.0	Budget 2019		
	<p>63.1 paper 25/18 together with the supporting figures was circulated prior to the meeting.</p> <p>63.2 [MA] explained that this was the numbers following the agreed budget strategy paper put to the last meeting.</p> <p>63.3 The budget forecasts a surplus of £1,383 for the year.</p> <p>63.4 [MA] pointed out that the marketing budget had been set at £200 per month rather than £300 as quoted in the paper.</p> <p>63.5 The budget needs to be realistic and justifiable and that is what has been done. [MA] thanks Tracey Woodhams in the office for her work on this.</p> <p>63.6 Concerns were raised that we need to go to the AGM with a vision of what is happening in the future and what this would mean. Simply forecasting a small surplus with no other work going on is not the way forward.</p> <p>63.7 Asset sales were also mentioned. We have a number of 'non-land' assets such as paintings and the caricatures which could be realised but this would need to be approved by the Members.</p> <p>63.8 The budget produced had an increase to Full Members of £20 and it was explained that this would be pro rata (3%) for other categories. If this was more than the rate of rpi at December then it would have to be agreed by the Members.</p> <p>63.9 The Board would like to have 'stretch' targets on top of what the budget is showing.</p> <p>63.10 It was accepted that this budget was based on where we are now but that hopefully the ongoing work and ideas that the Board has will help with the future budget process.</p> <p>63.11 Marketing for weddings and functions was also part of the intended actions going forward, especially with the proposed upgrade to the Clubhouse.</p>		
JDS 64.0	Estate Management Report		
	<p>64.1 A meeting had been held with the owner of the Ferry House regarding licences to cross the course. This position remains under discussion.</p> <p>64.2 A meeting was held with Natural England regarding the Coastal Access Bill. This is a Government initiative and is expected to be in place by 2020. If the suggested route (Ferry Path) was changed we would have to come up with an alternative route. As the golf course is excepted land, meaning it would not be accessible to the public, then it was agreed that the proposed route was acceptable.</p> <p>64.3 quotes have been obtained from various firms and the existing contractor who has been working here has fixed one of the boilers and quoted for the replacement of the other. A gas safe certificate has been issued for this. The work is essential and the Club cannot afford not to do it. The existing contractor will also take on the annual maintenance and the contract with British gas will be terminated. There is an issue on how this is funded and [MA] will get together with [NM] to produce something on this.</p>	[MA]/ [NM]	26/11/18

JDS 65.0	Byelaws Review & Update		
	65.1 Paper 26/18 outlining the current position with the byelaws was circulated prior to the meeting. 65.2 The paper was approved with a further review in due course.		
JDS 66.0	Strategic Plan		
	66.1 An update paper was provided prior to the meeting, which included the Strategic Plan process. 66.2 A budget and timeline is needed to put 'meat on the bones' 66.3 [JDS] mentioned that the existing computer systems were not fit for purpose with an upgrade needed. 66.4 It was agreed to arrange a day in November to have a meeting and [JDS] asked everyone to advise him of dates they would be available. [TR] advised he would be unable to get time off work to attend a meeting.	Directors	5/11/18
JDS 67.0	Flexible Membership		
	67.1 A paper was provided detailing a Flexible Membership proposal. 67.2 [JDS] summarised the paper and explained that this 'membership' would fill the gap between Full & Lifestyle Members. 67.3 A meeting with Club Systems, the current software and hardware provider took place today (Monday 29 th October) as well as a telephone 'conference call' with an online presentation from Intelligent Golf who are another provider. 67.4 [JDS] felt that Intelligent Golf was a simpler system but that it was not worth the extra cost involved to change providers. 67.5 The additional cost with Club Systems would be an additional till in the pro shop which would cost around £3,000. This could also double up in the bar when we have busy functions. 67.6 The purpose of the Flexible Membership would be to attract new members but structured in a way that Full membership remains the preferred option for those playing regularly. 67.7 There are a lot of players that want 9-hole or social golf only and are not too worried about competitions. 67.8 The thought was to introduce this category in June 2019 and it will need to be refined and marketed before then and form part of an Open Day. 67.9 In principle, the introduction of a Flexible Membership was agreed.		
JDS 68.0	Junior Development Initiatives		
	68.1 An update paper was provided prior to the meeting, which included the Junior Development details. 68.2 The paper detailed that initiatives are in place to try and increase the junior take-up. This includes approaching local schools and Nick Brewaeys also utilising the Golf Access programme.		
JDS 69.0	Hayle Driving Range & West Cornwall Driving Range		
	69.1 This matter is commercially sensitive and forms part of the confidential minutes.		
JDS 70.0	Website Development/Review		
	70.1 A web site review paper was circulated prior to the meeting. 70.2 It was agreed that initially a cleanup of the site should be done and that we stay with Club Systems. [TR] intends to have this done by January 2019. 70.3 The long term aim is to make the website the hub of the Club and a place that Members will regularly visit. This would mean regularly updating the site. It had previously been suggested that an intern from Truro College be utilised but [JDS] had contacted the College and had no feedback on it. 70.4 [TR] will assess what is needed and the membership should be approached	[TR]	Jan 19

	for their ideas. It was further suggested that there is a 'working group' of Members to drive this forward.		
JDS 71.0	Bar Refurbishment		
	71.1 It has been agreed that a company will be instructed to produce some designs and concepts regarding the possible bar refurbishment.		
JDS 72.0	Maintenance Strategy		
	72.1 This matter was deferred until the next meeting	[NM]	26/11/18
JDS 73.0	Member Satisfaction Survey		
	73.1 An update paper was provided prior to the meeting, which included a Member Satisfaction Survey. 73.2 [JDS] confirmed that England Golf would help with the survey but that we would need to have a subscription Survey Monkey account. We will use the 2015 survey to try and assess the changes there have been. 73.3 It was suggested that an annual survey should be undertaken. 73.4 It is hoped that the survey will be sent out in this calendar year.		
JDS 74.0	Secretary's Report		
	74.1 The Secretary's Report was circulated prior to the meeting and covered membership numbers, the bar report and a flash report on the accounts as at the end of September. 74.2 There were no additional questions.		
JDS 75.0	Correspondence		
	75.1 A letter had been received from Sally Moon regarding the decision not to refund her subscription when she had not been able to play due to ill health. This was outside the scope of the 'Incapacity Policy'. It was agreed that a refund of £100 be made together with a £50 top-up on a bar card and social membership for Mrs Moon would be offered. 75.2 A request for a financial contribution regarding work on Fat Lane had been received. It was not thought to be appropriate and a response will be drafted and sent to [Sec] to send out.	[Sec]	26/11/18
JDS 76.0	Any Other Business		
	76.1 It was agreed that Carole Lack provide a bench in memory of Malcolm. The position on the course will be decided. 76.2 [MA] will look into valuations on the trophies and artwork which was last done in 2012.		
JDS 77.0	Date of Next Meeting		
	Monday 26 th November 2018 6.00pm. Meeting closed at 9.15pm.		