

## **CASTLEREAGH BOROUGH COUNCIL**

Minutes of the proceedings of the Castlereagh Hills Golf Club Board held, in committee, in the Castlereagh Hills Golf Club Board in the Boardroom of Castlereagh Hills Golf Club on Friday, 18<sup>th</sup> January 2008 at 10.30 a.m.

PRESENT:-  
Alderman J White  
Councillor Mrs M Chambers  
Councillor Henderson (in the chair from 11.30 a.m.)  
Councillor T Jeffers (in the chair until 11.30 a.m.)  
Councillor G Robinson  
Councillor J Spratt

IN ATTENDANCE:-  
Director of Leisure Services, General Manager of Marketing & Leisure, Business Manager, Parks Section Manager, Golf Club Secretary/Manager, PR & Marketing Manager and Assistant Members' Services Officer

APOLOGIES:-  
Apologies were recorded on behalf of Councillors Henderson, Cochrane and Hanvey.

### **GCB/2008/01 : MINUTES**

Tabled:- Minutes of the Castlereagh Hills Golf Club Board meeting held on 21<sup>st</sup> December 2007 (copy enclosed)

Following discussion, it was

RESOLVED:- That, the minutes of the Castlereagh Hills Golf Club Board meeting held on 21<sup>st</sup> December 2007 be accepted as a true and accurate account of the proceedings that took place.

## **MATTERS ARISING FROM THE MINUTES**

### **GCB/2008/02 : SNAGGING LIST**

(Minute Ref No: GCB/2007/357 refers)

The Director informed Members that the contractor was refuting that he had lost savings interest on the outstanding amount of monies being withheld by the Council.

She added that the Council was arguing that the defects were ongoing as a result of Scott Wilson's negligence and that an amount of £8,000 would be retained until the snagging list had been signed off.

The Golf Club Secretary/Manager outlined details of the remaining snags. She referred to the Golf Club landing window, which had evidence of broken glass and advised that the company who had installed the window had insisted that the damage had been caused by an impact inside the building.

She went on to state that an independent glazier's report was being sought, as a member of staff had heard a crack from the window but had not observed anyone standing in close proximity.

The Director commented that it was important to note that the crack was on the inside of the window and therefore had not been consistent with damage sustained by a golf ball impact.

She stated that, in her view, it was up to Scott Wilson to resolve the matter as they had been engaged to oversee the project and she wanted to ascertain that Scott Wilson had not sub-let the glazing of the facility to a sub-contractor.

The Golf Club Secretary/Manager finally added that the stained formica work-tops in the ladies' toilet was being progressed by the Capital Projects Officer.

Noted.

### **GCB/2008/03 : SECURITY**

(Minute Ref No: GCB/2007/356 refers)

Councillor Spratt queried the wording of the resolution of the minute and stated that it was his understanding that no authority had been given to Officers to implement an alarm response service at the Golf Club.

The Director referred to the lengthy discussion that had ensued and she felt that Members had taken on board her concerns in relation to the remoteness of the Golf Club location and had subsequently accepted the need for a morning call out response to an alarm.

Councillor Spratt wanted the present arrangements to stand until a holistic approach had been agreed to the security issue.

The Director responded that the Council had transferred the risk and it had been cheaper to employ Group 4 than to carry out the work "in-house".

The General Manager informed Members that a tender document had been advertised to address the alarm needs for each of the Council's 5 leisure facilities.

The Director advised that this tender could be rolled out into other departments and elements and stated that the Leisure Services Department had taken the lead in central procurement.

Councillor Spratt commented that the current system was not cost-effective and felt that it may be financially viable to employ someone to carry out the duties. However, he agreed that the duty of cash collection needed to be carried out by one company throughout the Council's five Leisure facilities.

The General Manager referred to discussions with the Director of Administration & Community Services in which she had requested that the Civic Offices were dealt separately from the Council's other facilities because of the Corps Commissionaires' presence.

Members then discussed the cost implications of the current security provision and Councillor Spratt reiterated that the Council needed to implement the best and most cost effective approach to benefit ratepayers, whilst ensuring that health & safety measures were in place to protect Council staff and maximising economies of scale.

Councillor Chambers expressed concern that, as Mayor, she would be signing the Annual Tenders in the coming week and asked how Officers were intending to roll the contract out. She then expressed concern in relation to the issue of central procurement and the delay in its progress and concurred with Councillor Spratt's comments.

Councillor Spratt advised that the Chief Executive had informed him that the Council did not operate a Central Procurement Unit and that the Administration Department were overseeing the tender process, and he expressed concern that each department was operating their own procedure.

The Director referred to the September Management Team meeting when it had been agreed that the issues of security and cleaning would be looked at holistically and the Director of Administration & Community Services had since been appointed as the Central Collator of the Council's Central Procurement Unit. The new procedures meant that the Director of Administration & Community Services would collate the specification and all Managers/Directors would be given an opportunity to add/amend the information before it was publicly advertised.

Councillor Spratt stated that he would speak to the Chief Executive to ascertain that the tender process would be carried out collectively.

He then suggested that the successful tendering security company should service every Council facility, including the Civic offices, which would save costs on staff call-outs, with the first point of call being the Director or Senior Manager.

Councillor Jeffers concurred with these comments.

At this point in the discussion, the Parks Section Manager then referred to the quotation for a fail active remote controlled gate system and reported that he had received a ballpark figure of £20k which would include remotes and electronic eyes.

Councillor Robinson asked the Officer to speak with him at the close of the meeting, when he would forward the name of other suppliers for additional quotations.

Councillor Spratt indicated that the fact that the Golf Club did not close at the same time every night would be a problem for a security company and he reiterated his view that this function should be included in employees' job descriptions, as was the case in the private sector.

The Director responded that the Council were bound to carry out a risk assessment for every post and it was easier in risk management terms, to transfer this risk, than to pay Golf Club staff to carry out the task.

Councillors Chambers and Spratt felt that it maybe more cost effective to risk the consequences of any action, rather than transferring the risk to another company.

Councillor Chambers reiterated that there would be less of a risk if better lighting was installed along the Club driveway and entrance. She empathised with the staff's concerns but felt that improved lighting would reduce the fear factor and would mitigate the Council in the future, should an incident occur.

Councillor Robinson referred to the potential under spend in the Service Level Agreement estimates and suggested that the Golf Club Board authorise the spending to come from this expenditure.

Councillor Chambers stated that better lighting would minimise any risks to staff and she asked Officers to bring back costings for better lighting installations.

**RESOLVED:** - That, Officers be instructed to bring back costings for better lighting installations at the Golf Club entrance and along the driveway down to the Clubhouse, which would allay employees' fears and minimise any risks.

Furthermore, that the expenditure for the works be funded from the potential underspend in the Service Level Agreement estimates.

**GCB/2008/04 : STAFF UPDATE**

The Golf Club Secretary/Manager informed Members that the Facility Supervisor and Commis Chef would soon be in post.

Noted.

**GCB/2008/05 : MINUTES OF THE GENERAL COMMITTEE**

Tabled:- Minutes of the Castlereagh Hills General Committee of 30 November 2007 (copy previously circulated).

Noted.

**MATTERS ARISING FROM THE GENERAL COMMITTEE MINUTES**

**GCB/2008/06 : COUNCILLOR CHAMBERS - APOLOGY OMITTED**

Councillor Chambers stated that she had submitted an apology for the January General Committee meeting, which had not been recorded.

RESOLVED:- That, Members' Services Officers ensure that Councillor Chambers' apology is recorded on the basis that it had been omitted in error.

**GCB/2008/07 : GREEN FEE SAVERS**

(Minute Ref No: GCGC/2007/161 refers)

Following discussion, it was

RESOLVED:- That, the Golf Club Secretary/Manager be instructed to find out more information in relation to this promotional letter for the next meeting of the Board.

**GCB/2008/08 : GOLF CLUB PRESIDENT**

(Minute Ref No: GCGC/2007/154 refers)

Alderman White informed Members that the Golf Club were appointing a new President for the forthcoming term but were planning to make Alderman PD Robinson MP MLA an Honorary Life Member of Castlereagh Hills Golf Club.

Noted.

### **GCB/2008/09 : REQUEST FOR CLUB ACCOUNTS**

(Minute Ref No: GCGC/2007/164 refers)

Councillor Robinson referred to this minute and stated that any member of the public who wished to inspect the Council's Accounts during the set inspection dates could do so, only if they were resident within the Castlereagh Borough. Furthermore, he reiterated that the public could only view the records and would not be able to obtain copies of the accounts.

Noted.

### **GCB/2008/10 : SIGNAGE ON FAIRWAYS**

(Minute Ref No: GCGC/2007/168 refers)

Councillor Robinson referred to the content of the minute and asked for further clarification of its meaning.

The Parks Section Manager responded that the minute related to the sand slitting works, but he would ensure that it was worded in such a way to avoid confusion.

Councillor Robinson then referred to the Golf Professional's contract and the Director advised that the matter would be looked at to ensure that anyone providing cover, in the absence of the Golf Professional, had been subject to PUCCA checks.

RESOLVED:- That, the Parks Section Manager will ensure that the wording of minute no: GCGC/2007/168 is amended to avoid confusion of the meaning.

### **GCB/2008/11 : GENERAL COMMITTEE MEMBERSHIP**

Councillor Chambers stated that the General Committee had originally been set up to ensure that Elected Members were in the majority. However, she was now concerned to note that committee decisions were being taken with only one Elected Member in attendance, although she appreciated that there were numerous Council Officers on the Committee.

Councillor Robinson confirmed that he would be attending the General Committee meetings from now on.

The General Manager recommended that the General Committee meetings be held bi-monthly as had been constitutionally agreed and Members agreed that this suggestion was the best way forward.

At this point in the meeting, Councillor Henderson entered at 11.30 a.m.

Councillor Robinson suggested that in future, there maybe merit in including a representative from the Youth Section on to the General Committee.

The Golf Club Secretary/Manager commented that the Golf Club's AGM would be held in March and she would ensure that this matter was brought up.

RESOLVED:- That,

- (a) Following the February meeting of the General Committee that the meeting will revert back to a Friday afternoon on a bi-monthly basis with the next meeting being held in April.
- (b) The Golf Club Secretary/Manager to raise the matter of a representative from the Youth Section being appointed on to the General Committee at the Golf Club's AGM in March.

### **REPORT FROM THE BUSINESS MANAGER**

#### **GCB/2008/12 : FINANCIAL TRADING ACCOUNTS**

The Business Manager outlined the current trading position for the Golf Club for December 2007 as previously circulated.

Councillor Robinson referred to the estimates for the coming year and the Business Manager confirmed that she would be using actual figures to profile expenditure and income for the next year, rather than basing them on notional figures.

Councillor Robinson again asked if the Officer could clarify the costs incurred for Fixed Plant R&M.

The Business Manager responded that Fixed Plant R&M covered everything that was fixed to the actual building.

At this point, Councillor Robinson wished to congratulate the Golf Club Secretary/Manager for her excellent work in achieving the fantastic position that the Golf Club was now at. He also referred to her success in motivating staff and thanked her, as a Member of the Golf Club Board.

The other Board Members wished to echo these sentiments.

Councillor Robinson then congratulated the remaining Officers for their endeavours and hard work over the past year.

The Business Manager reported that the Golf Club restaurant had made a surplus during the month of December, although highlighted that these figures did not include utility costs.

The General Manager again commented that these figures reflected the hard work that the Golf Club Secretary/Manager had carried out with regard to the organisation of the Christmas Parties. The Director also reminded Members that the Club had still registered a surplus despite the power cut incident in December when substantial food and bar sales had been lost.

Councillor Robinson commented that if the Golf Club were to hold an event once a month, he believed that customers would return and it would be well supported.

Alderman White commented that any feedback he had received in relation to the New Year's Eve event had been excellent.

Councillors Chambers and Henderson congratulated the Officers for their achievements and asked that they pass on the Board's thanks to the floor staff in recognition of their hard work

RESOLVED:- That, the Officers convey the thanks of the Golf Club Board to the restaurant and floor staff in recognition of their hard work.

### **REPORT FROM THE GOLF CLUB SECRETARY/MANAGER**

#### **GCB/2008/13 : FACILITY CLOSURE**

Members were informed that the Golf Club had closed on 4<sup>th</sup> and 5<sup>th</sup> January 2008 due to the adverse weather conditions, which had rendered the course unplayable.

Noted.

#### **GCB/2008/14 : SEWAGE PUMPS**

The Business Manager sought Members' authorisation to issue a contract to Drilling & Pumping Solutions to carry out quarterly inspections on the sewage pumps at a total cost of £750, which would include a call-out charge.

The General Manager explained that the pumps had never been maintained and 12.5 tonnes of grease and excess waste was being pumped uphill on a daily basis. However, the Golf Club Secretary/Manager clarified that Officers were currently looking at different ways to manage the waste problem and would report back to a future meeting of the Board.

RESOLVED:- That,

- (a) Officers be authorised to issue a contract to Drilling & Pumping Solutions to carry out quarterly inspections on the sewerage pumps at a total cost of £750.00, with the proviso that there is adequate expenditure in the estimates and that the contract is for one year only as it will eventually be included in the central procurement process.
- (b) Officers maintain signed records and monitor the work to the pumps to ensure servicing has been carried out.
- (c) Officers, in the interim, look at various ways to manage the waste and to report back to a future meeting of the Board with their findings.

#### **GCB/2008/15 : BUGGY HIRE**

Members were informed that there were no buggies hired out for the month of December 2007.

Councillor Robinson asked if any profit from income generated by buggy hire was being lodged in a bank account with a view to eventually purchasing buggies for the Club from the accrued funds.

The Director responded that at the General Committee, it had been recommended that Officers look at the overall deal and there had been some discussion in relation to option buying several buggies which required replacement.

The Business Manager confirmed that the Club now only had one buggy for hire instead of the original four at a cost of £100 per month, but she reiterated that the Council had an agreement with the hire company that the Club would only pay for 9 months hire out of a 12-month period, which offset the winter months when the buggies were not in use.

The Golf Club Secretary/Manager stated that she would investigate the position with other Golf Clubs in relation to buggy hire and would report back to the Board.

RESOLVED:- that, the Golf Club Secretary/Manager investigates the position with other Golf Clubs in relation to buggy hire and will report back to a future meeting of the Board.

### **GCB/2008/16 : UPDATE ON MEMBERSHIP NUMBERS**

Members were informed that the total membership figure stood at 308 at the end of December 2007.

Although Members expressed concern, Officers commented that this situation was being looked at and they were working on a Development Marketing Plan based on increasing membership by another 50 members.

Councillor Robinson referred to the impending closure of Knock Golf Club and Councillor Henderson suggested inviting members of Knock to Castlereagh Hills for an Open Day.

The PR & Marketing Manager stated that Officers were carrying out a 37k promotional mail shot in the Knock area to advertise the “no membership fee” promotion.

Councillor Robinson, however, felt that if the Knock Golf Club members were not directly targeted, the Council would have missed an excellent opportunity as there would be a lot of competition from other Golf Clubs wishing to further their membership.

The General Manager commented that once the sand slitting improvements had taken effect, the excellent condition of the course would also draw members to the Club.

Noted.

### **GCB/2008/17 : GOLF PROFESSIONAL LESSONS**

Members were informed that there were no golfing lessons conducted during December 2007.

Noted.

**GCB/2008/18 : NUMBER OF STAFF USING THE COURSE**

A breakdown of the number of staff using the course had been previously circulated for Members' information.

Noted.

**GCB/2008/19 : RECORD OF ALARM CALL-OUTS**

The Golf Club Secretary/Manager informed Members that there had been one alarm call-out to date.

Noted.

**GCB/2008/20 : COMMENT CARDS**

RESOLVED:- that, Officers will ensure that Comment Cards are distributed to restaurant customers.

**GCB/2008/21 : MEMBERSHIP PACKAGES**

Members were informed that Officers were currently confirming packages and discussing administration of the new proposals and the Board would be kept updated.

Noted.

**GCB/2008/22 : GOLFING EVENTS 2009**

The Director reported that the GUI had requested use of the course on 17<sup>th</sup> May 2009 for the Irish Mixed Foursomes – Qualifying.

Councillor Henderson asked that Officers commence advertising and promoting the event as soon as possible and the PR & Marketing Manager agreed to include an article on the event in the ??? magazine.

Councillor Robinson also asked that Officers make provision in the drainage works programme to ensure that the course will be in prime condition for the event.

RESOLVED:- That, the Golf Club Board approves the GUI booking for the 17<sup>th</sup> May 2009 and that Officers ensure that advertising and promotion of the event commences as soon as possible.

**GCB/2008/23 : GOLF CLUB CORRESPONDENCE**

Councillor Chambers referred to the procedures in place in relation to correspondence addressed to the Golf Club and did not feel that the first port of call should be the Golf Club Secretary.

However, Alderman White and Councillor Henderson informed her that it was usual practice in the golfing fraternity for all correspondence to be addressed to the Secretary and reiterated that following receipt, it would be tabled at the following General Committee.

Noted.

**GCB/2008/24 : GOLF CLUB AGM**

Members were informed that the Golf Club AGM would take place on Saturday 8<sup>th</sup> March 2008 at 12.15 p.m. and would be hosted by Council Officers who would give a course update and hold a question/answer session prior to the commencement of the meeting.

Noted.

**REPORT FROM THE PR & MARKETING MANAGER**

**GCB/2008/25 : SHOPPING CENTRE PROMOTIONS**

The PR & Marketing Manager referred to the forthcoming shopping centre promotions.

Noted.

**GCB/2008/26 : LETTER BOX MAIL SHOT**

Members were informed that a mail shot would be distributed to 35,000 homes and businesses during the third week in January 2008.

Noted.

**GCB/2008/27 : MEMBERS' MAIL SHOTS**

A mailer to Club Members promoting the new membership package options will be circulated during the first week of February 2008.

Noted.

**GCB/2008/28 : HOTELS PROMOTION**

The PR & Marketing Manager reported that a joint Castlereagh Hills/La Mon hotel promotion would take place from 1<sup>st</sup> February 2008.

She also indicated that a leaflet which had been designed specifically for hotel distribution was being printed which would be available at the Ramada and Stormont hotels.

Noted.

**GCB/2008/29 : LEISURE/COMMUNITY CENTRE PROMOTIONS**

Members were informed that posters promoting the new "No Joining Fee" campaign would be displayed at each of the Council's leisure and community centres.

Noted.

**GCB/2008/30 : COOL FM GIVEAWAY**

The PR & Marketing Manager informed Members that a promotion had been booked with Cool FM for February.

Councillor Chambers suggested that the Officer contact Radio 105 fm with a view to holding a similar promotion, and Councillor Robinson commented that he would also contact Alan Simpson from Radio Ulster.

**RESOLVED:-** That, the Golf Club Board approve the February Giveaway promotion with Cool FM, and Officers contact Radio 105fm to ascertain if they would be willing to run a similar promotion.

Furthermore, that Councillor Robinson would contact Alan Simpson from Radio Ulster in relation to the same matter.

**GCB/2008/31 : RESTAURANT PROMOTION**

RESOLVED:- That, Officers be authorised to promote the “Kids eat free” promotion for Friday and Saturday between 4.00 p.m. and 7.00 p.m.

**GCB/2008/32 : EVENTS PROGRAMME**

The PR & Marketing Manager referred Members to the content of her report in relation to the success of the Christmas and New Year’s Eve events. She stated that a Special Valentine’s Night meal promotion with disco was being organised. She went on to refer to the potential income that could be generated from holding monthly events, and suggested that bands could be hired for special occasions.

Following discussion, it was

RESOLVED:- That, the PR & Marketing Manager would prepare a report detailing costings etc for the forthcoming Special Meeting of the Golf Club Board.

**SUPPLEMENTARY REPORT FROM THE PR & MARKETING MANAGER**

(copy circulated at meeting)

**GCB/2008/33 : TEMPORARY MEMBERSHIP/PROMOTIONS SUPPORT**

The PR & Marketing Manager drew Members’ attention to the content of her supplementary report and following agreement, it was

RESOLVED:- That, the Golf Club Board authorise the use of casual temporary support for a period of 8 weeks from 1 February to 31 March 2008 at a cost of £2500 to provide additional marketing and administrative support to the PR & Marketing Department.

**ANY OTHER BUSINESS**

**GCB/2008/33 : STOCK FENCE**

In response to a query from Councillor Spratt, the Parks Section Manager confirmed that the stock fence had been erected.

Noted.

**GCB/2008/34 : SPECIAL MEETING OF THE GOLF CLUB BOARD**

Following agreement, it was

RESOLVED:- That, the date of the Special Golf Club Board meeting would take place on Wednesday, 30<sup>th</sup> January 2008 at 5.30 p.m. with a hot meal of fish and chips being provided from 4.45 p.m onwards.

**GCB/2008/35 : MARCH MEETING OF THE GOLF CLUB BOARD**

The Director informed Members that the March meeting of the Golf Club Board was due to happen on Good Friday, which was a public holiday for the Council.

Following discussion, it was

RESOLVED:- That, there would be no meeting of the Golf Club Board on Friday, 21<sup>st</sup> March 2008, however should there be any urgent business requiring discussion, a Special Meeting would be called in liaison with the Director of Leisure Services and the Chairman of the Board.

**GCB/2008/36 : NIE POWER FAILURE**

The General Manager stated that he had now received confirmation from NIE outlining that they would not be offering any compensation for the recent power failure during one of the Christmas Party Nights which subsequently impacted on the Golf Club's income from food and bar sales.

He went on to say that NIE had not disclosed any details in relation to the reasons for the power failure.

Noted.

**GCB/2008/37 : JOBSFAIR - DISPLAY OF POSTERS**

The General Manager referred to a response from the Jobs & Benefit Agency with regard to the failure of the Holywood Road Jobmarket branch to display a poster advertising the Council's recent Jobsfair. The correspondence outlined that the Agency would be reviewing its policy in future to ensure this would not happen again.

Noted.

**GCB/2008/38 : VALUCABS - INVOICE**

The Golf Club Secretary/Manager reported that an invoice had been received from Value Cabs totalling £40.00 for transporting staff home following the Christmas Party Nights.

RESOLVED:- That, the Golf Club Board authorise the payment of the invoice from Value Cabs for £40.00 in respect of taxi fares for the transport of those staff without vehicles who worked during the Christmas Party Nights.

As there was no further business, the meeting concluded at 12.30 p.m.

SIGNED:- \_\_\_\_\_  
CHIEF EXECUTIVE

SIGNED:- \_\_\_\_\_  
CHAIRMAN