

Malvern Hills Trust
Covid 19 Contingency Committee
Meeting (video conference)
Friday 3rd July 2020 at 4 pm

Re-opening of Manor House public desk

Malvern Library will be unable to sell MHT Levy Payers' passes due to restrictions on cash handling during the first phase of their reopening.

MHT office will therefore continue to offer an online/ email/ telephone service for the public and will re-open reception from Tuesday 7th July on reduced hours. Payment will be by card (cash will be taken if that's the only option but will not be encouraged).

These notes outline the plan for reopening, including action points.

Opening hours

Monday – closed to the public
Tuesday – 10.00am to 12.45 pm
Wednesday – 10.00am to 12.45 pm
Thursday – 10am to 12.45 pm
Friday – 10.00am to 12.45 pm

(12.45 pm advertised to allow closure by 1pm.)

Staffing

Two of the administration volunteers have offered to do a morning each which is an enormous help. In addition, Emma Herbert will work 12 hours a week over three mornings for the 4 weeks to 31st July 2020. This should enable the online applications to be processed, the phones to be answered and the front desk to be covered, in addition to the routine daily tasks.

The proposed rota is as follows:

Day	Reception Desk / Phone	Emma Herbert Online Passes/ Phone Support
Monday	Cindy - Closed to the Public	9.00am to 1.00pm
Tuesday	Cindy/ Lisa or Cheryl	9.00am to 1.00pm
Wednesday	Cindy/ Lisa or Cheryl/ Beatrice (volunteer)	
Thursday	Cindy/ Audrey (volunteer)	
Friday	Cindy	9.00am to 1.00pm

Office Space / computers

Once the public desk is open, staff will need to be in the front office. However, social distancing will still be required. The following arrangements are to be put in place:

- Cindy to move onto Cheryl's old desk
- Emma/Volunteers to use Emma's old desk in admin office

- Lisa & Cheryl continue to share Lisa's old desk (with green screen drawn)
- Windows to be open at all times
- Workstations to be cleaned down at the start and end of each day

Reception area

A Perspex screen has been installed on the reception desk. The following guidelines will be followed:

- Only one person will be allowed in at a time
- Hand sanitiser will be placed on the front desk, public to be asked to use it on entry
- Door will be propped open to allow visibility inside and circulation of fresh air
- Reception area will be cleaned every morning and lunchtime
- Surfaces will be regularly wiped down during the morning
- Signs will be put up asking people not to linger and to deal with all other matters by phone/email
- One chair in corner by window
- All leaflets, books etc removed

A risk assessment addressing the risks arising from reopening to the public is attached.

All of these arrangements will be reviewed after 1 month.

Cost of reopening

The estimated cost for the first month of reopening is £839:

	£		
Staff costs	470		
Perspex screen	219		
Signs, markers etc	50		
Hand sanitiser	70		
PPE & cleaning materials	30		
	<u>839</u>		

Duncan Bridges
Chief Executive Officer
29th June 2020

Malvern Hills Trust

Risk assessment – reopening of Manor House to the public after lockdown

MHT plans to re-open the Manor House public desk from 7th July 2020. There exists a legal responsibility to protect employees and visitors to the office. This risk assessment covers the specific COVID-19 related risks arising from the reopening.

What is the hazard?	Who might be harmed and how?	What are you already doing to control the risk?	What further action do you need to take to control the risk?	Who needs to carry out the action?	When is the action needed by?	Done
Spread of COVID-19 virus in the air from visitors	Employees	Erect Perspex screen on reception counter	Complete the screen	DB	6/7/20	
		Keep windows open at all times	None			
		Keep front door open at all times	Mechanism to prop door open needed	CG/DB	1/7/20	
			Put signs up listing symptoms and asking people not to enter if they have any symptoms	CG/CP	1/7/20	
		Allow one visitor in at a times	Signs put up	CG & CP	6/7/20	
Spread of COVID-19 virus on cash	Employees	Request contactless card payment first		CG	1/7/20	

		If only cash available, staff to wear disposable gloves when handling	Disposable gloves placed on counter Staff advised			
Spread of COVID-19 on surfaces	Visitors	Clean reception surfaces thoroughly before opening	Buy cleaning materials and PPE for staff	CG	1/7/20	
		Wipe down surfaces regularly during opening hours				
Staff in contact with infected person instructed to isolate through track and trace	Employees	Limit the time people can spend in reception	Signs as above Notes prepared to hand out to those who linger	CG/CP	1/7/20	
Spread of COVID - 19 from employees	Visitors	Staff are already instructed not to come to work if they show any symptoms	Send out reminder to all staff	CG	1/7/20	
Spread of COVID-19 in Manor House	Employees and visitors	Keep door between reception and corridor locked when office is open	Signs on the door	CG/CP	1/7/20	
Spread of COVID - 19 to AONB	AONB staff		Inform AONB of reopening plans	CG	1/7/20	

CG

29/6/20

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Finance update

Audit of accounts for the year ended 31st March 2020

The audit field work has been completed and no issues were reported. The audit clearance meeting is being held by video call on 1st July 2020.

Three trustees raised comments on the draft Trustees' annual report. A summary of those comments, staff responses and recommended actions will be circulated to all trustees for review. All agreed changes will be added to the final draft of the Trustees' report and accounts. This draft will be circulated to all trustees in advance of the 6th August 2020 Special Board meeting.

The papers for that meeting will also include the letter of representation to the auditors and the 'Audit Findings report'. The audit manager will attend the 6th August meeting to give his report on the audit and take questions from trustees.

Management accounts for the 2 months ended 31st May 2020

The management accounts for the first 2 months of the financial year are included with these papers. As we expected, car park takings have fallen behind budget due to the closure of the car parks during lockdown. However, the cost cutting measures put in place have partly mitigated those losses.

It is proposed that those cost cutting measures remain in place for now, as there is still the possibility of further local lockdowns. All expenditure will continue to be signed off by the CEO.

Looking forwards, June 2020 car park meter takings will be more than double the month's budget of £17,000. The meter takings to 28th June 2020 were £42,048 gross, which is £35,040 net of VAT.

CEO's exercise of delegated power to authorise unbudgeted expenditure

The items authorised to date are:

Date	Item	£	Authorised by	
May-20	Laptop for FAM	948	CEO	
May-20	Starleaf 12-month licence	720	CEO	
May-20	DPO contract	900	CEO	
May-20	Perspex screen for front desk	219	CEO	
Jun-20	Signs	332	CEO	
Jun-20	Staff costs - pass sales	470	CEO	
		<u>3,589</u>		

Cash and bank balances at 29th June 2020

	£		
Lloyds Bank current account	2,537.60		
Lloyds Bank deposit	302,628.37		
Lloyds Bank 32-day notice	102,492.73		
CAF Bank	206,148.33		
Charity bank	252,967.07		
	<u>866,774.10</u>		

Cheryl Gentry
Finance & Administration Manager
29th June 2020