



# Muir of Ord Development Trust



Big Picture  
2004

## Muir of Ord Hall and Facilities Company Set Up 2011

- Bought for £1 from the Highland Council
- Call to action – if the community did not take it on we would lose the resource
- Used locally for children's party's and local groups
- At the time, no real experience of building management
- No discussion on financial costs of running the building



- No had been carries out for a long time
- No booking system “nip round to Johns house”
- Running costs were not covered by rentals
- Company ran the hall till February 2018 while looking for funding for refurb
- Hall closed for a year for refurb and reduce running costs

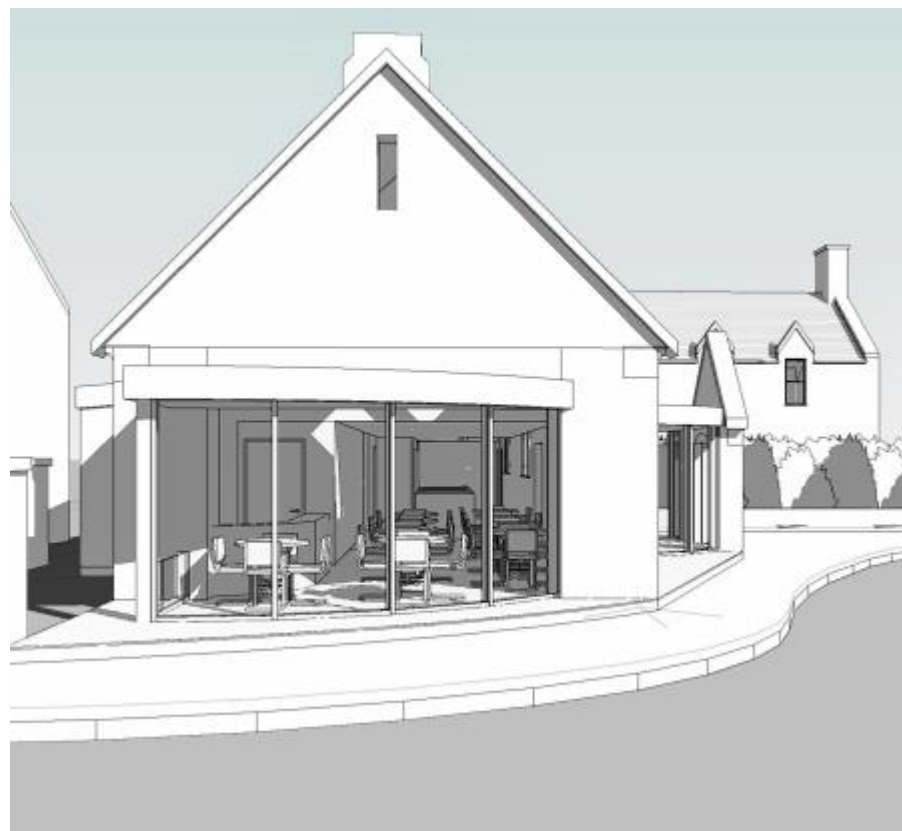


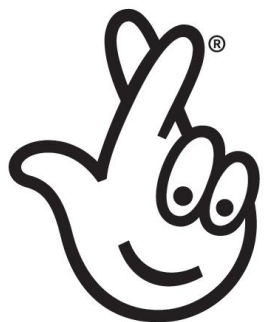
# In the meantime.....

- A group came together to look at suitable buildings for a community Hub and café
- Group joined the company as a “Sub Group” had a working remit and fed in to the board
- Core group of 10 responsible for finding funding, asset transfer consultants, architects



- 6 years in the making full of ups and downs
- 2015 - Company employs their first 2 staff members
- One building consultant
- Set up working groups with new volunteers –
- Building
- Hub Development Group
- Furniture and Fittings
- Operational Group
- Marketing group
- And lots of local interest groups – Arts, heritage, Young people, older people, parents with young children





**LOTTERY FUNDED**



Highlands and Islands Enterprise  
Iomairt na Gàidhealtachd 's nan Eilean







## THE MUIR HUB

### AT THE HEART OF THE VILLAGE

The Muir Hub is funded by Big Lottery Fund and Highlands and Islands Enterprise.

The project has involved the community taking over ownership of the building and restoring and developing this valued community asset in to a community hub.

We regularly arrange activities, music, art and entertainment shows so please check our website or visit us to find out what's on.

The Muir Hub is managed by the Muir of Ord Hall and Facilities Company.

Muir of Ord Hall and Facilities Company is a Scottish Registered Charity No SC044689. Registered in Scotland. Company No SC397640. Muir of Ord Village Hall, Seathorn Road, Ross-shire, IV6 7JA. 01463 872 807. [muirford.org.uk](http://muirford.org.uk)



## ROOM HIRE CHARGES

We are now taking bookings for January 2017 onwards.

		Per Hour	Half Day	Full Day
COMMERCIAL & STATUTORY AGENCIES / AUTHORITIES	OLD SCHOOL HALL	\$35	\$100	\$180
	TARRADALE ROOM	\$20	\$60	\$110
	CAFE SPACE (outwith hours)	\$16	-	-
VOLUNTARY GROUPS & CHARITIES	OLD SCHOOL HALL	\$20	\$60	\$110
	TARRADALE ROOM	\$10	\$30	\$65
	CAFE SPACE (out with hours)	\$10	-	-

## BOOKING ENQUIRIES

To make a booking or to discuss your requirements in more detail please contact:

**HANNAH MACSWEEN**  
Community Development Manager  
01463 872 807 or  
[hannah.macsween@muirford.org.uk](mailto:hannah.macsween@muirford.org.uk)

**VISIT OUR WEBSITE:**  
<https://muirford.org.uk>

**VISIT US:**  
The Muir Hub, Great North Road  
Muir of Ord, IV6 7SU

## EVERYTHING YOU NEED TO KNOW ABOUT

### OUR NEWEST COMMUNITY BUILDING IN MUIR OF ORD



find us on

# the MUIR HUB

COME AND JOIN US TO FIND OUT ALL ABOUT

OUR NEWEST COMMUNITY BUILDING IN MUIR OF ORD

SATURDAY 21 JANUARY 2017

**OPEN DAY**

11AM - 4PM

THE MUIR HUB, GREAT NORTH ROAD, IV6 7SU (IN THE VILLAGE SQUARE)



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## MUSIC

ENTERTAINMENT

DISPLAYS

ARTWORK

CAFÉ ARTYSANS TASTER MENUS

SPECIAL OFFERS

NESS SOAP



MUIRCOMMUNICATIONS















## **Doors open – We now have a building - were do we start.....**

- Long before we opened - how do we want the information, to look what do we need to know
- Operational group was responsible for looking at the Building and Facilities Management –

## **Hub Manual**

**Section1 – Background and Management**

**Section 2 – Hiring Space**

**Section 3 – Health and Safety**

**Section 4 - Building Operations**

**Section 5 – Marketing**

**Section 6 – Volunteers**

**Section 7 – Staffing**

**Section 8 – Safeguarding**

**Section 9 – Quality Assurance**

# Hub Manual Contents

## **Section 4 - Building Operations**

- 4.1 Key holders
- 4.2 Building access and locking up procedures
- 4.3 Equipment guides
- 4.4 Hearing loops
- 4.5 Cash handling
- 4.6 Kitchen and catering facilities
- 4.7 Rubbish and recycling
- 4.8 Building repairs and maintenance
- 4.9 Insurance
- 4.10 Licences – music, film

## **Section 3 – Health and Safety**

- 3.1 COSHH
- 3.2 Risk assessments
- 3.3 Disabled access
- 3.4 Location of first aid box/First aiders
- 3.5 Emergency procedures
- 3.6 Fire alarm and tests





# Managing the Asset

- Board have overall responsibility - Board skill set
- Building report is given monthly at board meetings
- Tasks delegated to staff – such as fire testing (care taker), sub contractors (cdm), risk assessments (Cdm/all), asset list(admin)
- Maintenance spreadsheet - This has been built through time – what, when, who and how much, certificates
- Estimated maintenance costs were too low - eg cinema seating
- Lift
- Landlord duties - added responsibility



# Managing Risk

- We have not reinvented the wheel – HSE website Risk assessments
- We have 2 main types of risk assessment one for our assets and one for events/activities.
- These are kept with the Hub Manual on our share drive, a copy is given in an event pack.
- Risk matrices – Lone working
- We involve everyone in risk management –. Fresh eyes are important

## Risk assessment

All employers must conduct a risk assessment. If you have fewer than five employees you don't have to write anything down.

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business). Look at how this might apply to your business, continue by identifying the hazards that are the real priorities in your case and complete the table to suit.

You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide (<http://www.hse.gov.uk/risk/casestudies>). Simply choose the example closest to your business.

Company name:

Date of risk assessment:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping is carried out. All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately.	Better housekeeping in staff kitchen needed, eg on spills. Arrange for loose carpet tile on second floor to be repaired/replaced.	All staff, supervisor to monitor Manager	From now on xx/xx/xx	xx/xx/xx
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You should review your risk assessment if you think it might no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>.

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

Combined risk assessment and policy template published by the Health and Safety Executive 08/14

EVENT OVERVIEW		
EVENT TITLE		
EVENT DATE		
EVENT LOCATION	EVENT TIME	
EVENT DESCRIPTION		
EVENT SCOPE		
TARGET AUDIENCE		
MESSAGING		
OBJECTIVES		
BUDGET		
BREAKDOWN OF COSTS		
MARKETING MATERIALS		
RISK MANAGEMENT		
IDENTIFIED RISKS	RISK MITIGATION	Who and date
TASK CHECKLIST		
DATE COMPLETED	STAGE	TASK
SPECIFICATIONS		
EQUIPMENT REQUIRED	COMMENTS: AVAILABLE IN-HOUSE, SPEAKER WILL PROVIDE, ETC.	
LIGHTING		
SOUND		
MICROPHONES		
STAGE		
PODIUM		
BACKGROUND MUSIC		
ROOM SET UP REQUIREMENTS		
POST-EVENT EVALUATION		
OBJECTIVES MET?		
BUDGETARY CONSTRAINTS MET?		
UNINTENDED POSITIVE OUTCOMES?		
UNINTENDED NEGATIVE OUTCOMES?		
FEEDBACK ANALYSIS		
STAFF AND VOLUNTEER EVALUATION		
REVIEW OF MEASUREMENTS FOR SUCCESS		
CELEBRATION & THANK YOUS TO TEAM, STAFF, VENDORS, GUESTS, ETC.		
ADDITIONAL COMMENTS		

# Halloween Family Disco 2019



Personal

Private

HM



Invite

Show Menu

## Actions - new and in motion

- Budget** **Format**  
Hannah to speak to Tom from Tesco Community about food, drink and decorations  
HM
- Budget** **Format**  
Hannah to talk to Fiona from Potters Wheel about vouchers for prizes  
HM
- Volunteer effort**  
Simon to ask MOO Foods about involvement / Karen Henderson for school link  
4
- Promotion**  
Simon to design Facebook Banner for promo  
3
- Promotion**  
Eilidh to put promo plan - timing, messages and platforms  
3
- Budget** **Ticket related**  
Eilidh to review budgets / seek funding  
12 Sep 3 1
- Ticket related** **Promotion**  
Create event on Facebook and Eventbrite
- + Add another card

## Actions Done

- Budget** **Format**  
Eilidh to talk to Bad Girl Bakery about spooky cookies / cupcakes  
2
- Budget** **Format**  
Arrange for Kai (DJ) deposit to be paid.  
3 2 HM
- Format**  
Simon to speak to Cheryl Moir about face painting  
3
- Budget** **Format**  
Hannah to speak to Gary Tuach about DJ'ing and lights  
2 HM
- Budget**  
Eilidh to speak to Bev about DJ costs, ticket costs, decorations, games and face painting
- Volunteer effort**  
Hannah to speak to Jenny D / Family Flicks about volunteering involvement  
1 HM
- Volunteer effort**  
Simon to speak to Rainbow group / school about decorations
- + Add another card

## Budget

- Budget**  
Fundraising for Muir of Ord Development Trust
- Budget**  
For expenditure
- Budget**  
Income generation target
- Budget**  
Venue hire  
1
- Budget**  
Decorations
- Budget**  
Entertainment / DJ  
1
- Budget**  
Prizes for competition  
2
- Budget**  
Catering
- Budget**  
Photos of attendees (for charging)
- c/o Invoices: The Hub - The Muir of Ord Hall and Facilities Company
- + Add another card

## Tickets

- Ticket related**  
Capacity / Numbers  
3
- Ticket related**  
Purchasing options
- Ticket related**  
Price / pricing options  
1
- + Add another card

## Format

- Format**  
When is the school disco??
- Format**  
Date / time  
2
- Format**  
Fancy Dress / theme?
- Format**  
Fancy dress competition
- Format**  
Best Halloween joke competition
- Format**  
Games  
1
- Format**  
Entertainment - DJ  
2
- Format**  
Food and drink  
1
- Format**  
Face painting?  
2
- Format**  
Photos of attendees
- + Add another card

## Promotion

- Promotion**  
Social Media  
0/6
- Promotion**  
Poster
- Promotion**  
Pictures of event for follow up promo
- Promotion**  
Competition to win tickets  
1
- Promotion**  
Hubaween / Hall-oween
- Promotion**  
Promo to start 6 weeks before 26th Sat (14th August)
- + Add another card

## Hall Set up / Tidy up

- Hall Set up / tidy up**  
Decorations  
3
- Hall Set up / tidy up**  
Risk Assessment  
1
- + Add another card



# How do we do all this

- Staff x3
- Board x6
- HDG x 5
- Volunteers x50



# Good Environmental Practice

- Environmental policy – including assets, staff working and contractors
- Village Hall Heating - Main reason hall closed
- Insulation - building comfort
- Lighting – zoned lights were possible, Led Lighting,
- Maintain

# Lessons Learned

- Overall positive experience with a lot of lessons learned
- Community involvement and volunteer interest
- Community Development manager having a year of development time will building
- Architect very supportive with volunteers in the early stages so building met expectations

## Challenges –

- Reliant on others can be frustrating
- Volunteer fatigue
- Hearts and minds – bricks and mortar building group versus the Hub development group
- What do you do if you do not agree with a consultant!
- learn the lingo or just keep asking!!!,
- Watch the budget - be flexible, know where to compromise **underspend can be just as troublesome**



# Sustainability

- Both venues working together
- Office Space
- Income generation has meet expectation
- Expenditure is higher than budgeted
- Marketing – online booking, website, marketing plan
- Well used in Third sector – building links with Commercial Business breakfast
- Partnership with Café



# THE MUIR OF ORD VILLAGE HALL

## PERFECT FOR ANY OCCASION



*A versatile blank canvas allowing you to add your own personal finishing touches.*



## FEATURES

- Main room 116m<sup>2</sup>
- Stage 21m<sup>2</sup>
- Seating capacity – 80
- Standing capacity – 150
- Kitchen
- Toilets (ladies, gents & disabled)
- Fully disabled access







# GROUPS & EVENTS

## REGULAR GROUPS



STAY & PLAY ESTABLISHED WEEKLY FOR PARENTS & CHILDREN 0 - 3 YEARS OLD.



MONTHLY CAFE SESSIONS FOR ALL AGES TO COME ALONG AND PLAY AN INSTRUMENT OR SING.



MONTHLY CRAFT GROUP FOR ALL AGES & ABILITIES.



TWO CINEMA GROUPS RUN BY VOLUNTEERS - MUIR MOVIES & FAMILY FLICKS.

64%

AGREE THE MUIR HUB HAS ALLOWED THEM TO SOCIALISE WITH OTHERS IN THE MUIR OF ORD AREA.

## CASE STUDY: MOVERS & SHAKERS

Movers & Shakers have had their biggest year to date hosting many popular events to help reduce social isolation for elderly people in the community.

12 CLASSIC FILM SHOWINGS

11 FULLY BOOKED LUNCH CLUBS

4 TEA & BLETHER'S



6611

PEOPLE VISITED THE MUIR HUB THROUGH HIRING THE HUB FACILITIES AND BY ATTENDING GROUPS AND EVENTS.

75%

AGREE THAT SINCE THE MUIR HUB OPENED THEY HAVE HAD MORE ACCESS TO EVENTS IN THEIR LOCAL AREA.

92%

AGREE THAT THE MUIR HUB HAS HAD A POSITIVE IMPACT ON THE MUIR OF ORD COMMUNITY.

2 COMMUNITY MENTAL HEALTH ART EXHIBITIONS WERE HELD.

## 4 MONTHLY CINEMA SHOWINGS

- MUIR MOVIES
- FAMILY FLICKS
- AFTERNOON CLASSICS
- BABY FRIENDLY CINEMA

"AT OUR HEART THIS IS WHAT MUIR MOVIES IS ABOUT, BRINGING PEOPLE TOGETHER. "  
- MUIR MOVIES VOLUNTEER

536 PEOPLE ATTENDED CINEMA SCREENINGS.

## MUIR OF ORD VILLAGE HALL RE-OPENING

The Muir of Ord Village Hall re-opened following extensive refurbishments in 2018. To celebrate its re-opening a community event was held which saw over 250 people attend to enjoy food and ceilidh music. The hall will continue to be a social hub for groups and the local community.





# VOLUNTEERING

**50 VOLUNTEERS**

**OUR VOLUNTEERS ARE:**

**COMPANY BOARD OF DIRECTORS**



**HUB DEVELOPMENT GROUP**



**EVENT ORGANISERS**



**OFFICE ADMINISTRATORS**



**GROUP LEADERS AND SUPPORTERS**



**RETAIL ASSISTANTS**



**WE CELEBRATED ALL MUIR OF ORD  
VOLUNTEERS WITH**

**A VOLUNTEER CELEBRATION EVENT**



“Through volunteering I feel that I am contributing to the community in which I live.”  
- The Muir Hub Volunteer

# COMMUNITY PROJECTS

## 2 COMMUNITY ART PROJECTS



### MUIR OF ORD MOSAIC

In partnership with Carousel Arts a group of 10 volunteers undertook a 10 week project to develop a mosaic piece. The mosaic is based around Muir of Ord and is now proudly displayed within the hub.



### MUIR OF ORD SKYLINE

In partnership with Youth Highland Art Box, the project was led by two youth leaders, developed by 1 local artist and volunteers of a variety of ages. The metal artwork is developed based on the Muir of Ord skyline and is a fantastic addition to the hub.

## 1 HERITAGE PROJECT MUIR IN THE PAST

### RESEARCH:

History of Muir of Ord Shops

### RESEARCHERS:

4 volunteers

### EXHIBITION:

Held in The Muir Hub in July



Map developed by Heritage Group.

# Future plans

- Keystone award
- Facilities management training – CDM
- Business plan
- Asset Transfer for third building – bowling pavilion
- New sub group - Sports Facility Project