



Employee Voice Minutes - Wednesday 15th November 2023

Pay

- Double pay on Christmas day (SR) This is a fact of working in hospitality, the same as Bank Holidays , however we always give out enhanced tips on the day which often work out more than double pay.
- Wages to be the same if you are doing the same thing , most did not agree with this point. Wages are based on many factors including experience, length of service, appraisal feedback, age
- Tips should be regulated same amount . Also given same time every month. Tips come directly from customers staying and dining, the amount cannot be predicted and should not be relied on as a regular income. Tips are given when the amount reaches a certain level so unable to give out on a regular basis. However, all tips given on credit cards are given within your wages on a monthly basis.
- If housekeeping get tips so should the gardeners/Estate team. Tips come directly from customers staying and dining. The employees who have the greatest interaction with customers and are working out of hours or unsociable hours and most weekends . Departments are on different contracts and agreements.
- Hours worked put on pay slip each month. We use biometric logins. It is the employees responsibility to pick up the slip at the end of each shift. completing wages, as we do not have a payroll department requires considerable data input. Should anyone want to know their overall hours for any month then please ask Denise.

Recycling

- We need to try and recycle more ! this is ongoing with the Council and Yorwaste , looking into community recycling points and we were told no. It would cost the business an extra £1200 per year to recycle. Possible discussion to use old Dairy site but no infrastructure at this time, is out of our hands.
- Can we speak to council & get bins. See point above
- Can we get recycling points put in gardens, café and cottages see comments above
- Reuse menus more/guide books - good idea please implement where possible
- Biodegradable / renewable energy ie solar panels (grants available) wind turbines. Solar plans already in place for Ashgill site, to feed network requires £20K investment because of our huge usage on site. Solar is part of our future. Because we are in the National Parks, we have to apply for everything and they are not keen on wind turbines. In addition we have planned in the near future more car chargers and fast car chargers estimated £10K investment .



Car Parking

- Can we have a designated staff parking area on left near admissions for SR late starters so they don't have to park in overflow car park and then having to return back there on their own in the dark at midnight. **Utilise the private road near Colin's house and Bait room when house is not in residence, when in residence leave neatly parked outside the Bait room if possible, and is covered by CCTV and good lighting.**

Clarence

- Sign on main pond gate and scout hut gate warning of Clarences's nibbly ways and to shut the gates (Beware of the goose). **Good idea will get FC Darren to create and follow up.**
- All agreed Clarence was a recognized talisman of the Estate so did not want to get rid but thought visitors needed to be warned.

Incentives

- More recognition/more acknowledgements for doing more ie working in different areas of the business sometimes a thank you is not enough. Maybe an extra hours holiday pay every days extra you do to help out.
- Bonus scheme for coming to work every days /not calling in sick/doing well (taken away if poor behaviour)
- Bigger budgets for advent calendar. **We are always striving for more incentives towards staff, and welcome new ideas. Please see Tupgillpark.co.uk for list of employee benefits. We invest over £6k in away days and staff socials as an extra thank you over and above. Since 2022 we are also looking into different staff benefits for the "One Estate" which we are committed too. As far as the Advent calendar goes in 2022 SR had a 20% increase in budget, in 2023 they had a further 18% increase in budget. FC/Estate team 1st year was last year and in 2023 we have had a 12% increase in budget.**

One Estate Approach

Discussion with Chair around not understanding what the one estate approach is and feedback given by Employee voice attendees that this is still a long way from being resolved, however the following suggestions were made to assist this: **A mid to long term strategy and will take time to break down previous instilled habits and thoughts. " we are a family owned estate, and pooling resources for procurement as well as sharing our success with a willing multi task work force is core to our values. Employing and nurturing staff with a can do attitude, who can multi task across all departments will assist the " One Estate" approach and will raise turnover and create satisfied customers and skilled work base.**



- One Party all together each year in the Bell Barn, hire outside caterers etc 2024 is our 50th anniversary for Tupgill Estate and would like the Employee Voice team to be instrumental I in planning a celebration, details to be confirmed. To be discussed at next meeting.
- Team bonding days (cross team not SR , FC, Estate team) Good idea, however different shift patterns and days working makes this difficult to organise.
- More of an incentive to help each other's departments out. See points above
- When days need covering at SR for instances a clearer explanation of what the role will be ie just clearing tables at an event - the unknown scares people. Anyone helping at the Saddle Room will never be thrown in at the deep end and it will always be basic tasks that are required such as table clearing , taking food to a table and there will always be someone senior there giving direction. We do understand the unknown does scare people , so don't be afraid to ask (extra work equals extra pay and tips).

Cleaning

- Courtyard to be kept clean by SR ie should sweep it instead of gardeners doing it, could Saddle Room clean areas that are theirs due to nature of hospitality and staffing crisis there is a lot of unseen back of house tasks that go on to ensure over 1000 meals are produced and served on an average weekend. Public areas are a priority and are kept clean and tidy as possible, bearing in mind the very tight room/cottage turnarounds as well as housekeeping deep cleaning tasks. We do have resources allocated to tasks on a regular basis and have invested over £4k in a road sweeper. Adhoc instances and observation please use flex keeping to log and these will then be allocated.
- Divide up areas better so everyone is helping out and doing their bit
- Leaky roof in conservatory needs sorting. Ongoing, ensure flex keeping is used.

Open Day

- Full estate open day to give local people the chance to see the place, decide which area of the Estate they want to work in. Good initiative, Induction for all to include introduction in person to each side of the business.
- Training days for everyone to see all areas see point above
- Scheme with local college to get a certificate/diploma / apprenticeship level 2 qualification in all areas of business including gardening , kitchen front of house etc reference colleges , in touch on a regular basis and currently have an advert out for a digital marketing apprenticeship, please note funding has been drastically cut for qualifications , but we do have regular communications with colleges and schools and are happy to facilitate work experience, project work etc

Toilets

- Staff toilets requested Please suggest location ?
- No chef toilet don't want to walk passed customers when cooking to use their toilets
- Same with FC staff this is a planned future development.