

Minutes of Management Committee Meeting held on Wednesday 1st March 2017 at 7.30 pm at pavilion

Present: Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, John Rose, Pete Rushton, Roger Steel and Mary Trinder + Dave Howie and David Seaton

Apologies for absence: Shirley Colenutt and Joan Woodroffe

Welcome to John Rose (new committee member) and also Dave Howie and Dave Seaton in public gallery.

Election of Officers for 2017/18

After considerable discussion it was agreed unanimously to keep status quo regarding officers for next few weeks, until exact roles and responsibilities have been sorted and 'best fit' positions are agreed. Huge official thanks were given to RS and VM for stepping up to the plate and agreeing to stand again, their expertise and wise counsel being much appreciated.

Declarations of Interest: None

Minutes of last meeting were read and signed as correct by RS, as we waded through plates of freshly-cooked pizza, kindly provided by our Company Secretary who had somehow rustled them after after a day's duty in Colney.

Matters arising:

AMM had taken place on February 17th and had been extremely well-attended. The atmosphere was very positive and supportive and bodes well for future of RCSL.

Finance (see report)

1. Bank balances were given for all accounts. Sage reconciliation and daily takings are up to date, and all bills paid.
2. Invoice for Lovewell Blake has been paid.
3. Final accounts paperwork has been given to LB.
4. Takings for February show upward trend which is very good news. Hopefully, a full analysis of data will soon be available from EPOS, when managers have got all necessary information onto the system and the figures can be extrapolated and examined more closely at very regular intervals.
5. Draft Financial forecast has been prepared by VM and sent to LB but needs more detailed work done on it.

6. Wastage and transfer information from EPOS is coming from NA and will be passed to VM shortly.

7. Many thanks to SC for offering to do Daily Takings spreadsheet to lessen load on Treasurer. Work has started, after some worries about compatibility of different Excel systems (ARo will be asked for advice if necessary).

8. Excess petty cash has been banked.

9. KO now back from Kenya and VM will meet her to discuss end of quarter VAT liability.

Staffing

Appraisals for all staff due shortly and suitable dates in April will be arranged.

Managers will be holding another meeting soon, date not yet fixed.

Volunteers (see Managers' report)

No update on progress of volunteer training available.

Problems with empty shifts not filled recently as some regular volunteers have been unable to fill vacancies due to ill-health and other valid reasons. Another recruitment drive is called for and a rallying cry to all existing volunteers who may have lapsed in recent weeks.

The system seems to have broken down on occasions when two volunteers have turned up for same shift, which is annoying for both concerned. Booking sheets for several weeks in advance need to be available at all times, so that volunteers who like to do same shift weekly can sign up. EJ will speak to NA and repeat her offer to have volunteer info and contact people to sign up as and when necessary, in order to avoid last minute panics.

Volunteers who are not yet ready to do shift without close supervision need to have support from another volunteer, especially on last shifts, to avoid problems for managers who have had to stay very late in order to get all jobs done before locking up.

Retail sales and Wholesale suppliers (see report)

Lottery sales will be monitored and mentioned on next NL.

Stock for Mothering Sunday is on display and also Easter stock needs to go out very soon.

Reports of complaints from customers that stock levels on basics eg milk, butter, bread are sometimes very low or exhausted, were discussed. MT will speak to managers about stock control and see if stock room chiller can be utilised for more fresh produce rather than ambient items currently in there, to avoid running out. All recognise that it is almost impossible to get it right all the time but better analysis of sales from EPOS should show trends and allow for ordering to be more efficient at certain times eg Shrove Tuesday.

Thanks to Barrow Persons(now multiplied to 3 in number) for sustaining excellent supply of fresh produce and building our reputation for fruit and veg. Fresh cut flowers eg daffs will continue to be stocked (as long as WTGN have no objections) as these are selling well at present.

Repairs, maintenance and renewals

Card machine out of action for several days but is now fixed, thanks to magic by ARo.

Back door lock has been fixed by AJ and broken floor tile will be replaced when shop is shut and no customers are about.

AJ will get back to Trevor about invoice for mending two external doors.

Cleaning rota is being looked at by managers as some tasks appear to be getting behind. Deep clean session may be imminent as some jobs need to be done when shop is closed.

Microwave with convection facilities was agreed for purchase in October '16 and choice given to managers as to which model to buy after MR spent ages researching products and suppliers and recommended Adcock's in Watton as best source. *(RS reminded us of his masculinity and used it as an excuse for not being able to choose correct product!)* Managers will be reminded that ball is in their court and they can use their card to purchase up to £150. AJ asked that model is simple to use for men who cannot choose which buttons to press if there are too many options!

Grants and donations (see report)

In order to comply with grant stipulations, inaugural Cycle Ride has been arranged for Sunday 5th March and route organised. A map will be produced and route will be about 10 miles so accessible to most cyclists. There will be no charge for participants and rules (eg helmets must be worn, no unaccompanied children etc) will be advertised. After advice from other local cycling groups, it was agreed that for first ride, we do not necessarily need extra insurance cover but PR will ask insurance company for their views for future events, especially if idea snowballs. If that happens, we may look to affiliating with organisation called Active Norfolk. Riders will be informed that first ride is not covered by insurance but no indemnity papers will be needed. DH will pass on any grant information that may be relevant for cycling.

Health Club Cafe details are being worked out and we agreed again that we are not qualified to offer health advice but that relevant information on health issues can be available. *AJ is still eagerly anticipating the arrival of the 7 signs from Age Concern.....maybe a competition as to who can tick the most boxes?*

Rocklands School is collecting £10,000 for a Book Nook in school to be a library. Building/conversion costs are included in amount targeted. Already a wonderful £5.600 has been raised and we agreed to have a prominent collecting box in shop to raise money for this worthwhile local appeal. Other suggestions were also made for raising the rest of the money which VM will pass on to school.

DH is compiling a Grant Booklet and will alert us if further relevant grants are available.

Events

Colouring competition for half term took place and winners will be announced next week.

Cycle ride as above.

Website and IT

All running smoothly thanks to Simon Best.

Publicity

A&E have offered to produce a special "Happy 3rd Birthday" newsletter to go out for 12th March, stating how far we have come in 3 years and encouraging customers to come to shop more often. A sample was passed round and admired and grateful thanks given to Johnsons. Possibly shop could be decorated with balloons etc and sweets given to customers that Sunday?

MT is preparing next NL for delivery in mid-March with latest info on it regarding sales etc.

Group called 'Counter Culture' would like to hold meeting in Rocklands in April (20th or 26th) with max of 25 people. Budget of £10 per head available for catering but event would not cost shop. Possible venues were discussed (VH not available until after midday). DH will find availability of pavilion and report back to MT.

Anne Cutts from EDP, with title of "Thetford Business Connector" would like to come and talk to us and MT will email round possible dates and other details for discussion.

Telephone number for shop should be in March 'Rocklander' and subsequent editions.

Correspondence

RS explained we are now on mailing list for BBC link and we will get involved if something relevant occurs.

CJ has had certificates returned from 2 deceased shareholders and is actioning new certification.

RS has had another request from Frith solicitors asking us to join action against POL but we refused again, as irrelevant to us.

RS has shared email from village shareholder with lots of positive ideas for moving business forward. These will be shared with managers as they fall into their province.

Input from floor

Anniversary of murder of Jo Cox MP last year in June. Widower has asked for groups all over country to organise celebratory events standing up for ideals that she held dear. DH is asking Parish Council to approach all village organisations to send a volunteer willing to form a committee to organise the event. It was agreed that this would be good.

CJ asked about her granddaughter doing Work Experience in shop 10-14 July. As our policy is to only offer this to residents of Rocklands, it was agreed to give priority to local youngsters first.

MR asked about possibility of having to do complete stock take again at EOY in August. This should NOT be necessary as managers are doing 10% stocktake each month. At EOY, accountants will come and do/observe sample stocktake to check figures, hopefully without the usual marathon session into the early hours of the morning. RS will confirm with managers that 10% stocktake is up to speed and that there will not be major panic at last minute.

It was agreed in principle to advertise shop in newsletters from surrounding villages (who have no shop of their own).

Having been a silent observer thus far, Dave Seaton then brought his expertise and experience to meeting, when asked. There was considerable discussion and various issues were raised that, while not resolved, were at least identified.

Thanks for refreshments to EJ and PR -delicious and welcome as always.

AOB

Forward financial planning, after relevant figures have been pulled from system

Action points covered from this meeting should be emailed round when completed. Any problems encountered should also be emailed round so all are aware of what is going on.

Date and venue for next meeting at 7.30pm on 15th March 2017 in pavilion (unless we hear to contrary!)

Meeting closed officially at 11.00 pm but informal discussion carried on long after.....