

Minutes of Management Committee Meeting

held on Wednesday 2nd January 2019 at 7.30 pm in shop.

Present: Philip Dingle (PD) Cath Jones(CJ), Gella Ladner(AL) ,Victoria McArthur(VM), Pete Rushton(PR) Dave Seaton(DS) + Michelle Barron (MiB), Alan (AJ) and Elaine Johnson(EJ) and Mick Ladner(ML)

Apologies for absence: , Roger Steel (RS) and Shirley Colenutt(SC)

Declarations of Interest: None.

Minutes of last meeting were read and signed as correct by DS.

Matters arising:

Covered elsewhere in agenda

Finance (see report)

VM gave out bank balances in all accounts and explained why total amount is down:

- 1) increased wages cost
- 2) having to pay out tax rebate to staff member, which apparently is down to us to pay, although it can be claimed back from HMRC
- 3) maternity pay for NA (again claimed back later).
- 4) Some larger than usual bills have been paid out.

Thanks to GL for contacting HMRC - KO will be asked to sort as she has access to correct codes for dealing with rebates from HMRC.

PR has done a graph showing significant reductions in daily takings from October to December 2018 (inclusive) compared with similar dates in 2017. This coincides with reduced opening hours in shop so there followed a long discussion about this. It was agreed that returning to 7.30 opening was desirable, but staying open until 6.30 may not be financially worth doing. VM will produce some figures showing actual costs/expenses to show hard facts to help with decision-making. We were reminded that cost of opening shop each day was ~£220 per day BEFORE increased staffing hours. Consequently we are not reaching target of making profit as predicted during this financial year.

VM pointed out that, for an unknown reason, staff wages are showing up as HMRC in statements. VM will sort with KO at imminent meeting about VAT, as it has caused some confusion, understandably.

Staffing

Following meeting of Business sub-committee on Saturday 29th December, DS had shared draft copies of RCS Handbook and Statement of Employment with all committee ready to be discussed. Very many thanks to VM for producing these as a basis to work from and to PD for his contributions from a previous life. It was agreed that individual policies are the way forward, kept together as an all-encompassing Handbook. Each policy could then have a time frame for review/update, spread throughout the year. More work and discussion is necessary before the final document can be agreed.

MiB will peruse Statement of Employment and make comments to VM etc by email.

All committee to look in more detail at documents sent out and send comments to VM by Jan 11th at latest, please. DS will then assemble everything into some sort of cohesive order.

It was confirmed that staff on temporary contracts will have different documents from permanent staff.

MiB will produce a comprehensive Risk assessment.

There followed further discussion about withdrawal of shares and advice will be sought from Lovewell Blake before decisions are made.

Staff appraisals will be done in w/c 7th January by MiB and JR, as agreed previously.

Volunteers (see managers' report)

Two new volunteers have come forward and are progressing through their training well. MiB is still doing individual sessions with volunteers who struggle with the technology but it was felt to be worth doing as we could be left with a shortage of volunteers, especially on Sundays.

Retail Sales and Wholesale suppliers (see report)

Sales of locally produced jams from both new suppliers are good but chutneys have sold less quickly. Gift bags of Tea Lady products sold very quickly before Christmas. As both were supplied in mixed batches, it is not possible to say which flavours have sold best.

Burt's Crisps,(as sold at NT properties!) bought from Bookers, have sold well with far less wastage so far and show a good profit margin.

Milk sales have been erratic over Christmas, as predicted, but MiB reported that a reduced regular order did not seem to have had an adverse effect. PR pointed out that extra supplies could be acquired from Bookers if necessary. MiB is monitoring accuracy of invoices and checking that we are paying only for what has been delivered.

CJ will remind all volunteers in next Shop Notes about strict rotation of milk orders so that milk from stock room fridge is put in shop fridge before new order.

Christmas stock has generally sold well. Remaining tins of biscuits will be reduced tomorrow and should sell well and other stock can be stored and sold next year.

Archived material needs to be taken for storage - PR will liaise with RS.

Query about discrepancy in Lottery figures on NYE was answered by PR satisfactorily and managers will be reminded to check Handover book when turning up for shifts first thing in morning.

Large disposable cups have been ordered about two weeks before Christmas and should arrive shortly.

Delivery of EDPs on January 1st has been sorted with Archant, thanks to EJ for contacting and negotiating.

Nasty smell in stockroom has been investigated but no source has been found. PR and ML pulled out last remaining appliance and found nothing that could be causing such a nuisance. (By-product of investigation was confirmation that all chillers and freezers need to be cleaned underneath for more efficient working. Action: MiB.)

There was more success with ongoing bad smell from cupboard under coffee machine when DS discovered an uncovered, disused waste pipe, which will be sorted tomorrow. A more permanent solution than covering with plastic and securing with a rubber band will be done next week. Action: MiB and DS

Repairs, renewals and Maintenance (see report)

Outstanding oven light will be sorted by JW asap.

Handle for disabled in loo brought up again. Access for disabled is limited in shop but our regular disabled customers are just about coping in limited space available.

Publicity

Ideas for publicising PO in Hingham were again discussed.

Events (see report)

Carol singing on Christmas Eve was very successful with over 60 villagers turning up and special visit from Father Christmas was much appreciated, especially as it was his busiest day of the year. He was pleased to report that his bucket contained about £90 which was added to the village collection in recent weeks to be sent to Pancreatic Cancer UK, reaching a total of £300+. Thanks to A&E for providing hot punch and Angela Dawney for bringing her guitar to help us find vaguely the correct starting note! Two top boy choristers from yesteryear kept their lights under a bushel, it seems, but now their hidden talents have been uncovered, we shall aim for better performances next year. Our volunteer soloist for first verse of 'Once in royal David's city' blew us all away.....what more can be said???

AMM date will be confirmed as soon as LB have agreed accounts will be ready.

Kett's Bookshop event on January 14th being sorted by Business sub committee.

Website and IT

Virtual reality tour (produced by Matt Johnson) has been praised by outsiders and will be given more publicity. MiB will liaise with SB to get more current information on website and photos will be updated soon.

Correspondence

Letter from an ex-villager who left Rocklands in 1977 and is now heavily involved with a Community Shop in Yarpole, near Leominster, has been circulated by PR. A response will be sent by PR.

Member enquiring about withdrawal of shares will be contacted by DS explaining processes being formulated.

AOB

Thanks for refreshments.

Date and venue for next meeting: 7.30pm on January 16th 2019 in shop.

Meeting closed at 9.58 pm