

**Minutes of Management Committee Meeting** held on Wednesday 3rd January 2018 at 7.30 pm in the Pavilion.

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

+Philip Dingle

Apologies for absence: Shirley Colenutt and John Rose

Declarations of Interest: None.

Minutes of last meeting were read and signed as correct by RS

Matters arising:

RS and VM had attended Plunketts Award Ceremony in London where RCS had picked up East of England Community Co-Operative Award! Congratulations all round and well done to everyone who had worked so hard in order to achieve this accolade. A gift has been presented to NA to recognise her major part in the achievement, as she had been unable to attend the ceremony because of pressures in the shop with two managers down

Finance

Bank balances were presented by VM.

Shortfall in wages and NI contributions has been covered by transferring funds from Business Account (for the first time since BL grant). Grant now covers just 60% of wage bill.

VM is producing a financial projection in time to present at AMM.

VAT quarter statistics have been done by VM and KO and bill is ready to be paid.

New requirements from HMRC mean that Sage system needs updating but this will be organised by KO and there is no cost to RCS.

Pension contributions have increased from 1% to 2% and will soon go up to 3%. Currently, two staff contribute to Pension funds.

VM explained the arrangements that have been made to ensure that new temporary payment systems, that have been put into place (after consultation with KO and accountants) after P&H collapse, are transparent and traceable.

Wages have been paid.

AMM details were discussed. Preliminary date of 17th January was agreed to be too tight following completion of accounts by LB, so it was decided to aim for 9th February at 7pm. Since VH is not available on Friday evenings, except during school holidays, CJ will ask St Peter's church wardens if it would be possible to use the church for AMM instead. RS will sort out committee nomination papers and CJ will invite all members when date and venue has been confirmed.

RS, PR and one other committee member, as available, will meet Stef at LB to discuss the draft end of year accounts by w/c 26/01 at latest.

Staffing

Unfortunately, JB is still signed off work for medical reasons in shop, but has been helping with orders etc. His return to work will obviously depend on his fitness. NA and MB have done a brilliant job in plugging the gaps as Joe Thomas has been completing his training, together with many extra hours of cover from EJ and PR. Thanks to all who have done what is necessary to keep the shop open in such difficult circumstances....to the unsuspecting public, it has appeared seamless but there has been an awful lot of paddling underwater!

JT is doing well but there has been a problem with his POL registration over the Christmas period so he cannot yet do solo shifts! RS has been in touch with HR who have proved elusive and inconclusive but it is hoped that the paperwork comes through shortly and JT can do more to relieve the other managers, especially NA who has been a stalwart and worked very long hours at the very *busiest* time of year. Many many thanks!

*Quote of the month "Natalie is awesome!! I just love working with her!"*

Adverts are out for the 4th manager position and two previous applicants are being interviewed on Jan 15th and 22nd. It is hoped more applications will be received.

#### Volunteers (see report)

Shifts are being filled quite well apart from some later shifts and at weekends, so it was agreed that 2 hour slots are working well.

Volunteer NL is back on track and MT is working with a volunteer to produce a regular newsletter targeted specifically at volunteers..

#### Retail sales and Wholesale suppliers (see report)

The collapse of P&H has caused all sorts of logistical problems concerning getting basic stock in. PR has somehow juggled his life round so that he has been able to visit Bookers/Makro regularly to keep the shop well-stocked (often with his accomplice, MR, who is fast learning the delights of shopping in bulk and pushing a trolley twice as big as he is!). The delay in being able to open an account has meant that, although there are several volunteers willing to help, only PR has been able to pay and this has to be done in person. However, after much cajoling and pressure, PR now thinks a shop account is imminent.....watch this space. Again, we owe a huge debt of gratitude to PR for doing what he has over the past month but we are not totally convinced by his assertion that it has been a great source of joy and a highlight of his life. One thing that has been learned is that there are bargains to be had and that we would do well to be aware of who is offering the best deals at any one time and to check frequently.

There was much discussion about the way forward but agreed that the current system is not sustainable in the long term. A compromise has to be reached and we will not make hasty decisions but make one that is for the good of the future of the shop. PD gave some wise comments as an experienced business man and volunteer and will look at snapshots of sales/profits etc and maybe offer more

advice. An urgent business committee meeting will be convened, open to all interested parties and date will be circulated by email by RS.

Almost all Christmas stock has been sold and NA is selling off the few remaining items that have a sell by date.

After much discussion about opening hours, where we went round and round the houses several times, it was finally agreed, with some reluctance, to adopt the following opening hours:

Mon – Friday .....07.30 to 18.00

Saturday.....07.30 to 17.00

Sunday (as before)....08.30 to 13.00

(Proposed RS seconded by MT, passed unanimously)

This will take effect from w/c 15th January after due notice has been posted in shop. (CJ will contact Karen Roseberry to ask for advert in Rocklander to be amended accordingly.) RS will inform managers.

### Repairs, renewals and maintenance.

JB is still looking into heating cabinet and protocol for hot snacks.

NA will find size of shed needed for extra storage at back and report to RS.

Gazebo needs to be taken down during winter months, and preliminary time fixed for this (3pm on 4th, depending on weather.)

### Grants and donations

VM has circulated draft report from UEA Consulting Ltd which will be discussed more fully when we have all had time to read it properly. Snapshots from EPOS are still awaited so DS and PR hatched a cunning plan to extrapolate these as soon as possible. (Copy to be sent to PD as agreed)

### Publicity

January NL will be produced very soon, ideally in time to be delivered in time for job adverts to be included.

### Events:

Annual carol singing took place on shop forecourt at 11am on Christmas Eve and was well-attended by up to 50 people. Hot punch was served by A&E and mince pies were also given out, courtesy of the Rocklanders Youth Club. A collection was made in aid of Pancreatic Research and added to the other collections at RSP

Christmas Market and Carol Party so that a total of £166.50 was sent from Rocklands. Angela Dawney led the singing with her guitar and in spite of a couple of false starts, when tune and words did not quite match, a good time was had by all!

Volunteer party will be arranged in March to coincide with shop birthday.

#### Website & IT:

Thanks once again to SB for keeping all IT up to speed and looking professional.

Virtual reality presentation is live and very impressive. DS and RS will get together to sort out hotspots.

#### Correspondence

Thank you card from Matt Johnson was shown.

#### Input from floor

DS asked if display notice boards that had been donated had been of any use and RS explained that they are too big for shop use but that they are being offered to other village organisations.

#### AOB:

To be sent to RS for inclusion next meeting.

Date and venue for next meeting at 7.30pm on January 31st 2018 in pavilion

Meeting closed officially at 9.40 but glasses of champagne were raised to celebrate the winning of the Plunkett award. (Thanks to an ‘anonymous’ donor who heard about award and planted a carrier bag on RS’ wing mirror in the carpark at Diss Station which contained 2 bottles of champagne to welcome RS and VM as they got off train after the ceremony!)