



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on 4th December 2019 in shop at 7.30pm

Present: PD, CJ, VM (from 8.45), PR, DS + JW, EJ and two volunteers, Maureen Bound (MBo) and Joan Woodroffe (JWo)

Apologies for absence: AJ and SC

Declarations of Interest: None

Minutes of last meeting were approved and signed by DS, who welcomed two volunteers, Joan and Maureen, who were in attendance. PR gave brief resumé of roles and responsibilities of committee for information.

Matters arising

1. New light in old Pepsi fridge has been looked into by JW but is far more complicated than expected so will be put 'on hold' until after Christmas, as it's not urgent.
2. Log store maintenance is outstanding but will be addressed by PD asap.
3. Flyers overdue for update, along with website and some local magazine adverts.
4. Text alerts to volunteers have been delayed but PD is working on activating his box again so mobile phone can be used to ask for volunteer cover for outstanding empty shifts.

Managers' Report (from JW)

1. Andy Parker (Regional Manager from POL) visited on Wednesday 20th at 12pm to discuss various matters including training and staffing issues and had a long and useful discussion with JW and PD. Main outcomes:
 - (i) JW given a link to another similar community shop/post office at coast
 - (ii) PO takings and footfall over last year have gone down, similar to shop takings, but with no obvious reason. Ideas for addressing this were discussed and included greater use of social media, (including "Nextdoor") to raise profile and give information about range of services we offer. POL app called wearepostoffice can also be utilised and customised to fit our needs and could be a useful tool.
 - (iii) Copy of follow-up letter from Andy has been circulated along with details of commission earned by various services at PO. This will be publicised so that customers realise how much we earn by all transactions...every little helps!
2. Christmas and New Year opening hours were confirmed, similar to those agreed previously, but with addition of Boxing Day being open (shop only) from 8.30 - 1pm. JW will inform Menzies so that papers are delivered and ensure that milk is available. Extra supply of batteries will be stocked as well!
A notice informing customers will be put up outside (Action: JW)
3. MaB is still off sick and is getting a sick note from GP this week, hopefully backdated so statutory sick pay can be claimed. Thanks to other managers, EJ, JB and PR who have rallied to cover Marion's shifts. PD has done a roster for next few weeks, which is currently being fine-tuned to fit in with paid and volunteer managers.

4. Staff timesheets will be sorted by PD and MiB and will be completed and handed in by 26th of each month, so that all procedures have been done before payday.
5. Managers' meeting has been arranged for Friday 6th December at 12.30 at Bowers Farm (courtesy of PD). Thanks to EJ for covering PO so that all managers can attend. All committee are invited to come along too, so that all can hear first hand what is discussed.
6. Wastage has decreased since last meeting following careful ordering. Invaluable help has been given by a volunteer, Trish, who has spent hours going through stock with a fine toothcomb so that there has been no over-ordering because existing stock has been hidden away.
7. Christmas rush has started in earnest, with Tuesday 3rd December having greatest daily takings of the year so far (over £1100). Wednesday 4th was also over £1000 so hopefully, this is the start of a new trend.
8. JW explained his aim to use whiteboard in back office to greater effect by putting up targets and things to promote by both staff and volunteers. Special promotions eg Christmas trees will be given more prominence and advertised more widely on social media.
9. There was discussion about doing another customer survey, to try and find out what we could do better, what shoppers are having to go elsewhere for (to see if it might be feasible to stock those items at shop) etc.
10. There is a build up of archive boxes of PO paperwork which need to be taken off-site for longterm storage. EJ will liaise with person who had agreed in principle to store them and arrange for them to be removed from the office and RS's house as soon as possible.
11. Thanks to MBo for helping JW with PO filing which is now up to date .
12. Various maintenance items were flagged up (including loose toilet seat) and will be dealt with. Gazebo will remain up until after Christmas, as long as weather doesn't deteriorate, then will be stored by PR. Outside chairs and tables will go to Allison's Farm barn as usual. Back Office printer is playing up....PR will ask RS about b/w one he has been storing for us. (*Update...b/w printer now in shop*) There was discussion about photocopier and its merits/disadvantages....PR will contact provider to discuss possible ways forward. It was agreed in principle that photocopying service is a useful thing to offer, even if it isn't a great money spinner. JW will negate need to photocopy all invoices by getting them scanned as PDF and stored digitally, which will mean that majority of 300 'free' copies each month will be paid for by customers doing copying and should easily cover rental charge.
13. CJ will add various items to this week's Shop Notes, including thanks to all who have done double cover for busy shifts, a reminder that Loyalty Card is for hot drinks from coffee machine only, instructions for processing wreath orders and selling Christmas trees and times and dates for committee meetings so that volunteers can come if they want to see how we work if they want to. (+ Breckland Get On -line Initiative that she forgot last week!)
14. Roles and responsibilities for managers are being looked at again by Business committee and managers.

Finance (see report)

1. VM gave balances and confirmed that all bills have been paid, including wages (after a slight blip due to banking system being in overload on Black Friday).
2. VM will query dates for passing on staff hours in December and will tell all managers if there is any change, when she has heard back from KO.

School for Social Entrepreneurs (SSE) grant

Thanks to NA, who passed on the information, PR has been investigating a new and exciting project that could help boost our business. Although time was very limited, an initial application was submitted on time (thanks to VM and PR working into small hours) and PR has had verbal approval that we may be put through to second stage (interview in January.) If we are accepted, £2000 is given up front to get going, then match funding given on any growth in turnover over previous year, up to £10k, from April to December. Twelve mentor days are included, over the 9 months, for one key person (who must attend each session) +any other representative, who could be different each time if necessary. JW has expressed a keen interest in doing this and it was felt by all that this is a very positive way forward for RCS as we try to increase our profits and turnover in order to be sustainable for many years to come.

Correspondence

Threatening communications have ceased to arrive from HMRC so presumably they have found the missing money that was paid as Corporation Tax.

Events

Carol singing outside shop will happen again on Christmas Eve at 11 am. Notices to be put on social media and at shop advertising it. Thanks to EJ for doing mulled drinks. CJ will provide words for carols and will ask for volunteers to provide mince pies.

Next meeting will take place on 18th December at 7.30 in shop

Meeting closed officially at 9.27pm