



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 5th May 2021 at 7.30pm via Zoom

Present:Maureen Bound\* (MBo), Phil Dingle\* (PD), Cath Jones\*(CJ), Victoria McArthur \*(VM), David McNeil \*(DM) David Seaton\* (DS) Michelle Barron (MiB) Gella Ladner (GL) and Mick Ladner (ML)

(\* committee member)

Apologies for absence: Alan Johnson(AJ),Elaine Johnson(EJ),

Minutes of last meeting were approved.

There were no declarations of interest

DS thanked DM for producing agenda and hosting Zoom meeting.

Matters arising:

1. Thanks to MBo who has arranged for huge amount of archive material to be stored in a secure garage. Rodent-proof plastic boxes will be purchased for safe storage
2. New supplier for F&V (Easters) is working well and they are being very helpful. Deliveries are regular and on time with costed delivery notes. Issues with changing retail prices were discussed with GL and protocol will be sorted to make process easier after a trial period.
3. New card suppliers are being sought eg Hallmark. MiB will ask about those used by WTGN, recommended by VM.
4. New internet system is working well apart from shop laptop struggling to connect to wifi (probably laptop at fault.) PD and DS will look into a scheme for synchronising all data from multiple devices at cost of £3 a month. Letter from BT about returning their equipment is irrelevant.
5. Blind has been mended, thanks to Clive Bound, our local engineer.
6. Due to Covid, manager meetings have been via WhatsApp but will resume live asap, with MBo and others covering in shop (with due notice.)
7. Audit risk assessment will be looked at with Managers at manager meetings and will be reported back.

Managers' Report

Thanks to MiB for report which was gone through item by item:

1. 3.00-5.00 shift often difficult to fill. WhatsApp group working well but puts onus on small nucleus of volunteers.
2. Basic training for volunteers has not been done since Covid. It was agreed that Volunteer Handbook, including essential training on Fire Safety, COSHH, Manual handling and security/safety would be amended where necessary and emailed to all volunteers to read, with a sheet to be signed annually saying they have read and understood the content. (Hard copy to be available when requested.)
3. First Aid training should be done by all managers, including 'cover' managers.
4. Issues with Bookers' stock levels and reliability were discussed- no easy solution as no alternative cash and carry is available.

5. Back Office. Ali is starting proper training on Back office work, both for shop and PO. PD will look into ECR/EPOS direct link with Bookers as their website is often down which causes problems meeting ordering deadlines.
6. Crab season is starting. Volunteers required to collect from Hingham on Thursday mornings. DM and Dave Jones have offered already and it will be put out to tender and maybe more will come forward to lighten the load.
7. Paula Bidmead has done basic PO training with PD (who did refresher course at same time) and will start training with Jane in shop from tomorrow.

#### Committee

After discussion, it was agreed to only hold full committee meetings every 2nd Wednesday each month, with sub-committee meetings in between where necessary, that report back to full meeting. This might encourage more committee members as some who have expressed an interest have been put off by commitment to so many meetings. Next meeting will be in two weeks as planned with new arrangement starting on June 9th. A manager will try to be present at each meeting to talk through report and update, if necessary. It will be produced and distributed by end of previous month to allow for thorough perusal before meeting.

Agenda items for next meeting to DM/DS by 1st Wednesday of month so it can be sent to Simon Best for website in good time.

#### Finance (see report)

1. Balances given by VM
2. No news on outcome of FORE grant yet.
3. Rocklander monies are in separate account and Sue Steel has been given access to this, with cheque book.
4. Nationwide bank account is still being set up. It was agreed unanimously to transfer remaining share money into this account as a discrete amount.
5. Although PR has offered to continue doing Sage for a short while, it was agreed in principle to employ a professional bookkeeper to do this as it is too big a job for most volunteers and is a justifiable expense for a business. Details will be agreed at next meeting.

#### Correspondence

1. Survey from Plunketts 'Better Business 2021' has been completed and returned.
2. It was agreed to allow old editions of Rocklander magazine to be put on shop website (CJ will liaise with SS to arrange)
3. Thanks to VM for writing 'obituary' for PR in Rocklander.
4. It was confirmed that Global Payments machine has been returned safely.

#### AOB

1. There was discussion about employing a cleaner but agreed that there are volunteers who would probably be happy to do that.....time and details of locking up to be discussed later.
2. It was confirmed that paperwork in PO archives needs only to be kept for 2 years with Trading Period records kept for 6 years. Details about shop archives will be confirmed with Lovewell Blake but hopefully the volume of longterm storage of paperwork can be significantly reduced.
3. Paper trail of invoices was discussed and protocol for scanning electronically
4. New location for insectocutor is essential as current position is not suitable.
5. Discussion about viability of opening inside café after May 17th when next phase of lockdown easing comes into force. It was agreed that it would be very difficult to enforce social distancing so best to stay outside only until all restrictions lifted in June.

Next meeting scheduled for 19th May via Zoom

Meeting ended at 21.11