



# ROCKLANDS COMMUNITY SHOP

## Minutes of Management Committee Meeting

held on 5th June 2019 in shop at 7.30pm

Present: PD, CJ, VM, PR,DS + AJ, EJ, MiB and JW with cameo guest appearances from Robin Trewartha and Christina Mason

Apologies for absence: SC

Declarations of Interest: None

Minutes of last meeting were approved and signed by DS.

Matters arising all covered elsewhere in agenda

### Volunteer recruitment and Retention

Robin and Christina were welcomed to the meeting and Robin gave a short but informative presentation about his perception of the current shortage of volunteers (which is approaching a crisis situation with 38+ hours last week having no volunteer signed up and no signs of the situation improving) based on his professional experience recruiting and retaining volunteers.

Draft notes had been circulated prior to the meeting and a Johari Window diagram was distributed and explained by RT. There was a lot of discussion about various reasons why the number of active and participating volunteers is diminishing, which demonstrated that there is no clear defining cause, therefore no easy way to address the problem.

Initial outcomes:

1. All agreed that using volunteers is an essential part of RCS ethos and it is a priority that the issue is addressed with urgency.
2. List of all volunteers who have been logged into EPOS during past year will be provided by JW and these will be looked at in detail at next meeting for a brainstorming session looking at reasons why some have not been active recently. It is essential that no individual feels pressurised into doing something they are uncomfortable with.
3. A 'stall' will be set up outside shop on a Saturday morning, asking opinions about volunteering and possibly recruiting more.
4. An open meeting, chaired by an independent person, could be convened at a later date if solutions are not found in near future.

MiB, Robin and Christina were thanked for attending and for their valuable input and (voluntarily) left the meeting at ~8.45pm.

Managers' Report was presented by JW.

1. It was agreed that in future Bank Holiday opening hours might be cut to usual Sunday hours as customer footfall was so slow on recent BHs, especially in the afternoon. New regular opening hours are not correct on Facebook (Action: DS) and Rocklander (Action: CJ)

2. Great delight was expressed at news that Bookers have finally agreed to make a weekly delivery from Thursday 6th June, with a minimum order of £1k a week (excluding tobacco). Many thanks to PR and other facilitators...a great relief all round, after over 18 months of PR having to make regular foraging sorties to Liberator Rd, near Norwich Airport. Managers are exploring ways of streamlining orders in order to reach the minimum amount each week and first order went in on Monday. EJ raised some questions that will need answering regarding procedures and these will be addressed when deliveries start.

3. JW reported some teething problems with new Back Office /EPOS system that had thrown up some strange anomalies that are having to be looked at with urgency. ECR is being involved in the investigation and it is hoped the new system will be fully operational and completely reliable very soon. Committee members will be given confidential log-in access.

4. Big chiller is finally mended and will be completely re-stocked after delivery. Excellent news!

*(Pause as VM proved she is still Champion at Bare Fist Combat by demonstrating Level 10 in fly assassination, mid-sentence and barely pausing for breath as a rogue Musta Domestica met its demise at her hand. at 9.14pm)*

5. Mystery bad smell in stockroom has finally been tracked down thanks to perseverance of A&E, who have identified a blocked exit in drip tray under chiller. Solving problem is not easy as chiller castors move in wrong plane to gain easy access, but landlords will not be thwarted and are on the case. Many thanks - extra clothes pegs will not be necessary now!

Communication lines between managers and committee have been discussed many times but still fail on occasion and can cause misunderstanding. It was agreed that, as JW's presence at committee meetings has proved very beneficial, it would be helpful if at least one committee member could also attend relevant section of monthly managers' meetings. JW will put it to other managers at June meeting, and hopefully, it can begin at July meeting. Venue off premises will be confirmed.

#### Publicity

Next NL will concentrate on Volunteer recruitment and will be looked at asap.

#### Finance (apologies to VM for being demoted to last item on agenda!)

VM presented bank balances, that are slightly lower than usual because of Corporation Tax payment. Daily takings are dipping again, but it is hoped that with fuller shelves and renewed resolve, the customer footfall will improve again now that opening hours are longer and established. More publicity for opening hours needs to be done as general public is rather confused with all the recent changes.

Grant is now covering about 25% of wages and will decrease again in summer, so it is essential that daily takings rise.

VAT quarterly meeting has been arranged between VM and KO on June 19th.

Various small invoices were passed to VM for payment.

Next meeting will take place on 19th June at 7.30 in shop

Meeting closed officially at 9.35 when a belated birthday cake and bubbles were produced by VM in honour of Elaine's recent birthday, made even more special by news that she and Alan will become first time grandparents in October!