

Minutes of Management Committee Meeting held on Wednesday 5th October 2016 at 7.30 pm at pavilion

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

Apologies for absence: Shirley Colenutt

Declarations of Interest: None

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

Matters arising:

Succession planning: VM has been successful in recruiting another potential committee member, who is also a volunteer. She will attend next meeting to 'feel her way'! Another volunteer is also keen to find out more and will come to meeting after his holiday. There was discussion about advertising for more members but this needs to be done with care and consideration.

It was agreed that Countryside Alliance award scheme will not be followed up.

Finance (see report VM gave bank balances for all accounts. There was a query about breakdown of PO income, which used to come to PR but does no longer.

Action: RS and VM

1. Daily takings sheets are up to date, bills paid, and all reconciled on Sage.
2. VAT all done for last quarter.(Thanks to KO and RCSL accounts dept!)
3. Still some issues with VAT on EPOS. Andrew from ECR has been away so VM still unable to contact him but is on the case.
4. EOY paperwork is being trawled through slowly but surely, checking invoices etc to find cost/wholesale price of all items in shop.
5. Pension scheme investigations and negotiations ongoing.....

Staffing

1. Following lengthy discussions about 'Lone Worker Procedure', it was agreed that as a general rule, there should never be only one person on duty in shop at any time. Managers should make every possible effort to ensure that all shifts are filled at least for next day at close of play. **In an emergency**, AJ and MR agreed to be on call for first shift if it has not been filled and no other volunteer can be found after ringing round. In certain circumstances, when a volunteer has a last minute emergency and cannot present for a shift, a 'responsible adult', known to manager, who is in the shop can be present until a substitute volunteer is called in. It is emphasised that at this is a short term measure only - if nobody is available after a reasonable length of time, then the shop should be closed for safety reasons. If the duty manager opening in the morning chooses to open early, before the volunteer arrives, then he/she does so at his/her own risk

and must never open the safe until second person is on the premises. The outer doors must remain locked. Managers to be informed of agreed protocol, after it is written coherently **Action: PR (written protocol) MT (inform all managers)**

Volunteers

Volunteers must be encouraged to complete training update forms as soon as possible. Managers to be asked to remind all volunteers and to make training file available. **Action: MT and managers**

There is still a problem with empty shifts, especially early mornings and weekend shifts. EJ offered to ring round and fill vacant slots if that would help....the ideal situation would be to have whole week filled by Monday morning with only shifts for the following week being chased. Many thanks to those volunteers who turn up to fill shifts at the last minute.

Retail sales and Wholesale suppliers (see report)

Fruit and veg supplies much improved and there has been positive feedback from customers. However, our frequent deliveries (sometimes twice or even thrice daily) are not sustainable so we will soon have to wean PR off his desire to be a greengrocer and persuade him to allow Tim Burrows to deliver three times a week on Mondays, Wednesdays and Fridays, with occasional top-ups from Zeb when something is looking particularly appealing. Advertising on website and Facebook should help to boost sales further and also the possibility of customers placing special orders to be picked up.

Repairs and renewals (see report)

1. RS, with help from his new apprentice chippy MR, has designed and built a new wooden log store/newspaper deposit box which has now been installed on forecourt. Handles for safer opening and closing will be added asap. RS gave a favourable report on his new worker, adding that 'the boy done good'. His short trousers and exposed knobby knees added to the general sartorial elegance of the team and should not be ridiculed...RS and his other henchman are returning redundant stall to Banyards tomorrow.
2. New café fridge has been installed by the Dynamic Duo (aka RS and MR), not without much scratching of heads and sucking of teeth and involving oodles of cement dust, after unforeseen problems! Many thanks.
3. PO phone line is VERY crackly and almost impossible to use. EJ explained the line has always been problematic and BT have never managed to sort it satisfactorily.
4. Combination oven will be bought to replace microwave so that hot pies, pasties and sausage rolls can be sold in winter months. After discussion about environmental health regulations, it was suggested that soup should be heated on ad hoc basis rather than kept heated in cauldron.

Grants and donations (see report)

RS still working on getting a PhD student from UEA to do BL monitoring work and progress is being made.

Events (see report)

Hallowe'en event will be lower key this year as day falls on a Monday (schoolnight) House decoration competition will be advertised and Hallowe'en stand with decorations, costumes etc will be in shop. Cafe hours will be extended on 31/10 until shop closing time.

There will be no shop-organised Christmas Craft event as it would clash with so many other similar events in village.

Christmas Party for volunteers will be in Pavilion on December 10th from 6.30

Macmillan Coffee Morning on 30th September raised £370+. Thanks to all who donated cakes and/or money and/or attended the event. Advertising needs to be more aggressive next time as most customers and villagers were unaware of the event so footfall was disappointing.

Adnams wine tasting going ahead on November 18th. Advertising needs to be stepped up for this event too, as last one in summer had disappointing support.

Publicity

'Calendar Boys' calendar is still being pursued by VM but she is still a few models short of a full year. Some volunteers are extremely keen to take part prompting a comment from AJ that one such is 'well endowed with a fine body' - he was not asked to elaborate and EJ had to be resuscitated! Others are somewhat more reticent, despite assurances that professional bodies' permission had been granted!

Facebook page and website are being updated regularly. CJ found some updates already made on website have reverted to original text, so will contact SB to see if they can be rectified as they are giving out old information that is out of date.

Ideas to MT for next newsletter, please.

Website and IT

Nothing specific to report.

Correspondence

Maddermarket posters and complimentary tickets are not being used. AJ and EJ will investigate what is happening to them.

Input from floor

Thanks as always for refreshments that were back up to usual standard of excellence.

AOB for next meeting - Action points covered from this meeting should be emailed round when completed. Any problems encountered should also be emailed round so all are aware of what is going on.

Succession planning

Date and venue for next meeting at 7.30pm on 19th October 2016 in pavilion (unless we hear to contrary!)

Meeting closed officially at 9.50 pm