

Minutes of Management Committee Meeting

held on Wednesday 6th February 2019 at 7.30 pm in shop as continuation of meeting held on 30th January.

Present: Philip Dingle (PD) Cath Jones(CJ), Gella Ladner(GL) ,Victoria McArthur(VM)until 9pm, Dave Seaton(DS) + Mick Ladner (ML), Paula Smythe (PS), Josh White (JW) and Alan (AJ) and Elaine Johnson(EJ)

Apologies for absence: , Pete Rushton(PR) Roger Steel (RS) and Shirley Colenutt(SC)

Declarations of Interest: None.

Minutes of last meeting will be signed off at next meeting together with those of 30th January meeting

Opening hours

JW gave comprehensive presentation about data showing footfall and spending which confirmed that shop is not making enough profit to cover costs at present. There was discussion about figures and comparisons with 2017/18 and well documented increased costs causing more of a shortfall than predicted.

Eventually, after verbal confirmation that managers are happy about this, it was agreed that the following opening times were to be implemented from week beginning 4th March:

Monday - Friday: 7.30 to 6.00

Saturday: 7.30 - 5.00

Sunday: 8.30 - 1.00

This was put to vote (proposed by DS and seconded by CJ) and agreed unanimously.

Manager and volunteer will need to be at shop for 30 minutes before and after these hours as usual. Managers to agree new volunteer rota times and these will be explained to volunteers asap as an extra shift will need to be filled each day.

Sales and profitability

JW and GL are conducting a full review into all EPOS system and sales and all findings will be circulated round. Many thanks to both for doing this, as it should be very helpful.

JW presented data showing his ideas about raising prices of some items without causing too much adverse effect on customers. It was agreed that some stock is being sold at prices lower than supermarkets and could be altered. Cigarette and tobacco sales were looked at in detail, and after taking advice from GL, it was agreed that prices would be raised incrementally and not all at once, taking into account the planned tax increases planned by Government shortly. JW was told to go ahead with what he thought appropriate, keeping in mind the community aspect of our service too.

Other ideas were discussed eg changing siting of some shelves, promoting different goods in prominent places. Some areas need rationalisation and better display methods to be more efficient so JW will buy some inexpensive separators etc to enable this to happen.

Social media information needs to be used more efficiently and managers will sort this out with SB who is willing and able to help. PO procedures that bring in good commission will be looked at and promoted.....JW will find out what can be offered to customers so these can be advertised to customers, especially banking services.

DS and GL explained the work being done on EPOS updating PLU groups and departments. Best selling lines have been identified and whole system streamlined as more accurate reflection of our needs. New system will be introduced gradually and will be used in tandem with old system until established and working well, when the old system will be phased out. All benefits were explained, including increased costs, which are expected to be justifiable with increased efficiency. It is expected that all will be done by the end of March, all being well. It was agreed unanimously that JW start ball rolling tomorrow.....watch this space. Thanks to both for all the hard work.

Volunteers

JW has updated current volunteer list with those in active service. Small number of volunteers are doing several shifts a week as well as others doing one. Work of all volunteers is much appreciated as always.

Following another enforced shop closure today as there was no volunteer, there was a lot of discussion about procedures for filling empty shifts. It was agreed that whenever possible alerts would go out the previous day if shifts were still empty. No manager should arrive to open and find that no volunteer was signed in. AJ and EJ always make themselves available for emergency cover whenever possible but need notice. Emails are a quick way to ask for help but not all volunteers check emails constantly. A way of using text messaging or WhatsApp will be investigated (PD to get advice from a friend about suitable programs). Volunteers without email have said they are happy to be phoned in an emergency.

It was confirmed that managers have responsibility for all volunteers as they have dealings with them on daily basis.

Miscellaneous

Update on Bookers deliveries - JW reported no change on requirement of £1000 minimum weekly order excluding tobacco products. Ways of reaching this amount will be given priority as current system is causing too much strain on too few people and is unsustainable.

DS and JW will look at arranging more separate email addresses for 'Purchasing' to avoid messages specific to a particular manager being 'lost' and unseen.

CJ made note of points to be included in this week's Shop Notes for volunteers.

Meeting closed at 9.39pm

Next meeting to be held on 13th February at 7.30pm in shop, prior to AMM