

## Minutes of Management Committee Meeting

held on Wednesday 6th June 2018 at 7.30 pm in shop

Present: Philip Dingle (PD), Alan and Elaine Johnson(EJ), Cath Jones(CJ), Victoria McArthur(VM) Pete Rushton(PR) Dave Seaton(DS)from 8.36pm and Roger Steel (RS)

Apologies for absence: Shirley Colenutt(SC)

Declarations of Interest: None.

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

### Matters arising:

Letters of resignation from Mary Trinder and Malcolm Robertshaw were read by PR. RS will write to thank both committee members for their hard work and support- they will both be sorely missed. Both have volunteered to continue to support in different ways, although not as serving committee members, which is excellent news. Plans will need to be made to recruit replacement committee members as soon as possible.

A presentation from RCS committee was made to John Borrill on 2nd June to mark his retirement and to thank him for all he has done for shop. We are delighted to hear that he is still volunteering behind counter and is willing to stay on PO operative list too!

### Finance (see report)

- Bank balances and financial report were presented by VM and finer details explained.
- PR's 'snapshot' of funds at same time last year and year before still shows encouraging signs but even more cautious optimism.
- Bills have been paid.
- Thanks as always to SC for her work on daily takings etc, especially some detective work tracking down cause of a potential problem. (*DCS Colenutt to the rescue!*) Issues with compatibility of computers is being further investigated by RS and will hopefully be fully resolved soon.
- Premises licence has been paid. (*Pause to admire magnificent bruise on VM's elbow caused by over-enthusiastic pulling of ripcord on lawnmower resulting in collision with oak tree! Ouch!!*)

- Communication shown from POL regarding revised fees/remuneration Rates table from October 2018....all to do with Royal Mail and all show decreased commission rates which will obviously impact significantly on profits from PO counter. There was discussion about imminent closure of Watton and Hingham POs and how we can attract customers who no longer have a local PO. NA's idea of advertising in Hingham and Watton magazines is excellent but it was agreed that no advertising would 'go live' while they are still functioning but plans put in place for adverts/articles in local publications ready for when they are closed.
- Card machine (Global Payments) is working and PR has negotiated a new favourable financial deal with Global Payments to compensate for loss of trade during the breakdown which amounts to ~15% average reduction in our costs. About 80% of our card transactions are on debit cards. Nobody currently has capacity to investigate other companies (which would involve compliance tests and security checks) and there are no obvious competitive rates on the market so it was agreed to go for a new 18 month contract with Global but PR will try to negotiate a cordless terminal as well to avoid cord problems stopping it working again in future.
- Corporation Tax bill has been paid and arrangements for VAT quarter in hand

### Retail sales and Wholesale suppliers (see report)

PR has seen deputy manager at Bookers who has stipulated a minimum of £1000 order (excluding tobacco) a week for deliveries. RCS does not quite currently fall into this category so PR has requested meeting with Chief manager. Various questions were raised which PR will discuss with Bookers. Membership of Bookers Club will be sorted at same time.

PD reported that all issues agreed at last meeting have been approved by NA and will be implemented.

Milk supplier. No further update from Müller about their plans but PD has been in contact with Medina and found their prices are significantly higher than current prices (although if we have a contract, lower prices could probably be negotiated.) Deliveries would be Mon, Wed and Fri at 10am which is very convenient.

RCS GOES GREENER > Takeaway coffee cups. It was agreed that customers bringing their own cups would be offered a 20p discount.

PR will look at cost of non-plastic carrier bags for customers who do not have a bag to carry shopping home.

Idea to feature 'guest cakes' in cafe from time to time will be explored, to boost sales.

### Repairs, renewals and maintenance.(see report)

- Old air-con unit broke down despite recent service and engineer had to be called to rectify fault. Discussion followed about whether managers need to call on committee to organise repairs/maintenance. Although managers have authority to do so, it was felt that perhaps they would be reticent to cause possibly un-necessary costs to shop if fault were simple to fix. It was agreed that EJ would compile a checklist of steps to carry out if a breakdown of chillers, freezers, aircon units occurs. When basic checks have been done, manager will call a committee member to contact e.g. Coldlink to come and repair. If EPOS system stops working managers know about contract with ECR and would call immediately and directly, telling committee what has happened.
- DS and PR are sorting new hard drive
- Loose/untidy wires under counter will be fixed by RS
- New shelving and noticeboard will be installed on Sunday 10th at close of play by PD with possible help from DS.
- DS will update with dates for getting application for new storage shed. Managers will be discussing implications at their meeting on 12th June.
- Some LED lighting has been installed by RS and plans for rest of shop put in place so that all should be completed by 17th June.
- RS made aware of repairs needed on logstore
- Site evaluation took place after meeting of repairs necessary to forecourt screens to make them safe again.
- Doormat issue still not resolved as new ones still slip easily. CJ will try her back door mat to see if it is any improvement.

### Volunteers (see report)

Still some issues with empty shifts but generally we have managed to cover all hours.

NA will organise Lottery training before H&S training in next few weeks.

Following resignation of MT, a new person will be needed to produce NL. A couple of ideas were mooted which will be followed up. In the meantime, VM/PR will produce next NL to be delivered this month.

MR has offered to do monthly 10% stock check even though he is no longer able to serve as committee member .....offer VERY gratefully received!! *(He was having withdrawal symptoms at the thought of never counting the envelopes and other stationery items apparently!)*

MT has kindly offered to do the Volunteer NL and will liaise with NA about what to include.

Grants and donations (see report)

Thanks to VM for getting interim report to Lucinda at BL.

Publicity

Adverts in various local publications discussed and agreed. SC will be consulted for advice.

Input from floor

Thanks to EJ for having a birthday and to VM for managing to make a wonderful carrot cake in spite of a run of several 13 hour shifts!

Apologies from PD who will be absent for next 2 meetings and from CJ who will miss 20th June. *(A substitute minute taker will need to be found!)*

AOB for next meeting to be sent to RS in good time.

Date and venue for next meeting: 7.30pm on June 20th 2018 in shop.

Meeting closed officially at 10.27pm