

Minutes of Management Committee Meeting held on Wednesday 7th June 2017 at 7.30 pm at pavilion

Present: Shirley Colenutt, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, John Rose, Pete Rushton, David Seaton, Roger Steel, Mary Trinder and Joan Woodroffe

Apologies for absence: None

Declarations of Interest: None

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

Matters arising:

There has still been no response from POL to RS' emails.

Confidential issue involving a volunteer has been resolved.

Finance (see report)

1. Bank balances were given for all accounts. NI contributions will be taken out imminently. Daily takings are up to date. Sage reconciliation is two weeks behind due to contact issues with the server but will be rectified this weekend. Petty cash remains same.
2. Corporation Tax bill of £6K + has been paid.
3. Still waiting for response from ECR regarding CSV snapshot of sales analysis.
4. Daily takings comparison over three years was looked at and shows ~10% increase over first year of trading but with costs escalating rapidly, there is still a deficiency if we are to be self-supporting without grant aid.
5. NEST in hand (see report) and ready to roll as agreed in October 2017.
6. Licensing Act renewal was agreed in principle but cost will be checked as it seems much higher than in previous years.
7. Large discrepancy at end of one day has been investigated and possible cause found. JR suggested that when notes are transferred from till to safe during day, they are put immediately into pre-marked envelope and sealed before placing in the safe.
8. Managers have reported a tightening up of float system to avoid human error.
9. DS has looked at Business Plan and will now liaise with VM to combine brainpower, before coming up with new model.

Staffing (see Managers' report)

1. Paperwork for three staff who have completed appraisals has now been returned to them for final signatures. Appraisal for 4th manager will be arranged asap. It was resolved that in future years, the process will be completed and returned within three weeks.
2. Complaints form has been amended slightly and will be re-circulated for comments before next meeting when it will be adopted.
3. Succession planning was discussed again.
4. JR will explain idea of checklist of daily routine managers' tasks to staff, which could save time and avoid mistakes.
5. Health and Safety policy is being drawn up by Charles McIlwhan along with training for volunteers.

Volunteers (see Managers' report)

There is still a worrying lack of volunteers willing and able to fill shifts in advance. A display board with forthcoming vacant shifts will be placed in a prominent position in the shop to try and encourage more people to sign up. (Action:MT)

Nobody has yet come forward to produce a volunteer newsletter. CJ will ask someone with the necessary skills personally.

CJ has been in contact with volunteer interested in PO training. She is still interested but is taking time to consider all the implications before committing herself.

Retail sales and Wholesale suppliers (see report)

EJ has had meeting with Menzies rep and has passed on all relevant information to managers. EJ, JW and SC will meet to sort out the last bits of paperwork involving the changeover, as Menzies' system is very convoluted and complicated.

AJ will look for newspaper stand on EBay as Menzies one was extortionate.

AJ suggested an extra shelf on cake gondola to provide more display space.

Flowers from P&H will be ordered soon. JR will confirm markup price with NA as it needs to be 50% to cover wastage and VAT.

Repairs, maintenance and renewals etc (see report)

1. Pie heater pending.
2. JB 's method of checking fridge and freezer core temperatures weekly, using salt containers and thermometer probe has been actioned.
3. PR has agreed with WTGN that pittospori are unsuitable for shop now they have grown so big and an alternative will be sought. They have been offered for sale to Greenfingers gardening Club. WTGN have been reminded again about insecure plant stand.

4. Contract for new coffee machine has been received from Tchibo. Minimum monthly amount of consumables was considered unrealistic so will be re-negotiated before signing.

5. Colour Laser for printing newsletters will be bought by MT with advice from DS and will be stored at her house.

6. Air con unit or equivalent is now critical as hotter weather is here. Idea to put existing compressors outside will also be discussed with rep from MAAC at meeting on 17th June (MR, A&E and possibly RS). Anaco will also be asked for a copy of the quote that has gone missing.

(Pause for delicious chocolate gâteau with fresh cream, strawberries and, joy of joys, Maltesers on top of chocolate ganache, made by VM in the spare time which she doesn't have! Very many thanks to her, and to EJ and JR for having birthdays recently. Thanks also to PR for bubbly and fresh juice that was brought out as celebration after close of play.)

7. Big chiller needs looking at as it is struggling to maintain correct temperature. MR will issue another copy of maintenance contractors' contact details for display in back office so managers can call engineers when necessary.

8. Darren Page will also be asked to service existing a/c unit at same time.

Grants and donations (see report)

VM and PR are re-organising cycle rides so that both experienced riders and novices can enjoy separate rides.

Idea put forward by Heinz Wolff in the Guardian will be looked at to see if it is possible to be used in Rocklands.

Nature Walk and Moth Trap will go ahead when Chris can find a suitable date.

Events

Wine Tasting evening on 26th May was very successful, with standing room only. Thanks to MM for hosting and to Nickie Southgate for manning the till - lots of wine was ordered on the evening.

Garage Sale on June 11th has had several bookings already. Thanks to NA's mum for organizing this on behalf of the shop.

Rocklands School fete will be held at school on July 2nd and involves a 'museum' of Rocklands history.

Website and IT + facebook and twitter pages

Any items to be included should be sent to Simon Best who will load them onto relevant pages.

Thanks to Matthew Johnson who has kindly offered to do a virtual reality tour of shop for publicity pages on shop and other websites.

No official notice of proposed Horizon update has been received from POL.

Publicity

Purchase of colour laser printer - see repairs and renewals.

CJ offered to stick labels onto PO leaflets when they are ready.

Wayland News subscription has been renewed.

Correspondence

RS has passed on Plunkett information about dealing with awkward situations regarding volunteers to CJ (who had them on file before her computer decided to blow up and they are now lost so will have to be passed on again!)

Input from floor

Thanks to A & E for provision of hot drinks as usual and to JW for drinking coffee when she prefers tea because she counted wrong!!

AOB

Items to be included in next agenda -

Complaints protocol

Succession planning

Heinz Wolff

Any other items to be given to RS in good time before next meeting.

Date and venue for next meeting at 7.30pm on 21st June 2017 in pavilion (unless we hear to contrary!)

Meeting closed officially at 21.59h.