



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 7<sup>th</sup> September 2022 at 7.30pm in shop

**Present:** Phil Dingle\* (PD), Tim Ford\* (TF), Ian Harrison\*(IH), Cath Jones\*(CJ), Christina Mason\* (CM) Victoria McArthur \*(VM), and + Jane Stubbs \*\*, Fay Manning \*\*and Lottie McIlwhan \*\* (\* committee member; \*\* manager)

**Apologies for absence:** David Seaton\* (DS) Alan Johnson(AJ) and Elaine Johnson(EJ)

**Minutes of last meeting** were agreed and signed as a correct record.

There were no **declarations of interest**

### **Matters arising** (not covered elsewhere on agenda):

1. No update on PO telephone line, in spite of several requests to POL.
2. Hole in floor. AJ and EJ ready to re-tile and will also complete work on exterior.
3. IH has chased Steve Southcott for electrical certificate following works done during refurbishment but so far, nothing received.
4. Chiller service agreement had been circulated by JS. After discussion, it was agreed to have an annual service for all chillers and freezers and for Coldlink to raise outside unit to a higher position to prevent cutting out issues during hot weather. (£299 +parts+VAT)
5. Migration of contacts and calendars to new IT system has been completed by Paul Monk (PM).
6. CCTV. Managers confirmed current cameras were sufficient and they are very pleased with clarity on screens, even remotely.

### **Managers' Report** (See report from JS)

#### 1. Stocktake

This had taken place as planned on Sunday 28<sup>th</sup> August with 3 managers, several committee members and some volunteers working for several hours to get count completed. Unfortunately, there was a problem with the update of new stock levels onto EPOS which is yet to be resolved, in spite of promises from ECR to rectify. TF will chase Andrew from ECR to do what he promised as well as sort problem with till screen display from customer side. Although auditor passed stocktake on 30.08, new adjusted figures cannot yet be put onto system until error is rectified by ECR. Some information from auditor about small discrepancies in check has not yet been received by email and will be chased.

VM went through other details from stocktake that need to be done and sent to LB:

- a) Asset list and staffing changes (PD)
- b) Committee changes (CJ)
- c) Risk Assessment update (FM)

It was agreed that JS looks into stock guns (either to purchase or hire) as that would make whole procedure less arduous and hopefully more accurate. Date of end of year change will also be investigated, as end of August clashes with holidays etc.

It was agreed that JS would give thank you to Mick and Gella Ladner for their crucial help with stocktake

2. Further training on EPOS for managers to take on new facilities available will be chased.
3. No further news on stage 3 training for PO-JS to chase
4. PO printer broke on Wednesday 31<sup>st</sup> Aug but engineer didn't come until late on Monday 5<sup>th</sup> Sept to fix it (in spite of being told there was a 4 hour priority for call out and many reminder calls) so all PO transactions were severely limited as no printing could be done. Well done to managers for adapting as much as possible and doing screenshots of receipts on customer phones when feasible.

5. Apology received from Menzies for non-delivery of papers on 27<sup>th</sup> August – fault was entirely theirs.
6. Volunteers. Flyer has increased footfall in shop but not brought any new volunteers directly so far, although a Ukrainian lady has been in today to offer help and has been signed up for weekend! Now that students have returned to class, there are more gaps in rota. 10% discount is working well.
7. Flyer delivery needs to be extended to Lt Ellingham and Shropham
8. PO safety procedures were discussed
9. Café prices. It was agreed to raise coffee and tea prices by 15p to offset the increased costs. Regular coffee will now be £1.90, large £2.15 and tea 90p...with immediate effect.
10. Security alert from Grapevine on 6<sup>th</sup> September was investigated by JS, EJ and CJ was proved to be genuine but unfounded as all protocols had been followed correctly. Names on alert list need to be updated possibly.

## **Finance**

- Bills and wages paid.
- Balances given – lower than we would like, so grant help will be necessary in future. SS is looking for suitable sources for grant aid.
- Meeting will be arranged between book- keeper (Kimberley Owen), VM and PD to discuss changes in role.
- Biffa transfer sorted

## **Correspondence**

Nothing significant that hasn't been distributed electronically to all interested parties.

## **AOB**

None

**Next meeting** arranged for Wednesday 12<sup>th</sup> October\_2022 at 7.30 in shop (Apologies in advance from CM)

**Meeting closed** at 21.05