

Rocklands Community Shop Ltd



Minutes of Management Committee Meeting

held on Wednesday 7th October 2015 at 7.30 pm

Present: John Borrill, Alan and Elaine Johnson, Cath Jones, Victoria McArthur (from 8.45) Pete Rushton, Roger Steel and Joan Woodroffe

Apologies for absence were received from Shirley Colenutt, Robert Gray, Malcolm Robertshaw and Jan Swaddling

There were no Declarations of Interest apart from VM who said she is interested in pottery, particularly crockery.

Minutes of last meeting were read and signed as correct

Matters arising

Wine tasting evening with reps from Adnams on October 2nd had been great success and was well attended. Many thanks to Barnards for providing delicious sausage rolls and to Marion Baker for chutneys to accompany nibbles provided from shop. Also big thanks to Michelle Maher for organising the event.

Finance

(i) JB gave latest balances in all accounts

(ii) JB has done quick profit margins comparison between Adnams and P&H and found that Adnams' margins are significantly lower. JB is investigating invoices received as there seems to be a discrepancy.

(iii) There was considerable discussion about wines and suppliers as although quality supplied by Adnams is generally better, the prices are higher and thus not accessible to all customers. It was agreed that PR would buy up wines on offer when he sees them, using company credit card, and they can be stored off premises until needed.

(iv) JB noted that alcohol stock levels on EPOS are not being kept up to date.

(v) Ways of tightening up on PO finances were discussed. It was agreed that now that we have extra 20 hours managerial cover, it should be prioritised that two managers are on duty at certain times e.g. when money is delivered from PO and during end of trading period checks so that manager is not interrupted when counting and checking to serve in shop. Overlap when daily cash declarations are being done would also be useful, although with only one Horizon screen, customers could still cause interruptions.

(vi) EOY. JB has 25 items to be completed before final submission to accountants, most of which he has in hand, and the rest were passed to relevant committee members. These should be done very shortly so LB can start work on audit.

(vii) Global Payments contract has been renewed by JB. Names on various contracts e.g. Zen are being/have been updated.

(viii) AMM should be on target for January

(ix) JB is working on wastage and transfers sheets prepared by SC so that accounts can be reconciled more easily and efficiently.

(x) RS will tidy his garage (NB for SS - he has promised in public forum, so maybe this time.....?) so that RCSL paperwork can be stored safely for requisite time. Keys will be cut to give access to those who may need it.

(xi) PR asked if any information available for Amazon bill of £85 that has no invoice and cannot therefore be reconciled. It was established that feet have been returned and refunded (??) so it wasn't that. It was decided that toner cartridges were bought so JB will look on Amazon website to print off invoice and will pass to PR.

(xii) RS now has shop mono laser printer at his so if any black and white copying needs doing, please give it to him.

(xiii) PR requested an explanation of how to enter shop account holders (Eg VH, School, Playing Field) on to Sage.

Membership and EIS

Urgent outstanding shareholders who need EIS forms will be sorted as a priority.

Staffing

Following issues with shop hours not being completely covered by managers, this problem will be looked at as priority at managers' meeting on Tuesday. New rota will be drawn up from November when JB will be more up to speed with PO training, but temporary rota should be able to cover all opening hours with existing trained staff with some overlap of hours at certain times. PR and CJ can still be used in emergencies and for lunch break cover/ extra help at busy times etc but it should not be necessary to have them on the normal rota. New November onwards rota should be able to build in lunch break hours too, as well as cover for AL.

(At this point, Mr Fly, who had been intermittently annoying RS by bombing him at intervals, was dealt a loud and severe blow to the upper body but sadly no body was found, leaving the demise of said musta domestica unproven.)

Volunteers (see report from VM)

VM has now given known email addresses of all volunteers to managers so that they can more easily ask for vacant shifts to be filled. Weekend shifts, as well as some during week, are still being left unfilled on a regular basis, resulting in last-minute phone calls to stalwarts to come in over and above call of duty.

Some EPOS swipe cards are getting broken or worn out and need updating and/or re-naming. NA has been given permission to buy 40 new cards as well as some that can be programmed as 'manager access' cards. Hopefully this can be done asap as it is becoming a problem and some volunteers are having to use other people's cards, which is against our original policy.

Retail sales and Wholesale suppliers

Guidelines for heating food in microwave will be drawn up and laminated by JB for use by customers after RS has put up non-porous and cleanable shelf in café area for it to sit on.

VAT issues concerning sale of hot food were considered but if customers have self-service when using microwave, following guidelines, there should not be a problem.

Ongoing issue of fruit and vegetable supplier was discussed again at length. A written report from MR (thanks Malcolm) was read out and content examined. It was agreed that, ironically, the quality of produce from Banyards has improved considerably in last couple of weeks so it was agreed to leave it to managers at meeting next week to make final decision as it is they who will ultimately have to deal with suppliers. JB will speak to current supplier (over quality and also lack of 'sale or return' credit) and if managers agree with committee recommendation that we use Bond St Greengrocers in Hingham in future, a month's notice will be given.

AJ agreed to draw up guidelines about keeping fruit and veg in top condition in shop e.g. potatoes, mushrooms.

JB reported that since contents of chillers have been changed round, the sales of pre-packed snacks have increased significantly and Barnies are now supplying a wider range with larger quantities, so that there should always be sandwiches etc available.

Repairs, renewals and maintenance.

There was much discussion about new crockery and no amicable agreement reached. Quality, aesthetics and cost of samples found by MR (a first internet 'shopping' experience for him!) were not quite what was needed, so further thoughts will be considered. Care of crockery is paramount to keep it hygienic and in good condition so JB will draw up guidelines about this and general food hygiene practices for display. e.g. All crockery etc should be put through dishwasher at least twice a week.

As it is some time since café profits/overheads have been examined, JB will do this for discussion.

Coffee machine is not always giving same quantities so maybe Calypso need to check calibration? Also heat of milk, as some consumers have said cappuccino is not as hot as it should be.

CJ will order more dark green aprons with embroidered logos from Mr Overalls as stock is depleted and some new volunteers wish to buy their own.

Grants and donations

See VM's report Donations will be discussed at next meeting

Publicity (see report)

Adnams are willing to sponsor an advert that flashes up on shop computer screensaver for a minute every hour - this was approved.

PR has delivered newsletter to house he did not know existed in Rocklands - are there more? He is now setting himself up as a consultant in finding where letter boxes are in all properties in vicinity.

Events

Proposed Garden Gadabout 2016 organisers have approached shop asking if we would be willing/able to have shop and cafe open till 5pm on Open Garden Sundays in June 2016. This was agreed but there will be no PO open after usual hours. Managers will be asked if they would like to work extra hours but there will be no obligation as we can almost certainly find volunteers who can do this. CJ to contact Ann Burroughes with decision so that organisers can put shop opening hours in their publicity when time comes.

Website & IT

Up and running - thanks to Simon Best for all his work and to VM for updating with current information e.g. Hallowe'en events. Managers have requested that computer from cafe is removed to give more display space, but as this was bought with grant money, we cannot do this.

VM will check about upgrading to superspeed broadband.

Correspondence

Rumour that RS has been Tweet of the Week has been corroborated by EJ who has seen the evidence with her own eyes. RS has now grown in Cyber Stature! Congratulations Mr Rusty!

Letter from FCA regarding renewal of membership, which has now been done.(RG and MR to be informed as they are now responsible for contract registers, dates etc)

RS has received email from latest managerial recruit announcing his intention to complete PO training by December 2018 in time for his planned retirement. ("How hard can it be?" !!!!!)

Input from floor

Thanks to refreshment providers as always.

Additional membership needs to be sorted before AMM so that we can recruit potential new committee members.

It was agreed that PR needs support, although whether this is surgical, emotional or physical was not specified.

A £2 coin was used to play 'Shove Ha'penny' across the table - hopefully ended up in Pavilion Hire Pot eventually!

AOB to be discussed at next meeting

Donations

Date and venue for next meeting was agreed for 7.30pm, 21st October 2015 in pavilion

Meeting closed at 10.29 pm