



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 7th December 2022 at 7.30pm in shop

Present: Phil Dingle* (PD), Tim Ford* (TF), Ian Harrison*(IH), Cath Jones*(CJ), Victoria McArthur *(VM) until 9pm, David Seaton* (DS) and + Jane Stubbs (JS) until 8.40**
(* committee member; ** manager)

Apologies for absence: Christina Mason* (CM) Alan Johnson(AJ) and Elaine Johnson(EJ), Fay Manning (FM)** and Lottie McIlwhan **

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. PO telephone line. Openreach engineer has investigated problem and done something which provided a temporary fix but unfortunately, after a while it stopped working, so extra phone cable was re-installed to link Paystation with shop phone line again, which ensures customers can credit their accounts but does not solve long-term issue of 483217 (PO) line not functioning properly.
2. Breakdown of PO commission. DS gave update on progress regarding PO log in. Issues with logging in on POL website have not been resolved as password cannot be saved. Area manager has been alerted but no response so far.
3. PD has arranged with Seckers to upgrade outside unit of big chiller FOC as the one they fitted is not fit for purpose. Thanks to PD.
4. We were again delighted to be awarded another Runners-Up prize at Plunkett Community Awards ceremony in London for Volunteer section. Thanks to FM and her mum, volunteer Lesley Crowthwaite, for attending ceremony.
5. Offer from Plunketts to provide an 'Extra Pair of Hands' offering free advice and a volunteer to help with IT etc has been accepted and hopefully we will be able to utilize the expert help with setting up EPOS Now system.
6. Road closures in The Street have been extended until 23rd December (at least) by Anglian Water installing new sewerage system. There has been an effect on trade in shop as access to shop has been limited by one-way traffic on Magpie Lane but JS reported that PO has been very busy with extra custom from Attleborough following closure of town PO and Dodds Rd PO having long queues.

Managers' Report

1. FM has assisted JS at end of TP and is confident and keen to do it again.
2. Mystery Shopper for Lottery sales has re-visited and we passed scrutiny. Well done FM.
3. Many thanks to A&E for putting up outside lights, which involved moving heavy outside 'furniture'....lights and tree look lovely!
4. Transferring stock from ECR to EPOS Now is proving to be more complex and time-consuming than anticipated. Many thanks to LM for valiantly trying to do it at same time as working in shop. Help from volunteer Robert Puddicombe, who is fully conversant with VLookup is helping but after discussion it was agreed to keep both systems running in parallel until after Christmas when there will be more time to sort it out. DS will see LM to see if he can help too.

5. No significant issues with PO end of TP recently – well done to all managers for being so accurate with attention to detail and to JS for chasing even small discrepancies until they are found and rectified.
6. Issues with wages were discussed and it was agreed that a more robust system would be looked at, to avoid last minute problems. All wages have been paid as required by end of each month but sometimes not quite as early as expected. VM, PD, JS will discuss with KO but managers are requested to please message VM when payslips are in as she needs notice if she is working long late shifts at hospital without access to her computer.

Finance (see report from VM)

- Bills and wages paid.
- Balances update.
- Missing invoice from Insafe Intern still not found.
- Possible candidate for new treasurer – work in progress. Need for new Company Secretary is becoming more urgent. Another person is in the offing, so fingers crossed.
- Grants – thanks to VM and Sue Steel for applying for a grant of £10k from Big Lottery – no outcome yet.
- Monthly figures with comparisons since 2016 were again distributed, with caveat that slight increases are probably due to rising prices, not necessarily more trade.
- All information requested by Lovewell Blake has been submitted
- Thanks to Shirley Colenutt for continued work on Daily Takings sheets.
- VM and JS clarified some queries over Daily Takings sheets
- PD has been in communication with Co-Operative Bank about bank charges and discovered that we may have been given the wrong type of account when we set up in 2013. He is completing massive amount of paperwork to apply for a community account for which there are no bank charges, which will save ~£1000 pa. Various signatures were completed.
- Thanks to PD for providing draft monthly accounts, using approximate figures, showing shop overheads (not including recent significant increase in electricity as those figures are not yet available) showing basic costs to keep shop open are ~£7000+ per month.

Correspondence

CJ and VM are dealing with a share withdrawal via solicitor who is executor to estate of a member who died recently.

CJ has also received a share withdrawal application in advance of withdrawal window next year.

AOB

Reminder about carol singing outside shop at 11am on Christmas Eve with collection for Pancreatic Cancer UK. Thanks to A&E for again providing hot punch. Mince pies will be ordered but request has gone out on Facebook for homemade contributions as well.

Next meeting arranged for Wednesday 11th January 2023 at 7.30 in shop

Meeting closed at 21.29