



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 8th September 2021 at 7.30pm at Bowers Farm

Present Phil Dingle* (PD), Cath Jones*(CJ), Victoria McArthur *(VM), David McNeil *(DM) and David Seaton* (DS) + Alan Johnson(AJ)and Elaine Johnson(EJ)
(* committee member)

Apologies for absence: Maureen Bound* (MBo),

Minutes of last meeting were signed.
There were no **declarations of interest**

Matters arising:

1. Hallmark Cards -no update available.PD will ask managers about responsibility for cards following MiB's departure.
2. No update on progress with ION. PD to arrange for visit to sort various issues and protocols.
3. Volunteer recruitment. It was agreed that re-instating volunteer raffle each month with ticket issued for each shift was good idea but discount for volunteers for shopping done during a shift was not considered practicable. Volunteer event at Christmas will be arranged with managers.
4. Advert on back of Rocklander needs amending (Action: CJ)
5. It was agreed unanimously that a professional bookkeeper will be advertised for and employed. PD will find 'going rate' and CJ will arrange advert in Rocklander. ~10 hours per month, working from home, flexible working hours

Managers' Report (See report from JS)

Report received this pm following a managers meeting was gone through and discussed. CJ will feed back to managers by email as no manager able to be present.

1. Two volunteers have shown interest in PO training Action: PD
2. New managers still need PO training but places not readily available until later in year.
3. Small increase in number of volunteers signing up for shifts is probably due to return from holidays and more confidence post- Covid.
4. Thanks to EJ for help given to all managers when there is a problem.
5. Issue regarding Scratchcards was explained by EJ
6. Indoor café opening ready for colder weather, is on target; thanks to two volunteers for cleaning cafe area thoroughly.
7. Bookers will now pick orders but are insisting on orders of min. of £1k a week with no exceptions. Many thanks to EE, DM and PD for going up to pick in past few weeks.
8. Stocktake completed at end of August thanks to staff, committee and volunteers. Final pricing will be sorted by PD in conjunction with ECR
9. New customer scales for F&V and chalk board to advertise special offers agreed.
- 10.Lone worker policy agreed (shop to be kept open but PO closed if no volunteer help available)
- 11.Admin status on Facebook is not easily accessible for managers. MiB to be consulted as nobody else appears to have necessary permissions to add admins. Managers need to all agree on content before a post is put on shop page.

Staff Welfare

New managers working well together and new managers settling in. More PO training necessary as all have missed out due to Covid.

Finance (see report)

1. Huge thanks to PR for taking back Sage bookkeeping at short notice following GL's illness. (see matters arising, item 5)
2. It was agreed that dual signatures are no longer workable so will be removed for daily financial transactions
3. Figures show daily takings slightly improved last month.
4. Bank forms completed by relevant parties
5. VM re-iterated her intention to relinquish her duties as Treasurer as soon as possible and reminded us that she had only taken it on as a temporary measure ~6 years ago. She was thanked and every effort will be made to find a new treasurer via Rocklander, Shop Notes and word of mouth in first instance.

Grants

Shop fitter has been in and made draft plans for shop re-fit ready for an application to Norfolk Infrastructure grant. These were looked at and discussed. VM will discuss with SS tomorrow in hope a submission can be made before deadline on September 10th.

Correspondence

Scottish Power contract and Grapevine compliance sorted by DM.

AOB

- Volunteer survey synopsis was looked at in detail and various points discussed.

Main outcomes:

More aprons to be ordered (Action CJ after ascertaining costs)

Cleanliness issue resolved (see Managers' report item 6)

Poor communication - unclear as to what areas this referred to, so difficult to resolve without further details

Volunteer training should be more systematic as Covid threat reduced.

Other points were largely self-explanatory. CJ will respond and comment to all volunteers as replies were anonymous.

- Article for October Rocklander will be written by VM

Next meeting scheduled for 13th October 2021 in Bowers Farm Garden room at 7.30

Meeting ended at 21.31 and PD thanked for his hospitality