

**Minutes of Management Committee Meeting** held on Wednesday 8th November 2017 at 7.30 pm in the Pavilion.

Present: Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, John Rose, Dave Seaton, Roger Steel, Mary Trinder + Natalie Albrow, Marion Baker, John Borrill and Michelle Maher.

Apologies for absence: Shirley Colenutt, Pete Rushton and Joan Woodroffe. (Apologies from some who were slightly late due to parking problems outside pavilion.)

Declarations of Interest: None.

Minutes of last meeting were read and signed as correct

Matters arising:

None not covered elsewhere.

Managers were warmly welcomed to meeting.

Finance (see report)

- (i) Bank balances were presented by VM.
- (ii) Business account has had to be used to top up to pay wages this month, and will be necessary at times in future as grant subsidy has been decreased.
- (iii) Wages and NI contributions have been paid. A minor discrepancy with wage slips has been rectified.
- (iv) Apex signs have been received and bill will be settled.
- (v) Some clerical work is slightly behind as SC is on holiday but is in hand.
- (vi) Sage is up to date
- (vii) All paperwork has been returned by LB. Asset register will be updated as necessary. Everything is on schedule for EOY and AMM to be held in January.
- (viii) RS explained changes to Data Protection regulations from May 2018. Sue Steel has offered to take over as Data Protection Officer from JB with immediate effect and this was agreed unanimously (prop: CJ sec: JR)
- (ix) We were also reminded that all group emails or circulars should be done using BCC.

## Staffing

Michelle Maher has handed in her resignation, due to finding another job, which will be effective from 30th November. This has obviously caused a need to advertise more immediately than had previously been done in preparation for JB's retirement in May 2018.

JR went through the recruiting progress so far. There was discussion about the cost effectiveness of advertising in EDP (after some negotiation this would be approx £200+ ) and other local papers, but eventually it was agreed that with the hours and work arrangements involved, the best candidate would be local, therefore it was probably unnecessary to spread the advert all over Norfolk at present.

A sample job description flyer was examined and some amendments made. This will be delivered to all properties in Rocklands and also in surrounding villages, if manpower is available, as soon as possible. It will also be put in village magazines. DS will print flyers and put them in shop. CJ will provide a copy of the distribution list and approximate numbers so that volunteer deliverers can sign to say which areas have been covered.

JB was thanked for being very flexible with his retirement date before May if a suitable applicant comes along.

The interview panel will consist of RS, JR and NA and interviews will take place at Crossways at a convenient time agreeable to all parties.

After being on Facebook for a few hours, there has already been some interest in the post, so the outlook is promising that we will find suitable people to fill Michelle and John's shoes, difficult though it seems!

Michelle was thanked for her work done and dedication since the shop opened in 2014.

## Volunteers (see report)

VM has put volunteer survey forms from UEA in shop and asked managers to ensure all volunteers are given them to return asap.

There has been an increasing problem filling all slots, in spite of efforts to find willing volunteers. The shop has had to shut because of a lack of volunteer on a couple of occasions only, however, which, as emphasised by MB and AJ, is something to be proud of.

Shortening the shift times has encouraged some more volunteers to come forward, but has also meant that those who do, eg two shifts a week, are now covering less opening hours as a result. CJ had sent a 'rallying cry' to volunteers with the best of intentions which has apparently had the opposite effect and has alienated most of them, according to some managers. Some volunteers had come forward with suggestions for possible recruitment, which were passed on. CJ apologised.

Managers have suggested shortening shop's opening hours as a way of reducing number of empty shifts. It would also help with increased pressure on managers at a very busy time of year, without one of most experienced managers and trying to train up a new 'incumbent' at the same time. This was discussed at length and it was agreed by all that it is essential not to make a 'knee jerk' decision that might need changing. Any changes need to be almost certain to succeed and be made for the correct long term reasons.

Following a rough survey of PO transactions and EPOS information, times when shop is busiest and quietest throughout the week have been identified by managers, and were discussed. More accurate data will be extrapolated from EPOS (DS to liaise with NA) and this will be combined with our non-financial brief of providing a service to the community before a final decision is made at business committee meeting on November 22nd. NA agreed to attend on behalf of managers. However, it was agreed in principle that it was highly likely, in current circumstances, that opening hours would be cut to some extent, particularly on Saturdays, in order to make shop's future more sustainable.

(Pause for much needed refreshment as TWO huge gateaux and drinks were unveiled in honour of Vix' birthday last week! Many thanks to A&E and PR for these, all delicious!!)

#### Retail sales and Wholesale suppliers (see report)

Managers have decided not to sell Wolf Brewery products as they are not selling well and too many have had to be reduced/wasted as out of date.

Christmas stock is now going out and Christmas stamps are on sale in PO.

PO closure for maintenance for ~1.5 hrs on November 13th will be advertised to customers.

## Repairs, renewals and maintenance.

Utility area by toilet is getting dangerously cluttered and hazardous. RS will look into providing a shed to be erected at back (with Landlords' approval) for storage of various items currently stored by janitor sink. NA will provide ideal footprint size for maximum effectiveness.

CJ reported sad tale of demise of mophead that had arrived at her door together with dirty tea towels and dishcloths. In spite of many valiant attempts to resurrect it, all had failed and she was given permission to bin it as NA said there were replacements in stock.

DS has acquired three large outside noticeboards for use by village.

## Grants and donations (see VM's report)

Very positive response from BL after EOY report and well done to VM for eradicating need for interim 6 monthly reports in future (how will she spend all the time she has now freed up?)

Good response from customers to UEA questionnaire – now volunteer survey needs to be completed.

## Publicity

Generic flyer needs to go on hold until possible new opening hours are agreed.

Next NL will go out on 23rd or soon after with all latest information on it.

2 new Apex signs have been collected from Rackheath by PR (many thanks, Pete) and their best positions debated at length.

## Events:

Adnams Wine Evening has been organised by managers for Friday 10th November. Nickie Southgate has kindly agreed to man the till and MR and RS will open up, attend and lock up afterwards.

RS is planning a Murder Mystery Event next year, to be held outside shop. Watch this space.

## Website & IT:

Matt Johnson's Virtual Tour of shop was stunning. DS will liaise with him about further details involving hotspots and links. CJ will organise a thank you card.

Thanks to SB for keeping all IT up to speed and looking professional.

### Correspondence

CJ has had 2 positive responses from an email to volunteers which have been shared.

### Input from floor

Thanks to all who provided refreshments during evening.

Reminder to DS from managers about hard drive and anti-virus software. (Keep nudging him, managers.....)

### AOB:

To be sent to RS for inclusion next meeting.

Date and venue for next meeting at 7.30pm on December 6th (Look out for St Nicholas!) in pavilion

Meeting closed officially 10.38pm