



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 8th November 2023 at 7.30pm in shop

Present: Phil Dingle* (PD), Tim Ford* (TF), Ian Harrison*(IH), Cath Jones*(CJ), Victoria McArthur *(VM) David Seaton* (DS) {+ Jane Stubbs (JS)**and Fay Manning (FM)**(until 20.40)} (* committee member; ** manager)

Apologies for absence: Andrew Russell* (AR), Alan (AJ)and Elaine(EJ) Johnson, and Lottie McIlwhan (LM)**

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):

- Thanks to JS and FM for doing a 'coffee tasting' using a selection of three different coffee beans provided by Coffee Express. All agreed that the Italian blend was a clear winner.
- PO update. Following visit from area manager and her superior, JS was pleased to report that RCS is in top 7 non-Crown POs for Norfolk and is meeting or surpassing expectations in all areas. New collection/return services are now available at PO including Amazon, DPD. Discrepancies are very rare – well done to all managers for attention to detail.
- It was agreed to create a Google domain that would be promoted by POL Action: DS
- PO account log in. POL lady who visited with area manager has taken on the issue and is hopefully resolving it without PD needing to start from scratch again.
- Lottery provider changeover. AR is still on the case. Ball is back in Camelot's court. JS reported that maximum winnings that can be given to customers with winning ticket has been reduced to £500 from £800.
- Banner for promoting more volunteers is still pending. Simon Best has been asked for some suitable suggestions for a design. VM will look for the homemade cloth banner that worked well last time!

Managers' Report (see report from JS)

- Volunteers. JS reported three new male volunteers have signed up, and are doing well. Two regular volunteers have suffered injuries that have prevented them from covering shifts and there have been various bugs and viruses going around that have caused cancellations but hopefully, things are looking better now.
- Arrangements for Coffee Mornings on 17th and 18th November are going ahead. Appeal has gone out for current volunteers to come and chat to prospective ones on those dates and also for homemade cakes to add an incentive to sign up.
- Sadly, Paul has given several months' notice that he intends to retire on April 30th 2024. He will be sorely missed by staff, customers and committee but has given a good amount of time to find a suitable replacement. FM would be keen to take on his hours but this would need careful consideration as it would cause significant issues with weekend and holiday cover. It was agreed to leave it until after Christmas to advertise.

- FM has completed half day course in Cambridge in Discrepancies and is keen to do a Back Office refresher in New Year.
- It was agreed to provide a 'thank you' to volunteers at Christmas as last year.
- Outside light bulb has blown. AJ and EJ have ordered a new one and will fit it when weather conditions allow.

Finance (see report from AR)

- Bank balances reported with comparisons to 2022.
- Bills and wages paid.
- Significant discrepancy in Menzies invoices and credit notes has been flagged up by EJ who is pursuing matter with Menzies.
- Lottery forms all completed by AR and returned.
- Year end accounts/mini audit in hand with Lovewell Blake
- Grants. AR and SS have been in communication with each other and are working on finding suitable grants to apply for. PD's daughter Victoria works for a large local charity and will offer advice to SS, AR and VM on best way to go.
- Card machine. LM has got quote for machine that will link directly with EPOS Now. PD will make investigations with other companies for comparisons and will also look into cancellation regulations with current machine.
- Spreadsheet with annual direct debits has been produced by AR and was looked at quickly...will be re-visited after more close scrutiny, but it seems that costs are rising more quickly than income generally.

Correspondence

Nothing significant that had not been circulated.

AOB

- Discussion about share certificate transfer. CJ will ask for instruction from executor of will before issuing new certificate.

Next meeting arranged for Wednesday 13th December 2023 at 7.30 in shop.

Meeting closed at 21.20.