



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 9th June 2021 at 7.30pm via Zoom (slight delay to start due to technical issues)

Present Phil Dingle* (PD), Cath Jones*(CJ), Victoria McArthur *(VM), David McNeil *(DM) David Seaton* (DS) Gella Ladner (GL) and Mick Ladner (ML)

(* committee member)

Apologies for absence: :Maureen Bound* (MBo), Alan Johnson(AJ), Elaine Johnson(EJ)

Minutes of last meeting were approved.

There were no declarations of interest

Matters arising:

(From 05/05)

- 1.No update available on card suppliers (PD to investigate)
2. Internet synchronisation will be done by ION who will be asked by PD to sort various outstanding IT issues
- 3.Volunteer handbook update still pending. DM will bring up at appraisal meetings as it was agreed it should be manager-led. Existing copy will be forwarded by DS.

(From 19/05)

1. Changeover of Sage from PR to GL/ML approved. Access to Sage and handover timeline were discussed and will be sorted with parties involved and KO.
2. PO compliance and extra training discussed. MiB and JS will be booked in for advanced training and security issues are being addressed.
3. F&V pricing. It was agreed that this should be sorted by managers and any problems reported back if they arise.
4. Photocopier contract renewal discussed. PD to confirm details with Toshiba.

Managers' Report See report from JS)

1. Bookers stock issues still being problematic sometimes.
2. Easters working well and some issues with eg short dates on milk are being addressed.
3. Lack of volunteers still a problem on certain shifts, in spite of valiant efforts to recruit more volunteers. It was agreed to launch another recruitment drive with a leaflet drop to encourage more people to step up. Current team are doing sterling job.
4. Lone worker policy discussed in view of lack of volunteers and some ideas suggested that will be put to managers for their views.
5. Paula's training progressing very well and she is proving to be a valuable and valued member of the team. However, AL will retire on July 20th so we will again need to train a new manager before we can extend opening hours. Thanks to AL for offering to help out to cover staff holidays that have been booked in August.
6. Deep clean has brought a disappointing response. New date will be arranged when CJ has raised a small team to make it viable. (Annual ant problem addressed by EJ)
7. Staff appraisals have started and three general issues arising from first two were discussed and will be addressed.
 - a) Find out from POL if customers can ask for staff to verify documents on behalf of PO

- b) Safeguarding policy (especially wrt young volunteers) will be updated
- c) Food hygiene certificate requirements - it was agreed that all managers should have basic knowledge that can be done online as we do not actually cook food or handle raw meat or fish in cafe.
- 8. No update on First aid training
- 9. Thanks to Charles McIlwhan for producing Fire Safety report. Issues bring from it are being (or already have been) addressed

Finance (see report)

- 1. Balances given by VM
- 2. Bills have been paid up to date.
- 3. VAT quarterly meeting arranged for 18/06
- 4. thanks to PR for getting Sage up to date for 31st May.
- 5. Nationwide account opened and signatories being sorted (VM and DM)
- 6. Monthly figures year on year looked at and show a continuing drop in sales compared with last few years. Discussion.
- 7. Jez Jones has offered telephone help if needed and number distributed. Details of webinar with Stef from Lovewell Blake circulated.
- 8. Thanks to GL for producing monthly management accounts, showing a breakdown of wastage and how sales are made up. VM will check %age profit on suppliers eg Barnards and card companies who supply on sale or return basis
- 9. Grants. Following email from EJ and AJ, the improvement to shop front was discussed. DS took notes of our 'wish list' and will pass to SS (with approximate costings) who has a potential grant for shop front improvements,.

Correspondence

Nothing significant

AOB

Alcohol licence 'named person' will be checked by PD

Next meeting scheduled for 14th July 2021 via Zoom (Blue, white and red clothing to be worn and rousing chorus of 'La Marseillaise' will be sung!!

Meeting ended at 21.20