

## **Minutes of Management Committee Meeting**

held on Wednesday 9th September 2018 at 8.30 pm in shop

**Present:** Cath Jones(CJ), Victoria McArthur(VM), Pete Rushton(PR) Dave Seaton(DS)and + Mick (ML)and Gella Ladner(AL) *+same 5 dozy flies who plagued us at last meeting*

**Apologies for absence:** Natalie Albrow(NA), Shirley Colenutt(SC), Philip Dingle (PD), Alan (AJ) and Elaine Johnson(EJ) and Roger Steel (RS)

**Declarations of Interest:** None.

**Minutes of last meeting** were read and signed as correct by VM in absence of RS

### **Matters arising:**

None not covered elsewhere

### **Finance (see report)**

Bank balances and financial report were presented by VM. Transfers between accounts is being done to cover outgoings, including wages and PAYE/NIC.

- Sage entries are up to date and reconciled.
- BL report due end of September. VM asked for updates on activities or relevant items that might be included.
- Triple check now in place for Lottery discrepancies - thanks to SC. Printout from Lottery terminal and EPOS information often do not tally so there is something going awry somewhere.
- Meeting between VM and KO being arranged before end Sept.

Payment of grant from BL has been received.

### **Staffing (see Managers' report)**

No appointment yet regarding second manager (20 hours p/w) to cover maternity leave. It was agreed that 100 hours per week needs to be covered by paid managers. RS, PD, JR and managers are in discussion about best way to implement this and another job advert will go out asap if necessary.

### **Volunteers (see Managers' report)**

Volunteer training handbook has not been updated for some time. VM will locate it in office and will look for original computer document that was subsequently amended by NA. She will liaise with managers about getting it brought up to date with current practice and will agree a time scale. It was agreed that this is best done while volunteers are doing shifts, with a few minutes at beginning or end of shift being spent on training updates. Whole folder should be reviewed at regular intervals and checked for any volunteers who need to be reminded about ticking and dating relevant boxes and also information about those no longer working behind till removed. Statutory training eg manual handling needs to be done separately as we have an obligation to ensure all workers fully understand the implications.

Packs for new volunteers should be given as they train/shadow and agreements signed and put on folder.

It was agreed that managers should have responsibility for ensuring all volunteers are kept up to date with procedures as they are the ones who deal with them on daily basis. Committee will do checks periodically and perhaps help with clerical work concerning volunteers.

Hazardous items for sale are usually kept behind counter. There are no hard rules about many of these but an investigation into recommendations for good practice will be done.

It was agreed to continue to have a Work Experience student from AAN in June next year.

Volunteers will be reminded via Shop Notes that they are entitled to a cup of tea or coffee without charge during their shift.

All volunteers are being personally reminded about age restrictions regarding sales as they come on shift, following a recent incident.

Feedback from Shop Notes is generally positive so will continue on weekly basis.

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

Artisan jams and marmalades were again discussed. It was agreed that DS will speak to managers and say that committee recommends giving these a trial run before Christmas but would like managers' support. Gift bags and packages are also available, which could sell well. Product is excellent quality and different from commercial equivalent. It is possible that a sale or return contract could be negotiated.

JT will report back about alcohol supplier after discussion with a third rep.

Changes in card suppliers was agreed again.

Many thanks to Ladners for helping with transport with cash and carry collections. No direct delivery service has yet been found so PR is still having to trek to Bookers to collect bulk of supplies regularly.

10% stocktake took place on 11/09 and thanks to 4 volunteers who did this. Various issues were raised and will be addressed. AL will offer her experienced eye to see where discrepancies are occurring and why.

No date has been set for amendments to shop opening hours. In absence of RS and a manager, it was felt that a definite decision could not be made but a suggested start date of October 1st was agreed. Customers need to be made aware in following ways, as soon as date confirmed:

Prominent notice in shop (Action: Managers)

Facebook (Action:MiB)

Rocklander article and amendment of back page advert (Action: CJ)

Newsletter/flyer/handout delivered to all village and given to all customers with shopping (in Alan style) (Action: CJ +)

Word of mouth (Action: All)

#### **Repairs, renewals and maintenance.**(see report)

- Invoice for new office chair has been sent to VM. Old chair will be re-cycled.
- Childproof lock for cafe cupboard will be fitted asap (Action: ML).

- No update available on Estate Agent advertising
- No update on lockable noticeboard on forecourt
- Bunnings freezer is playing up as is A/C unit above chest freezer. Coldlink will attend tomorrow to fix latter and will be asked to advise about freezer while here. It was confirmed that breakdown procedure agreed previously was that in event of problem, Coldlink would be contacted by telephone by managers for advice, followed by a callout if necessary.
- Request by NA to move Lottery playstation was looked at and feasibility of various options discussed. NA will be consulted about best fit.

### **Publicity**

Small NL about shop opening hours will be produced asap.

### **Events**

Macmillan Coffee Morning will take place on Friday 28th September in shop- arrangements as usual. Advertising is in hand by managers.

### **Grants etc**

Lucinda from BL wants to meet committee on 11th October pm. CJ and DS will be there and any others who are available.

### **Correspondence**

Nothing significant

### **Input from floor**

AL will need invoices to get cost prices checked against EPOS before she can do management accounts.

VM given title of 'Chief Barehanded Fly Catcher' as 4 met their demise at her hand during the evening. (*Note to self: never shake hands with VM!*)

**AOB** for next meeting to be sent to RS

**Date and venue for next meeting:** 7.30pm on September 26th 2018 in shop.

**Meeting closed** officially at 9.42pm (pretty good considering we had delayed start at 8.30 due to Parents' Evening!)