



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 9th November 2022 at 7.30pm in shop

Present: Phil Dingle* (PD), Tim Ford* (TF), Ian Harrison*(IH), Cath Jones*(CJ), Victoria McArthur *(VM), David Seaton* (DS) and + Fay Manning (FM)**

(* committee member; ** manager)

Apologies for absence: Christina Mason* (CM) Alan Johnson(AJ) and Elaine Johnson(EJ), Jane Stubbs ** and Lottie McIlwhan **

Minutes of last meeting were agreed and signed as a correct record.

There were no **declarations of interest**

Thanks to VM for having a birthday and bringing a delicious birthday cake to share and to PR who delivered a cornucopia of Greek culinary delights in honour of the same occasion!

Matters arising (not covered elsewhere on agenda):

1. PO telephone line. PM attached another cable between Paystation and 483217 line which has stopped issues with breakdown. It was agreed that EJ could speak to local Openreach engineer to ask for advice about further action.
2. Breakdown of PO commission. DS gave update on progress in accessing email account that has details from POL about monies paid in commission. So far the amount supposedly returned by POL has not been accounted for so the search continues.
3. Electrical certificate following works done during refurbishment has been sent but not yet knowingly received and filed. FM will check with JS.
4. PD has been in touch with Seckers re: big chiller breakdown and will update further next meeting.
5. We were delighted to be awarded Runners-Up in East of England prize at Denbury Plunkett Community Awards ceremony for Volunteer section.

Managers' Report (See report from JS)

1. Road closure for mains sewage works since end of September has been extended to November 18th (latest date) but FM said there was no significant decrease in takings now.
2. FM will assist JS at next end of TP so that she is confident to do it unaided in future.
3. Volunteer gaps are still a regular issue, with same two or three volunteers constantly coming in at short notice to fill urgent spaces. If manager has to work without volunteer and no crossover time, café is shut, which has caused some issues with disappointed customers. Working alone after dark could also be an issue, which will be monitored. Volunteer flyers have been delivered to Rocklands, Caston and Anchor Corner but have not really had an effect on extra volunteers coming forward, although they have raised awareness. Three Rings system of putting names down for slots electronically will be looked at by managers as it has had positive comments from other community shops.
4. Mystery Shopper for Lottery sales came in and highlighted non-compliance as a customer was asked for ID, could not produce it although he was over 18 and was sold a scratchcard anyway. LM has made online training available for all managers and volunteers to look at before the follow-up visit.
5. Many thanks to FM (+ Lesley) for finishing full risk assessment, which is now safely on system so it can be easily updated annually.
6. Following further email discussions, it has been agreed to purchase EposNow system and till etc has been delivered. Thanks to LM for working at getting stock transferred across; it was agreed to

keep both systems running concurrently for couple of months for safety. Once set up, LM will cascade training to managers and thence to volunteers but all indications are that it will be simpler to use and more effective.

7. Thanks to Fay for writing article for Rocklander for December including photos of awards ceremony for East Anglia area (we were runners-up) and National in London where we are shortlisted (ceremony on November 18th will be attended by FM+). Well done also to Fay for producing a super video presentation to be shown at the event at VERY short notice!

Finance (see report from VM)

- Bills and wages paid.
- Balances given
- Missing invoice for bill paid to unidentified company was sought but not found. Bill appears to have been for adjustment done to timing of safe opening but amount seems to be double the price quoted. FM will confer with JS and chase with VM as a mistake may have been made.
- Possible new treasurer has been in contact with VM and will also speak to DS about role.
- Grants – thanks to VM and Sue Steel for applying for a grant of £10k from Big Lottery – fingers crossed.
- Monthly figures with comparisons since 2016 were distributed, with caveat that slight increases are probably due to rising prices, not necessarily more trade.

Correspondence

Nothing significant that hasn't been distributed electronically to all interested parties.

AOB

None

Next meeting arranged for Wednesday 7th December 2022 at 7.30 in shop **Please note change of date chosen to avoid Christmas rush**

Meeting closed at 20.49