

Minutes of Management Committee Meeting held on Wednesday 10th February 2016 at 7.30 pm in the Pavilion.

Present: John Borrill (from 8pm), Shirley Colenutt, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, Pete Rushton, Roger Steel and Jan Swaddling. *(No flies were present although it was not certain if this was due to cold weather or dastardly actions by VM at last meeting causing demise of one of their number that frightened them into hiding!)*

Apologies for absence: Joan Woodroffe

Declarations of Interest: None, apart from JB who is on paid staff and therefore absented himself from relevant items, where appropriate

Minutes of last meeting were read and signed as correct

Matters arising:

PR and CJ had attended Robert's funeral in Wiltshire on January 28th and had passed on best wishes to Jenny from all who had not been able to attend.

No update on missing concrete block from outside bin.

Finance

(i) JB gave latest balances in all accounts, which includes another tranche of grant money. He reported that the figures equate to 4.75 months of operational costs so we are well on our way to reaching the recommended target of 6 months.

(ii) JB raised a query over BT bills which seem to be more than predicted. PR explained that previous provider, Zen, had sent several bills to cover various aspects of services (eg domain, website name), but that he would investigate. JB will check with ARo, who had set up BT system, whether the bill is for business or domestic user as it is not clear from invoices. All telephone calls are charged for so a number of calls to mobiles are recorded, which are expensive. PR reported that call charge on PO phone was just 52p.

(iii) JB and PR will attend upgrading Sage meeting with KO on Monday 15/02.

(iv) JB has done further investigation into the mysteries of VAT and discovered more anomalies that will have to be actioned e.g. sale of firewood that is sold to customer at 5% but bought from Sam at 20%. Also food consumed in cafe but purchased in shop (eg Barnies) should be charged at 20% extra to cover VAT. The system is very complicated especially as EPOS will have to be programmed to split sales of sandwiches etc. It was suggested that, as it affects a very small percentage of cafe sales, we charge same to customers but keep record of sales so taxman is paid correctly, with shop absorbing VAT cost. This will be looked into.

Membership

Open membership forms have been on display in shop and advertised via posters and newsletters. Some completed forms have been received by CJ but no substantial numbers so far.

## AMM

Details about how AMM would proceed were discussed fully and RS gave an outline of his Chair-person's speech. It was (gently!) suggested that it could be shortened and he agreed to get his PA to work her précis magic on it before 19th. Treasurer's report will explain the draft summary of accounts using a powerpoint presentation, as last year. After questions, they will hopefully be adopted by members and approval for accountants for next year will be sought (with unanimous recommendation of committee to retain Lovewell Blake as they are now familiar with our situation.)

The voting procedure was explained by PR. JB and JS stated that they would both be standing down and were not available for re-election. This was very much regretted by all, and both were thanked for their valuable contributions to the shop. As a co-opted committee member, MR will stand down but then make himself available for re-election. As the committee will consist of (hopefully) a minimum of 7 and maximum of 10 members, and no nomination forms have yet been received, it is unlikely that the election of committee will be contested. At present, PR and CJ have two more years of office, with RS and VM having one more year. A green card will be issued to members only, on arrival, by CJ who will sign members in. Only cardholders will be able to vote on resolutions or election of committee. There will probably be no need for refreshments as the meeting should be short and business-like, but a decision on this will be made after the closing date for nominations on 17/02.

RS will bring all necessary leads etc for presentations.

## Staff

SC again brought up idea of employing a paid book-keeper to do Sage entries as this would free up time for PR who currently works endlessly doing this instead of sleeping! JB was asked if it were feasible for him to do this during his 20 hours a week, but he felt it was neither possible or desirable. There was considerable discussion about best use of managers' overlap time and the fact that some volunteers have been heard to wonder if they were really necessary as there often seemed to be so many managers on duty at same time. Because not all managers are able to be flexible in their hours, it has caused some problems with sorting out duty rotas to fit in with all needs/wishes. Cover for AL is not easy to arrange.

It was agreed, after consultation with JB, that managers should try to work it so that there is only one manager actually visible in shop at any time and that other managers should get on with back office work during overlap time, except in an emergency. Managers should never fill volunteer shifts unless there is a last-minute cancellation, as volunteers need to feel valued and essential to running of shop. JS will relay this to managers.

JS has arranged appraisal meeting with MB after 6 months' probation and will do same with JB when his time is up.

## Retail sales and Wholesale suppliers

After a visit from rep from Bookers, it is apparently felt by managers that there would be no advantage in changing wholesaler as there would again be a high minimum order. Biggest problem is on chilled food as we have considerable wastage due to having to order too much for our consumers due to minimum order levels. This is being constantly monitored by managers in order to

avoid wastage. There is now less milk being wasted as stockroom chiller is now maintaining a low enough temperature (after servicing) so stock rotation can be more carefully monitored. Thanks to managers for their vigilance.

#### Repairs, renewals and maintenance.

RS has ordered sleepers and fencing from Ridgeons and is waiting for order to arrive.

Shelves in cafe area have been met with mixed reactions, with a minority of customers thinking they are 'on the huff', but RS has ascertained that shelves are true, unlike the walls and ceiling! Sales of the craft items on display were snapped up by Oddballers during their session on Friday morning.

PR has been unable to source a bike rack that is sturdy yet movable. VM has asked Cycle Safety team for further advice.

JB has purchased three new guns (pricing) and will forward details to MR for asset register. (Unfortunately, they do not have a homing device, so CJ will still have to search high and low where she left gun when interrupted during a pricing session!) After a suggestion from AJ, JB will investigate having old guns serviced free-of-charge by Meto. (This was welcomed by CJ who would then have more than twice as much chance of finding missing weapons!)

#### Grants and donations

Nothing significant to report

*(Pause for cake break - another delicious creation by VM- to celebrate belated birthday of JS. It was also to mark JS' last committee meeting, and also that of JB although we had not been aware of latter until this evening so he did not have a separate cake!)*

#### Publicity

NLs have been edited, printed, folded with precision, sorted into bundles all facing the same way, and delivered throughout Rocklands and surrounding villages by PR, with just a tiny bit of help from his friends. Many thanks to him as they have again raised the profile of RCS in the area. Several new customers have come in to use PO during temporary closure of Watton PO and many have said that they will continue coming here because of the ambience. Well done to staff and volunteers!

#### Events:

AMM - Feb 19th

Cycle Safety event took place in shop today but sadly was very poorly attended in spite of publicity. Thanks to team of 4 from NCC Road Safety Unit who attended and to VM for organising and bringing along her entire family to attend the course, which was evidently very informative.

Valentine events in cafe are being organised and publicised by managers - many thanks.

EDP Community Chest vouchers collection scheme has been resounding success in January with 2000+ vouchers being collected, thus benefitting at least 3 local organisations. Thanks to all who

collected vouchers and to Joan W who counted and bundled them and to VM for getting the materials from EDP. Scheme continues for two more months.

Many other events are in pipeline in future months.

#### Website & IT:

Website is being updated regularly - thanks to SB and VM.

EPOS system is showing signs of 'wear and tear' and as it is no longer under service agreement with ECR, MR was asked to investigate getting another service contract that is more cost-effective. He will contact ARo in first instance for advice.

Shop till is beginning to crack due to being forced into safe overnight, so it was agreed that alternative measures would be used to keep store it during closing hours. (JS will inform managers of decision)

#### Correspondence

Ongoing correspondence from last meeting is in hand.

#### Input from floor

None

#### AOB:Election of officers

Date and venue for next meeting at 7.30pm on 24th February 2016 in pavilion, following AMM on 19th

Meeting closed officially 9.57pm

(An informal extension after close of meeting discussed possible people who might be willing to stand on new committee and these will be approached personally by various committee members. A member with suitable financial experience is essential as we will have no treasurer after JB resigns.)