



# ROCKLANDS COMMUNITY SHOP

## Minutes of Management Committee Meeting

held on Wednesday 10th April 2019 at 7.30 pm in shop

Present: Cath Jones(CJ), Victoria McArthur(VM),Pete Rushton, (PR) David Seaton(DS), Elaine Johnson (EJ) and Josh White(JW) (+ 1 rogue fly, the first of the season to attend a shop meeting.)

Apologies for absence: Philip Dingle (PD) , Shirley Colenutt(SC) and Alan Johnson (AJ)

Declarations of Interest: None.

Minutes of last meeting and meeting on 27th March 2019 were signed as correct.

Matters arising:

New storage facility for old shop paperwork/archives is hopefully in hand.

Query about new RCS header and font was answered by DS

Finance (see report)

Balances in all accounts given by VM.

It was agreed to continue to 'ring fence' money for annual Share Withdrawals or returns to deceased members' estates.

Some invoices not making it back to folder for payment as quickly as required. JW will ensure photo copies are done immediately (for remaining in office for information to go on EPOS) so that bills can be paid promptly to suppliers..

Query about new item on Z report (Out of Scope) was answered by DS and is not an issue as it is effectively same as 'VAT Exempt' and already covered. JW will delete from system.

Thanks to VM for producing graph of gross turnover for 2017, 2018 and 2019 showing that although it is down, it is not disastrous and in line with current economic situation. A similar drop in 2016 was reversed in 2017.

VM will contact bank about getting cheque signatories updated.

Share Withdrawal update

PR confirmed that FCA has no objections to what has been a Draft document for Share Withdrawals and that we are working within our Model Rules.

At close of play on March 31st, requests for share withdrawals had been received from 3 members, with a total of £9500. After a meeting of Chair, Treasurer and Membership Secretary and consultation with Lovewell Blake, it was recommended that this year, these would be honoured in full. This was agreed unanimously and CJ will inform the interested parties and make arrangements to action. A robust system of recording transactions will be put in place.

### Managers' report

JW presented the report.

### Volunteers and staff Issues

Wine tasting evening organised by Managers for volunteers had been great success, with over 20 volunteers attending + some of committee. PS had received good feedback on new wines being tested and has ordered stock accordingly. Another social event will be hosted in summer - thanks to MaB for offering a venue.

Volunteer roster has been less empty in last couple of weeks but there are still some gaps that need filling. Following consultation with regular volunteers, it was agreed that when new shop opening hours are effective from May 7th, each shift would remain 2 hours long. This will mean an extra shift to be filled each day.

SC has indicated that current circumstances at home prevent her from volunteering behind counter, but is willing to do any other jobs. PR will speak to her about possible filing duties, which will take some of load off his shoulders.

### Retail Sales etc

Nestlé rep. has provided a larger display rack for counter by till which has resulted in more sales and better use of space. More local produce will be on sale very soon, eg kimchi.

It was agreed to revert to one price for all café sales, to avoid confusion. (JW and PS have checked rules and this is permissible). A loyalty card for sales from coffee machine will be introduced, offering a free drink after requisite number of stamps on card!

It was agreed that MaB could remove unit under café window (to be returned to VM) and replace with different display shelving for a wider range of local crafts for sale. All items will be sold through EPOS system and not in plastic boxes under counter!

Lottery sales appear to be static and consistent, so it was agreed that, as long as Managers alert committee if there is a significant drop in sales, there is no need for a detailed fortnightly report.

Scratch cards sales are still causing issues as Horizon system is not registering them immediately. JW is still investigating and monitoring closely.

### Publicity

MiB has boosted Facebook posts and this has had positive effect.

Call from POL said RCS has been nominated for "Community Post Office of the Year" award and judges will be coming in shortly. JW confirmed that there will be notice of visitation given, so we will not be 'caught on the hop'. Thanks to unknown person who went to trouble of nominating and writing a report on our behalf!

### Repairs and Maintenance

EJ, as landlord, will get electrician in to remove hand dryer in toilet.

Log shed needs urgent attention (meeting adjourned while task force went to look at problem) and reparation will be done asap.

Tablecloths in café are needing replacement. Original good quality oilcloths will be brought out of storage, as they should still be fine.

### Back Office

Issues with changeover to new system are still not fully resolved, but JW, PS and MiB are working hard on them. Thanks to GL for groundwork she has put in. JW explained the problems of irrelevant data on the system. New department names and terminology will be agreed at Managers' Meeting on Tuesday 16th. Following a query, JW confirmed that most managers should be completely familiar with new system once it was in place, so any change of staffing or absence would not have negative impact on running of shop. Old system will remain in tandem for as long as necessary. It is impossible to be more specific, as some elements cannot be installed or fully understood until system 'goes live'.

More detail about timelines should be available after meeting on Tuesday.

Cello system was explained by JW (as VM gave a practical demonstration of her barehands fly catching/killing technique)

### Communication with Volunteers

DS will provide iPhone 5 for use with contacting volunteers from shop, which will be set up with PD on his return from exotic places!

### Website and IT

Intended use of laptop was clarified and understood on a 'need to know' basis. JW will find cost of required software and email details round. Possible security and confidentiality issues were addressed.

JW will check external hard drive is operating properly.

Second monitor in office has power supply issues that will be looked at.

### Correspondence

DS has received email from GL tendering her resignation. GL was thanked for all her hard work - it is much appreciated. We are pleased that she will continue to help out when needed and will still be a volunteer.

### A.O.B

Committee roles will be looked at again and possible new committee members sought to avoid overload on five still standing.

Meeting closed at 10.01pm

Next full meeting to be held on 24th April 7.30pm in shop