

**Minutes of Management Committee Meeting** held on Wednesday 10th May 2017 at 7.30 pm at Rocklands School

**Present:** Shirley Colenutt, Cath Jones, Victoria McArthur, Malcolm Robertshaw, John Rose, Pete Rushton, David Seaton, Roger Steel and Mary Trinder (from 8.15)

**Apologies for absence:** Alan and Elaine Johnson and Joan Woodroffe

**Declarations of Interest:** None

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

**Matters arising:**

None, not covered elsewhere

**Co-option of new committee member**

David Seaton was co-opted onto the committee (Prop: RS, seconded by CJ and agreed unanimously) and welcomed to the fold by RS. Relevant paperwork has been completed.

**Finance** (see report)

1. Bank balances were given for all accounts. Sage reconciliation and daily takings are up to date. Latest tranche of grant money had been received before the Big account had to be topped up.
2. Pensions update -nothing further to report
3. Electricity bill for 3 years' electricity has been sorted by PR and eventually accepted as administrative error by SPower, although no real apology had been received for the huge amount of extra work at this end caused by their lack of protocol. Thanks to PR for sticking with it and eventually getting a definitive outcome.
4. Discussion about liability for Corporation Tax liability following increased daily takings. VM will look at figures for year so far and LB will be consulted for advice.
5. More work and investigations are ongoing about some anomalies between daily takings and Z report. NA has asked to look at recent paperwork so she can check figures against EPOS system. If necessary, ECR can be asked for help as we have paid into telephone advice scheme.
6. Daily takings still showing upward trend, peaking significantly on some days. Well done to managers for adding to stock and offering a wider range for customers, so visits to supermarkets are not needed quite so often.
7. Thanks to SC for extra paperwork she has taken on to relieve VM of some of her work as treasurer.

**Staffing** (see Managers' report)

NA has suggested that committee members (who are not also active volunteers in shop) spend some time shadowing managers to see exactly what goes on. RS and MR will be first to do this. RS will take stopwatch to see if he can get an accurate record of amount of time spent on PO business (if 2 or more managers on duty at any time, this needs to be taken into account.)

Appraisals for 2 staff have taken place already and the other 2 are scheduled shortly. No details were given because of confidentiality but were reported to have been very positive meetings. Written reports will be done within two weeks. Many thanks to RS and JR for conducting appraisals and to JR for hosting.

Health and Safety policy needs updating - Action:CJ

All managers require First Aid training as a priority. RS will investigate courses run by Momentum and other agencies to find the best and most cost-effective option.

All policies need to be collated and dates for review sorted.

Complaints form should be drawn up and procedure agreed, including timescales in case of customer complaints. CJ to find examples from other institutions for us to work from.

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

A few new volunteers are signed up and are currently shadowing regular volunteers. Some of younger members are in throes of exams so are unavailable for a few weeks, hence more gaps especially at weekends.

Rota chart, without names, covering 4 weeks will be made by RS and displayed in a prominent position, with vacant shifts clearly visible so that it reminds people to sign up.

Volunteer newsletter will be produced, and in first edition a request will be made for a volunteer to take over the production.

Email from managers at 6.15 tonight showed 2 empty shifts tomorrow and Friday and several at weekend so situation is not improving.

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

Joan Woodroffe will deliver her last newspapers on 13th May so from Sunday 14th, RCS will take over. There was considerable discussion about how this will happen, so that changeover is as smooth as possible. Various deadlines have to be met to ensure no loss of money when returns are made of unsold publications, so Joan will need to explain this clearly to all managers. MR agreed to oversee this and will acquaint himself with how the system works. Some outlying customers are understandably upset that there is no longer a delivery service, but at present, it seems that this cannot be rectified. RS will confirm delivery address and other details with Menzies.

A tick box chart of routine jobs to be covered daily (eg returning out-of-date magazines), so that change of managers during day doesn't mean that jobs get missed, was suggested and idea will be put to managers by JR.

MM has done analysis of Adnam's sales and has found which wines sell best and make the most profit. This will be conveyed to Bonnie and only those that sell well will be stocked as we have limited shelf space.

Lottery sales are apparently down by about 17% over last year,(see Managers' report) but this could be explained partly by terminal breakdowns resulting in several days with no sales. It will continue to be monitored.

Following query by NA it was confirmed that flowers from P&H Extra would be trialled, after Spring flower supply had been exhausted. Missing flower stand has been located and will be returned immediately.

Update of 10% monthly stock check on EPOS system will be given by manager attending next committee meeting.

### **Repairs, maintenance and renewals**

Update on heated cabinet from JB at next meeting on 14th May.

Pots containing pittosporum plants have been outgrown. Following advice from WTGN, the trees will be sold, new smaller plants purchased and broken pot replaced.

Investigations by managers into coffee machines will be given at next meeting by manager rep.

### **Grants and donations** (see report)

Proposed evaluation by UEA has received approval from Research Ethics Committee.

Next Nature Walk/Moth Trap is being organised

CJ has details of local Tai Chi instructor if needed for Health/Fitness Club

Cycle Club ride on 30th April had less participants last time but hopefully will pick up again. Ride was enjoyed by those who did take part.

### **Events**

Wine Tasting evening on 26th May. Volunteers to man the event are being sought - CJ, PR, MR gave apologies that they have other appointments for that evening. CJ will try to find substitute volunteers to man till. MM is hoping to be there.

Another garage/ yard sale is arranged for Sunday 11th June. Details to follow.

NA asked if shop could be closed in afternoon of "Barbara's Day" (10 am - 3.30pm) on May 17th as trade would be slow and it might be difficult to find volunteers. After much discussion, it was agreed that this could create a precedent, so shop would follow usual procedure and only close at last minute if volunteer could not be found to cover shifts, as normal.

### **Website and IT**

DS complimented Simon Best on excellent website. Thanks to SB again for all he does behind scenes to keep that and Facebook and Twitter pages active and lively.

### **Publicity**

Blossom and Yarn advert in and sorted. (Thanks to MT and VM)

After further discussion it was agreed that signs on B1077 should not advertise PO for safety reasons. MT is getting quotes for A2 size signs to fit on A-frame at top of Magpie Lane and will investigate a local source too.

NA has requested advertising of PO in Watton as a considerable number of customers come from there since the PO there had problems. It was agreed that PO leaflets with stickers making Rocklands name bigger would be distributed in Edwards, Tourist Info etc. A shareholder from Watton who is heavily involved in various activities including local radio will be contacted. Flyers will also be put out at weekly coffee morning in Caston.

### **Correspondence**

Following many complaints from many people over a period of time about inappropriate behaviour, a letter from committee has been sent to a regular customer, setting out a code of conduct and warning that if the situation does not improve, he will be asked not to frequent the shop. (Many verbal warnings have been given, but not heeded by the customer.)

### **Input from floor**

Thanks to PR for two delicious platters of sweet potato and goats' cheese samosas, complete with garnish, that were readily consumed by the hungry hordes! PR also took on the guise of Elaine and made good cups of tea and coffee to pass round.

Thanks to Rocklands School for allowing use of school hall for meeting and to Dave Jones for performing janitor duties opening and closing before and after the meeting.

### **AOB**

Items to be included in next agenda were given to RS

Action points covered from this meeting should be emailed round when completed. Any problems encountered should also be emailed round so all are aware of what is going on.

**Date and venue for next meeting** at 7.30pm on 24th May 2017 in Rocklands School (unless we hear to contrary!)

**Meeting** closed officially at 10.12pm