



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 10th November 2021 at 7.30pm in Rocklands Community Shop

Present, Phil Dingle* (PD), Cath Jones*(CJ), Victoria McArthur *(VM), David McNeil *(DM) and David Seaton* (DS) + Jane Stubbs (JS)
(* committee member)

Apologies for absence: Maureen Bound* (MBo) Alan Johnson(AJ)and Elaine Johnson(EJ)

Minutes of last meeting were agreed.

There were no **declarations of interest**

Matters arising:

1. Contact has been made with ION but still awaiting visit from engineer/technician. Back Office equipment is working satisfactorily but laptop ` drops out' frequently and is unreliable. DS will try to arrange visit tomorrow when he can be present to discuss issues eg router with ION man.
2. Thanks to EE for sorting servicing of scales behind counter. Certificate has been issued as proof of accuracy.
3. Aprons will be ordered (15) so that all regular volunteers can have one each.Action: CJ
4. Rocklander advert will be amended again to show new opening times and Christmas /New Year opening hours
5. Volunteer Christmas event : JS has liaised with Jayne at White Hart and agreed in principle - date to be confirmed. Thanks to JS who has compiled list of about 80 regular volunteers and helpers and will finalise arrangements then report back.
6. Thanks to PM for mending log store and to band of helpers for transporting it to and from workshop.

Managers' Report (See report from JS)

1. Just as new extended opening hours had been advertised, Bookers informed us that our delivery will be Tuesdays, not Thursdays with immediate effect. After considerable discussion of various options, it was agreed that the best solution would be to change early closing to Tuesday afternoons, to allow for new stock to be put on system and put out on shelves. New shop opening hours amended accordingly:

Mon, Wed, Thurs, Fri: 8.00 - 5.30

Tuesday and Sunday: 8.00 - 1.00

Saturday: 8.00 - 4.00

New volunteer rota will be adjusted accordingly but manager rota should not need to change. JS will check with managers and volunteers who help with deliveries

Minimum spend of £1k per week is being met, as PD has confirmed this does include alcohol but not tobacco products.

2. Volunteer situation is still problematic and there are still empty shifts needing filling most days....a perennial problem with all community ventures, it seems. Hopefully, once new hours

are established things will settle down. New volunteers are still coming forward and regulars are trying hard to fill gaps when possible.

3. Lone Worker policy was discussed at length again. With darker evenings, it was confirmed that if manager felt uncomfortable being on duty alone without a volunteer, shop should be locked, with a notice put on door, explaining the reason and giving a number to ring.
4. Christmas/New Year opening times were agreed as follows:
24th: Close at 1pm
25th and 26th: Shop closed completely
27th and 28th: Sunday opening hours
29th and 30th: Normal opening
31st: Sunday hours
1st: Closed
2nd and 3rd: Sunday hours
5. Discussion about hot food cabinet. Current managers do not feel it is a viable option to provide hot snacks so it was agreed unanimously that cabinet would be removed (and possibly sold?) and space used for Christmas display stock.
6. PD will order bespoke wooden shed (7'x5') for outside storage as requested by managers.
7. Thanks to JS for providing managers' report in good time as agreed.
8. Christmas Hamper raffle is underway-thanks to JS.

Staff Welfare

PD reported that EE and PM 's probationary periods would both be completed satisfactorily by November 17th so both were approved as permanent members of staff. Welcome aboard!

Finance (see report)

1. Huge thanks to PR for continuing to do Sage bookkeeping. Issues with some missing invoices still being encountered but managers are addressing this and working on systems to lessen the possibility. PD and DM have interviewed a candidate for position of bookkeeper and it will be progressed further by consultation with PR and KO Sage training. Pay rate was approved. Another villager had shown an interest but was too highly-qualified for the job but DS will approach her to see if she would be willing to take on Hon. Treasurer duties instead on committee.
2. Dual signatures removal for bank account has been requested by VM but no action from bank yet.
3. Figures show daily takings are looking positive - extended opening should improve this further.
4. Our thoughts go to SC who is home nursing Laura at the moment so VM is currently doing daily takings sheets and EJ the Menzies checks while SC is unable to do them. Thanks to both .
5. Balances given by VM.
6. All bills paid.

Shop re-furbishment

PD showed plans (kindly drawn up by PM) of possible layout of new counter and these were looked at in situ after closure of meeting.

Correspondence

Nothing significant

AOB

Volunteer required to write Rocklander article to be submitted by 20th for a double issue for December and January. It will include new regular shop opening hours, Christmas/New Year opening hours and warning about disruption during shop re-furbishment.

Next meeting scheduled for 8th December 2021 in shop
Meeting ended at 21.37