

**Minutes of meeting** held on 11th March 2015 at pavilion at 7.30pm

**Present:** John Borrill, Shirley Colenutt, Robert Gray, Alan and Elaine Johnson, Cath Jones, Victoria Mc Arthur, Malcolm Robertshaw, Pete Rushton, Roger Steel and Joan Woodroffe.

**Apologies for absence** were received from Natalie Albrow and Jan Swadding

**Minutes of last meeting** were signed as correct.

## **Co-option of new committee member**

After a brief (for Roger!) introduction of the assembled cast, and a succinct explanation by PR of the share story so far, Malcolm Robertshaw was thanked for offering to serve on the committee and was co-opted unanimously (Proposed by CJ and seconded by RG). Welcome aboard, Malcolm!

## **Matters arising:**

'Wet floor' sign and mop have been purchased and are in use.

CJ will produce laminated notice to record hygiene checks for toilet.

Old shredder appears to be working again and has new lease of life - it has been well used this week to test its sustainability and so far, so good!

## **Finance**

JB confirmed that complete end-of-year accounts have been received from accountants and have been sent to FCA. Hard signed copy was passed to PR for files and a copy was given to each committee member according to regulations.

VAT return (quarter to end of February ) is almost complete and a meeting has been arranged between KO, JB and PR next week to finalise every last little detail. Well done to JB and PR!

JB gave balances of all bank accounts and explained that he is still squirrelling away surplus from trading account into business account for wages whenever possible. He explained the different accounts to new members.

There were no further questions.

## **Retail Sales etc**

In absence of NA, CJ raised issue of cake prices in cafe. After considerable discussion about conflict between profitability and service to community, it was agreed to investigate other suppliers who may be able to provide good quality cakes at lower cost to shop. JB will work out necessary pricings that are necessary to cover costs and make a profit without raising cafe prices. PR and MR will enquire about sourcing from their contacts in world of cake.

## **Staff issues**

There has been no formal response yet from any of the managers about possible solutions to annual leave problem. MM has put in her holiday requests for next 6 months.

Payslips will be made more specific and will show breakdown of wages e.g. hours worked, holiday pay etc. (KO to be asked to implement this in conjunction with Sue Steel.)

Grateful thanks to NA and MM who stepped in last weekend when JWa was ill at short notice. Thanks too to JWa who returned to work on Monday to cover NA's annual leave as promised, in spite of being unwell still. PR, VM and CJ also stepped in to cover gaps so that all ran smoothly.

**Grants** (see report number 38 from VM- impressive!)

Sadly, another rejection from a local application - commiserations to VM who put in such a lot of work to complete it.

PCF Forum in Warwick on March 5th, attended by VM, PR and RS, had been very successful. VM had been asked by PCF to give a presentation which had been extremely well-received, not solely by interested parties but also the general public who had asked very pertinent questions and were very interested in our story. Congratulations had been received that we have achieved (and in some instances, surpassed) our objectives in just one year. VM felt pleased that she had felt part of a Bigger Picture and that we are not alone in our cause!

Unfortunately, HRH was not able to be present (he had obviously not seen the cast list) but it was his loss! One who has his ears (?!!) did speak to our team and hopefully will pass it on to HRH.

Another positive outcome was that it was made clear that further grants could be sought from PCF for further development of the project in the future.

**Volunteers** (see report)

Next volunteer training session will be held on April 26th (subject to confirmation)

Volunteer Rota is being filled erratically and there are still last-minute panics to fill slots, usually by stalwarts, which is not good situation. Managers will be urged to look ahead and ensure volunteers are found for all slots as far in advance as possible. There should never be gaps on same or next day, except when there is a last minute emergency. Preferably, all gaps should be filled a week in advance. Sheets for future rosters should be in folder at least a month in advance to ensure longer term planning.

Newest volunteer did sterling job in an emergency on Monday lunchtime, although at age of just three, she was unable to use the till. She tried very hard to make PR's Lottery tickets a winner, but was sadly unsuccessful.

Thanks to JW for mentoring another new volunteer this week.

**Publicity** (see report)

Thanks to SC for getting information into all local publications in good time for March issues.

Easter Walk (Spot The Bunny) is being organised by RS.

Newsletter has been drafted and will go out to all homes in village soon. CJ asked if note from Parish Council about the new defibrillator that has been installed at Village Hall could be delivered with N/L and this was agreed.

Publicity leaflet is being worked on and finalised by RG -many thanks. He will produce a short questionnaire for next meeting so we can ascertain exactly what we want leaflet to achieve as this could affect some of the content.

### **Website and IT**

ARo and SC have worked on EPOS system and are making slow but steady progress in alcohol section (hopefully without testing and sampling first!) Several anomalies are being discovered and are being investigated (eg strange requests asking for proof of age on products e.g. Jellytots and cheese and onion crisps!) Thanks to both, once again!

RS will speak to ARo about getting technical support from his contact.

CJ will send all minutes from January 2015 to Simon Best to put on website and this will be updated regularly. Similarly, newsletters will be put on.

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

Outside light is still being monitored by AJ and is now no longer lit in mornings and evening timings are being adjusted. Sensor should be here soon and will be fitted immediately.

PR will confirm with Duncan Good about making cowl to shield light from neighbours' bedrooms.

New vacuum cleaner is needed urgently. JB will buy a 'Henry' asap at best available price.

AJ has refurbished advertising A -frames and they are available from 7.30 on March 12th for use outside shop.

AJ and EJ will treat window frames with Danish Oil at earliest opportunity.

Side wall of shop will be painted to match front shortly.

Tiles around sinks will be put in as priority.

Many thanks to landlords for implementing all these tasks.

Double sink has been installed by our Jack-of-all-trades Chairman, a task which took many more hours than anticipated! He was assisted in the final stages by two unskilled workers who ensured that RS got home before midnight! Hot water (not the variety RS was in at home after spending so many hours in shop!) will be connected soon as it is already in place under sink and just needs connecting (says one of the unskilled plumber's mates who helped clear up the mess, but what does she know about PTFE tape?!)

## **Correspondence**

PR has had 10% off voucher for Mr D's Diner from grateful customer which is to be used as social event for committee and helpers. Date will be agreed soon by email

Typewritten letter from shareholder in Hampshire was read out offering apologies for non-attendance at AGM. Copy of summarised accounts will be sent to gentleman by PR.

New Certificate of Employer's Liability will be put on display in shop

Following problems with card machine on weekend of February 14th, Global Payments have given us three months rent-free (equivalent to approx £40)

Request from photocopier supplier to upgrade - it was agreed to leave it as it is.

Various trade catalogues will be passed to NA (Wall's brochure had to be prised from VM who got very excited about ice creams!)

Request from Marie Curie to sell raffle tickets will not be followed but we will continue to sell daffodils as before.

Birthday card to RCSL was given by landlords and opened to a (Rousing? Maybe. Tune-ful? Definitely not! Enthusiastic? Most certainly!)) chorus of Happy Birthday and accompanied by a celebration cake with candles and glasses of bubbly all round! Yet more thanks to A&E!!

## **Input from floor**

CJ asked if we could support local churches' pledge to keep boxes for Norwich Foodbank. It was agreed that we can put box for unperishable food items and toiletries in shop, to be collected by CJ when full and passed on.

## **AOB**

Many thanks to Johnsons for providing refreshments, and to JW and EJ for making drinks. All are much appreciated.

**Next full meeting** arranged for 25th March 2015 in Pavilion at 7.30

(CJ to book pavilion)

**Meeting closed** at 9.32pm