



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 11th July 2024 at 7.30pm in shop and chaired by AR/DS(late arrival due to work delay)
(meeting re-scheduled due to England's participation in semifinal of Euros '24 competition!)

Present: Cath Jones*(CJ), Victoria McArthur *(VM), Andrew Russell* (AR), David Seaton* (DS) + Jane Stubbs(JS)**

Apologies for absence: Phil Dingle* (PD), Tim Ford* (TF), Ian Harrison*(IH), Rob Poole (RP)** and Alan (AJ)and Elaine(EJ) Johnson
(* committee member; ** manager)

Minutes of last meeting were agreed and signed as a correct record.
There were no **declarations of interest**.

Matters arising (not covered elsewhere on agenda):

- Volunteer contact sheets are being updated with DOB. Some queries about necessity for this have been addressed.
- Anniversary share offer. CJ has now completed spreadsheet recording details which show 50 new members are now on board with 25 existing members buying anniversary share also. Suggestion that all new shareholders are invited to consider more involvement with shop by either volunteering or becoming a committee member is pending
- After discussion, it was agreed that as we seem to have hit a brick wall regarding changing admin on Facebook account to include current managers, it would be best to start a new account, linked to Instagram with name Rocklands Community Shop. JS will ask LM to initiate and run! Both accounts will run in parallel for as long as necessary for followers to switch to new page.
- No change to website yet to bring in new amendments. DS will contact admin to discuss future.
- 'Fit and proper' PO verification is in place with no changes.

Managers' Report

1. RP has now completed 3 month probation and all agreed he has settled in very well indeed, works well with customers, volunteers and other managers. Staff appraisals are being sorted by PD/JS. It was noted that there should be a written account of outcomes of appraisals with achievements and targets recorded.
2. JS reported on feedback from area manager's regular visits. Overall RCS is doing very well but POL is now pushing for more hard-selling of certain products. It was agreed that where this could be in customers' interests, this was feasible but that we remain a community business and our managers would only do what was right for the community.
3. JS explained a new incentive scheme starting on 05/08/24 that could raise monthly commission by 5% if targets met, by passing a tick-list of points won or lost. On examination of last month's figures, it was noted that 'lost' points were not of our making eg Horizon system was down at crucial time resulting in something not being submitted on time. Issues regarding amount of cash held in safe were also discussed and possible solutions. JS explained that

Horizon is now being phased out and new system (NBit) being introduced. Both systems are currently running in tandem which has caused issues with all PO outlets, not just us!

4. Evri not happy that we are closed on Tuesday afternoons so that stock can be entered on EPOS and put on shelves. Discussion about necessity of having half day closing resulted in no decision but will be put forward for further thinking and consultation.
5. No news on chiller/freezer check – JS will chase Coldlink again.
6. Ongoing stockcheck seems to be working well and managers hopeful that EOY check will not necessitate shop closure this year at end of August.
7. Christmas stock has been ordered
8. Students on work experience have been very useful, especially as available volunteers have been in short supply.
9. Costco are opening a local depot so this will be investigated as an alternative to Bookers.
10. Lottery are providing new equipment imminently to replace current old terminals etc that break down frequently. Hooray! No issues with Allwyn and all working smoothly.

Finance

- Bank balances reported and AR noted they continue to look positive.
- Coop Bank is upgrading IT system which has caused issues with paying regular suppliers, but this has been smoothed over by managers and problem is now resolved, hopefully. Thanks to local suppliers for being understanding and patient.
- VAT quarter revealed no significant issues.
- AR will transfer monies between accounts to take advantage of better interest rates.
- Reconciliation and Lottery transactions will be organized under new Sage system via KOv and KOW
- Bills and wages paid.
- No suitable grants available at present.

Correspondence

Shareholder who has offered donation to shop after withdrawal of shares will be thanked and action taken by CJ.

Communications from Plunkett have been circulated.

AOB

For further discussion- half day closing

Next meeting arranged for Wednesday 14th August 2024 at 7.30pm.

Meeting closed at 21.25