



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 11th August 2021 at 7.30pm via Zoom

Present Phil Dingle* (PD), Cath Jones*(CJ), Victoria McArthur *(VM), David McNeil *(DM) David Seaton* (DS) and Mick Ladner (ML) and Paula Bidmead (PB)
(* committee member)

Apologies for absence: Maureen Bound* (MBo), Alan Johnson(AJ), Elaine Johnson(EJ) ; Gella Ladner (GL) and Jane Stubbs (JS)

Minutes of last meeting and extraordinary meeting held on 22nd July were approved.
There were no declarations of interest

Matters arising:

1. Hallmark Cards -no update available. DM will ask MiB about progress
2. No update on progress with ION (Action: DM to ask MiB)
3. Thanks to MBO who issued Volunteer survey to all volunteers and correlated replies. Results will be looked at during next meeting.
4. Lone Worker policy from ~2015 has been located and distributed among all committee and managers. It will be updated by managers, but it was agreed that as a general principle, it was up to manager's discretion if s/he was willing to keep shop open if no volunteer in attendance. PO would be closed and shop kept open if possible.
5. Alcohol licence paperwork has been sorted with PD as named responsible person.
6. First Aid training for managers will be sorted when new managers in place and fully operational.
7. Panic alarm key has been located by MBo and managers informed where it is kept
- 8.Thanks to PB for producing posters
9. It was agreed unanimously that indoor café will not open yet - to be reviewed in September.
10. No update on cost of getting professional deep clean done.

Managers' Report (See report from JS and explained by PB)

Following imminent departure of AL and MiB, Emma Eadle has been training for a month and will shortly be going solo.Appointment of another applicant, Paul Monk was approved unanimously. Paul, who lives in Rocklands, can start as soon as possible, which is ideal. (Action:PD)

1. Lack of volunteers a constant problem, especially for last shifts in week and Sundays. More discussion but no easy solution. PB is mounting a recruitment drive and has lots of good ideas for encouraging more to come forward, including a door-to-door survey with face to face contact. Advertising in other villages via social media groups and parish magazines will be investigated by PB.
2. All manager shifts have been covered during August, thanks to help from some PO trained volunteers.
3. Supplies from Easters going well.

4. Bookers still a problem as they cannot select items on orders and require someone each week to go to warehouse to put goods in trolley ready for delivery. MiB has been and PB is accompanying her next week, but solution will need to be found after that as situation unlikely to improve soon.
5. Increase in cost prices of Hingham bread has been passed onto our selling price list .
6. EOY stocktake due on 31st August. GL is still in hospital and will not be able to do her usual masterminding of proceedings. It was agreed that PD will contact LB to ask if we can carry out stocktake after closing on Sunday 29th and during Monday 30th (shop closed). Selected volunteers will be asked by managers to come in on rota basis to help. GL may be able to help remotely but if not, PD will ask advice from ECR how to get the relevant info from EPOS.
7. DM has drafted a manager job description that will be examined by DS and reported back.

Staff Welfare

1. Managers will be working on individual responsibilities when new staff are in place and familiar with procedures.
2. Probationary period procedures were confirmed.
3. PB reported that volunteer duties sheets were working well.

Finance

1. VM reported some transfers of funds between accounts.
2. Bills have been paid up to date.
3. With GL unable to continue doing Sage work, PR has kindly agreed to take it back on until after EOY business is completed. GL will continue to do Management accounts and ML will continue to file invoices. It was agreed that it is likely that a professional book-keeper would be sought in longterm.

Grants

SS is going on course about applying for grants and DM has given her some ideas to be going along with, ready for an application to Norfolk Infrastructure grant.

Correspondence

1. DM is sorting renewal of Scottish Power contract and is negotiating best deal, given current price rises due to removal of price capping.
2. Volunteer survey results have been received from MBO. Thanks to her for completing this, which will be very useful discussion points.
3. POL approval of EE has been received

AOB

Intruder alarm update info to be checked as having been completed-

Action: DM

Next meeting scheduled for 8th September 2021 live at Bowers Farm Garden room at 7.30

Meeting ended at 20.53