



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on 11th September 2019 in shop at 7.30pm

Present: PD, CJ, VM, PR, DS + AJ & EJ

Apologies for absence: JW

Declarations of Interest: None

Minutes of last two meetings were approved and signed by DS.

Matters arising

1. New lights have been delivered and will be fitted by DS on Sunday afternoon.
2. Handrail for disabled users is in hand - thanks to AJ.
3. After lots of investigations, PR has managed to source 24 new mugs for café to match original. Possibility of selling off unused large cappuccino cups was agreed in principle.

Managers' Report had been circulated by JW prior to meeting.

1. Volunteers

Last minute emergency with lack of volunteers today and still some gaps in roster. PD will investigate text reminders again with managers to find out why system is not working. Two new volunteers have expressed an interest in joining the team.

2. Stocktake

This had taken place as arranged on Sept 1st and had gone well (auditors came on following morning and passed it as good). Some issues (eg poor communication with customers informing that shop would be closed that day) will be addressed next year. Apologies to customers who were not aware had been put on A-Frame outside shop and on Facebook. DS had taken criticism at Parish Council meeting about this but otherwise everything went well. Thanks to all managers, committee members and volunteers who attended and helped. Well done to JW who had updated the EPOS system, as everything went smoothly as he had predicted!

3. Job roles will be discussed at managers' meeting on Friday at 12.30. PD will attend and pass on relevant information from committee.
4. Back office training will be given to managers at an evening training session.
5. Booker deliveries will be received by NA who will process in her usual efficient way. It was confirmed that all staff need to be aware of how to do this so that if NA absent, same procedures can be followed. Invoices are still not always getting to VM quickly and there have been some complaints from suppliers about late payments as a result. This will need to be tightened up.

6. Confidential discussion took place about a sensitive problem with a regular customer, following some complaints from other customers. This will be raised by PD with managers for finding the best way forward for all customers and staff.

Finance

1. Bank balances given - it was noted that monies in hand are significantly less than same time last year, but this is all accounted for and reasons given. All are being addressed and action taken where necessary.
2. VAT session has been booked with KO.
3. BL rep has not yet been in touch with VM so meeting still pending. (Grant now reduced to £9k for this year, then stops)
4. All accounts reconciled on Sage (except Share account which has a correction of £80 that needs clarification from KO before completing.)
5. PAYE issue resulting in a fine from HMRC is being sorted by KO. Fine has been paid in meantime to avoid further problems. It is expected that this will be refunded.
6. National Insurance contributions are currently nil because of NA's Maternity Allowance refund.
7. VM is still trying to sort out bank signatories and mandate and more forms were signed.
8. No new Members have been recruited recently so some advertising needs to be done to encourage more, especially new residents in village.
9. PR and VM will produce some figures to share with relevant parties about current finances in comparison with previous years together with likely trajectories for future.

Publicity and Events

1. Thanks to MiB for producing newsletter, DS for printing and to lovely volunteers who delivered them so quickly and efficiently.
2. Quiz night to raise funds for shop is being arranged by MaB for mid-October. Help will be required in decorating village hall.
3. Recruitment drive/meet the committee arranged for Saturday 14th from 9.30 outside shop.

Correspondence

1. Viridor waste collection charges have been increased. Alternative operators will be looked into.....
2. Milk and 'plastic' bread prices have been increased.
3. David Howie, Chair of Rocklands PC has been in touch asking to double the size of PC noticeboard outside shop. This was agreed in principle but more detailed plans will need to be approved by landlords as well.

Next meeting will take place on 24th September at 7.30 in shop

Meeting closed officially at 9.41pm. Thanks to EJ for providing posh biscuits again!