

## **Minutes of Management Committee Meeting**

held on Wednesday 12th August 2015 in shop at 7.30 pm (Pavilion being used for cricket match)

**Present:** Natalie Albrow, John Borrill, Shirley Colenutt, Alan and Elaine Johnson, Cath Jones, Malcolm Robertshaw, Roger Steel, Jan Swaddling (minus headgear) and Joan Woodroffe

**Apologies for absence** were received from Robert Gray, Victoria McArthur and Pete Rushton.

**Minutes of last meeting** were read and signed as correct

### **Matters arising (not already covered in agenda)**

Farewell and presentation to JWa had taken place on August 1st with several committee and supporters present.

### **Finance**

JB gave the current bank balances in all accounts, with outstanding bills paid up until 11th August.

MBa's bank details have been requested and will be given to JB in good time before payday.

SC will be reimbursed by JB for advert in Waylander magazine (£45.90 for 6 months)

No money has been received yet from BL.

Internet problems in village have meant some loss of communication via email of some financial information but this has been rectified by arranging for hard copies to be passed on.

### **Membership & EIS**

No progress on EIS, due to lack of time.

Having consulted with accountants, JB thinks it is unrealistic to have AMM before mid to end of January 2016. It was agreed it is better to have time to do preparations thoroughly rather than rushing to keep to tight time scale and miss something important.

### **Staffing**

MBa started work on Monday 10/08/15 and has started PO cascade training with NA. Two of 5 compulsory compliance tests have been completed satisfactorily already. Marion will not be left to 'fly solo' in PO until she and other managers feel she has confidence and skills to do so.

More advertising is going out this week for 4th manager with aim of appointing to start on 1st October. So far there have been no more responses from existing adverts.

There followed a long discussion about opening hours. Currently, PR (with a little help from CJ) has taken on the majority of lost manager hours after JWa left but it was agreed that this would not be sustainable in the long term. NA has done a detailed analysis of time zone percentages over a period of time and these have been circulated and perused. A combination of lack of PO trained personnel and a drop in number of volunteers available in school holidays/summer period has meant a shortfall in man-hours covered each week. So far, all shifts have been covered by stalwarts, new volunteers have come forward and are being trained up, but a considerable amount of time is 'wasted' trying to fill shifts. It was eventually agreed reluctantly but unanimously that during the summer holidays, from 17/08 until 07/09 the shop and PO hours would be reduced slightly, as agreed at meeting on 15/07/15. Posters informing customers of the change will be displayed by NA and JSw. Further discussion will take place after this has been tried, but it is ex-

pected that this will happen annually during the holiday periods. Thanks were given to all who have tried so hard to keep existing opening hours viable. Key word is 'Sustainability and all felt that continuing as we have would have a detrimental effect on those having to do the lion's share of extra cover.

(Pause for a refreshment break as we sampled EJ's strawberry gateau, baked in honour of JW's birthday today! Delicious!!)

JSw suggested that PO training should take place with PO closed on a regular basis, as interruptions during training to serve customers is confusing. NA will discuss with MM and MBa and will come up with a two hour slot when PO is not usually busy for staff training to take place regularly.

NA will look at volunteer rota to take account of shortened hours so that a shift can hopefully be knocked off each weekday.

#### Volunteers (see report from VM)

New volunteers are doing well and almost all are now ready to work independently. The drop off in volunteers has been looked at and large majority of those who have been volunteers but no longer sign up, have very valid reasons.

NA feels that cascade training of willing volunteers to work in PO is feasible, though time-consuming, as they would not need to have as extensive knowledge as the manager, since they would be largely covering lunch breaks. Compliance tests would have to be completed however.

#### Retail sales and Wholesale suppliers

Edible Elegance is 25% through the month's notice served, so contract will terminate completely on week ending 4th September.

JB queried invoices for fruit and veg as there is no record of amount being returned on sale or return basis. NA will raise issue with supplier for clarification. AJ and EJ raised point that since working as volunteers they have noticed a significant decrease in sales of fruit and veg since they were proprietors. Current supplier comes weekly which is not really enough and brings what he thinks will sell - i.e. managers have little or no input in produce brought. Some is very expensive (eg apricots) and much is wasted. For much of week, we do not have a good variety of good quality items on sale, and often run out of popular goods. Also, with present system we have no way of reducing less-than-perfect produce for customers. MR will investigate another supplier from Hingham and will bring results to next meeting. NA will do analysis on quantities of fruit and veg sold each week.

Pause for drum roll.....

NA has negotiated a new deal with P&H and we now have been offered improved terms on our order, with possible bonuses being given at times. (CJ spotted what could have been interpreted as a smile on face of JB, but on reflection it was decided it could just have been wind!!) Well done Natalie, (who was very modest about her role in the deal!)

PO "A" frame should be arriving shortly for display outside.

Re-branding of Lottery terminal has been postponed as technician was ill and there are apparently no replacements at Camelot to cover sick colleagues. No new date given.

#### Grants (see report)

Plunketts have offered a day's mentoring as part of our membership deal. Ideas to RS e.g. website design help? (Consult with VM first about necessity for this)

#### Publicity and Events

History Week had been great success with excellent media coverage in EDP and Mercury., arranged by RG and MM. Thanks again to MM for co-ordinating the events. Request from RS to take publicity photos of

all publicity events in future!(53 copies of History Walk were given out but there is little photographic evidence of the walk!) Forties-style tea party had been great success, in spite of poor weather which meant a lower footfall. Lots of volunteers and villagers dressed up to give more atmosphere!

Future events planned are:

Macmillan coffee morning Friday 25th September - advertising material is in shop and requests for bakers and helpers has gone out.

Hallowe'en Quiz organised by SC has been booked for October 24th, beginning of week of Hallowe'en events. Help will be required as usual.

John Borrill and Donna Eke will be doing a sponsored walk at end of month for charities close to their hearts. Moral and financial support required and JB asked if anyone had a spare back brace for Donna as she might need it after carrying him!

NA's mum, Amanda Dennis is planning another Garage/Yard sale soon.

Christmas Craft Saturdays will be organised again.

### **Website & IT (see report)**

### **Repairs, Renewals and Maintenance**

Back door has been replaced, thanks to AJ and EJ, by Trevor Roost who has done a good job. He will now be approached by NA about possibility of making a box/cupboard/ display table for local produce outside, that can contain wheeled baskets for storage. (NB from JB to make sure all materials are bought in shop name for VAT purposes. Invoice needs to be in before August 31st.)

Electricity contract is up for renewal soon- MR to find best deals available, with information provided by PR, and will report back when information is available.

### **Correspondence**

Mentioned elsewhere.

### **Input from floor**

Stocktaking on August 30th discussed, particularly what level of detail is necessary now that all stock is unlikely to be put on EPOS system to keep stock levels up to date in near future. EJ explained how they did stock takes in past and JSw shared her experience of stocktaking in large organisations. Basically it would seem that goods in each VAT category (20%, 5% and 0%) need to be broken down separately and put into departments (eg alcohol, tobacco products). Capital assets e.g. freezers, computers, gazebo etc need to be listed (JB will consult with PR for prices paid for goods) and accountants will knock off depreciation by some formula at their disposal.

Newspapers ordered by customers and not collected on regular basis were discussed. During week, this is not too great a problem as we rarely sell out, but on Sundays some customers are told we have sold out, only to find that copies of same newspaper are being returned uncollected at end of day. PR has been known to do a personal cycle delivery service on these occasions, but this is not always possible, although a gallant effort to ensure good customer relations. JW has been asked to order extra papers by a villager but is unwilling to do this as she has to return papers not sold at end of day and can be penalised if too many are returned. NA has put out a notice saying that if customers do not collect a Sunday paper for two weeks without notice, they would be removed from order list. There was some discussion about making uncollected papers paid for, but it was decided to try NA's method first.

### **AOB** to be discussed at next meeting

Fruit and veg (report from MR)

Photos from events (RS will investigate getting originals from Archant)

**Date and venue for next meeting** was agreed for 7.30pm, 26th August 2015 in pavilion

**Meeting closed** at 9.45 pm