



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 13<sup>th</sup> September 2023 at 7.30pm in shop

**Present:** Phil Dingle\* (PD), Tim Ford\* (TF) Ian Harrison\*(IH), Cath Jones\*(CJ), Victoria McArthur \*(VM), Andrew Russell\* (AR), David Seaton\* (DS) + Jane Stubbs (JS)\*\*and Lottie McIlwhan (LM)\*\*  
(\* committee member; \*\* manager)

**Apologies for absence:** Alan (AJ)and Elaine(EJ) Johnson

**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):

- PO account log in. Issue still not completely resolved but area manager is still 'chasing'. JS and PD are liaising about getting PD registered on Branch Hub which may enable a big step towards us seeing what breakdown of commission from PO is.
- Area manager also chasing getting PO opening hours correct in all PO departments as, although POL is aware that we close at 1.00pm on Tuesdays, the cash declaration every Tuesday is declared as 'failed' because it is submitted too early, even though this is at closing time.
- Lottery provider changeover. Thanks to AR for his patience in still pursuing matter. He is now waiting for a promised callback from a specialist who deals with Community Shops...watch this space.
- Coffee machine is still breaking down/clogging up frequently. PD gave details of machine to rent from a local company 'Coffee Express'. Monthly rental is £130 but includes all servicing and breakdown expenses, so it was agreed that if cost of beans, milk etc is comparable to Tchibo prices (Action:PD/AR to compare) we would go ahead with new company.
- Thanks to JS for arranging 'thank you' for gazebo roof for AJ and EJ.

### **Stocktake**

- Annual stocktake took place as arranged on 27/28 August. Count had gone well, but there were various issues and discrepancies that were discussed at length. Main problem appeared to be that that new EPOSNow system seemed unable to accept all new stock figures at once- individual department figures are accepted but sometimes not retained. All managers have tried to work out what is wrong, but so far have not found definitive answer. It was agreed that help will be sought from EPOSNow by telephone, and LM would, if necessary, do extra designated hours to get issues sorted. Thanks to all for their dogged perseverance.
- Till has been accepted by volunteers who have given positive feedback generally. As expected, there are a few till errors as everyone gets used to new layout. Some volunteers are getting card/cash wrong still and are being given extra training/supervision. Shop Notes will continue to remind everyone correct use of card machine to ensure customers do not leave shop before their transaction has gone through properly. Hopefully a new card machine that is linked directly to till will be in place by January 2024 when contract on old machine expires, which will hopefully solve the problem.
- An issue with NFC on card machine was discussed. No further action required.
- ECR service contract can be terminated but software contract kept until December when accounts have been checked by Lovewell Blake, in case there is anything that needs verifying.  
*(Managers were thanked for attending and left at 20.45)*

## **Finance**

- Bank balances reported
- Bills and wages paid.
- AR gave brief snapshot of sales so far in September, which are positive. Gross sales margins are being monitored with EPOSNow.
- No comments from LB about submission of accounts to FCA so assume all ok. 2022/2023 accounts will be given a basic audit in ~November.
- AR now has access to Sage and is acclimatizing to system.
- AR will liaise with Sue Steel about grant applications as these will be essential if RCS is to continue.
- VM handed over accounts files to AR. VAT quarter meeting with KO will be arranged before end of September. (*VM left at 9.00pm*)

## **Correspondence**

- Email from Plunketts inviting us to have a collection pot for Plunketts in shop. It was considered that whilst we had no objection to this, it was unlikely to get many donations from customers who are unaware of the work done by them.
- Idea of organizing a collection of prescriptions from Hingham Surgery for Rockland residents was discussed but agreed to be unfeasible.

## **AOB**

After query from PD, AR will check if charge is still being taken for old broken photocopier although contract has been cancelled. It was agreed that there is no need to renew a photocopier contract as it makes a loss each month and customers wishing to make copies could ask manager to do them in back office. Toshiba will be asked to remove old machine, creating more sales area.

**Next meeting** arranged for Wednesday 11<sup>th</sup> October at 7.30 in shop.

**Meeting closed** at 21.16.