



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 14th July 2021 at 7.30pm via Zoom

Present Maureen Bound* (MBo), Cath Jones*(CJ), Victoria McArthur *(VM) from 20.25, David Seaton* (DS) Gella Ladner (GL) and Mick Ladner (ML) Michelle Barron (MiB) until 20.35
(* committee member)

Apologies for absence: Phil Dingle* (PD), Alan Johnson(AJ), Elaine Johnson(EJ) ;

David McNeil *(DM) + VM (late)

Minutes of last meeting were approved.

There were no declarations of interest

Matters arising:

1. Hallmark Cards has not been actioned as a committee member needs to be signed up to website. CJ agreed so MiB can proceed.
2. No update on progress with ION (Action: PD)
3. Volunteer handbook is being looked at by Jill McNeil. MBo will produce a survey for all volunteers, past and present, which CJ will circulate in order to get anonymous perspective from relevant people. Sue Steel will be asked to receive email responses as an independent person.
4. Photocopier contract will be reviewed at end of year
5. Lone Worker policy to be reviewed as lack of volunteers means we can no longer insist on blanket ban on working alone. (Action: managers and DM?)
6. MiB clarified, after consultation with POL area manager, that we cannot counter-sign documents from customers for following reasons:(i) we do not offer ID verification service (ii) we have no postmaster on site
7. Alcohol licence -MiB to liaise with PD about documentation for this
8. Deep clean has been done partially, but only two volunteers have been able to help. It may become a 'Forth Bridge' type operation.

Managers' Report (See report from MiB who went through and explained each item)

1. Lack of volunteers a constant problem, especially for last shifts in week and Sundays. More discussion but no easy solution.
2. Supplies from Easters going well, with less wastage
3. Staff training
 - (i) First Aid MiB has found course available from September (First Aid At Work, Norfolk) at £65pp. JS already has valid FA certificate but all other managers should do course if possible so there is always a qualified First Aider in shop.
 - (ii) Food Hygiene. Online course available at ~£13pp so all managers who haven't already done so, will complete this at their convenience.
4. Staff recruitment: Only two applicants so far. MiB has sent job description for managers to DM and current managers are sorting out individual responsibilities within that. MiB will investigate other places to advertise post. Thanks to AL for covering pre-booked staff holidays in August.
5. Arrangements for changes in Covid regulations after 19/07 were discussed at length. Very different ideas about continuation of social distancing and wearing of face masks have been ex-

pressed by volunteers and customers with no clearcut bias either way. With no mandatory requirement for either, it was decided after discussion that a notice would be put up asking everybody to be very considerate of other people in shop, to wear a mask if possible and to keep away from other customers. Number of customers in shop at one time will remain at 4 for time being. Volunteers who are nervous can continue to remain behind screen and wear a mask at their own discretion. If shop is busy, then ask those not wearing a mask to wait until shop has cleared. It will be made clear to all that we need to safeguard staff or shop would need to shut if they got infected with Covid.

6. Improvements to outside space discussed. A&E are willing do their bit as landlords but need to know plans so no duplication. DS and SS think we could be eligible for BDC grant. Possible extension of café area and barriers to prevent parking and turning on forecourt were mooted and will be looked into. Newspaper/log store is in urgent need of replacement as it is a safety hazard. Size requirements and design will be looked at by managers together with further ideas for outside (to be passed to DS by ~21/07)

Finance

1. Balances remain fairly static in all accounts

2. Bills have been paid up to date.

3. VAT quarterly meeting took place on 18/06

4. Issues regarding bank signatories have caused problems with outgoing payments but VM now on top of it all and will contact bank again on Friday. Auditors have never raised issues with safeguarding regarding payments etc as we have a 3 way check already in place. DS suggested a separate account is used for regular bills, that does not need a second signatory before payment is authorised.

5. Sage changeover from PR to GL/ML is going smoothly so far. VM clarified with GL about Daily Takings Sheets procedures.

6. DS will change email address 'info@RCS' to be forwarded to GL

7. Management accounts had been circulated by GL and were explained, with advice for non-bookkeeping heads to follow so they could be understood quickly and easily! Good to see there is a slight improvement in gross and net sales - a step in right direction even with reduced opening hours. Less wastage is happening which has helped figures. GL highlighted some historical errors that need changing on EPOS eg transfer system and newspaper voucher 'sales' and will explain to managers.

8. Credit card machine. Access needed to Clover (Urgent action required by PD)

Correspondence

Nothing significant

AOB

1. HUGE thanks to MBo who has sorted all archives from last 7+ years, bought boxes to store them in and discarded those that are not required to be kept any longer.....a mammoth task for which she deserves a good break in a (fairly) far-off land! Bon voyage!!

2. Thanks to Ladners for all the extra work they continue to put in each week.

3. MBo asked for somebody to write shop article for Rocklander by 20th inst. VM will ask a younger volunteer if they would like to do it, otherwise we will produce something else.

Next meeting scheduled for 11th August 2021 via Zoom at 7.30

Meeting ended at 21.35, after a token gesture to acknowledge 'La Fête Nationale' by CJ!