



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 14th October 2021 at 7.30pm via Zoom (postponed from 13.10 .21 by agreement)

**Present** Maureen Bound\* (MBo), Phil Dingle\* (PD), Cath Jones\*(CJ),, David McNeil \*(DM) and David Seaton\* (DS) + Jane Stubbs (JS) from 7.55 due to power cut in shop, Emma Eadle (EE) and Paul Monk (PM)

(\* committee member)

**Apologies for absence:** Victoria McArthur \*(VM) Alan Johnson(AJ)and Elaine Johnson(EJ)

**Minutes of last meeting** were agreed.

There were no **declarations of interest**

### **Matters arising:**

1. Hallmark Cards -New contract will probably start after Christmas now.
2. No firm update on progress with ION. PD to arrange for technician to contact DS directly to arrange what is necessary. Credit card machine and back office computer working normally.
3. Customer scales for F&V agreed. Action: EE who will also enquire about getting scales behind counter checked for accuracy.
4. Facebook admin issues now sorted
5. Apron situation discussed. Managers to find out how many of current volunteers do not already have their own apron and we can provide each of them with one for their own use while volunteering. Cost is £12.50 per apron from Mr Overalls, having ascertained that it is reasonable price for the quality.
6. Rocklander advert has been amended.
7. Volunteer Christmas event : Using White Hart as venue was agreed if available. Managers to sort with Jayne and Dave and report back.

### **Managers' Report (See report from JS)**

1. Staff training: PM has done Day 1 of PO training in Cambridge. EE has done basic day 1+ Day 2 investigative training. JS and PB will also do Day 2 when possible. Thanks to EJ for helping out while training has been going on especially and to all managers for working extra hours to cover each other during a challenging period. MBo will be available from November to help with shifts which is very welcome news.
2. Volunteer situation is being monitored but is still slightly problematic, with 4 PO closures during month due to lack of a volunteer. Some new volunteers have signed up and some are returning so fingers crossed for future weeks.
3. Suppliers: minimum order for Bookers is being maintained and most stock is available.
4. Thanks to JS for completing TP06 yesterday with help from EE and EJ. Discrepancy last month has been resolved.
5. Provision of outside storage shed for out of season stock will be looked at again.
6. CCTV upgrade needed but will be done as internal refurbishment is carried out.

7. After discussion, it was agreed that managers' and financial reports would be submitted on **first** Wednesday of each month to avoid clashing with end of TP report and to allow contents to be read, learned and inwardly digested before discussion at meeting.
8. Christmas Hamper raffle will go ahead...JS to arrange or delegate!

### **Staff Welfare**

EPOS training has been explored with ECR but no timings arranged yet. MBo and GL will be included.

### **Finance** (see report)

1. Huge thanks to PR for doing Sage bookkeeping still. Slight delay due to some missing invoices.
2. Dual signatures removal is on VM 'to do' list.
3. Figures show daily takings are looking positive
4. No interest so far in Treasurer role, in spite of advertising.
5. EOY accounts have gone to Lovewell Blake and VM has had preliminary meeting with Stef.
6. Advert for paid book keeper has not yet produced results but one volunteer has expressed an interest and has been advised to speak directly to PR to find out what job actually entails. EE and JS will speak to villager who has necessary skills to see if she would be interested. It was agreed that using 'Indeed' would probably not be beneficial as manager posts put on there had brought no response.
7. EE will put advert on Facebook

### **Grants**

Norfolk Social Infrastructure grant bid had been successful, thanks to Sue Steel and we have been awarded £8k+ towards refurbishment. PD will liaise with managers and A&E about plans and designs and will report back. PO area manager and trainer will also have input about requirements of POL .

### **Correspondence**

ICO registration has been extended to September 2022

Thanks to JS for completing Plunketts survey

### **AOB**

1. Rocklander article to be submitted by 20th. EE kindly volunteered to do it (MBo to send her previous examples to give an idea)
2. Plaque awarded to Rocklands village by NCC will be put on shop external wall as good central position.
3. Thanks to PM for offering to restore log store and make it more easily manageable. CJ to arrange delivery on Tuesday 19th using Roger Steel's trailer.
4. Extending opening hours was discussed and all agreed it was desirable, especially in busy pre-Christmas trading period. Longer hours would mean managers have more time to do admin and would be less rushed, hopefully, especially at end of TP. Hopefully, it can be arranged when PM is able to 'fly solo', but it may need to be done incrementally.

**Next meeting** scheduled for 10th November 2021 in shop (MBo will bring cake!!)

**Meeting ended** at 20.44