

Minutes of Management Committee Meeting

held on Wednesday 16th January 2019 at 7.30 pm in shop.

Present: Philip Dingle (PD) Cath Jones(CJ), Gella Ladner(AL) ,Victoria McArthur(VM), Pete Rushton(PR) Dave Seaton(DS) + Michelle Barron (MiB) until ~9pm and Alan (AJ) and Elaine Johnson(EJ)

Apologies for absence: , Roger Steel (RS) Mick Ladner(ML) and Shirley Colenutt(SC)

Declarations of Interest: None.

Minutes of last meeting were read and signed as correct by DS.

Matters arising:

Covered elsewhere in agenda

Finance

VM gave out bank balances in all accounts and various reasons for lower figures were flagged up and explained.

VAT bill has been paid and monies owed by HMRC due to Maternity Allowance and Tax rebate were noted and recorded.

GL will sort payment of VAT on hot food sales with JW on EPOS. Stock reports will be produced.

All invoices have been settled.

After consultation with KO and Stef (Lovewell Blake) discrepancies on daily takings sheet (now reducing) are being tracked, monitored and sorted accordingly.

Alterations to figures after VAT quarterly meetings will be passed to GL to enable accuracy of Sage input.

Meeting with accountants will be w/c 28th January. PR will arrange date and time towards end of that week so that key committee members can attend (PD, GL,PR, DS +VM if possible).

Date of AMM set at 15th February, to allow adequate time for accounts to be finalised. CJ will make necessary arrangements with churchwardens at RSP church, including asking for PA system to be made available. DS will bring equipment needed for Powerpoint presentation. Financial forecast will depend on future staffing levels and when NA returns from Maternity Leave, which will not be known precisely for a few months. CJ/PR will confirm arrangements for voting on committee members. Ideas for possible new committee members will be looked at. Printing of paperwork will be done by DS after he has managed to empty full tank on laser printer. CJ will confirm numbers of invitation letters needed.

(TOP TIP for handwashing : to remove toner from hands after fiddling with toner cartridge, use cold water as hot water sets dye. Could this Top Tip go global and bring in significant new income?)

Thanks to all who have worked hard at streamlining accounting system and sharing load....all much appreciated.

Staffing (see report from Managers)

Appraisals have been done for all managers except MaB, which will be completed soon. Thanks to MiB and JR for carrying these out. MiB gave broad outline of some outcomes, including future plans and ideas, without being specific in order to respect confidentiality.

Queries about annual leave allocation for staff on temporary contracts were discussed. It was agreed that best solution all round was to allocate requisite hours during 12 months following start of employment. This should ease the problem of many hours being crammed into last few weeks at same time of year. MiB to inform other managers.

Apologies were made that there had been an error in wages paid over Christmas Bank Holiday period. MiB will check time sheets and contact JS so that arrears are paid.

There followed discussion about Bank Holiday opening hours as we need to be consistent. It was agreed that shop will be closed all day on January 1st, Easter Day and Christmas Day every year. Other Bank Holidays' opening hours should be the same each time and will be agreed at next meeting.

General opening hours were again discussed at length and, following managers' recommendations, it was agreed that shop will be open as follows (with manager and volunteer cover an extra half hour at beginning and end of day for admin.):

Monday - Friday: 7.30am - 6pm

Saturday: 7.30am - 4.30pm

Sunday: 8.30- 1pm

Proposed: DS and seconded by: GL and passed unanimously

Café closing times will be adhered to, so that adequate time is available for cleaning. Lingerer customers will be given 'Last Orders' warnings to allow them to finish their drinks without being rushed about 15 minutes before café is closed.

It was suggested that new Opening hours start w/c 4th February to allow time for advertising, but MiB will consult managers to confirm that this is agreeable.

Volunteers (see managers' report)

Volunteer shortage is still a problem with a small handful of volunteers covering a large proportion of shifts. Another recruitment drive for new volunteers will be started as we stand by our resolve to keep RCS as a Community shop, run and owned by the community for the community.

It was agreed that one of reasons for shortage is that there are such a lot of manager overlap hours, sometimes resulting in multiple managers being on duty at one time, making the volunteer appear superfluous so MiB agreed to look at manager rosters with the other paid staff again, to rectify this misapprehension. Those working flexible hours need to ensure that others know in advance when they are coming in, whenever possible to avoid situations when a volunteer is called in at last minute un-necessarily.

Advantages of volunteering will be promoted eg 'back to work' experience, more to put on CV or Record of Achievement, combatting isolation or loneliness, getting to know the

community if recently moved to area. It was noted that two of current managers started as volunteers and went on to be employed.

It was felt that too many emails going out asking for shifts to be filled, as well as weekly Shop Notes, is counter-productive so other ways of bringing in volunteers need to be used..

Retail Sales and Wholesale suppliers (see report)

Products from Season's Bounty and Tea Lady have been re-ordered as they have sold well.

Burt's Crisps are selling well and are showing good profit margin.

Su-Bridge Pet foods are not selling well so an alternative supplier is being sought. Best products and prices are being looked at, including Bookers. Thanks to JW for pulling out figures showing details of sales of these products over last few months, showing how little profit they are making. Other sales areas will also be scrutinised in similar way.

MiB explained a scam that had been done, when batteries, DVDs etc were supplied on sale or return basis, supposedly from Menzies. On closer examination, the supplier is NOT Menzies, but a firm who got our details through them (GDPR queried) so it was agreed that this would be terminated immediately and goods returned at stipulated time without being put on sale. As payment is through Menzies, we should be able to recover monies owed through them. SC will be asked to look out for rebates in Menzies paperwork.

An order for cigarettes, not through usual supplier, was queried - MiB will investigate.

BJ Toys contract has been terminated but stock not yet collected, in spite of reminders.

Milk orders still being monitored. Dairy not always bringing what is ordered which can cause a problem.

Shire Foods range on sale will be increased as these are popular, good value and offer a wider range of choice for discerning customers, with a good profit margin.

Latest news on getting a Bookers delivery slot is looking more promising, but terms will need to be good. *(Ideas for filling PR's hours are requested as he will soon tire of twiddling thumbs and could suffer withdrawal symptoms if he is not usefully occupied during his long waking hours.)* Minimum order requirements need to be addressed and agreed before arranging regular weekly delivery slots.

Repairs, renewals and Maintenance (see report)

Oven light will be sorted under warranty - thanks to JW for sorting.

PO label and receipt printer has died again so PO had to be closed (on advice from POL) until engineer comes tomorrow. Arrangements for banking daily takings etc have been made.

(Pause for Jaffa Cake break and it was agreed almost unanimously that Lidl's own variety are superior to McVities)

Cupboard/shelf/seat in cafe will be removed to allow for more effective shelving to be put in place.

Events (see report)

Event on January 14th in Bunwell was attended by VM, PR, DS and A&E and VM was thanked for her excellent presentation, aided by her two glamorous assistants aka PR and DS.

VM and PR had also visited Snettisham, following a link through BL, advising a group on starting a Community shop/post office.

AMM 15th February 2019 (see Finance)

Website and IT

MiB will ask SB to put new permanent opening hours on website.

RCS Handbook

This will be presented as a complete document at AMM.

PD has confirmed Sickness Pay details (ie 3 days with no pay, then official Sick Pay benefit following GP certificate, which is usual practice.) RCS has always been very fortunate in staff having very little time off for sickness, for which they are commended.

MiB has produced Whistleblower policy. Others are being reviewed and correlated by DS.

Withdrawal of shares policy has been discussed fully and is now agreed in principle and will be included in Handbook.

Correspondence

RS is progressing change of Rocklands Postmaster status from his name to RCSL in consultation with Plunketts and POL.

Confidential email correspondence was discussed.

AOB

Thanks for refreshments.

Regular Bank Holiday opening hours to be agreed at next meeting

Date and venue for next meeting: 7.30pm on January 30th 2019 in shop.

Meeting closed at 10.36pm