

**Rocklands Community Shop
Minutes of the Management Committee Meeting 16th July 2015
7.30pm at Christmas Cottage, Green Lane**

1. **Present:** Roger Steel (chair), Malcolm Robertshaw, Robert Gray, Jan Swaddling, Alan Johnson, Elaine Johnson, Natalie Albrow, John Borrill
2. **Apologies:** Victoria McArthur, Cath Jones, Pete Rushton, Shirley Colenutt, Joan Woodruff
3. **Minutes of Last Meeting and Matters Arising:** There were no matters arising and the minutes were signed.
4. **Statement of Achievement:** Roger e mailed round asked what we wanted to achieve by the end of the meeting as not enough actions are being resolved or followed up. It didn't quite get the response he was hoping for as only Jan and Vix replied hoping that the meeting would be finished by 9.30. Roger wanted decisions on items that had repeatedly been on the agenda (bike rack, gazebo) but John then interjected that it was turning in to a "spending frenzy" as the freezer and baskets had been bought but these type of large requests must go through the accountant to make sure we have the money to cover them.
5. **Financial:** John reported the figures and would strongly remind anyone that pays for things in behalf of the shop that **the shop name** and the **VAT number** must be on all the receipts otherwise he cannot claim back the tax. With regard to internet purchases, they must reference the shop as the purchaser. * Post Office staff must empty their "baskets" and clear down their till after each customer. Transaction logs must be completed and everyone must use their own log on details on both tills as to narrow down time consuming searches when/if things go wrong. * There was no update on The Big Account since the last meeting. * October 2017 is the strategic date for putting in place the work place pension scheme. If we start to implement a pension for the staff now we can chose the % and the increment of our contribution rather than being hit for the full amount (4% employer – 3% employee) in 2017. This is an important issue and is to be put on the agenda for a future meeting.
6. **Membership and EIS:** Deferred to the next meeting
7. **Staff – Job Applications:** There has again been a disappointing response to the job advert. The term "computer literate" on the person specification was queried as it was felt that it limited the number of applicants. It was deemed off putting to those who were not too "computer literate". Jo's resignation was discussed and the starting and training of a new member of staff. It was discussed and deemed necessary, (so as to not push Natalie, Michelle and the PO trained volunteers to the limit, and after a very heartfelt e mail to the committee from Michelle) to shorten the shop hours and also close the Post Office on some afternoons for "training purposes". This practice is acceptable in most businesses so why not the shop? The revised opening hours discussed were

- Monday – Thursday 8.00 – 18.00
- Friday 8.00 – 18.30

- Saturday 8.00 - 17.00
- Sunday 8.30 – 13.00

This would reduce the opening hours from 79 to 64 and make staffing the shop more manageable and also reduce the number shifts the ever diminishing pool of volunteers, need to fill. Natalie will collate some information about footfall and spend and this issue will be decided upon at the next meeting. With regard to the Post Office training, Roger has very little help/support from the HR department and will chase various logging on details so that more volunteers are able to cover the PO.

- 8. Volunteers:** Report from Victoria, please see appendix i.

- 9. Retail Sales and Wholesale Suppliers:** The fruit and veg stall has been changed but there is still not enough produce for sale and the shop often runs out. Natalie will speak to the supplier about quantities. Malcolm will make tentative enquires with the green grocer in Hingham (Bond Street) as she is very local. Hopefully the quantity situation can be resolved. After the last meeting when it had been reported that Natalie had negotiated a better price for the milk Malcolm wondered if it was a feasible request to offer a loyalty discount to customers. It could be for a day, a week or a month. John was worried it would lose us money (circa £70 a week) and it was *almost* decided that a loyalty scheme for the cafe could be introduced with “stamp cards” for coffee or tea. However it was decided that after a successful venture with the Friends of Rocklands School purchasing through the shop to help with their Fete, a 10% discount could be offered to community ventures ie, the school, the FoRS, the Village Hall and the Pavilion. There was a vote and the motion was agreed.

- 10. Repairs, Renewals and Maintenance:** Alan and Elaine have fitted a new back door and after painting it will clean the guttering. It was decided to go ahead and purchase the gazebo that Robert has sourced and also the feet to hold it down ready for the History Week. Roger would also like an extra table with 4 chairs to go outside. Roger is also measuring up for blinds at the front of the shop that can be drawn down when the shop is closed so customers can't see the cashing up process and due to the lights being on, think that the shop is open.

- 11. Grants:** Report from Victoria, please see appendix i.

- 12. Publicity and Events:** Roger has produced the walk and posters for History week and is going to liaise with Michelle. There is a representative from the Plunkett foundation turning up on the Sunday for the walk. Michelle and Robert think that the EDP should be invited for the burial of the time capsule (in the church yard with Michelle Langen) and the tea dance. Robert will send the times to the EDP. Macmillan coffee morning scheduled for September. Unfortunately the book club has folded due to lack of support.

- 13. Website/IT:** Deferred until the next meeting

- 14. Correspondence:** The news letter was distributed this week.

- 15. Input from the floor/ AOB:** Natalie and Michelle are happy with “the Sponge People” and are sticking with them for the moment. John suggested another local supplier but the offer was not taken up. The staging date for the pensions regulator is the 1st August 2015 and it will be dealt with by John and Katherine (Overton). The FoRS expressed their thanks for

the help with the fete by purchasing items and the offer of sale or return – they raised over £1200 for the school. Some important e mail s have been missed by some committee members due to the amount of “irrelevant” e mails that are sent. Please cut down the unnecessary amount of group e mails. You can just reply to the relevant person, that way all our inboxes will be a little less full and things won't get missed.

The next meeting will be at The Pavillion, Green Lane, on Wednesday 29th July 2015 at 7.30pm

The meeting closed at 22.35

Appendix i.

14th July 2015

GRANTS

Big Lottery –has again been altered to the 1 August to allow for the closing date of the latest advert (20th July), and interviews. Bank account is hopefully pending

I have started work on the initial questionnaire, in which we need to collect information about our demographic, ask appropriate questions that allow us to fill the criteria in the

VOLUNTEERS

Party went very well, despite some sorely missed members and volunteers, I think I have finally returned everything to everyone that is belongs to, aside from Mr R's table. Which is now back.

Many many thanks to everyone who baked, tidied, loaned stuff and supplied wine. I sent helpers home on Saturday morning with bottles of vino and returned the Pimms that was not drunk to the shop

Newest volunteer showed his rear ‘view of an 18-year old’, the shop this week, and today we had the wonderful EJ . So exciting

PUBLICITY

The website no news, so sorry, it does keep getting put to the back.

The current versions of the leaflet are awaiting critical review from AR and KR Unfortunately both have been busy with school leaflets. Any news on the news photo of the shop front? And then RG can get the cards sent off?

July newsletter many thanks PR and CJ for all their work, and to BS and PR for delivering thus far.

VEM

labarithitis