

**Minutes of Management Committee Meeting** held on Wednesday 16th November 2016 at 7.30 pm at pavilion

**Present:** Yvonne Harrison, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw (until 8.15), Pete Rushton, Mary Trinder and Roger Steel

**Apologies for absence:** Shirley Colenutt and Joan Woodroffe

**Declarations of Interest:** None

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

**Matters arising:**

- Scheduled meeting on 2nd November had been cancelled as too few able to attend.
- With regret, YH announced that, as she is about to take up a full-time job in Ipswich, she cannot now commit to becoming a committee member. However, she will continue to support the shop and committee whenever possible.
- The unwonted sartorial elegance of MR was much admired and he explained his attire was due to his imminent entrance on stage for 2nd act of a production after he left meeting at 8.15. He was told to 'Break a leg' and we hoped he didn't suffer any mishap twixt pavilion and stage! However, now he has upped his game on the clothes front, we shall expect this standard to be upheld in future.
- "Barrow Boy Zeb" is still relishing his new career as delivery driver, but although sales are improving all the time in fruit and veg, he is being encouraged to take more of a back seat once the reputation for good stock has been established.
- Thanks to NA for managers' report with useful information.

**Finance** (see report)

- 1.VM gave bank balances for all accounts, explaining that outstanding bills will be paid tomorrow.
- 2.Another tranche of grant money has been received.
- 3.Petty cash is low due to payment to POL following deficit at end of TP again.
- 4.Andrew from ECR has not yet been in contact about advice how to correct VAT discrepancies at end of each day, due to unidentified incorrect entries on EPOS. These are variable from about 60p per day to about £4, so it is a significant loss.
- 5.Discretionary rate relief was discussed.
- 6.FCA invoice for £195 has been settled.
- 7.Pensions - Ryan Oates has sent new package regarding staff pensions which will be examined in detail by business committee before final decision made.

8. SC has asked to do more shop office work as she is unable at present to volunteer in shop. As wastage, transfers and reduced stock are now recorded on EPOS, it was agreed, with permission/approval from managers, to ask Shirl to produce a spreadsheet from these printed-out figures so trends can be analysed.

### **Staffing**

YH has had lengthy meeting with NA and has drawn up a draft job description for her as senior manager. A copy has been sent to NA for amendments/suggestions/additions. Copies were given out so that JD and possible issues/outcomes can be discussed in more depth at next meeting, when committee have had time to peruse them and think about ways of addressing them.

### **Volunteers**

Volunteer training update check list in big red folder will be looked at by MT and managers asked to ensure that all volunteers have completed their details so that necessary and relevant further training can be organised.

### **Retail sales and Wholesale suppliers** (see report)

1. Issue of excess EDP/Archant newspaper/publication returns was raised. After discussion, EJ agreed to look at daily figures and report back how much we are losing by sending back more than 18 EDPs every week (all of which are charged in full, thus considerably reducing any potential profit.)

2. Christmas stock is now being displayed, including tins of biscuits. CJ and JW have been on a mission in Norwich and have discovered other retailers are selling same products for considerably higher prices, so this bargain fact will be publicised in order to increase our sales further.

3. Hallowe'en S/R stock is packaged up waiting for return collection, which will hopefully be soon as there is insufficient storage space for it.

### **Repairs, maintenance and renewals**

1. Fish freezer fault has been sorted thanks to PR, under warranty.

2. Further detailed quotes about air-con unit are still awaited. MR will chase his man as it would be ideal to install second unit during quiet time in January.

3. Blind has been fitted to door and other front window for added security after closing.

4. After discussion, and following request from managers, it was agreed to take down the gazebo after Christmas events, unless adverse weather conditions make it necessary to bring this date forward.

5. Vix' drawers (NB under counter variety!) are now in position and working well

6. Long saga of Paystation malfunction is still not ended, in spite of NA's tireless efforts to get it sorted, and new equipment installed. BT have given detailed report and yet another line of enquiry is being investigated. RS and EJ will meet with MM on Saturday to see if they can get it going.

7. New small printer has been installed in PO for labels, receipts etc.

### **Grants and donations** (see report)

VM has spoken to person from UEA about monitoring of grant stipulations and further progress is being made.

Reminder that monitoring sheets should be made available at every event in shop for grant purposes.

*(Pause so we could enjoy not one but TWO delicious chocolate gateaux provided by EJ and PR in honour of the two weeks that have elapsed since VM's birthday. A consumer blind survey was done to test different bottles of bubbly and results were recorded at end of evening. RS got so carried away in praise of bottle B he spilt much of his effervescence down his trousers but help was on hand with a mopping cloth so SS didn't tell him off later.)*

### **Events** (see report)

1. Village Hallowe'en event was very successful and well-attended. Outside decorations were taken down quickly thanks to A&E and RS who had finished by time CJ bowled up at allotted time. Thanks to NA's Mum for loan of all things ghoulish.

2. Volunteer party (Dec 10th) invitations are almost all given out and replies coming in slowly.

3. Carol Singing outside shop on Christmas Eve went down well last year and will be repeated at 11am with mulled wine as before.

4. Adnam's wine tasting evening on November 18th from 7.30. CJ and VM will be there to man till and RS to drink wine. There was considerable discussion about how payments would be made as some wines will not be on EPOS system and means of showing discount not available. RS will contact Adnams rep to confirm details if he cannot check with MM beforehand. Discount on 6 or more bottles was agreed if feasible and approved by Adnams rep.

### **Publicity**

1. 'Calendar Boys' calendar is now almost ready to go to press! Chris Riddell (Children's Laureate) has agreed to allow us to use his beautiful illustrations on Rocklander for it so this has been much appreciated. Layout has been discussed and agreed by sub-committee and a few volunteers responded to photo-shoot call and have had pictures taken to be in-

cluded with captions. Calendar will include a colouring competition but finer details how this will be administered are not complete yet.

2. October N/L was produced and delivered on time - thanks to all involved. Next NL will be prepared shortly and will include everything up to end of 2016. Items for inclusion to MT, please, to add to those sent by managers. Hopefully, surrounding villages can be included this time.

3. RS still planning a shop Christmas card for 2016 including a montage. He is still promising it will be ready before Christmas Eve...

### Website and IT

Facebook 'likes' are being monitored closely.....

### Correspondence

1. NA has confirmed protocol about assistance/guide dogs in shop.

2. RS spent long time meeting team from Thetford hoping to set up a community shop/PO in old Charles Burrell School building and has received very positive and appreciative thank you letter from them.

3. Letter from Plunketts arranging another pre-set up community shop visit from Nayland (Suffolk?) on morning of December 9th. Apparently they are keen to meet Oddballers and be serenaded..... so they know what to avoid doing in future!

4. John Hill has sent email informing us of a temporary job which means he is unable to volunteer in shop or on committee for the duration.

### Input from floor

Thanks as always for refreshments that exceeded even usual standard of excellence.

### AOB for next meeting -

Job descriptions etc

Action points covered from this meeting should be emailed round when completed. Any problems encountered should also be emailed round so all are aware of what is going on.

Date and venue for next meeting at 7.30pm on 30th November 2016 in pavilion (unless we hear to contrary!)

Meeting closed officially at 10.10 pm