

Minutes of Management Committee Meeting

held on Wednesday 18th July 2018 at 7.30 pm in shop

Present: Philip Dingle (PD), Alan (AJ) and Elaine Johnson(EJ),

Cath Jones(CJ), Victoria McArthur(VM) Dave Seaton(DS)and Roger Steel (RS) + Mick (ML)and Gella Ladner(AL), Natalie Albrow(NA), Marion Baker(MaB), Michelle Barron(MiB) and Joe Thomas (until 8.20)(JT).

Apologies for absence: Shirley Colenutt(SC) and Pete Rushton(PR)

Declarations of Interest: None.

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

Managers and ML and AL were welcomed and thanked for attending.

Matters arising:

None not covered elsewhere

Finance (see VM report number 101)

- Bank balances and financial report were presented by VM. Transfers between accounts is being done to cover outgoings, including wages and VAT.
- Bills have been paid.
- Sage entries are in hand.
- Daily takings discrepancies are now far less, due to closer scrutiny and checking, as well as volunteer training on use of EPOS.
- End of TP in PO recently showed almost perfection in stamps and other stock but still a financial shortfall that had to be covered by shop. Managers are still working on reducing or eliminating this.
- VM has met with KO to sort VAT and gave an explanation about how discrepancies are accounted for by sharing between different VAT rates, which means our VAT bill could be more than we actually owe, due to inaccuracies at till. Shortfall in PO most months is often similar amount to discrepancy in daily takings although both should be completely separate so this is being investigated. There will be a very close scrutiny over 6 month period to see if this can be ironed out once and for all.

Staffing

RS expressed huge congratulations to Natalie (and Mark) on the news of their baby, which is expected in November. Contingency plan for this has been tweaked to fit circumstances and various options have been circulated.

A job advert is now available and application closing date is 3rd August to enable interviews to take place in August, ready for new temporary manager to be in position in September so that NA can train him/her before starting maternity leave. Adverts will be issued with next NL, put on RCS website, on counter, in various surrounding villages and in local parish magazines. MiB will put on local Facebook pages as well (after she has been given Admin status - action: CJ to sort tomorrow) Other possible places eg local libraries were also discussed. DS will print A5 leaflets as in PDF and Publisher, templates provided by RS. PD will speak to Peter Neil, of Quality People Employment in Attleborough who may also be able to help with getting the word out as quickly as possible at a discounted price.

Action: asap by all

RS explained options in contingency plan, which he had planned to discuss in private with managers to get unprejudicial comments. However, managers said they wanted to discuss immediately and NA raised many concerns about practicalities, presenting a comprehensive list of tasks other than serving in shop and PO that are done weekly and monthly by managers. There was lots of discussion with no clear way forward as there is no ideal or perfect solution that would solve the dilemma. Grant money that could be compromised if staffing levels were changed significantly, maternity pay, hours worked by individual managers, problems of training a new person were all issues covered at length.

It was resolved that one immediate and practical step would be to close shop and PO at 5pm once a month so that end of Trading Period in PO could be done without interruption (proposed by PD seconded by RS and passed unanimously). This will be advertised in shop and will start from August. It will be looked at again in New Year and evaluated. Volunteer will still be needed for last shift to comply with Lone Worker policy, but could do date-checking, deep clean etc.

An amendment to Staff handbook about making personal transactions was agreed.

Retail sales and Wholesale suppliers (see report)

- Bookers deliveries- no more information available.
- Dann's ice creams have sold well, especially the small tubs. Large tubs are definitely 'niche' end of market and not selling so well. NA expressed concern that new suppliers cause lots of extra work and asked that this does not happen too often, especially when staffing levels are down during her maternity leave. Discussion followed about providing a rich variety of goods for customers and thus encouraging more footfall as our reputation spreads. It was agreed that companies eg Shires might be able to provide a wider variety of specialist goods, rather than introducing new supplier for eg jams and chutneys, as a compromise.
- Local lady who currently supplies home-made jams and chutneys for sale as local produce in cafe will be asked to put date and allergen content on jars to comply

with new Environmental Health requirements. (Action: MaB asap). All foodstuffs should be sold via till, not via pots under counter.

- Paper carrier bags- no further update
- Date for EOY stocktake still to be agreed after consultation with LB
- Sales of crab and smoked salmon very popular and both products are selling well. Thanks to delivery boy....

Repairs, renewals and maintenance.(see report)

- Blinds still working at moment
- Electric hand drier in loo will be disabled as customer saw sparks coming out.....currently has notice saying 'Do Not Use'
- Minor repairs were flagged up and notes taken...
- Thanks to PD for putting up new noticeboard for adverts above chest freezer - great improvement!
- Update and discussion on new storage shed was deferred until next meeting as it was too late to discuss such a major issue properly. It will need to go for 18/10/18 deadline so quotes will be asked for by end of September, if project is agreed.
- NA gave DS a list of jobs to do to keep technology functioning in back office eg errant mouse
- Doormat - no further news
- Office chair malfunction flagged by NA
- Many thanks to AL and ML for clearing and re-organising stockroom and volunteering to keep a weekly check that it is still being kept in order. *****Stars*****
- NA did not receive copy of finalised Complaints Procedure when it was sent out in March. CJ/DS to send another copy asap.
- Volunteers (see report)

Volunteer training session booked for July 30th. CJ to check hall booking tomorrow and report back to NA.

Thanks to VM for producing first of weekly bulletins for volunteers last week. CJ will help when needed.....but will need contact list.

Thanks to MiB for working on volunteer advertising, which is reaping some rewards.

Grants and donations (see report)

Annual BL report due any time now....

Bat/Moth watch taking place this Friday (20th July) to coincide with school campout (FORS event.) Thanks to VM and SS for organising with Chris Sharpe.

Publicity

Posters advertising PO have been produced and distribution will be checked so that there is no duplication.

NL will be produced earlier than planned in order to include job advert but it may be a problem finding enough deliverers to include outlying villages too.

Events

Adnam's event on 4th August to be confirmed.(Action: NA)

Macmillan Coffee Morning will take place on Friday 28th September in shop- arrangements as usual.

Thanks to shop representatives who attended Joan Dove's 90th birthday celebrations... Joan was completely overwhelmed but very appreciative that people had gone! A lovely event!

August BH opening hours discussed- to be finalised when date of stocktake is known.

Correspondence

POL letter about Payzone being brought to shop in future, which will offer wider range of services at PO.

Input from floor

NA asked for timescales to be included in minutes so that she can keep track of progress in her requests.

AOB for next meeting

to include shed, advertising by estate agents.

Date and venue for next meeting: 7.30pm on August 1st 2018 in shop.

Meeting closed officially at 9.55pm