



ROCKLANDS COMMUNITY SHOP

MINUTES OF MEETING

held on 19th May 2021 at 7.30pm via Zoom (x3)

Present: Maureen Bound* (MBo), Phil Dingle* (PD), Cath Jones*(CJ), Victoria McArthur *(VM), David McNeil *(DM) David Seaton* (DS) Gella Ladner (GL) and Mick Ladner (ML)
(* committee member)

Apologies for absence: Alan Johnson(AJ), Elaine Johnson(EJ), Alastair Livings (AL)

Minutes of last meeting were approved.

There were no declarations of interest

DS thanked DM for producing agenda, circulating documentation and hosting Zoom meeting.

Matters arising:

- 1.No update available on card suppliers or internet synchronisation.
- 2.Only two volunteers have come forward so far to collect crabs on Thursdays. Asparagus collection is arranged as necessary by managers.
- 3.Insectocutor has found new home and is awaiting an extension lead to make it permanent.
- 4.MBo's idea for planters to be attached to legs of gazebo for security was agreed. Plants can be obtained cheaply from village sources hopefully when MBo has got pots..

Managers' Report

Thanks to AL for report which was put on screen by DM and gone through item by item:

Thanks to MBO for all the help and support given in past months. She has now given notice that she will not be as freely available to cover manager shifts from Monday 24th due to family matters requiring her attention. A written report on latest details of PO paperwork was discussed. Thanks to MBo for all work she has done with this.

- 1.Easters suppliers working well after few teething problems with milk supplies. Previous week's sales can be obtained from EPOS to enable more accurate ordering of milk. Profit margins were discussed and what percentage they should be to cover possible wastage but avoid making prices too high for customers. Realistic pricing can be obtained from EPOS to help with this.
- 2.F&V prices will be displayed weekly (GL and managers to produce from EPOS)
- 3.Volunteer shortage discussed. Last shift particularly important as a time when shop is set up for next day as well as final cleaning but these seem to be slow to be filled. Should vacant shifts for forthcoming week be put in weekly Shop Notes again? Last minute vacancies should be rare, if efforts to fill gaps are made a week in advance. Volunteer handbook will be updated asap.
- 4.With Lockdown restrictions starting to be lifted, it was agreed that a few more customers can now be admitted into shop at a time. It was agreed to start with 4 and increase gradually according to conditions. Reminder in Notes to volunteers to monitor numbers and allow in more customers to shorten queues.
- 5.MBo and Paula Bidmead(PB) have done further PO training and realised that current RCS practice is not always compliant as some things have changed. MBo will flag up immediate areas of concern and further PO training will be sought for all managers asap, preferably on site.

- 6.It was agreed that managers have right to agree or reject collecting pots and fundraisers in shop, referring to committee if necessary.
7. PB is getting through training well. MBo willing to come in as extra volunteer after her last 'official' managerial shift on Monday 24th to shadow her, in order to free up manager on duty, so that PB will be able to 'fly solo' as soon as possible.
- 8.Discussion about photocopier, as although it is not really cost-effective, it is a community service that is relied on by a number of people. Back office printer could be used for A4 but not A3 sheets. Contract runs for few more months.
- 9.Staff appraisals being arranged by DM and PD.
- 10.Extension of shop opening hours discussed and will be actioned as soon as practicable to cater for needs of working people.

Staff Welfare

DM has forwarded some online mandatory training material to managers. Charles McIlwhan will update Fire Safety policy.

Finance (see report)

- 1.FORE grant application was unsuccessful. Thanks to Sue Steel for continuing to keep an eye out for possible grants that we could apply for.
- 2.Balances given by VM and bills paid.
- 3.Nationwide bank account is still being set up.It was agreed to have requisite signatories set up although this would delay transfer of monies for short time.
- 4.Sage. GL and ML have offered to take over Sage until EOY(31/08) but cannot guarantee to be able to do it permanently. After in depth discussion, it was agreed that DS would speak to PR about how much of the role he wished to continue with in the future. GL would be given remote access to Sage server via KO, in order to do her work.
- 5.Thanks to GL for producing Management Accounts and getting them circulated prior to meeting. They were explained and discussed. GL will investigate some discrepancies between her figures and VM's, as they should be same. GL aims to produce these figures month by month so that comparisons over the years can be made easily.
- 6.TP01 had been completed today with no major discrepancies-thanks to JS et al.

Correspondence

Nothing significant

AOB

Shop credit card PIN query by CJ was answered by DS.

Next meeting scheduled for 9th June 2021 via Zoom

Meeting ended at 21.31