



# ROCKLANDS COMMUNITY SHOP

## Minutes of Management Committee Meeting

held on 19th June 2019 in shop at 7.30pm

**Present:** CJ, VM, PR, DS + AJ, EJ, and JW

**Apologies for absence:** PD and SC

**Declarations of Interest:** None

**Minutes of last meeting** were approved and signed by DS.

**Matters arising** were covered elsewhere on agenda.

**Managers' Report** was presented by JW.

### 1. Volunteers

- Volunteer list was provided by JW with names of all volunteers who have been registered on EPOS. There are 27 volunteers who do shifts regularly, some completing several every week, which is both encouraging and much appreciated. The list was looked at in detail and names of those who have volunteered in past but no longer do so, without a known explanation, will be approached gently and encouraged back if feasible. Lack of volunteers for certain shifts is still a major issue. Ideas mooted at last meeting will be implemented as soon as possible (eg 'Roadshows' at village events and 'market stall' outside shop on Saturday mornings, with possibly bacon butties?) Future emails calling for shift cover will be sent by managers only, and not included in Shop Notes, as there has been some confusion with 'right hands and left hands' !
- Draft Volunteer Call to Arms written by VM was gone through and amended slightly and will be put in next edition of Rocklander and Pump, as well as being delivered to households. A more concise version will be produced as a flyer to be given out at till as much as possible!
- Next planned volunteer event is a taster morning/afternoon for the cream teas (and new cakes). Date will be confirmed as soon as supplies are finally arranged. Potential volunteers could also be invited along, to encourage them to sign up. When established in café, it is hoped these will be pre-booked as much as possible in order to avoid waste.

### 2. Retail Sales and Wholesale Suppliers

- Bookers deliveries are working very well; shop looks much better for having lots of stock on the shelves. It is much easier to hit the £1000 minimum than predicted, and we aren't noticeably wasting more stock than usual. Booker's driver has been very helpful indeed so feedback to that effect has been given to the boss! Many thanks to committee member who refused to take 'No' for an answer during an unscheduled personal visit, and persuaded Booker's to adapt their delivery routes in order to accommodate RCS, when all other efforts by various people had failed over last 18 months! As a consequence, PR reported that, with professional self-help, he is coping with the withdrawal symptoms of being prevented from doing the frequent Booker's runs and is managing to fill his waking hours successfully. Joking apart, the shop owes a HUGE thank you to PR for continuing to

keep the shelves stocked. Without his tireless energy, we would have been unlikely to stay open.

- 'Shop Local' offers from Bookers will be sold from the shelving at the front of the shop.
- New wines are selling well and have bigger profit than those previously stocked.
- Archant Regional Manager has been in and will make a regular visit every two weeks in future to advise and support. New signage for forecourt is in pipeline.
- Menzies will be approached to provide a display stand for national dailies.
- Thanks to AJ for doing more fruit and veg sorties during the Cash and Carry crisis- much appreciated.

### 3. Back Office/Till

- New EPOS system is fully operational again and glitches that were causing problems have been identified and eradicated. There have been no problems for around 5 days now and everything appears to be running smoothly. Provided it is all still working JW will switch the stock file back over on Sunday. Thanks to JW for all the extra work he has done to bring this to fruition.
- The till layout has been improved again and there will shortly be a bulletin board on the login page to make volunteers aware of any changes. This will update on a weekly basis and will include any important changes/upcoming items.
- Future improvements to EPOS include looking at Bookers integration and linking card machine directly to till etc, which will offer less opportunity for human error.
- PR explained new credit card regulations due to come into force in September, which will tighten up system but should not inconvenience anybody unduly.

### 4. Maintenance

Big chiller is occasionally getting up to around 6 degrees, which is causing a few issues for Rosie and David – JW has contacted Darren at Coldlink and he is due in to alter the program slightly. JW explained why has been very difficult to keep the door closed at all times (which is possibly the cause of it).

Thanks to AJ for sorting problem with stockroom chiller and eradicating putrid odour.

5. Confidential item concerning a customer was discussed at length and decision about a way forward was agreed unanimously.

6. Next Managers' meeting is scheduled for 9th July at 9 am. Venue to be confirmed by DS. There was a reminder from two managers that their contracts expire in September. Any decision about renewal depends on confirmation from NA about her return to work after Maternity Leave, which is not due until end of August, so contingency plans need to be put into place for various possible scenarios.

### Finance

1. VM presented bank balances, that are slightly lower than usual because of large bills and lower daily takings generally. Ways of improving footfall were discussed, as this is a

significant issue. It was noted that Saturday takings are picking up again, although trade has been generally slow during the week.

2.VAT quarterly meeting has taken place between VM and KO. Some figures will be double-checked as there could be an anomaly.

3.Making Tax Digital will be implemented by KO.

4.VM explained situation regarding Statutory Maternity Pay.

5.Till discrepancy monies in last quarter will be ring-fenced in case they are owed to POL.

6.Latest PO trading period was completed today and was all good...thanks to all involved. Incorrect VAT codes have now been completely removed from system and correct ones are in place.

7. SC's kind offer to help with filing invoices was much appreciated but in practical terms, has proved to be impossible to implement. Her continued help with checking Daily Takings etc is invaluable, however.

### **Events**

Volunteer event ( see above)

MaB is organising a special event in August which was given full approval by all.

**Next meeting** will take place on 3rd July at 7.30 in shop

**Meeting closed** officially at 10.14pm. Thanks to A&E for the delicious biscuits.