



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on 19th November 2019 (re-scheduled from 20th, due to work commitments) in shop at 7.30pm

Present: PD, CJ, VM, PR, DS +NA & JW

Apologies for absence: A&EJ, SC

Declarations of Interest: None

Minutes of last meeting were approved and signed by DS, who congratulated all involved in the unexpected BBC News coverage on Friday 15th. Two managers, two committee members and a volunteer were featured as well as some customers and, as it was on national news at 6pm and 10pm as well as Look East, there was a lot of publicity and JW reported lots of positive feedback. We now have to hope our key people are not headhunted by rivals!

Matters arising

1. Faulty light in cubby hole has been replaced, thanks to DS.
2. New light in old Pepsi fridge is outstanding. Action: JW
3. Badges have arrived and are in use.
4. Wine-tasting event was great success - thanks to managers for organising and running it; ~£700 of orders were taken at it, so it was a good result.
5. Log store maintenance is outstanding but will be addressed by PD asap.
6. Date of AMM cannot be fixed until accountants have given an idea when accounts will be ready.

Managers' Report (from JW)

1. Andy Parker (Regional Manager from POL) is visiting on Wednesday 20th at 12pm to discuss various matters including training and staffing issues. PD will attend with JW.
2. Back Office system broke down today and JW closed PO in order to concentrate on fixing it immediately. Thanks to PR who managed to cover for most of the time so that customers were not let down again. JW could offer no clear explanation of cause of serious corruption, other than fact that somehow the old system, thought to be hidden away and totally inaccessible, had been opened and had corrupted the new cloud system by creating a database merger. As a temporary measure, JW has closed access to all but himself but it was agreed that this should not continue for long. It was agreed to call out ECR to a meeting with managers and some committee members with relevant wisdom to sort out the problem as it would seem that the system is not working for us as promised. The crisis reinforces the need for all who use the back office to be totally at home with the system, so that any problems are able to be addressed by whoever discovers them. DS and PD will liaise with ECR to back up JW. JW has re-entered much of the data manually and all volunteers have been alerted to tell a manager if till doesn't work as expected or "No PLU found" comes up.

3. Wastage is increasing again so possible solutions were looked at. It was agreed that bread wastage (currently ~45% of total wastage) is difficult to gauge as consumption varies so much. Volunteers will be advised about wastage and the difference between "Best Before" and "Use by" dates so that more items just out of date can be sold off without an actual loss being made to shop.
4. Kindling and log cost price has increased so will now be adjusted to £5 a bag.
5. Menzies have now taken over delivery of EDPs from Archant and deliveries have been very late, but hopefully this will improve after teething problems are sorted out.

Finance (see report)

1. Balances given by VM. All bills, wages and NIC/PAYE payments are up to date.
2. Thanks to PR for taking carload of paperwork to LB for annual audit, then rushing back to cover PO in an emergency situation.
3. Cost vs sales prices will be extracted from Sage as back office doesn't appear to be capable of doing it.
4. There was considerable discussion about diminishing sales figures month on month with ideas about how to reverse the trend.
5. Thanks to SC for continuing to do her daily task of checking takings etc etc.

Staffing crisis

MaB is still off sick and unable to do her shifts. A managers' meeting to work out a schedule had to be postponed at last minute due to a dental emergency and has not been re-scheduled yet.

As MaB is unlikely to be fit enough to work for foreseeable future, arrangements need to be sorted quickly to avoid more last minute closures in busy period before Christmas. It was agreed that it is unfair on volunteer PO people to be called in at very short notice. A previous member of staff has been asked if she would be willing/able to cover on a short term ad hoc basis but this is not possible. Various other options were discussed and following action was agreed:

- a) All local PO trained volunteers will be asked if they can offer regular slots to help out until MaB is well again. Remaining staff will also be asked if they are willing to do some extra hours. A roster will be drawn up for relevant people to fill in so that a clearer picture is available for immediate couple of weeks.
- b) PD will ask at local Employment Agency if there is anyone on books with PO experience who could be offered a temporary flexible contract

Correspondence

Sue Steel has forwarded a link about 'Breckland Get Online Initiative'. CJ will put it in next Shop Notes

Next meeting will take place on 4th December at 7.30 in shop

Meeting closed officially at 9.22pm when a slightly belated celebration of a significant birthday for VM took place, with a wonderful gateau provided by one of our landlords and two varieties of posh bubbly brought in by Company Secretary. Thanks to both - much appreciated!