

## Minutes of Management Committee Meeting

held on Wednesday 21st November 2018 at 7.30 pm in shop

**Present:** Cath Jones(CJ), Gella Ladner(AL) ,Victoria McArthur(VM), Pete Rushton(PR) Dave Seaton(DS) + Michelle Barron (MiB), Alan (AJ) and Elaine Johnson(EJ) , Mick Ladner(ML) and Josh White (JW)

**Apologies for absence:** Shirley Colenutt(SC) and Philip Dingle (PD)

**Declarations of Interest:** None.

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

### **Matters arising:**

HOT OFF PRESS:

BABY ALBROW ARRIVED AT 10.24pm ON NOVEMBER 20TH. MOTHER AND DAUGHTER REPORTED TO BE DOING WELL - NO NEWS ON WELL-BEING OF FATHER!

ML is working on updating photos, and will make them generic without seasonal references.

Thanks to all who investigated Health and Safety Executive website regarding first aid training and reporting back. Latest development is that PR will lead training sessions so that there should be at least one trained First aider on duty at all times.

### **Finance** (see report)

VM gave out bank balances in all accounts.

Wages model for 2018/19 shows a significant, but expected, hike and with grant contributions reducing annually, need to be monitored carefully.

Thanks again to SC for her thorough check of daily takings sheets, which, with other checks, are helping to prevent errors. MiB and JW highlighted possible reasons for discrepancies with Lottery figures and hopefully, individual volunteer training will prevent these from happening so frequently. Credit card errors are still happening at random.....but lessening.

Queries about Sage were answered by GL who explained that investigations were still ongoing and some procedures being slightly modified.

Possible causes of other common discrepancies are being looked at by managers on Tuesday 27th and firm protocols will be implemented eg regarding float and giving change for till.

WELL DONE TO JW FOR A ZERO BALANCE IN PO TODAY (is this a first???) What a star!!

Long discussion about recent end of Trading Period discrepancy that was totally unexpected. Many thanks to MiB and JW who, with some help from others, undertook massive and time-consuming investigations resulting in numerous long calls to PO Helpline. Eventually, JW's persistence paid off and POL have agreed the fault was theirs and a significant sum will be reimbursed after further due diligence on their part. After further discus-

sion, it was agreed that weekly declarations are perhaps not necessary and can cause more problems. Well done to MiB and JW for tightening up procedures and really keeping on top of all anomalies and chasing them up. (STARS awarded!! Lollipops next if they keep it up!!)

EJ suggested that Federation is alerted as this could be a problem faced by many branches - DS will ask RS for advice how to do this.

### **Staffing**

From Monday, MiB will be off roster and taking on her new role accordingly.

DS is sorting all paperwork for JW and LS.

MiB is arranging staff appraisals and it was confirmed that these would be done by herself and John Rose for continuity, as agreed previously.

### **Volunteers** (see managers' report)

Volunteer contract update has been checked by DS who will adjust electronic version slightly before they are signed.

Individual Volunteer training will start ASAP so that all are all fully up to date with new protocols etc.

New policy for hot food seems to be working well with no known complaints.

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

Christmas stock is now on display and looking good. Post on Facebook was upstaged by arrival of NA's baby last night, but will go live tomorrow.

BJ Toys will no longer be used as supplier following various issues that have arisen and it was agreed that stock that has been supplied is not good value for money.

PD has put forward his 'Dragon's Den' type project involving high-end cooking sauces. It was agreed to trial the free initial supply and monitor sales before agreeing to add them to regular orders.

'Tea Lady' has asked about supplying her homemade local jams, chutneys etc on a sale or return basis. This too will be monitored for a trial period.

It was agreed to use Margaret Thomas (Blooming Goode) as a supplier of Christmas wreaths and table decorations again. She will provide some samples for display, then supply individual orders as before. MiB will ask for larger invoices with more detail to satisfy accountants this year.

Local Rocklands honey is back on shelves - volunteers need reminding about 'new' method of putting sales through till. JW will stick bar codes on all jars so it is easier to administer.

MiB has raided supermarket shelves for special items that we would not need in large quantities..... all agreed this is good addition to Christmas stock. DS confirmed that sales under £250 do not require separate invoice in RCS name, but ordinary till receipt is enough.

Pipers Crisps no longer viable as minimum order is too high for us. Another specialist crisp supplier will be investigated (Kettles?)

JW will investigate beers from Greene King as he knows the local rep. Other special offers will be looked at during Bookers runs and bargains with long shelf life snapped up! If necessary, bulk orders can be stored off site once put onto system.

### **Repairs, renewals and Maintenance** (see report)

GL will contact Toshiba about photocopier agreement. It was agreed that cost of replacement toner could be major factor if we were to buy a cheap scanner/ photocopier. It would be useful to have something that can be in network for maximum benefit. (JW will answer any technical queries as mention of RJ45s, USBs and dongles confused minutes secretary...)

Smaller footprint is desirable also facility to do A3 and enlarge.

Good news.....CCTV seems to have behaved correctly for some time now.

Bad news.....Much of basic everyday electronic equipment has been failing recently eg till scanner and card machine. Much discussion ensued about how card machine could be fixed to avoid connection problems but it is not certain that this is root cause of problem. PR will speak to Global Payments again. Void printouts should be collected as proof of how many transactions have been aborted, but it was agreed that after a few failed attempts the machine has been declared 'Out of Order' so this would not be a complete picture of loss of business.

It was agreed to allow JW to purchase basic scanner for till/ back office that will be more reliable.

Bulb in hot cabinet needs replacing after finding correct size/model. (Action: Managers after consulting John Borrill who bought appliance?)

EPOS update from JW who confirmed that Back Office system is a complete mess and not fit for purpose. However, it was very comforting to hear that there is a solution that will rectify it and all shall be well! An explanation followed with many questions and answers and eventually it was agreed to trust Josh to wipe system clean, having saved relevant data, then to restore it again....apparently all do-able and, more importantly, sustainable.

It was resolved to leave it all in JW's capable hands and he will ensure that all managers can implement updates once everything is in place and this was agreed unanimously. The possibility of upgrading eventually will be put on hold until we see how it all goes, but will be seriously considered in future.

Very many thanks to Josh for all his diligence....much appreciated.

### **Publicity** (see report)

NL draft distributed and amendments made. VM will finalise and send to DS for printing. CJ will fold and insert flyer for Christmas Quiz so that deliveries can start by weekend hopefully. Thanks to ML for providing seasonal photo.

Christmas opening hours agreed as follows, after discussion, and will be advertised on NL and at shop, on FB etc:

Christmas Eve: 8.30 - 1.00

Christmas Day: CLOSED

Boxing Day: (PO closed.) PR and A.N.Other to open shop from 8.30 - 1.00 no manager required.

Thursday 27th - Sunday 30th - normal opening hours

Monday 31st: 8.30 - 1.00

New Year's Day: CLOSED

Jan. 2nd onwards: Normal opening hours

(Managers will sort volunteer hours accordingly)

**Events** (see report)

Adnam's wine tasting sorted. MiB will liaise with Tea Lady to see if she would like to test drive her products at event.

Christmas Coffee Morning in aid of Foodbank arranged for December 14th from 9.30.

**Website and IT**

Laptop has been re-set and will be available for next meeting.

**AOB**

Communication from Kett's Bookshop via MaB was explained and it was agreed that a delegation from shop would be pleased to attend event on January 14th 2019.

Next meeting to include Mission Statement

**Date and venue for next meeting:** 7.30pm on December 5th 2018 in shop.

**Meeting closed** at 10.24pm