

Minutes of meeting held on 22nd April 2015 at pavilion at 7.30pm

Present: John Borrill, Robert Gray, Cath Jones, Victoria McArthur (9.05) Malcolm Robertshaw, Pete Rushton(7.50), Roger Steel and Jan Swaddling.

Apologies for absence were received from Natalie Albrow, Shirley Colenutt, Alan and Elaine Johnson and Joan Woodroffe. No communication received from Mr and Mrs Fly who did not show up.

Minutes of last meeting and extraordinary meeting were signed as correct

Matters arising;

None not covered elsewhere

Finance

JB gave bank balances with no bills outstanding.

JB has applied for another bank account that could hold potential grant monies and is awaiting reply from bank.

JB explained issue with bill for outstanding Corporation Tax from last year's accounts. We had been led to believe that grants to community shops were not taxable but latest communication from accountants seems to indicate that we now owe HMRC £1533.80. However, this seems to be a 'grey' area, with conflicting information so after much discussion, it was agreed to leave it to business committee to investigate further and have meeting before next general management meeting to make a decision. Deadline is June 1st so there are a few weeks to get the facts. We are disappointed that Lovewell Blake who are supposed to be experienced in dealing with projects like RCSL were not able to give accurate information when the accounts were done. If it is agreed beyond reasonable doubt that tax is due, then of course we will pay, but will be aware for next year and make appropriate arrangements.

Cake prices were discussed. It was agreed that cakes from Edible Elegance were very good quality but there were concerns about lemon drizzle cake which, when cut into required number of pieces, looked poor value for money at £1.50, although other cakes e.g. Bakewell tart and chocolate fudge cake were not a problem. Angie will be approached about this and the possibility of doing lemon drizzle in a loaf tin, rather than a tray bake will be explored. Customer feedback has been good so far.

Donation of £125 has been received from a customer- many thanks. It will be put towards the new freezer.

P60s have been issued to all managers.

Membership Strategy

PR is still beavering away at getting forms drawn up so that they will be useable at any time in future. Membership offer will be just one £10 share so that those who were not able

to buy in 2013 can still be a part of business, rather than a money raising venture. Consequently, paperwork will be simpler than before being a form on one side and essential information on the reverse. Thanks to PR for more moonlit work.

Staff issues

JS has given pre-appraisal forms to be filled in by all managers. None have been returned yet (deadline tomorrow) but some clarification has been sought from one manager. JS will attend next managers' meeting on 28th April.

We were made aware of time constraints on managers and asked to be sympathetic when we ask them to do more and more in shop and things do not always appear to have been done as quickly as we would perhaps expect. All appreciate that managers are doing excellent work and are extremely busy.

Appraisals will be carried out after 27/04 when arrangements have been made for suitable times when cover can be made available. Positive appraisals will result in pay increase, back-dated to 1st April, as agreed.

JS is meeting Sue Steel to discuss payroll shortly

Keith Kinrade (POL training officer) has been in shop today to give training to PO trained staff who were available. He has highlighted certain issues causing discrepancies in money but was unable to be specific as to how to avoid future problems occurring. He had a private discussion with RS with possible ways of tackling the issues. In the meantime, it is very important that all PO staff log off each time they are not standing at PO counter. Ideally, each time a different person serves at PO, a fresh cash declaration should be done but this is completely impractical in our circumstances when changes of staff occur frequently. (CJ had discovered exactly how long it takes to count all cash and stock during her training in Back Office routine work today and felt completely scrambled as a result of thinking in numbers for so many hours in one day!!) New staff looking to be PO trained will have to complete an online training course first as classroom training is no longer available. This could be problematic.

Retail Sales etc

No issues to report from NA

Grants

SS is sifting through latest information from BL and will forward to all committee with relevant sections highlighted.

Volunteers

Next volunteer training session on April 26th (after closing) will also include information on new legislation on tobacco.

Illness and injury have caused some regular volunteers to be unable to do shifts and some shifts have been difficult to fill at weekends in particular. Hopefully those who come to training session will be able to feel confident again if they have missed a few weeks and feel unsure of procedures.

CJ has produced a monthly 'deep clean rota which will be discussed at training session.

VM has offered use of her home for a volunteer party along the lines of last year. Dates were discussed and June 13th/21st mooted for consideration.

Publicity

Leaflet ongoing.

RG has done draft business card which was discussed. Possibility of having shop logo as watermark was discussed (as were logos from grant providers) and fonts. (SS will let RG have fine details!) RG will investigate prices.

Newsletter will go out in mid-May when there might be more to report.

It was agreed that shop Facebook page should remain neutral on political issues and all admin officers will be advised of this.

Events

MM is co-ordinating all events planned and needs to be kept informed.

Events in pipeline include bike rides (Boudicca 100 on May 17th), reading club (inaugural meeting on May 19th) Odd Balls Knitting and crochet club.

Website and IT

No further news

Repairs, maintenance and renewals

The search is on for a new freezer.

Back door is playing up again and takes great deal of effort to close and bolt. RS will look into it and decide if new door is necessary as existing one appears to be warped and could possibly be a security risk.

Thanks to Johnsons for painting side wall.

Pot plants outside are looking very sad (one in particular which seems to be looking moribund).

Correspondence

It was agreed to renew membership of Plunketts Community Shop Network as premium of £240 p.a can be saved by being members. Plunketts also provide invaluable help when needed.

FoRS have asked if alcohol for School Fête on July 3rd can be supplied by shop on sale or return basis (as under Alan and Elaine). This was agreed and a raffle prize will also be given. (Orders must be given to NA in advance so she can order in specific amounts as we do not carry that amount of stock at normal times)

AOB

Foodbank container is in place in shop but very little uptake so far. There have apparently been some misconceptions as to who will receive items from food bank which is based in Norwich for administrative purposes but serves the needy of whole area. CJ will arrange for more information to be on display.

Canopy for outside was discussed. Awning fixed to wall could harm new rendering so a large cantilever umbrella will be investigated, bolted to ground and closed up at night.

RS proposed a new shop sign on opposite wall to PO lozenge and similar size.

PR reminded us that we have not yet used 10% off voucher from Mr D's Diner.

Further outings to other community shops in Norfolk will be arranged, so that new members can see what others do.

Next full meeting arranged for 6th May 2015 in Pavilion at 7.30

Meeting closed at 9.55 pm (earliest for many a long week!)