



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held in the Shop

at 7:30pm on Wednesday 22nd May 2019

Present: PD, CJ, VM,DS + AJ and EJ

Apologies for absence received from Pete Rushton and Josh White

There were no declarations of interest

Minutes of last meeting were approved and signed (many thanks to VM for producing them in absence of CJ)

Matters arising (not already covered in agenda)

- 1.Mobile phone - PAYG sim card has been acquired by PD and JW will test it out to see if it is a workable and affordable arrangement for sending multiple texts to volunteers.
- 2.DS showed sample of new headed notepaper and compliments slips - approved unanimously so will be fully circulated and used in all future communications.
- 3.Managers (MiB?)are checking status of copier contract and will report back
4. PO paperwork will be taken to Rocklands Manor, after checking a suitable time with Stephen Burroughes.

Financial Report

- 1.VM gave balances in all accounts and explained any significant changes from last report.
2. VAT quarterly meeting with KO is due within next couple of weeks.
- 3.Corporation Tax bill has been received and agreed (subject to confirmation that there was a typo regarding position of decimal point!) so will be paid before deadline.
- 4.Thanks to ARo for sorting SC's computer gremlin that had been causing problems. It was noted that new wastage protocol using EPOS has caused some

N.B. Members must declare any personal interest in any item on the agenda and state whether they are also prejudiced. In the case of a personal interest the member may speak and vote on the matter. In prejudicial interests the member must withdraw from the room whilst the matter is discussed.

issues with recording and checking of Daily Takings and Z report, so JW will be made aware and the problem can be addressed.

Managers' Report

Volunteers and staff Issues

- *The volunteer roster has seen an increase in gaps since the extension of the shop hours, in part due to the addition of 1 shift per week day (although this was agreed with volunteers, as nobody wanted longer shifts). We need to take immediate action because there has only been 1 week day so far that has been totally covered, with most having a minimum of 2 empty slots at the start of play. There was a couple of days during this and last week where the shop would have had to shut for ~ 6 hours had we not had some last-minute saviours.*
- *Robin Trewartha, having previously voiced concerns, has suggested that we form a subcommittee of which members include volunteers, managers and committee members to try and put together a plan. I think this is a fantastic idea in principle, but we would need to make sure the right personnel are involved.*
- *Michelle has emailed a couple of local schools to try and encourage volunteering, I think this is one really important area we need to target. We are nearing the summer holidays, and once exam season is over there will be a lot of young people with time on their hands (what better way to spend it than to volunteer at the shop...)*

Unfortunately, JW was unable to attend meeting and no other manager could replace him on this occasion, but all above issues were discussed at length and it was agreed that RT would be invited by CJ to attend next management committee meeting to explain his ideas more fully. From informal chats with a number of volunteers, it seems to be that some of drop off with volunteers is due to large amount of crossover time with managers, resulting in volunteers sometimes feeling redundant. It was felt that staff roster could be looked at again so that there are only ever two managers on duty at any one time, except when there is a managers' meeting.

In order to avoid miscommunication, it was felt that at least one committee member should be present at strategic part of managers' meetings and that minutes should be taken and circulated, with indication of decisions made, together with a copy of the staff roster for next few weeks. PD kindly offered use of his house for such meetings and EJ is happy to provide PO cover, as long as due notice is given.

(Action: DS) Similarly, it is expected that one manager will be rostered to attend first hour of fortnightly management committee meetings. Hopefully this will ensure that no misunderstandings occur.

Retail Sales and Wholesale Suppliers

- *Potential use of 'The Cress Company' to stock the chiller & freezer, this would alleviate some issues with bookers. They have a minimum order of £ 150 and can deliver to us every Thursday/Friday, with orders needing to be placed by lunchtime on Wednesdays. They have sent me a price list, and Michelle and myself are in the process of like for like comparisons where possible and are looking at the viability of switching to them. They also have a wide range of ambient foods and could be used to further reduce the weekly Bookers loads. (*See below)*
- *New range of fresh apple juices in the shop – supplied by the same company that presses Barnards apples, Marion has arranged a bi-weekly delivery deal with Rosie and David acting as couriers (free of charge!). There are 4 different types of apple juice to start, with the option of also having some ciders available to us if we want. I am told by the customers that have already purchased some that they are excellent.*
- *Now that the new back office is mostly up and running, I'm going to start identifying products that we can raise slightly above the base RRP to try and increase profit margins in the shop. Nothing major/drastring but there are some items that we have on sale cheaper than supermarkets (Duracell batteries, for example, we are 50p cheaper than Sainsburys for the identical product)*

Problem with main Booker's delivery being randomly done at varying times during the week was again raised. PR (and his car) are fast approaching a state of exhaustion and could be in danger of collapse so it was agreed unanimously (prop: DS sec: VM) that a regular delivery from Booker's would be arranged with effect immediately (or from end of June, if that is soonest arrangements can be made). Minimum requirement (£1k per week?) would have to be met by getting as many products as possible in main order, including fresh and frozen*, even if this means cutting out another smaller supplier (eg Adnams). JW will be asked to arrange a meeting with manager at Booker's and as many RCS Rottweilers as can get there will form a delegation to attend said meeting. Arrangements can then be made to get stock out at a regular time each week, thus avoiding further customer complaints that the shelves are empty and we cannot be relied upon to have what they want to buy, so they have to shop elsewhere for things they used to get at shop.

Back Office/Till

- *Back office is working well, the till changes have been implemented and have been well received.*
- *Sunday 26th May we are making the final changes with 100% confidence that nothing is going to break.*
- *Following the final changeovers, we should immediately start to see the benefits with regards to ordering, booking in, stock management and reporting.*
- *You will now start to see Transfer/Wastage figures on the end of day Z reports. Over time this will give us a good picture of where we can make some savings in the shop.*

Fingers crossed for good result!

Maintenance

- *Darren has had approval to modify the chiller – I spoke to him yesterday and he is aiming to have it sorted this week, currently sourcing the parts he needs to make the modifications. We will likely lose the ability to read the temperature from the top screen, so he is going to cut a small hole in the cover to be able to read from the bottom.*

Hopefully this will be done very quickly now, as loss of that chiller has had a significant negative effect on sales over last month or so.

Correspondence

Nothing significant, not already discussed, has been received by those present.

- Unless urgent matters arise the next meeting will be held in the Shop at 7.30pm on Wednesday 5th June 2019