



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on 25th September 2019 in shop at 7.30pm

Present: PD, CJ, VM, PR, DS + MaB, JW, AJ & EJ

Apologies for absence: SC and MiB

Declarations of Interest: None

Minutes of last meeting were approved and signed by DS.

Matters arising

1. Replacement matching mugs have been delivered and were washed after meeting, ready for use.
2. LED light replacement has almost been completed by DS and thanks given to him for giving up a Sunday afternoon to do this. AJ and DS will sort the emergency lighting by door, in case of power failure.

Managers' Report had been circulated by JW prior to meeting and was discussed in detail.

1. Minor issues that have arisen due to communication failure will be discussed and hopefully resolved at next managers' meeting.
2. JW has arranged date for ECR to do back office training for ~mid-October - precise date to be finalised after discussion with other managers. There are places for <8 people so some committee members could also attend. Cover needs to be arranged for shop duties while training takes place in Norwich.
3. Next Managers' meeting has been pencilled in for Friday evening, subject to confirmation. Agenda items to include clarification of job roles.
4. Staffing. Following changes in personal situations, MiB and NA have requested fixed hours each week, because of child care issues. This was agreed in principle, but raises issue of lack of cover for sickness and annual leave (especially for JW who is now only manager able to be flexible with hours.) After discussion, it was agreed that JW would look into getting a 'locum' approved by POL to cover emergencies as this would probably be most cost-effective way of providing cover. JW will report findings asap so that arrangements can be made in order for him to be able to take his entitlement of AL soon. Hours owed for his current year of office are too many to be taken before expiry date, so could be paid in lieu. Managers will provide detailed report on exactly what hours can be covered by each manager each week.
5. DS/VM will sort outstanding staff contracts that are due for renewal.
6. Discrepancies in daily takings have been due to surplus cash from till not being processed efficiently during busy periods. It was agreed that JW will buy and fix an under-counter safe immediately which should remove the problem quickly.
7. Booker delivery did not arrive last week as cut-off date had been changed without adequate notice and deadline missed. Thanks to JW who made trip in car to collect essentials and arrangements have been made to ensure it does not happen again.

- N.B. Invoices will need to be double-checked so that we do not pay for goods not received but could be still in system, despite having been told verbally they were cancelled.
8. Biodegradable bags are in use but not all being processed correctly through till. CJ will remind volunteers again in Shop Notes (but cannot guarantee that all volunteers actually read and digest what information is included!) 10p charge is requested for all bags, which can either go as shop donation or to one of charities with collecting boxes on the counter.
 9. MiB has been in contact with new cake supplier for café and fresh supplies will be in shop very soon.
 10. Full discussion about practicalities of providing an inclusive environment in shop for all customers took place. Confidential notes were made.
 11. JW will liaise with PR about list of cost prices for accountants and EOY accounts.

Finance

1. Bank balances given by VM.
2. Bills about to be paid.
3. VAT meeting with KO was long and complex but all is now sorted.
4. Corporation Tax was inadvertently paid into wrong HMRC account in May but is now sorted.
5. Errors on till with recording credit card transactions are still frequent. JW will include an extra box on Daily Takings sheet that shows CC total from CC machine as well as Z report so that discrepancies are all accounted for.
6. No further update from BL

Volunteers

Robin Trewartha has produced a comprehensive written feedback following his morning spent at shop talking to customers regarding recruitment and retention of volunteers, which had been circulated to committee (copy will also be forwarded to managers.) As this was several pages long, there had not been time to digest all the content so it was agreed that it would be discussed more fully at next meeting. A discussion about nomenclature brought up some suggestions for possible future consideration.

Correspondence

1. Email from David Howie (Rocklands Parish Council) was read out. A company would like to place a textile collection bin in Rocklands but it was agreed that our premises is unsuitable. However, a battery recycling facility would be useful and feasible so this will be looked into.
2. LB have congratulated us on swift production of figures regarding EOY accounts. These now require stock value to be added and electronic copies of all Minutes (DS to arrange latter with SB)
3. EJ will send VR link of shop to DS as Matthew has stopped doing it now.

AOB to be discussed at next meeting

Volunteers

Advertising for volunteers on tobacco cabinet

AMM date

Next meeting will take place on 9th October at 7.30 in shop

Meeting closed officially at 9.31pm. Thanks to PR for arriving with fresh, hot slices of delicious pizza to feed the hungry!