



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on Wednesday 27th March 2019 at 7.30 pm in shop

Present: Philip Dingle (PD) Cath Jones(CJ), Victoria McArthur(VM), David Seaton(DS) and Josh White(JW),

Apologies for absence: Gella Ladner(GL), Pete Rushton(PR), Shirley Colenutt(SC) Mick Ladner (ML), Alan Johnson (AJ) and Elaine Johnson(EJ)

Declarations of Interest: None.

Minutes of last meeting and meeting on 13th March 2019 were signed as correct.

Matters arising:

Thanks to GL who has checked regulations concerning credit card slips and has passed on information.

New storage facility for old shop paperwork/archives is still being sought.

Two applications for share withdrawal have been received. Closing date is March 31st so decision will be made after that about amounts to be returned.

Staff contracts have been given to staff who did not already have them and final discussions and signing off will be done next week, hopefully.

Action: DS and relevant managers

ECR contract for maintenance of all hard- and software was discussed.

JW explained situation regarding new 'cloud' contract and monthly payments. It was agreed unanimously that this is essential and will be expedited so that final step can be taken and whole system accessed.

Action: JW and VM

PD has arranged new mobile phone contract for managers to text volunteers in emergencies at excellent rate of £6.60 per month. DS has

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old phone and charger that can be used. Agreed unanimously for immediate action.

Deep clean was done on March 17th as arranged. Thirteen willing volunteers came and completed ~50 man hours of hard labour. Many thanks to all - the shop sparkled!

Finance (see report)

Balances in all accounts given by VM. Wages will be taken from Business a/c this month.

HMRC rebate confirmed as received.

Invoices have been wrested back from PR by VM and will again be paid by her.

VAT quarter return has been completed by VM and KO.

Making Tax Digital has to be done by June and is in hand.

Reminder from VM to managers to photocopy all 'unusual' invoices and staple them to Daily Takings Sheets so that all payments have paper trail for VAT purposes.

Discrepancies/shortfalls in till still occurring and are being monitored.

Procedure for banking and recording donations clarified.

No communication from BL following return. Report from regular shop user is in pipeline to be added to return.

Managers' report

JW presented the report.

Volunteers and staff Issues

We need to be more proactive in recruitment for volunteers – we've been talking about 'how' for a few months now, we're going to have to take some risks with advertising for it. Michelle is going to contact local schools (sixth forms). The shop would have been closed more than it was open last week had we not had some last minute saviours (especially Tessa, who did a whopping 8 hours over the weekend)

It was agreed that Lone Worker Procedure would remain in place but that manager who is alone could use discretion about procedures if regular and known customers came to shop while it is closed due to lack of volunteers.

Managers have arranged a Wine Tasting evening for volunteers on April 4th at 6pm to test new wines and some new products from Shires. Invitations have been given and it is hoped some training can also be incorporated into the evening.

Retail Sales and Wholesale Suppliers

- New line of Gluten Free products in the shop, picked out by Margaret – we have already had a lot of interest in this and are looking at increasing the range to include a few more ‘free from’ products.
- We are going to utilise the front of shop space for Easter displays from April 1st (Easter eggs etc.)
- We made the decision to not get bigger bunches of flowers for Mother’s Day as it is an expensive mistake to make if we don’t sell them all – the best offers we had would have cost us a minimum of £5.99/bunch and we felt it wasn’t worth the risk. We will however make sure we have a good stock of the Daffodils and tulips for the weekend. Walnut Tree Nursery has just topped us up too which will help!

Back Office

- Changeover to new ECR system has raised some issues, so it was agreed that it would not take place until they have been fully discussed by all managers and GL and a solution reached that all are happy with. (Hopefully, process will not be as lengthy as Brexit negotiations!)

Publicity

Michelle has boosted a couple of posts on Facebook today to try and entice new people in to the shop – one of some great pictures of the

Fruit + Veg, GF products and the café and also one for the post office + services we provide. Mothering Sunday posts have also gone out.

Lottery

Figures consistent. New game has been added.

New lottery procedure is working well – only 1 ticket over the last 2 weeks hasn't scanned and we caught it and fixed it straight away.

We've lost around £60 in last 4 weeks in scratch card sales. We can't work out the issue as there is no consistency to the problems. It was agreed to move scratch card sales to the post office as a temporary measure till until we have a better understanding of what the issue is.

Meeting closed at 9.16pm

Next full meeting to be held on 10th April 7.30pm in shop