

Minutes of Management Committee Meeting

held on Wednesday 28th March 2018 at 7.30 pm in pavilion.

Present: Philip Dingle (PD), Alan and Elaine Johnson(AJ;EJ), Cath Jones(CJ), Victoria McArthur(VM), Malcolm Robertshaw(MR), Pete Rushton(PR), Dave Seaton(DS)and Roger Steel (RS)

Apologies for absence: Shirley Colenutt(SC), Mary Trinder(MT) and Joan Woodroffe(JW)

Declarations of Interest: None.

Minutes of last meeting were read and signed as correct by RS

Matters arising:

Investigations into photocopier are ongoing.

Finance (see report)

- Bank balances and financial report were presented by VM.
- Monies have been transferred between accounts to cover shortfall in wages due to reduced grant.
- VM has had meeting with KO to do VAT quarter etc. Substantial refund of VAT has been received from HMRC. All financial discrepancies have been discussed with KO and sorted satisfactorily.
- Problems with Excel communication between VM and SC have caused some hiccups but RS will go in on a white charger and sort it out ASAP. Thanks to SC for keeping up with daily takings recording etc, thus relieving some pressure on Treasurer.
- Annual Return has been sent in - many thanks to PR for completing this and Sage.
- Bills have been paid and cheques posted.
- Significant POL shortfall for trading period ending 14th March is still being investigated
- Less till discrepancies recently have been noted and any previous short-falls sorted.

General Data Protection Regulations (GDPR)

RS distributed a 'Green Paper' with requirements of new GDPR to all and gave a brief (?) explanation. Very many thanks to Sue Steel(SS) who has worked out what needs to be done for RCSL compliance and she will come to next meeting to complete the process. All comments /information /queries need to be sent to SS in good time before next meeting, please.

Staffing

Staff appraisals will now take place w/c 16/04/18 and all paperwork to be given to RS before 13th April.

No exact date for impending retirement of JB has been received yet.

Volunteers (see report)

Volunteer training session took place on 24th March in VH with a Manual Handling and H&S presentation by Charles McIlwhan and was excellent. About 15 volunteers were able to be present at session that was capably organised by NA - thanks to Natalie. Another date will be publicised soon for those unable to make first session. Some useful feedback is being followed up e.g. electronic shift rota so that volunteers can sign up for duty on-line. (DS will investigate suitable software)

Shifts are generally being filled well - volunteers will be asked for permission to text if emergency shifts need filling at last minute. This can be done via computer, rather than smartphone, as more convenient to administer for multiple recipients.

PD has spoken to Judi Bush who is willing to be Volunteer co-ordinator and liaise between committee, staff and volunteers. He will approach her to see if she would consider being co-opted as a committee member.

Retail sales and Wholesale suppliers (see report)

- _Complaints Procedure form was looked at in detail along with changes recommended by NA. CJ will amend as necessary and get DS to tidy it up electronically before passing to NA.

- DS will look into a more effective email address system/routing for RCS accounts as currently webmail is necessary which is not user-friendly.
- Greener shop ideas were discussed at length eg:
 - Plastic shredder(more info needed - Plunketts have been asked for advice)
 - Using customers' own cups for takeaway coffees (impracticable with current machine as cups would be varying sizes and might not fit)
 - Non-plastic disposable carrier bags (MR and PD to investigate)
- PD gave various thoughts on pricing policy and how to increase profits. Volunteers are needed to do price comparisons with supermarkets and other small shops to see where prices could be increased slightly without upsetting customers. Cost prices must be updated on EPOS with every delivery in order to keep up and correct selling price needs to be checked each time before items are put on shelves. Some items are being sold too cheaply in shop and could be raised in line with other retailers. PD is working closely with NA on pricing.
- NA has said managers cannot do 10% stock check each month as required by accountants so volunteers will be asked to do this specifically.
- Hot food is generally popular and trends/selling patterns emerging.

Repairs, renewals and maintenance.

DS will look at getting new doormats for front and back doors from Costco after checking sizes.

RS was reminded about blind.....again.

Gazebo will be erected when weather conditions are favourable again.

Grants and donations (see report)

PD is looking at feasibility for grant towards new storage shed and will put in an initial trial application next week. (DS to offer assistance).

Changes of personnel at Prince's Countryside Fund and Big Lottery noted.

Publicity

March NL was delivered during and immediately following weekend of 10/11 March - thanks to all involved.

Events:

Shop Birthday Party took place on March 27th at White Hart (with many thanks to Thomas family). CJ will organise a Flowercard to thank particularly Jayne for all the effort put into making it a joyous occasion. Media coverage would be good?

Easter Bunny Walk is taking place in conjunction with Play Park fundraiser over Easter weekend. Details were available from RS.

Website & IT:

All running smoothly

Correspondence

Invitation received from St Peter's Church to a service celebrating (Rocklands' First Lady) Joan Dove's 90th birthday on July 8th at 10.30.

Input from floor (aka AJ's Musings)

Celebration cake for shop's 4th birthday (made by EJ but decorated and filled with fresh cream, blueberries and raspberries as well as mini Easter eggs extravagantly by AJ) was shared out and passed the consumer taste test! Once again, thanks to A&E!!

AOB:

Division of agenda items discussed and it was agreed that finance and retail sales will be included each meeting but other agenda items will be grouped together and brought up at alternate meetings, except when urgent matters crop up. It was re-iterated that meetings would NOT go on past 9.30.....

Date and venue for next meeting at 7.30pm on April 11th 2018 in pavilion

Meeting closed officially at 10.05.