

**Minutes of Management Committee Meeting** held on Wednesday 31st January 2018 at 7.30 pm in the Pavilion.

**Present:** Philip Dingle, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, John Rose, Pete Rushton, Dave Seaton, Roger Steel and Mary Trinder

+ Michelle Barron

**Apologies for absence:** Shirley Colenutt

**Declarations of Interest:** None.

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

**Matters arising:**

Changes to shop opening hours have been put on hold following issues raised by NA.

Gazebo was taken down as an emergency before storm force gales hit the village – thanks to PR who made decision and enlisted help from passers-by!

**Finance**

- Bank balances were presented by PR.

BIG a/c is now empty until next tranche of grant is paid so wages bill was paid from Business a/c

Record commission received from PO for December...well done to NA, MB, EJ and PR for their hard work in covering PO during such a busy period.

Invoice from UEA for monitoring survey has been paid along with all other bills and wages, NI etc.

Some movement of monies between accounts will be done as necessary.

- PR led us through report from Lovewell Blake after audit of annual accounts 2016–2017. Draft accounts had been received in December and circulated to committee and followed by a meeting attended by RS, PR and JR with Stef at LB in January, where points were raised and settled. Any amendments and adjustments have been agreed so final version is now available and has also been circulated. PR (and RS) went through documents attached (eg Audit Completion document) and explained the significance of some issues. Good news is that basically, we have been given a clean bill of health! Any comparatively minor concerns raised will be looked at in detail by business committee after AMM and procedures put into place to correct them. Profit and loss sheet will be presented to members at AMM (PR to ask LB for copy on one sheet of A4, as provided in previous years.)

PR explained in brief terms how good the finances are, especially in current retail climate, as our turnover has increased appreciably. Percentage profit is static however, so ways of improving this without losing credibility with customers or goodwill will be explored. A new committee position of 'Shop Development Advisor' will be appointed after AMM who will work closely with managers especially

NA to address this. VM estimated that £30 more profit per day is required to cover costs after grant is reduced year by year.

- AMM arrangements were discussed and agreed:

All members have been given an invitation and copy of agenda.

CJ will open St Peter's church by 6.30 and get set up. RS will provide screen and laptop for power point presentations by VM and RS.

Refreshments will not be needed.

CJ will organise signing in sheets and voting cards as usual.

PR will sort procedures regarding voting for new committee

### **Staffing**

JR introduced and welcomed new manager, Michelle Barron, who was appointed recently (after a successful interview), and is to take over from John Borrill when he retires on April 5th. Michelle will start w/c 26th February so that her training is complete before JB leaves.

JB's return to work following his illness has been phased in gently and all seems to be going well.

Joe Thomas has now received his PO clearance and is flying solo.

Staff appraisals will be arranged by RS and JR for March/April.

### **Volunteers** (see report)

Volunteer training session is being arranged by managers.

CJ will liaise with Robin Trewartha about his ideas regarding volunteer recruitment and retention but it was agreed that day-to-day organisation of and communication with volunteers lies with managers.

Shifts are being filled well...some volunteers are finding 'their' slots are being taken by others, so moral is to sign up early and well in advance!

PD suggested it was put to members at AMM that even those not happy to work behind till could still volunteer for other things, e.g. deep clean sessions, date checking, deliveries, newsletter distribution etc. (RS to include in his presentation.)

### **Retail sales and Wholesale suppliers** (see report)

PR gave an update on the joys of going to cash and carry with a NA-produced shopping list regularly. Problems with credit-limit and paying-by-card-clearance seem to have been sorted out, thanks to NA and PR's persistence with Bookers/Makro. Sustainability issue was discussed once again but it was agreed that for shop to make profit, it is best to 'shop around' and take advantage of special offers etc, not just from one supplier. Other suppliers are being investigated.

PR is looking into sale of e-cigarettes again as these bring in more profit than most other goods, especially tobacco products which have very small profit margin.

Fruit and veg runs are now less labour-intensive and sales are stable.

### **Repairs, renewals and maintenance.**

Slippery path at back, flagged up by NA today, is being dealt with by A&E (landlords, not dept at NNUH, hopefully, as PR has enough to do already!)

PD's offer of actioning shed at back was gratefully accepted! (It could also be used as a holding place for over-enthusiastic volunteers and/or committee members when they get bonkers ideas??)

Complaints procedure drafted last May was re-circulated and will be looked at and discussed again next meeting

List of restricted items and regulations for sale of them will be checked in Volunteer Handbook by PR and amended as necessary in accordance with NCC guidelines. JR will appraise NA.

### **Grants and donations**

UEA report will be provided in succinct form for public display by Penny Sorenson and Susan Bailey.

PR and VM will think about organising Boudicca Ride again to raise funds for shop this year, as donations are falling generally.

### **Publicity**

January newsletter was delivered by faithful band of people in early January in Rocklands only.

DS will get in supply of paper and toner cartridges to keep at home with printer, so there is no delay. Next NL will go out in time for Easter.

Rocklands Community Playground have asked if we are happy for them to organise this year's Easter Bunny events to raise money for the play equipment appeal. This was agreed and we will help in any way they want as it is a community venture. (VM to pass message on to Laura Spratt and Kirsty Router, the organisers)

### **Events:**

Shop Birthday Party for volunteers will be arranged by committee but precise date cannot be finalised until 'Party Bag' from Plunketts has arrived.

Easter opening hours will be looked at. Shop will be closed on Easter Day as always but opening times for Good Friday and BH Monday will be looked at (PR will check turnover in previous years for feasibility)

### **Website & IT:**

RS and DS have date for sorting hotspots (?!??) on Virtual Tour

Some information still being displayed about Boudicca Ride may be out of date and will be checked and removed.

Simon Best has put new information about PO closing time on Saturdays on website and Facebook etc. Precise closing time (to give manager a statutory break) may need to be adjusted to ensure that there are two volunteers on duty when manager is unavailable.

### **Correspondence**

RS is taking advice about an issue arising from a customer who is continuing to make inappropriate comments to other customers and volunteers, including children, in spite of warnings.

Email from SC regarding invoices has been forwarded to RS, PR and VM for information and response.

### **Input from floor**

Covered elsewhere in minutes

### **AOB:**

To be included for discussion next meeting: Vaping products, complaints protocol

**Date and venue for next meeting** at 7.30pm on February 28th 2018 in pavilion

**Meeting closed** officially at 10.00 followed by an unofficial birthday celebration with cake and bubbly in honour of birthday of PR (and in advance for PD.) Many thanks to A&E for said refreshments!