

Minutes of Management Committee Meeting held on Wednesday 6th April 2016 at 7.30 pm in Rocklands Community Primary School. (Thanks to Mrs Heather Ware and Mrs Sarah Good for allowing use of the school as pavilion was not available and to Dave Jones for opening and locking up afterwards.)

Present: Shirley Colenutt, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, Pete Rushton, Roger Steel and Mary Trinder

Apologies for absence: John Borrill, Joan Woodroffe

Declarations of Interest: MR declared that one of the plumbers listed as recommended is known to him personally.

Minutes of last meeting were read and signed as correct

Matters arising: CJ will in future circulate draft minutes to those present at meeting only and send out approved minutes to interested parties only after the following meeting. Late changes and amendments have caused her problems and this should solve it.

Finance

- (i) Bank balances were presented by RS. Corporation tax bill of £4.5K is due by end of May. Details of movement within accounts were given.
- (ii) MR and PR have separately investigated possibilities of getting insurance cover for any funds in accounts exceeding FCA £75K compensation scheme, but it would seem that there is nothing available, in spite of comprehensive research.
- (iii) SS has produced a new Open Membership share certificate and examples were distributed for comment. Comments were made and PR will investigate legalities of finer details before production. Many thanks to Sue (again.) There are now 14 new members who have bought £10 shares.

Staff

Paperwork about pension schemes sent to RS by JB from SG Corporate Services has been circulated. As the consultancy and administration fees seem exceedingly high (£230 and £80 per hour) it was agreed after discussion that further quotes would be sought to compare prices (Action:VM). Original quotation was for a one-off fee, which was agreed, but if we have to provide further independent consultation, this would involve spending a lot of money. There was some discussion about personal experience of setting up pension plans on top of statutory People's Pension and it was agreed that, as it is imperative that we do not offer any advice, the information would be given to managers and it would be up to them to sign up or not on an individual basis. PR will ask advice from Plunketts also.

Issue about holiday pay has not yet been resolved so was put back to next meeting when more advice has been received about what we are legally allowed to do. Thanks to staff and volunteers who have covered holidays.

Staff appraisals are now due for JB, NA and MM so RS will find suitable dates with all concerned, including JSw.

Retail sales and Wholesale suppliers

Nothing has been received from managers on this so we assume all is going smoothly.

Some concern has been expressed about the possible loss of some 'Big Spenders' in shop but after discussion, it emerged that some have changed their shopping habits and are coming in 'little and often' rather than once a week and some have moved out of the village so there is no obvious immediate cause for concern.

Repairs, renewals and maintenance.

(i)MR gave report on visit by IT manager from ECR that lasted 4 hours on March 24th. All managers were present except MB who was on AL plus SC and MR. (MR will apologise to ARo who was not informed about the meeting in error.) A contract has been agreed costing £400p.a. that includes 24/7 remote access support with bug fixers and security updates. In the unlikely event of a call-out to a problem that cannot be fixed remotely, the charges would be £65 +£45 per half hour.

SC explained the proposed method of setting up the system from scratch again and this was discussed. All managers are all keen to do this so go-ahead for Operation EPOS on Sunday 29th May and Monday 30th (BH weekend) was given. JB and NA have already started on the spreadsheet. If extra help is needed, managers are to ask, but otherwise it will be as requested i.e. managers only. A suggestion that papers are sold and cafe is open during closure, manned by volunteers and not involving till or main shop, will be put to managers. Publicity will be given showing shop closure times in advance. A suggestion that shop stock levels should be run down during previous month was discussed, but not thought to be a good idea on large scale as empty shelves would not serve customers well and could create problems of perception that shop is failing. Thanks to all who have been involved in Operation EPOS so far and good luck!

(ii) Chiller has been ordered and will be delivered to kerbside of shop on Monday 11th April. Arrangements were made for volunteers to help install it at time of delivery (duty manager to call when arrival is imminent) and for removal of old chiller to make room. Managers have been alerted to reduce temperature-critical stock

stored in stock room beforehand, as new chiller will need time to settle before being operable.

Thanks to PR for work on procuring a Best Buy and for negotiating a cheaper price for new chiller and disposal of old one. MT will contact EDP (who gave £200 towards cost from Community Chest scheme) for publicity shoot when it has been installed.

(iii) NA has been given details of storage organiser for under counter bits and bobs suggested by Robert Puddicombe, a volunteer.

(iv) MR has drawn up list of useful numbers and contacts to be readily available in back office. Further suggestions were made and list will be typed up and displayed when completely finalised.

(v) Stopcock for water supply is not easily accessible if there were to be a flood so RS will sort and ensure all know its location and how to switch off mains from road in an emergency. (Thanks to EJ for alert!)

(vi) Long-awaited bike rack is now being designed by Nick Parravani and will be installed when completed. Design is modelled on tried and tested racks all over county and will be bespoke and unique to RCS. Thanks to PR for research and to Nick for agreeing to make it! CJ will ask Joan Dove what inscription her daughter, Jane, would like on the plaque, as she has kindly offered a donation towards the cost.

(vii) RS has been given unusable mugs from cafe - those that cannot be resurrected will be given to Rev Michael for his 'Smash the Crockery' stall.

Grants and donations (see VM's report)

Grant aims feedback has been firmed up.

PCF Landrover bursary will be publicised.

Grants available for improving green spaces will be publicised.

Publicity

(i) MT circulated print outs of leaflet and business card. Comments were made and MT will liaise directly with Karen over final version. Prices from Colin Barker were:

Leaflet - £101 for 1000 copies

Business card - £40 for 500 (both prices net)

(ii) MT requested list of email addresses of supporters of shop who could be sent emails alerting them of special offers etc. She will speak to managers about asking for willing customers to give permission for this to happen.

(iii) MT agreed to update advert for RCS on back page of Rocklander with something more eye-catching and colourful.

(iv) MT has been passed all publicity details by VM and will look towards producing next NL in conjunction with VM. Electronic copies of old NLs will be sent by RS to MT. Ideas for inclusion to MT please.

Volunteers (see report)

Updated master volunteer pack has been produced by VM (thanks Vix) and includes a welcome letter for new volunteers, a volunteer agreement, contact details and 2 referees (in place of DBS), tick list of 'things you should know', copies of H&S and Manual lifting booklets, basic hygiene rules etc.

Events:

Easter Bunny event went well and was enjoyed by those who participated. Thanks to JW for donning bunny girl outfit.

Sponsor form for Boudicca 100 cycle ride is now in shop and more interest from participants has been received.

Street Party (to celebrate Queen's 90th birthday on June 12th) organising committee is meeting on April 19th at 7.30 in shop.

SC is organising a quiz on Royalty theme to raise funds for party to be held on May 14th in VH. Help will be required with refreshments and setting up hall in afternoon. KR has agreed to do decorations as usual.

Correspondence

(i) Letter has been received by RS from Freeths asking if we would like them to represent us in Group Legal Action against POL. After discussion, it was agreed that it would be too difficult to produce concrete evidence of wrongful financial requests, so letter would be ignored.

(ii) An email from JB suggesting we employ a window cleaner to clean windows every 6 weeks at £8 a time was discussed. It was agreed unanimously that this could continue to be done by volunteers as this was part of the spirit of a community shop. Thanks to Margaret Lister who has kept windows pristine for two years. Other vol-

unteers could be recruited to help Margaret when she has not had time during a shift.

(iii) Meeting venue was discussed. Pavilion has not always been available and there have been problems with access and locking up (particularly embarrassing when we had a visiting speaker from another county who had to hang around in cold for over 30 minutes as we tried to find a key holder able to let us in). Rocklands School have agreed for us to use the hall for meetings as this helps them tick boxes for working with the community. After some discussion of pros and cons of each venue (lack of flies in school was not mentioned but just as relevant as lack of bar in eyes of Minutes Secretary!) it was agreed to keep using the pavilion (Playing Field apparently rely on revenue from our meetings) when possible but to ask for dates in advance when it is not available so that school can be used as an alternative venue. A key will be given to PR or CJ for our use only together with instructions about setting alarm etc. PR is also willing to add another dimension to his CV and train as a bar maid called Gloria (costume is obligatory!)

Input from floor

Thanks to all who provided refreshments during evening - hot drinks from Elaine and a superb quiche from PR's kitchen! 10/10 from all tasters (except MR who politely refused as he is a fussy eater and doesn't like fish!!)

MT asked that a better system for ordering and paying for drinks and cakes in cafe is set up as it tends to rely on memory and goodwill at present. A pad is available in cafe but not always used so a correct system will be established in conjunction with managers.

An aggrieved observation was made by a much-valued customer who found crumbs and greasy fingermarks in the daily paper he bought - it had clearly been read by a cafe customer and put back on the pile of papers to be sold! This is unacceptable and will be investigated and culprit asked to mend his ways!

A suggestion from SC that RCS makes a 'Welcome Pack' for new villagers was thought to be an excellent idea. Joan Dove will be spoken to, as she has always done this personally. Possible contents would be a Welcome to Rocklands card, a copy of the Rocklander, newsletters, details of village organisations and perhaps a taster pack of Barnards' sausages!

AOB for next meeting

Staff wages and pensions

Date and venue for next meeting at 7.30pm on 20th April 2016 in pavilion.

Meeting closed officially at 9.54 pm (thanks to all who cleared up!)