



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 11<sup>th</sup> May 2022 at 7.30pm in shop

**Present:** Tim Ford\* (TF), Ian Harrison\*(IH), Cath Jones\*(CJ), Victoria McArthur \*(VM) from 8.10, Christina Mason\* (CM) and David Seaton\* (DS) + Jane Stubbs until 8.25 (JS)  
(\* committee member)

**Apologies for absence:** Phil Dingle\* (PD), Alan Johnson(AJ) and Elaine Johnson(EJ),

**Minutes of last two meetings** were agreed and signed as a correct record.  
There were no **declarations of interest**

**Matters arising** (not covered elsewhere on agenda):

1. Following point raised at AMM and by some customers about ethical standards at a farm used to supply milk used by Freshways Dairy, we have now been assured that that has been sorted and milk supplied is from approved farms.
2. JS reported a good end of TP with a small surplus that has been put in safe. Ongoing issues with PO are still being investigated.
3. Problems with PO technology is now resolved.
4. PO phone line is being sorted by IH.
5. JS will check if electrical certificate has been provided following recent work.

**Managers' Report** (See report from JS)

1. New staff have bedded in well and JS pleased to report it is a happy and enthusiastic team who work well together which has now been able to hold an (outdoor) management meeting.
2. New protocols are being completed for PO
3. Volunteer recruitment is proving a significant issue with some days almost free of volunteers, which is a challenge for managers. After discussion, it was agreed to have an incentive scheme for volunteers to try to encourage more people to sign up for shifts (currently there are only ~10 active regulars to fill 35 shifts a week)
  - a) 10% off shopping purchased during a shift (excluding tobacco products, Lottery and possibly other items designated by managers)
  - b) Managers only to administer discounts through till
  - c) Scheme to be advertised via Shop Notes and social media when finalised
  - d) Managers also to be eligible for discounted goods during their shifts (put through till by another manager)
4. Big chiller has caused issues with raised temperatures showing. Engineer has been called out twice in 4 days and has now adjusted pressure switch in unit. PD will be asked to confirm details of warranty. It was agreed that if chiller is now out of warranty, it should be added to service agreement with Coldlink. After 12 months, it should not need re-gassing after a leak, so if that is the issue we may have comeback from suppliers/manufacturers.
5. Lighting tubes in café area are playing up – DS to sort.

6. Jubilee arrangements discussed and opening hours agreed. (BH hours on Thursday 2<sup>nd</sup> and Friday 3<sup>rd</sup> but Sunday normal opening hours expected during Street Party that is due to start at midday – subject to change as manager sees fit)
7. Volunteer handbook and training will be looked at now we are back to full staff and opening hours. Action: all managers with committee back up when necessary  
*(Pause for delicious cake in honour of several missed birthdays baked by master baker VM and much appreciated by all!)*
8. JS reported a visit by POL who have taken measurements etc ready for new Horizon system due by 2024.
9. Managers are keeping close eye on rising wholesale prices and are raising retail prices accordingly.

## **Finance** (see report from VM)

- Balances in all accounts given by VM – generally lower due to rising costs and increased wages bill.
- Bills and wages paid, with some teething issues regarding HMRC still being sorted.
- VM has another meeting with KO soon to discuss some issues
- Thanks to Shirley Colenutt for taking back Daily Takings sheets
- No share withdrawal applications were received this year but we have one new member who signed up in April
- Delegation of duties for AMM not yet complete but has been started
- No further grant news
- Sales figures improving with longer opening hours but still lower than previous years with higher costs
- DS agreed to be added to bank log-in details as a back up if VM incapacitated for any reason.

## **Shop refurbishment**

1. CCTV update. TF reported he has not had response to email with questions sent on 21/04 but is on the case.
2. Shop sign. DS distributed some options and will send mock-up of them projected onto shopfront for approval by committee and managers.
3. Thanks to Paul Monk for clearing and tidying some of the shelving and materials (following refurbishment) that have been put in back alleyway. Surplus shelves need to be removed now so it was agreed that CJ would ask Plunketts if there are any local community projects that could take them. If that is not feasible, then it should be removed and sold as scrap metal.

## **Correspondence**

Nothing significant. All communications regarding Plunkett training webinars have been circulated by email

**AOB** None

**Next meeting** arranged for Wednesday 8<sup>th</sup> June 2022 at 7.30 in shop  
**Meeting closed** at 9.00pm