



ROCKLANDS COMMUNITY SHOP

Minutes of Management Committee Meeting

held on Wednesday 13th March 2019 at 7.30 pm in shop

Present: Philip Dingle (PD) Cath Jones(CJ), Gella Ladner(GL), Victoria McArthur(VM), David Seaton(DS) Pete Rushton(PR) + , Josh White(JW), Mick Ladner (ML), and Alan Johnson (AJ) Elaine Johnson(EJ)

Apologies for absence: Shirley Colenutt(SC)

Declarations of Interest: None.

Minutes of last meeting and meeting on 27th February were signed as correct.

Matters arising:

Investigations into changing credit card company still ongoing...GL will look into latest regulations particularly involving retention and disposal of credit card transaction slips.

New storage facility for old shop paperwork/archives is being looked into. PR will check with accountants as to how long paperwork needs to be kept. Once we have definitive answers, it was agreed that unnecessary paperwork would be shredded at time of transaction.

Meeting with committee and all managers took place at shop on March 6th to discuss staffing issues.

Committee Roles and Responsibilities

As Company Secretary, PR took chair while vote for role of Chairperson was agreed, then DS took over again. The following officers and positions were elected unanimously:

Chair: DS (proposed by PR and seconded by VM)

Vice Chair: PD (proposed by DS seconded by PR)

Treasurer: VM (proposed by DS seconded by GL) with GL 'willing' to be gently and appropriately groomed into taking over the role eventually.

Company Secretary: PR (proposed by VM seconded by CJ)

Other roles and responsibilities:

Minutes/Membership secretary: CJ (proposed by DS seconded by GL)

Responsibility for staff liaison, maintenance and repairs and publicity were discussed and will be allocated when various people have been consulted.

Ideas for recruiting possible new committee members were discussed.

Finance (see report)

Balances in all accounts given by VM.

End of Trading period for PO completed today and showed cash was exactly right and just a 26p discrepancy in stamps which has been reconciled. Well done to all staff.....what a triumph!!

Some issues with scratchcard sales being entered wrongly on till so all volunteers will be given further training.

Bills paid by PR but VM will resume responsibility for this now that her dissertation is complete.

Outstanding wages in lieu of annual leave are in hand for manager who moved on in February (£100 paid 'upfront' and rest will be sorted by payroll at end of March)

Donations are banked regularly - hard copy of details to be attached to daily takings sheet.

Credit card delay on contactless transactions is causing some issues as customer is sometimes gone from shop before machine registers 'Declined'. JW will investigate.

Thanks to PR for completing 'new look' AR30 form for FCA (including getting DOBs for all committee members, past and present) and getting it sent off.

Trading a/c has been reconciled up to date. Sage operator Tug o' War ongoing but hopefully will be resolved when EPOS update is complete.

Copy of full accounts will be made available in shop (Action: DS)

VAT quarterly report is due at end of March.

Audit report and recommended action points will be circulated by PR prior to discussion in committee.

Managers' report

JW presented the report.

Volunteers and staff Issues

- Opening hours – as discussed at the meeting last week, the application for a temporary change leading in to a permanent change of hours has been made. JW has been told by the PO support team that no news is good news on the temporary hours front so we can assume we are operating within our contract again unless told otherwise. We will have a decision from them on the permanent change in due course but again, it is somewhat safe to assume that there will be no issues with this.
- MiB is back in the roster and has notified the committee of her intent to stay. We are all very happy about this! We've looked at the roster and tried to reduce overlap as much as possible. We're splitting Saturdays on a week by week basis so as not to over-commit. JW roster is flexible and will move shifts around to further reduce crossover where possible + sensible.
- Unused logins have now been removed from the post office.
- Volunteers – it isn't viable to change the hours on the current volunteer roster to try and encourage more of them in, we can definitely have a better structure when we move to the new hours though and will make decisions on those shifts based on feedback from the volunteers.
- More training for all volunteers especially in Lottery is being undertaken.

Retail Sales and Wholesale Suppliers

- Proposal to adjust the floor plan of the shop. We are putting together a new floor plan for the shop that we feel will have a better flow, initial suggestion may be quite radical but we will obviously be very open to input and suggestions.
- We are going to very carefully look at the stock we have on site at the minute and make sure our ordering ensures we look full all the time. This will hopefully be aided by the proposal above, but in the meantime we are conscious that we need to have the right stock available at all times to encourage customer retention.

Back Office

- Many thanks to Gella for all the work she has done to get the stock database in a reasonable shape. There is still a lot of work to do before we can go live but we are now in a position to start looking at potential dates.
- With this in mind, we will unfortunately need to shut the shop for half a day to ensure a smooth switchover – expected 'going live' date is projected to be Thursday 28th March (JW will liaise with ECR and advertise temporary closure).
- JW has done a lot of background work on new functions for the till, intended for the new system but are slowly being rolled out to the current till. We now have a full set of operational management functions that will cut the workload for things like stock wastage and transfers, as well as a new login system and a way to suspend sales without having to change user. Unfortunately the till will look quite different when we swap over, so we're phasing in new functions early to try and avoid any issues when we complete the changeover.

Publicity

Michelle is looking in to costs of boosting some Facebook posts for the local area to try and encourage business.

Lottery

	10 th Feb – 16 th Feb	17 th Feb – 23 rd Feb	24 th Feb – 2 nd March	3 rd March – 9 th March
Lotto	234	264	228	242
Thunderball	119	121	131	122
Euromillions	227.50	182	252.50	157.50
Euro Hotpicks	6	3	3	3
Hotpicks	68	67	72	73
Total	654.50	637	686.50	597.5

We now have a new procedure in place for lottery sales whereby the barcode on the ticket is scanned and price automatically recognised by the till. This should remove 99% of human error when selling lottery tickets. JW is looking in to a way of implementing a similar procedure for winnings.

New game on sale tomorrow, first draw is Friday.

Repairs, Renewals etc

Replacement canopy for gazebo has been bought from Norwich Camping and Leisure (thanks to PR) and is up and running.

Coldlink coming in to service A/C units and chillers and freezers this week.

Deep clean taking place on Sunday 17th March at 2pm. Small loyal band of volunteers have responded to call to arms.

Correspondence

POL /HMRC forms almost ready to go.....inadequate notice given to get them back within time frame given by POL so slightly late.

AOB

Thanks for Shop Five Year birthday cake and celebration drinks provided by Elaine...very much appreciated and enjoyed.

Meeting closed at 9.27pm

Next full meeting to be held on 27th March at 7.30pm in shop