



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 13<sup>th</sup> March 2024 at 7.30pm in shop

**Present:** Phil Dingle (PD), Tim Ford\* (TF), Ian Harrison\*(IH), Andrew Russell\* (AR), David Seaton\* (DS) +Jane Stubbs\*\* (JS) and Rob Poole(RP\*\*)- newly appointed manager-in-waiting (\* committee member; \*\* manager)

**Apologies for absence:** Cath Jones\*(CJ), Victoria McArthur \*(VM) and Alan (AJ)and Elaine(EJ) Johnson

**Minutes of last meeting** were agreed and signed as a correct record.

There were no **declarations of interest**.

**DS welcomed Rob Poole** who has accepted the job of manager to take over officially after PM's retirement in April but will commence training shortly.

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

- Draft minutes of AMM approved by committee, pending acceptance by members at 2025 AMM.
- Lease renewal. New 10 year lease began on 10<sup>th</sup> March at new rate which is less than previous years. Many thanks again to AJ and EJ for generosity and support as always. AR has set up payment method.
- Anniversary share offer has been launched to run for 10 weeks following tenth anniversary. Thanks to volunteers/conscripts who delivered leaflets to all village properties. Applications are coming in thick and fast already and are being stored in locked cupboard. Discussion about enquiries received about purchasing of more than one share per person. It was agreed that this would be sorted after the meeting. Certificate will be similar to previous certificates but with addition of '10<sup>th</sup> Birthday'.
- Share donations and processing of them would be discussed with relevant parties after meeting.
- Data discrepancies on EPOS after random sample stock checks explained by JS. LM is sorting issues which should be resolved shortly – fingers crossed.
- Appointment of committee officers. It was agreed unanimously to maintain the status quo for another year.(Prop: DS; Sec: PD)

Chair: DS

Vice-chair:PD

Treasurer: AR

Company Secretary: Vacant (with Dave McNeil carrying out legal aspects of role where necessary)

Minutes Secretary: CJ

Membership Secretary: CJ

Committee members: VM, TF, IH

### Managers' Report

- Preparations for 10<sup>th</sup> Birthday celebrations well under way with decorations up, hamper constructed, and special offers for ten days advertised. Party/coffee morning will

take place on Saturday 16<sup>th</sup> from 10.00-3.00 with special cake commissioned as well as bakes from volunteers.

- Easter opening hours confirmed:  
Good Friday 8.00-1.00  
Saturday 8.00-4.00  
Easter Day 8.00-1.00  
Easter Monday 8.00-1.00  
Rest of week normal hours

- End of TP figures good with small profit.
- New manager, Rob Poole, introduced and welcomed.
- Allwyn (Lottery) still has some issues with reconciliation which has been time-consuming. Some amendments may be needed with spreadsheets so AR will discuss with JS, (who promised to speak slowly and clearly!) AR is now primary email addressee, so problems should hopefully diminish. Unactivated and out-of-date scratchcards have been collected by Allwyn rep who has also checked on training compliance. (Not all volunteers can be accommodated for training, so rep is investigating way forward.) LM has completed her training.
- New contactless card machine has had issues with some customers reporting that occasionally debit payments are showing up in their records as a different company. AR confirmed that monies are reaching our account, but problem needs sorting. All managers need to be named as primary contacts for raising tickets when things go wrong. JS investigating.
- Kings have serviced alarm system, which is working loudly and well!
- Volunteers have been in short supply recently for various genuine reasons but hopefully more will come forward after Birthday events when people realise how crucial they are!
- Spring clean of forecourt has begun

(JS and RP left meeting, after RP said how excited he was to be joining an enthusiastic and friendly team in a wonderful set-up with a lovely atmosphere.)

### **Finance**

- Bank balances reported showing significant increase. Daily takings are also rising above rate of inflation.
- Lottery grant of £20 000 has been awarded which will see us through the next year. Thanks to AR for all work put in to win this.
- Bills and wages paid.
- Substantial donations from two customers have been received(including one that was anonymous). CJ will write to thank and will issue complimentary Birthday share certificate.
- AR will investigate further suitable grants from Breckland DC when he has time.
- Management accounts have been put on 'back burner' until EPOS discrepancies have been sorted.
- AR has not seen statements about commission on EPOS Now card machine but will investigate further. PD said it should be similar to previous figures, but as new system has no mistakes, it has resulted in less time paid to managers sorting out discrepancies, so net cost is improved.

**AMM** had taken place successfully as arranged.

### **Correspondence**

Nothing outstanding that hadn't been circulated by email.

**Next meeting** arranged for Wednesday 10<sup>th</sup> April 2024 at 7.30 in shop.

**Meeting closed** at ~20.25