

Minutes of Management Committee Meeting held on Wednesday 15th June 2016 at 7.30 pm in Pavilion.

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

Apologies for absence: Shirley Colenutt and Joan Woodroffe

Declarations of Interest: None

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

Matters arising:

None not covered elsewhere.

Finance (see report from VM)- RS again thanked VM on behalf of all committee for all the work she is putting into the Treasurer's role - much appreciated as it is a VERY steep learning curve.

VM gave out and explained all bank balances.

PO end of trading period has been reconciled and deficit paid. There was discussion about possible causes of discrepancies each month and RS and VM will look at procedures to see if there is something that can be done to avoid this. RS will contact Keith Kinrade about possibility of further training in some procedures so that all staff are up to speed.

Boudicca Ride has raised £1090.04 to date and money will be split between chosen charities in memory of Robert and Richard. Thanks to all who rode and donated, a remarkable effort!

VAT quarter meeting with KO scheduled next week.

Hiccup over Broadband connection was sorted quickly.

BT phone bill has been extortionate recently (about £100 a month for calls) so ARo has negotiated a new deal which includes calls. Itemised bill shows that many high cost calls are made to Camelot, which should be done on PO line but this one is very difficult to use as it is very quiet. RS will purchase cordless handset(s?) for PO line so these calls can correctly be made on that line, from back office for confidentiality. Thanks to ARo for sorting.

Pensions. VM has spoken to Ryan Oates (IFA) and explained our position. He will come back with better deal for us and promised verbally that monies paid will be refunded if we decide not to go ahead. It was confirmed that our staging date will NOT be brought forward.

Staff

Appraisal paperwork will be verified by RS and he will report back to managers about increased wages, now that it has been discussed by business committee. Some further details are still to be sorted out but increases will be implemented asap (back-dated to April) and all managers will be told by letter from RS.

(Pause for hot drinks to be distributed and delicious biscuits from Elaine sampled!)

Retail sales and Wholesale suppliers

- (i) No report from managers so we were unable to discuss any issues from them.
- (ii) New EPOS system is still causing some problems for staff, volunteers and customers but is gradually improving. Significant failures e.g. lack of VAT breakdown on daily Z report need acting upon immediately as questions will be asked when accounts done if they are not sorted quickly. Some inaccuracies e.g. 20% VAT being charged on fruit and veg have been overcome already. Thanks to managers for helping volunteers get to grips with system changes. It is hoped that time-consuming tasks e.g. writing out barcodes of 'rogue' items that do not scan will soon be unnecessary as various gremlins are fixed.
- (iii) P&H order did not arrive last week, apparently because order was placed too late. There is no clear explanation for why this happened and it is hoped it will not recur as empty shelves are not good. Takings have been noticeably less this week as a result. Large order arrived today which caused problems, but VM and JW did extra time to help sort it out.
- (iv) PR has met man who runs micro-brewery in Snetterton and has asked him to bring some of his bottled wares to shop to discuss possibly supplying in future.

Volunteers (see report)

Still major problems getting shifts filled in advance (eg only first shift filled yesterday with 4 empty at 10am, so managers had to use crossover time to cover volunteer work which is very unsatisfactory. PR and CJ filled in two shifts at short notice to avoid shop closure.) VM and NA have done recruitment display on front shelf and are working on extending it at random points about shop. CJ will give amended volunteer letter and survey out to all volunteers, past and present as soon as possible, requesting responses by 3rd July. She will then collate responses and make new records of volunteer details. Active volunteers have given very good feedback and comments that will be used in recruitment drive. School leavers have also been approached to help out in school holidays and when exams are over but they cannot sell age-restricted goods and services.

Repairs, renewals and maintenance.

(i) Crockery. PR, MR and CJ met representatives from catering company who brought samples of Churchill Stonecast range crockery. Eventually a decision was made on colour (those who are colour blind were not allowed a vote for aesthetic reasons) and, following an intense testing session involving all sizes of beverage offered, an order was placed for a selection of mugs, regular cups, larger cups, saucers and Lotus plates all in various coordinating hues. Part of the order was received on Friday but so far, no more has come. PR will chase his contacts....CJ will sort old crockery and unpack, wash and find home for new stuff when it arrives.

(ii) Bike rack is being well used. Some discolouration has been noticed by JB so NP will be asked about this. Plaque has been researched by CJ and order will be placed by PR as this will make payment simpler.

(iii) New chairs and tables for outside are in use and look good. Anonymous donor has had letter of thanks from RS.

(iv) New security camera has been purchased and will be installed when we have surge protectors for it and other sensitive electrical equipment e.g. computers, till. Screen will be programmed to show large screen rolling images for greater security. Back office set-up will be checked as working efficiently so manager can keep close eye on shop when out there (*much as EJ did on AJ to make sure he was always usefully employed and not just chatting to customers about NCFC!!*)

(v) New handset for PO phone

(vi) Reorganisation of forecourt has no obvious agreed solution so far.....in spite of valiant efforts by MR

Grants and donations (see report from VM)

Nature Walk with Chris Sharpe was great success and well supported. Feedback has been 100% positive and another (possibly evening) walk will be arranged soon. Many thanks to Chris for sharing his expertise with ignorant bumpkins who had not realised the significance of vole urine in the great ecological scheme of things - fascinating!

Publicity

MT has started compiling next newsletter and has lots of material, with volunteer crisis a priority.

Flyers will be taken to various local outlets.

Karen Roseberry has produced an updated, colourful advert for Rocklander - thanks has been organised for her help.

Events:

After a last minute panic over organisation, the Street Party was a huge success. Many thanks to team who spent a long time and much effort bringing it about, including MM, SC, Dave Howie, Shena Scholes and Laura Spratt and others. Extra help on day was also much appreciated (including MR who was so keen he turned up 2.5 hours early at VH to cart tables and chairs! That is dedication to the cause!!)

Website and IT

EPOS system update needs to include accurate information for accounts. Managers need to send a report and give more details about daily discrepancies that are not recorded on Z report e.g. money put into till but not recorded on till balance as not scanned for whatever reason.

Thanks to ARo for work done on phones etc.

Thanks to Simon Best who has helped with website in spite of having a very hungry house rabbit with a taste for computer cables! Street Party photos are now on website.

Correspondence

PR has had communication from Valuation Office Agency informing that Draft Rateable Value needs to be registered with them ready for new legislation coming. Checks will be made that rateable value does not change significantly under new system.

JB has asked RS to write to John Dallimore (Field Officer) asking about some transactions that we cannot currently carry out. RS will clarify these and speak to J(Z)D and also enquire about second Horizon desk.

SC has sent email expressing thanks to all committee for help with street party.

Input from floor

Thanks to all who provided refreshments during evening .

Reminder about Garden Party at The Cote on June 19th in aid of Kidney Patients' Association that all are invited to.

EJ had given her input throughout evening so had no more to add.

PR reminded us that 3 years and 3 days ago was the inaugural meeting when Alan and Elaine offered the shop to the village - and brought out celebratory drinks to commemorate the anniversary. (He then disappeared for some time while he chased blue lights through the village to offer professional expertise in a medical emergency before returning to lock pavilion!)

AOB for next meeting

Date and venue for next meeting at 7.30pm on 29th June 2016 in pavilion.

Apologies in advance from CJ

Meeting closed officially at 10.02 pm but reminiscences continued long after!