

Minutes of Management Committee Meeting held on Wednesday 21st September 2016 at 7.30 pm at pavilion

Present: Cath Jones, Victoria McArthur, Pete Rushton Roger Steel and Mary Trinder

Apologies for absence: Shirley Colenutt, Alan and Elaine Johnson, Malcolm Robertshaw and Joan Woodroffe

Declarations of Interest: None

Thanks were given in abundance and advance to our own Superman who has undertaken all sorts of responsibilities so that RCS can continue to function effectively, but, typically, refuses to take credit for it!

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

Matters arising:

PR has found a potential new committee member from Caston who will hopefully come to a meeting to find out what it is all about....fingers crossed.

Finance (see report)

1. PR gave bank balances. There has been some adjustment of monies between accounts. All looking healthy.
2. Daily takings sheets are up to date, bills paid, and all reconciled on Sage.
3. Meeting with KO regarding VAT quarterly payment was postponed until 23rd September.
4. VM has been in contact with Andrew from ECR about VAT discrepancies and he thinks the cause is simply that a very few items have not got VAT info on EPOS system. He will investigate remotely and alert managers as to problem items so fault can be rectified.
5. EOY paperwork is being trawled through slowly but surely, checking invoices etc to find cost/wholesale price of all items in shop.
6. No further development about pensions as internet has been down following thunderstorm last week. *(RS admonished for killing an innocent flying member of species Tipulidae Diptera but he justified himself saying he does not like the close family members known as leatherjackets)*
7. VM has had communication about an award scheme run by Countryside Alliance but investigations need to be done before looking more closely, lest it is political movement. **Action:PR**

Staffing

1. Following a volunteer crisis on Thursday 15th, when 4 remaining shifts for that day had not been filled at 10 am, it was agreed that there should be an emergency protocol for situations like this. Copies of managers' recommendations were distributed as well as

comments on situation from another valued volunteer. As time was at a premium, it was agreed that these documents would be perused at home and a small working party of RS, MR and PR would get together to thrash out a protocol for a decision to be made at next meeting. **Action: RS, MR and PR**

2. No written complaint has yet been received about PO complaint so PR will contact the customer as it was he that she made the original complaint to. NA has been made aware but is currently on A/L.

Volunteers

VM has updated training documentation and has put it all in large red ring binder in shop, with master copies of all forms etc. Volunteers have been asked to update their training profiles and sign and date them so that we are aware of any further training needs. All experienced volunteers should now be aware of and comfortable with all procedures and this refresher checklist should highlight any who aren't. MB has suggested that new volunteers might like to shadow before signing forms and there is no problem with this if that is what they would like. It was confirmed that fifteen year old volunteers are welcome but must be made aware of legalities of selling age-restricted goods e.g. tobacco, alcohol and Lottery and should be closely supervised for safety reasons.

Retail sales and Wholesale suppliers

1. PR has negotiated a deal with TM Burrows of Attleborough to supply fruit and veg and has seen previous suppliers to explain situation. For a trial period, he will undertake to keep shelves filled to 'see how we go' and then Burrows will supply 3 times a week, (no delivery charge). Stocks can be supplemented from the Attleborough shop in between. Stock is not 'Sale or return' so we will need to monitor wastage and adjust stock and supply on an almost daily basis (MM and JB have said they do not consider an extra phone call towards end of day is a problem.) Initial comments after a day have been positive but we need to build up a reputation for quality and supply. Advertising will be stepped up when we have been using new system for a little while to check sustainability. *(After repeated requests, Spanish onions are now on shelves but sadly the requester is on holiday, blissfully unaware that her onions are available at last!)*

2. Wooden stand supplied originally by Banyards will be collected by them at end of September. It was offered for sale at £175 but all agreed that a cheaper, smaller and more suitable container for logs etc can be made by our chairman and in place by October 1st
Action:RS

3. Ridgeon's bills need to have values on.**Action:RS**

Repairs and renewals

1. New cafe fridge will be delivered tomorrow and installed by RS on Friday evening.

2. PR has confirmed from Environmental Health that dishwasher is desirable but not compulsory for cafe and that domestic fridges are suitable for our use.

3. School has enquired about spare display board sitting in back passage (*ouch??!!*) and asked if they could have first refusal. It was decided that this would be ok once we have found its provenance and if it is ours to give away as it is currently not suitable for our needs, being cumbersome to move at end of day.

4. JB has asked for fan in shop during hot weather as temperatures quickly rise to 30 + degrees. After considerable discussion, it was agreed that heat is unacceptable but experiments with a small fan in previous years have not been successful as papers get blown about and make matters worse. Ideally, a second A/C unit would be best solution so MR will be asked to investigate and do a feasibility study. **Action: MR**

5. RS has built new shelves for Local Produce area at cost of approx. £20. Thanks to RS!

6. Stockroom shelving is also complete (RS is on a roll!!)

7. New Walls freezer is fully stocked and ice creams selling well.

8. Melted tar brought in on feet from newly surface-dressed road was removed from shop floor after closing on Friday. After trying white spirit (pungent smell), whiteboard cleaner (expensive and hard work) and exploring possible use of lighter fuel recommended by a customer, Duncan provided brake cleaner in a spray bottle that did the job perfectly! PR grovelled on his knees scrubbing while CJ pointed out the bits he had missed - good team work and division of labour and we were home soon after 9pm! Thanks to all who contributed to Operation TAR....

Grants and donations (see report)

BL Reaching Communities administrator has said first year report is compliant Well done Vix!

RS (SS) and VM are in communication about getting professional help with monitoring

Events

Marion's weekend was a success in spite of appalling weather on the Saturday.

VM's suggestion of a 'Calendar Boys' calendar is growing apace and she has been in contact with several local experts.....watch this space!

Macmillan Coffee Morning September 30th was discussed.

Adnams Christmas/Winter Wine-tasting evening has been arranged by MM for Friday 18th November

Publicity

Signs pointing directions to shop need to be erected at Magpie Lane end of village.

Website and IT

SB is keeping website up to date - many thanks to him and to all who give him things to be put onto website.

CJ has now been trained remotely by ARO into joys of being a Facebook admin. officer for RCS page.....another space to watch!! Two likes and still counting!

Following thunderstorm and subsequent power cut on Friday 16th, all systems went down but all were back and running quickly apart from credit card machine that was out of action until Saturday afternoon.

Correspondence

Letter from Andrew Purdy with positive comments about shop following an unscheduled visit. He has recommended a group from Thetford hoping to set up a community shop come to visit us.

Scottish Power have confirmed new contract.

Input from floor

None, apart from CJ apologising for inferior quality of refreshments in absence of A&E and lack of birthdays meriting cake! Jaffa cakes are very much second class citizens in comparison!

AOB for next meeting - **Action points covered from this meeting should be emailed round when completed. Any problems encountered should also be emailed round so all are aware of what is going on.**

Succession planning

Date and venue for next meeting at 7.30pm on 5th October 2016 in pavilion (unless we hear to contrary!)

Meeting closed officially at 9.23 pm (a record with RS in chair perhaps?)