

Minutes of Management Committee Meeting held on Wednesday 24th May 2017 at 7.30 pm at Rocklands School

Present: Natalie Albrow, Marion Baker, John Borrill, Shirley Colenutt, Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Michelle Maher, Malcolm Robertshaw, John Rose, Pete Rush-ton, David Seaton, Roger Steel and Joan Woodroffe

Apologies for absence: Mary Trinder

Declarations of Interest: None

Minutes of last meeting were read and signed as correct by RS, who gave a special welcome and thanks to all four managers who were in attendance.

Matters arising:

Letter to customer had been sent and so far, there have been no further problems.

There has still been no response from POL to RS' emails.

Finance (see report)

1. Bank balances were given for all accounts. Sage reconciliation and daily takings are up to date.
2. Corporation Tax bill of £6K + will be paid but LB will consider ways of reducing our liability next year.
3. Still waiting for response from ECR regarding CSV snapshot of sales analysis.
4. Daily takings are still generally increasing and continuing upward trend starting last October
5. Commission from PO will be looked at, to see if that also shows an increase.

Staffing (see Managers' report)

Appraisals for 3 staff have now taken place and the remaining one will be undertaken shortly.

Health and Safety policy is being looked at by CJ.

First Aid training - investigations being made as to whether managers are required by law to have certificated training or if it can be done by a local trained person, but who cannot give acknowledged certification.

Complaints form and protocol has been drafted by CJ and circulated to committee members. It was agreed that all would look at this in more detail at home and adjustments/amendments will be made at next meeting .

There was again considerable discussion about 'succession planning' in the event of a manager needing to take long-term absence. There are no easy solutions, but more thought will be given for further discussion at next meeting. MM pointed out that even holiday and short illness cover is difficult to arrange, in spite of approx. 25 hours crossover time each week. There was discussion about opening shop with one person only, but agreed that this is undesirable for safety reasons.

Volunteers (see Managers' report)

Problem of filling shifts is ongoing.

One volunteer has offered to train for PO work - CJ will speak to her and ensure she understands all implications of this, before doing paperwork prior to starting training.

Various other volunteer issues were discussed, some of which were confidential.

Charles McIlwhan has offered to train volunteers in Health and Safety issues and will liaise with managers to find a suitable time and date.

Retail sales and Wholesale suppliers (see report)

Joan Woodroffe handed over papers and magazines on 14th May. There have been several inevitable 'hiccups', but these are being sorted. JW will discuss financial discrepancies with PR and Menzies to ensure that she is not out of pocket.

Flowers from P&H are on NA's 'To Do' list and will be ordered soon.

New items for freezers and drinks chillers are in stock.

Repairs, maintenance and renewals etc (see report)

A detailed report by JB into the pie heater had been circulated and was discussed fully. It was finally agreed that JB will get EHO approval of his HACCP protocol before we go any further, but all agreed that it was a good idea.

Paper towel dispenser will be acquired for cafe area for hygiene reasons.(JW/MB)

JB explained an accurate method of checking fridge and freezer core temperatures weekly, using salt containers and thermometer probe. This was agreed.

MR will contact company responsible for upkeep of fridges and freezers about annual calibration check.

Air con unit was discussed again. PR and MR will get more information.

PR will speak to WTGN again about insecure plant stand and pittospori.

NA distributed findings about coffee machines. After much discussion it was finally agreed that a) Sara Slim from Calypso has outlived her working life, was expensive to run and unreliable, so would be given one month's notice from 1st June and b) Tchibo bean to cup machine would be the replacement as it is tried and tested, cheaper to run, DS says they are a good firm. (Proposed: RS, seconded by VM) NA will co-ordinate a smooth changeover and will report back if anything significant changes.

Colour Laser for printing newsletters is needed as soon as possible and choice of model will be put as priority at next meeting. Thanks to PR for nobly producing newsletters each month.

Grants and donations (see report)

Following approval and check of contract, it has been agreed that UEA evaluation will start in September.

Boudicca 100 was completed by 4 intrepid riders who formed a small but select RCS team - well done to Marion and Steve Baker, David Ramm and Pete Rushton.

Next cycle club ride being sorted by VM and PR

No further news about next Nature Walk/Moth Trap.

Events

Wine Tasting evening on 26th May arrangements have been made - MB and/or MM will be in attendance and will close shop afterwards. Nickie Southgate has agreed to man the till. It was agreed that there will not be a 10% discount this time as it causes so much extra work processing it.

Garage/ yard sale on Sunday 11th June has been arranged and village has been leafleted (thanks to customers Judy Buckland and Wendy Skitmore and MT for doing this!)

Website and IT

Yet again, thanks to Simon Best for keeping website etc up to date.

Publicity

Advert for person to organise volunteer newsletter will be put on website and social media.

May newsletter has been delivered to all properties in Rocklands - thanks to MT for preparing, PR and his printer for printing and to all who delivered.

Correspondence

None

Input from floor

JW's query about payment from Menzies is being sorted.

Thanks to PR for asparagus twirls, garnished with cherry toms and quails' eggs and unspecified greenery, much welcomed by those who had come straight from work to the meeting!

Thanks again to Rocklands School for allowing use of school hall for meeting and to Dave Jones for performing janitor duties opening and closing before and after the meeting.

AOB

Items to be included in next agenda to be given to RS in good time before next meeting.

Date and venue for next meeting at 7.30pm on 7th June 2017 in pavilion (unless we hear to contrary!)

Meeting closed officially at 10.30 pm