

Minutes of Management Committee Meeting held on Wednesday 27th January 2016 at 7.30 pm in the Pavilion.

Present: John Borrill (from 9pm), Alan and Elaine Johnson, Cath Jones, Victoria McArthur, Malcolm Robertshaw, Pete Rushton, Roger Steel, Jan Swaddling and Joan Woodroffe

Apologies for absence: John Borrill (late), Shirley Colenutt

Declarations of Interest: None, apart from JB who is on paid staff and therefore absented himself from relevant items.

Minutes of last meeting were read and signed as correct

Matters arising: Sadly, Robert Gray, who resigned from committee in December 2015 due to a house move to Wiltshire, has died. PR and CJ will attend funeral in Trowbridge tomorrow. Individual condolences and contributions towards his chosen charity Pancreatic Cancer UK have been sent to Jenny.

Finance

(i) RS gave latest balances in all accounts, as JB not present for first part of meeting. There have been some transfers within accounts in order to build up reserves, as requested by LB.

(ii) JB, RS and PR have been for meeting with accountants and talked through the draft accounts and summary of accounts for shareholders. On analysis, PO has had far more trade than predicted and commission exceeds expectations but RS pointed out that as PO do not contribute towards PO clerk wages under local system, we are still, in effect, subsidising POL. Although, trade is good, without grant support, we would not be making a profit so we need to maintain efforts to raise footfall and increase profits. There were a few minor recommendations from accountants which will be followed up.

(iii) MR brought us up to date on annual contracts that are shortly due for renewal. It was agreed that VM and PR would sort coffee machine agreement with Calypso as they know the situation best.

Membership

Open membership forms are now printed and have been launched today. Open membership is available to anyone who is not already a shareholder/member at a purchase price of £10 (one off fee) and terms and conditions were explained by PR who, together with VM, has put much effort into this. Shop managers will be asked to advertise and push the launch as it is crucial for sustainability of shop, as the demographics change and evolve.

(VM was applauded for barehandedly causing the instant demise of a fly that had been doozily annoying us all with its presence. VM also saw to the rapid and hygienic despatch of the corpse, and hardly batted an eyelid in the process.)

AMM

Letters to shareholders containing an invitation to AMM on 19.02.16, an agenda and copy of summary accounts have been delivered by a lone cyclist who risked his life in the process. Some shareholders who have shown aptitude and interest have also been given a poster about applying to be on committee. Posters will also be on display in shop. Thanks to PR.

Finer details of AMM will be discussed at next meeting, where it will be the main item on the agenda.

Staff and Pensions

- JB has been authorised to pay first instalment to Pensions Commission (£325)

JS has been through payroll and was disconcerted to find that all managers have still got a lot of outstanding holiday owed to them before 31/03/16 as they have not taken their annual leave throughout the year. This poses a logistical problem, as it is understood that financial payment in lieu of holiday is not permitted (ACAS). After encountering similar problems last year, it had been hoped that managers would take leave throughout the year to prevent this from re-occurring.

The matter was given a great deal of consideration and committee members could see how the many new and unforeseen circumstances over previous months had caused such a situation to arise. NA and MM had been working hard to cover the unexpected loss of one of the team, and had also trained two new managers from scratch. There was also the pre-Christmas rush to cope with.

JS agreed to explain the rules and regulations again regarding AL once again. To relieve the present circumstances, it was agreed that JS would encourage managers to take as much remaining leave before 31.03 as feasible. 1 week could be carried forward to 2016/17 but this will be the last time this can happen.

It is hoped that this situation will not arise again now that there is a team of 4 trained PO managers, with considerable crossover time built into the rota. The next managers' meeting will have AL on the agenda and hopefully it will all be sorted out. JS will provide a holiday form for next year but it is hoped that AL can be sorted amicably among staff rather than have it apportioned by committee.

- NA and MM are hoping to attend National Convenience Shop show in April. Anybody else who would like to attend needs to book a place.

(Pause for birthday cake break, with a delicious carrot cake, resplendent with candles and frosting decorated with giant chocolate buttons, was produced by VM, in honour of PR's recent birthday! Many thanks to Vix once again! PR had also brought in a warm culinary offering but failed to say they were savoury so gave JW a nasty shock when she bit into one, but she recovered herself fairly swiftly and did not require medical attention! They too were delicious!)

- There was some discussion about staff liaison role after JS has resigned from committee. She is still willing to carry out much of what she already does but not as a committee member. She will sort out appraisal/end of probation for two newest managers before the AMM.

Volunteers (See report.)

PR has been on Momentum training course about new procedures for DBS and explained the latest predicament it places RCS in as we are not quite fulfilling requirements, in spite of having been advised to get all volunteers DBS checked by PO when we opened. A new policy will need to be drawn up and agreed by committee asap. Enhanced DBS for our volunteers is now illegal as we are not dealing with vulnerable children or adults on day-to-day basis. It was eventually agreed, after much discussion, that PO would be approached again for advice as to what would be an appropriate check for volunteers.

Volunteer refresher course will now take place in March during a weekday evening, hopefully in school hall.

Retail sales and Wholesale suppliers

NA has arranged for rep from Bookers to come and discuss what they could offer as our supplier and has also got into further discussions with P&H. Thanks to NA.

An approach has been made by organisers of the local Foodbank to see if we would be willing to give out food vouchers to those in need in Rocklands. There was considerable discussion about how this could be done without compromising confidentiality etc and it was eventually agreed to ask the organisers to come to a committee meeting to answer our concerns. We are still a collection point for items for Foodbank.

Repairs, renewals and maintenance.

RS has put shelves up for craft displays in cafe area and microwave is now on a shelf too. Thanks Roger!

MR has received communication from Community Action Norfolk (CAN) about reducing energy bills by joining a co-operative of buyers. Deadline for applications is 02/02 so RS agreed to investigate whether this would be applicable for commercial tariff or not via website (Deadline was too soon for MR to be confident enough in matters concerning www and dots to be able to get relevant facts at his fingertips!)

Thanks to Johnsons for clearing gutters of debris

AJ reported missing lump of concrete from outside bin that has served as vandal deterrent and ballast against strong winds for many a year. A full investigation will be made and if said piece of concrete is not apprehended, a new piece will be put in place.

Forecourt intervention still waiting for RS' action - parking bollards are priority and he will expedite.

Grants and donations (See report)

VM has booked 'Cycling Safe' course on Feb 10th at 2pm and will send flyers via school as well as advertise in shop and on NL.

Publicity (see report)

Leaflet and NL in hand.

Events:

AMM

Cycle Safety

Membership promotion

Monthly craft shelf

Valentine events in cafe

Website & IT:

VM and SB are updating with latest info

Correspondence

Letter of complaint has been received about late delivery of Parcelforce package. After explanation and discussion, it was agreed to refer customer directly to Parcelforce, but that RCS does not accept liability in any way.

H@P has tweeted following receiving her AMM information and RS will offer her a personal lift to meeting on 19/02.

Input from floor

Thanks to JW for hot drinks and to refreshment providers.

AOB: Fine details for AMM

Date and venue for next meeting 7.30pm 10th February 2016 in pavilion

Meeting closed officially 10.21pm