

Minutes of Management Committee Meeting held on Wednesday 27th July 2016 at 7.30 pm at Mill House (beautifully swept floor duly noted!)

Present: Cath Jones, Victoria McArthur, Pete Rushton, Roger Steel, Alan Johnson and Joan Woodroffe

Apologies for absence: Malcolm Robertshaw, Mary Trinder, Shirley Colenutt and Elaine Johnson

Declarations of Interest: None

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

Matters arising:

VM has spoken to KR about Rocklander shop advert but there is no apparent reason for poor quality. Missing telephone numbers will be chased up. *Action:VM*

Following receipt of minutes of last meeting, RS has spoken to NA about her concerns and he hopes all is sorted.

The names of two possible new committee members have been put forward and will be contacted with regard to being co-opted onto committee asap *Action:RS*

Finance (see report)

1. VM gave out and explained all bank balances. Sage is reconciled up to date and bills have been paid. VM has moved monies from Trading account to Business account as agreed.
2. BIG a/c will be reconciled now that wages are paid at correct rates and backdated payments have been made. VM will speak to Lottery people and confirm that all is ok. *Action: VM*
3. VM has had long 3 hour meeting with KO to sort out problems with June VAT following EPOS update. It was decided that although till receipt/Z report figures were not accurate regarding VAT, the monies paid into bank daily are correct so KO and VM agreed best course of action was to split June VAT 50:50 between 0% and 20% to err on side of caution. NA and VM have worked hard to try and correct errors on system regarding VAT and discrepancies are being sorted. Main problem seems to be with till receipts so VM will contact ECR directly to explain precise problem so that hopefully it can be sorted quickly to prevent lack of correlation between receipts and Z report every day. RS expressed huge vote of thanks to VM for hours spent trying to sort problem.
4. Updated EPOS system should mean that EOY stocktake can be done electronically, with various test snapshots done randomly to check accuracy. Fingers crossed!
5. Pensions. VM has heard from Ryan Oates and business committee will discuss various options, e.g. staying with People's Pension or cutting losses and changing to alternative and will report back to next meeting. *Action: Business committee*

6. VM and RS distributed copies of summary of all daily takings figures from January 2015 to current day. Figures were examined and it is evident that daily takings are down significantly. There was considerable discussion once again about possible causes and what measures might be taken to counteract the trend. RS will take sheet to managers to see if they have any ideas. Again, thanks were expressed to VM for the hours of work put into this.

Staffing and wages

RS has had discussion with NA about various issues that have arisen and passed them on for information.

Terms of reference for NA as senior manager will be written as soon as possible *Action: RS*
Staff wages should now be at correct rates following appraisals.

NA and MM have some exciting plans for re-arranging some shelving areas to accommodate new Local Produce area. (PR, in particular, is agog to see where Pretty Polly will now be situated.....) RS will provide new bespoke lighting for the new area. *Action: NA, MM and RS*

Retail sales and Wholesale suppliers

1. Many loyal customers have expressed disappointment about lack of fresh fruit and veg in shop. Current supplier is delivering weekly but produce is quickly either being sold and therefore unavailable or going bad and removed from sale. RS will speak to NA to see what she thinks should be done as this is a big problem and is losing goodwill of many customers. *Action: RS*
2. Some customers have also commented that choice and quantities of fresh meat in chiller has been reduced, causing several to leave shop empty-handed. David and Rosie will be asked if there is a reason/problem we should be aware of. *Action: PR*
3. JW reported a problem with temperature of new Bunnings fish freezer this evening when it was recorded as too high for safety so all stock had to be moved into chest freezer overnight. Hopefully, this was because a big fish delivery today meant the freezer door had been open longer than usual and the temp will be back to normal tomorrow.
4. Recent hot weather has meant that front cover has had to be lowered during day to maintain correct temperature in big chiller. This has meant less sales as customers cannot access the fridge easily and some have not asked for help, in spite of notice on screen.
5. P&H delivery had not come today. Hopefully it will arrive tomorrow morning instead.

Volunteers (see report)

CJ has made chart of all information received following recent volunteer survey and has passed it to NA (Many apologies that it was not done electronically, but she tried for several hours to do it successfully and eventually gave up and did it by hand.) A copy has also been passed to VM for information.

MR has ascertained that managers want Volunteer party to be held at Pavilion not in shop. So far, no more information has been received regarding possible dates etc.

Several young volunteers have come forward to help out during school holidays, which has been useful even though they are not old enough to sell age-restricted goods. All need to be trained in procedures, Health and Safety etc like adult volunteers. *Action: Managers (helped by experienced volunteers)*

Empty shifts at weekends are still a big problem, although weekday shifts are being filled slightly better.

Repairs, renewals and maintenance.

Bike rack has been moved to new position - still not ideal for all but no point in moving it again at moment. Plaque has been ordered by PR .

New water filter in kitchen is priority as water is getting very scummy. Phil Crosthwaite will be asked for advice about whether this can be done 'in house' or if a professional is needed *Action: AJ*

Dishwasher in store room is redundant as not in convenient place. Possible re-siting in cafe area will be investigated and space in stock room re-allocated (possibly for new freezer to stock more ice creams in summer?) *Action: RS on Sunday 31st (following consultation with NA) after closing*

NA has suggested to CJ that monthly 'deep clean' should be re-started so a small posse of 'willing' volunteers will meet at 1.30 on Sunday 31st to do some of cleaning that has not been done during opening hours e.g. cleaning freezer/chiller bowels, shelves, light fittings, under units etc. It is hoped that it will not fall to same few every time.....*Action: PR, CJ, JW + conscripts if possible*

Grants and donations/Events (see report)

Many thanks again to Chris Sharpe for leading another excellent nature Walk on July 22nd. This was extremely well- attended and much enjoyed by all, despite the suffering inflicted by biting insects. VM has given a cake as token of our appreciation.

ARo has offered to donate a 51" screen to shop. Although it is a kind and generous offer, it was agreed that we couldn't really make use of it so it will be politely declined. *Action: RS*

Publicity

MT had sent email asking if it would be worth delivering flyers in Caston and Stow Bedon as those she had already delivered have been well-received. It was agreed to find out how many are still available first. Original intention had been to leave them in public places e.g. libraries, estate agents etc rather than use them for doorstep drops but this could be reviewed. *Action: CJ*

Next newsletter will be done for mid-August. MT has listed some items for inclusion but more ideas are welcome *Action: all*

Website and IT

As VM has such huge workload, it was agreed that she will ask Simon Best if it is possible for him to extend what he already does and update all areas of website regularly. *Action: VM*

Correspondence

Thanks received from Aggie following flowers and cards after her accident.

Letter from POL to RS requesting updated list of current PO counter clerks. It was confirmed that these are: NA, MM, MB, JB, PR, CJ and JW (registered but awaiting training) but NOT AJ *Action: RS*

Lovewell Blake have sent (expensive) offer of insurance cover in case of VAT inspector visit. This is covered by Federation of Sub Postmasters so not necessary.

Input from floor

Thanks to VM for hospitality, especially for RS' early birthday cake which was delicious (thanks to PR for drinks and provision of emergency cream at last minute when that bought in shop today proved to have gone off!)

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.

Date and venue for next meeting at 7.30pm on 10th August 2016 in pavilion (unless we hear to contrary!)

Meeting closed officially at 10.44 pm