

**Minutes of Management Committee Meeting** held on Wednesday 29th March 2017 at 7.30 pm at pavilion

**Present:** Alan and Elaine Johnson, Cath Jones, Victoria McArthur(until 9pm), Malcolm Robertshaw, John Rose, Pete Rushton, Roger Steel and Mary Trinder + David Seaton, Robert Pudicombe and Joan Woodroffe

**Apologies for absence:** Shirley Colenutt

**Declarations of Interest:** None

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

**Matters arising:**

Meeting with Anne Cutts from Thetford Business Connection had taken place on Thursday 23rd March (after a confusion over dates). This was very useful and positive and some useful links were shared. Specific requests for items of equipment could be funded by various sources so this will be kept in mind. Another possible source of funding is from big supermarkets who are looking for recipients for their 'token' schemes.

Thanks to all who, in spite of various health issues and incredibly busy lives, have worked very hard both in shop and behind the scenes, keeping everything running smoothly and ensuring shop continues to function well.

**Finance** (see report)

1. Bank balances were given for all accounts. Sage reconciliation and daily takings are up to date, and all bills paid. Wages will go out of account at end of month.
2. Pensions update -NEST direct debit mandate signed
3. Bank card replacements have been received- some are no longer needed and will be destroyed. PR will find correct procedure for removing names of those who no longer are directly associated with RCSL.
4. VM pointed out that we now have more than maximum amount covered by financial compensation scheme so we need to think about opening an account with another bank to demonstrate due diligence. VM will get advice and look at various options.( Any account needs to be able to do transactions at PO)
5. Wastage and transfer information from EPOS is not yet available.
6. VAT has been paid for last quarter
7. AR30 has been completed and sent off(Thanks to PR for gathering info and sending it off)
8. ECR contract renewal was agreed
9. DS has looked in general at spreadsheets from last meeting and will meet PR at shop to get relevant information from EPOS system in order to suggest further ways forward. Various anomalies were highlighted and will be acted upon. A copy of the original business plan will be given to DS who will update it and share with managers for their information. Ways of improving com-

munication between shop managers and committee were discussed, to avoid misunderstandings on both sides. DS will ask an ex-colleague with reference to a community shop in Devon, managed entirely by volunteers, that has been running for 30+ years for more ideas and suggestions. Thanks were expressed to DS for his input.

10. Special thanks to VM and PR for all financial work they put in each week.

*(Thanks also to Pete for savoury pinwheels that he had somehow produced in a very small window between a long and busy shift at his other place of work and coming to shop meeting! Superman reigns again!)*

#### **Staffing** (see Managers' report)

RS is arranging times for appraisals in April for all staff.

Managers held meeting on March 7th - minutes not yet available.

#### **Volunteers** (see Managers' report)

1. Robert Puddicombe (a volunteer) has done a complete and thorough analysis of the volunteer rota for 10 weeks between January and March and gave a clear presentation on his findings, which were discussed at length as we admired the clarity of the graphs and findings on a screen. There is still a shortage of volunteers to cover all shifts each week, in spite of multiple emails going out asking for help. Unfortunately, the same few volunteers are stepping up and covering empty shifts, resulting in just 5 covering about a third of the shifts, with 17 doing 50% and others doing less than one shift a week. Unfortunately some regular volunteers are currently unable to do shifts for valid reasons which has left a shortfall. In spite of the problems, only 3 shifts have had to be covered by two managers on duty at the same time, during the 10 weeks analysed.

A written report by RP recommended that volunteers are asked to sign up for regular shifts a few weeks in advance and that those who would prefer to be called at short notice as they cannot commit in advance should be put onto a list for emergency cover. RS will print several months worth of rota sheets so that those who are able to can sign well in advance.

Leaflets asking for volunteers have been distributed in Rocklands and surrounding villages and AAN Sixth Formers have been alerted in assembly. If a bigger bank of volunteers is not found, opening hours of shop may have to be curtailed.

Special mention and thanks to stalwart volunteers who have done extra shifts at short notice.

Suggestions made by MM about recruitment of more volunteers have been taken on board, except the offering of a financial incentive as it was agreed by all that this contravened the ethos of the shop as well as causing tax implications.

RS will give date of a NEBOSH training session for staff and volunteers and will book a venue.

#### **Retail sales and Wholesale suppliers** (see report)

Wine selection is being refreshed.

There was considerable discussion about JW giving up her paper round (due to her rogue knees) and kindly offering the franchise to the shop. This is a very generous offer that we are happy to take up. Details of changeover will be arranged separately from meeting as it is quite complex. Many thanks to Joan for offering to oversee the papers and magazines as managers take over full control.

Coffee machine contract has not run out so decision about new system is not urgent, although there is anecdotal evidence that all is not well with 'Sara Slim'. MR gave an inimitable and enlightening report on his coffee foraging trips. PR and DS will find current coffee sales data from EPOS so we are armed with all facts before deciding on new machine. AJ's suggestion of having an evaluation form from customers as to their expectations was agreed and will be implemented.

There was no news about the progress of the 10% per month stocktake.

### **Repairs, maintenance and renewals**

Deep clean needs to be arranged as this is overdue. Inspection from Environmental Health Inspector was 12 months ago, so there could be another shortly, without notice. Probe for testing temperatures should be used to check built-in thermometers regularly, as this was highlighted at last inspection.

Pool of water under milk chiller is being investigated although temperatures are static and ok.

Hand soap dispensers have been organised by managers.

Broken blind needs to be fixed.

Lightbulb in drinks chiller needs replacing.

### **Grants and donations** (see report)

Cycle Club is going well with ride organised every other Sunday at 9.45. Second ride was longer than expected (18 miles) so that the beautiful daffodils at Merton were seen but was completed by 11 riders from 11 years upwards.

UEA team have sent contract for completing grant feed back to BL. This is expensive (£3k) but necessary and money was allocated from grant originally on advice from BL, so we will go ahead.

Oddballers have completed discussions on 7 points from Age UK about Healthy Living and learned a few things they weren't aware of before (not only that all appeared to have dementia symptoms...)

### **Events**

Next Wine Tasting evening arranged for 26th May.

Plunkett meeting on 26th April arrangements are going well - thanks to MT for organising details.

1-7th June is National Volunteer Week so we will arrange something then after looking up more info on website

PCF week in July.

### **Website and IT**

Website is updated regularly thanks to Simon Best. CJ will pass on request from one surfer who wonders if it could be made 'mobile friendly' as he is unable to check it on his mobile devices.

### **Publicity**

Thanks to MT for writing newsletter and to PR and his long-suffering printer for printing 1000 double-sided copies - a very long drawn out process involving many man hours of supervision. Copies of newsletter and appeal for volunteers were delivered to Rocklands, Lt Ellingham and Anchor Corner, Shropham, Stow Bedon and Lower Stow Bedon, Caston and Northacre and Griston. Many thanks to all who answered the 'call to arms' and delivered in one weekend - a mammoth task! It was agreed that next time, only Rocklands +one other village would be done with other villages covered on a rota basis subsequently. MT will investigate cost of getting them done another way e.g. Colin Barker which may be more cost effective.

We agreed to advertise again in Blossom and Yarn brochure (MT to arrange) for July.

Advertising in other village publications will be looked at in more detail.

### **Correspondence**

PR has had Rates demand from Breckland DC. He will pay the sum demanded of £0 immediately before we are penalised for non-payment.

Toshiba rental for photo-copier is being raised again so MR will investigate other possible suppliers and hopefully can negotiate a better deal.

### **Input from floor**

Thanks for refreshments to usual suspects.

### **AOB**

Ideas for more collaboration with new owners of White Hart when they have had time to settle down into their new roles. CJ will send 'Good Luck' card on behalf of RCS.

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 12th April 2017 in pavilion (unless we hear to contrary!)

**Meeting** closed officially at 10.30 pm.....zzzzzzzzzzzz!