

Minutes of Management Committee Meeting held on Wednesday 1st February 2017 at 7.30 pm at pavilion

Present: Alan and Elaine Johnson, Cath Jones, Malcolm Robertshaw, Pete Rushton and Roger Steel + one solitary fly who was awoken by the milder weather and Elaine's ginger biscuits

Apologies for absence: Shirley Colenutt, Victoria McArthur and Mary Trinder

Declarations of Interest: None

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

Matters arising:

Thanks to one and all for all the work that is being put into the shop on a daily basis, much of which is completely unseen by anyone except whoever is doing it, but without which the shop would cease to function. It is very much appreciated by all involved.

Finance (see report)

1. Bank balances were given for all accounts. Sage reconciliation and daily takings are up to date, and all bills paid.
2. Donations monies will be banked.
3. KO will be asked to clarify Lottery prize entries on spreadsheet.
4. PR has received dodgy phone call from Utah, supposedly relating to Global Payments security, which will be investigated for legitimacy and reported if necessary.
5. RS, PR and CJ had 2+hour meeting with Stef from Lovewell Blake to go over the draft accounts in detail before finalisation. Main outcomes (reported by PR):
 - The audit report is 'clean' and there are no concerns over the way our business is conducted. However, there are some issues about a potential shortfall when grant has ceased, which were discussed at length.
 - Presentation of accounts is same as last year but will change for 2017-8 because of change in legislation.
 - Gross profit %age is 20.8, which we need to increase as much as possible by both increasing footfall/spending in shop thereby raising turnover and by increasing profit margin where possible (cheaper purchasing prices by shopping around for suppliers or raising prices in shop.)
 - Administration costs are considered very low by Stef but we will still take steps to try and keep them to a minimum. Electricity costs have risen considerably in the year, partly due to increased price per unit and also extra appliances in shop, albeit energy efficient. Investigations are in progress.

- Amended draft accounts will be issued by Stef by end of this week so that Treasurer report to AMM can be prepared by Business committee. A full projection budget is needed before accounts can be signed off.
 - Corporation Tax bill (due on 31.05.17) is much higher than last year, which Stef is looking into more fully. It could be to do with how and when the grant is paid to us.
 - Recommendations by Stef for future practice were discussed and should be easy to implement.
 - LB representatives will come to next full stocktake at end of August.
 - RS will discuss outcomes arising from audit with managers when full draft accounts are received.
6. Managers are working through updating EPOS system with purchase prices etc and doing 10% stock check monthly, as required by accountants.
7. SC has agreed to sort VAT on accounts held with shop e.g. school, Village Hall, Playing Field and will be given necessary paperwork by VM.
8. Extortionate BT bill -No further development as PO are refusing to accept responsibility. Lessons have been learned....but no blame should be attached to anybody from RCS.

Staffing (see managers' report)

Minutes from Managers' Meeting held on Jan 12th were received by RS on 28.01 and have been distributed to all committee. Some of the issues raised have already been resolved and others were also discussed. A further effort will be made to bridge perceived gaps between the volunteer committee and the paid staff so that each feels valued by the other. PO emergency cover is being looked at and potential new paths explored.

Volunteers (see report)

Volunteer training has apparently been started and RS will ask for written feedback on how it is going, as required by the grant providers. Managers have highlighted some important areas for refreshment, including new tobacco laws about to be implemented and weightlifting techniques.

Retail sales and Wholesale suppliers (see report)

VM has produced a monthly overall retail sales sheet which shows an upward trend again, after a dip in takings for a short while. Hopefully this will continue but contingency plans need to be drawn up to increase sales generally. Fruit and veg sales continue to rise, which should increase footfall as our reputation for this grows.

PO now offers more deposit banking facilities to customers - thanks to managers for advertising this.

Lottery sales have again been upset by terminal problems but it is hoped a 'new' piece of equipment will solve the issues and that we can win back customers who had to buy tickets elsewhere during the shutdown/malfunction of the terminal.

Repairs, maintenance and renewals

RS will mend WTGN wooden stand after he has checked with Jim and Clare.

Grants and donations (see report)

VM has distributed a UEA Consultancy report from Penny Sorensen. PR agreed to be liaison person to deal with Penny should any queries need answering when VM is unavailable.

Very many thanks to VM for managing to keep ahead of the game whilst dealing with so many new initiatives in her life. She is now eligible for a Level 3 Wonder Woman badge.

Interim grant report update is imminent and ideas were discussed (*including an anecdote from RS about lots of little old ladies he has picked up over the years. Few appear to be in evidence currently so we hope he has the paperwork to prove he disposed of them in the proper manner.*)

Events

Colouring competition for half term has been suggested, organised by Paul and Paula Hickman who produce children's books we have on sale in cafe.

Date for Cycle ride has been changed to 5th March (better weather?) so that adequate arrangements can be made and practice ride done beforehand in preparation.

No further details from AJ about his naturist walk so we assume EJ has vetoed in the public interest?

Oddballers have agreed to do 7 point survey for increased health awareness but at least one is refusing to be weighed either publicly or in private. No personal details should be taken and we cannot carry out health checks, just provide information about where to go with concerns.

Publicity

Thanks to MT for producing January newsletter and to all who delivered it. CJ has heard of one householder who has never received a newsletter due to location of his property so will ensure he gets a copy from now on....

AMM invitations and agendas have been produced by RS and will have been delivered to all 225 shareholders all over the globe by Friday. It is essential that we reach a quorum on the night so every effort will be made to encourage people to come along and hear first hand how OUR shop is doing, and a second leaflet drop will be done nearer the date.

There was considerable discussion on how to have 'Special Offers' to promote the shop but eventually it was agreed to ask managers to come up with a scheme that is feasible as they will be the ones who have to administer it.

Website and IT

All running smoothly

Correspondence

Email about lack of shop phone number in 'Rocklander' advert. As it would not be easy to add it now, CJ will contact Martin and ask him to add shop number to the 'Directory of Important Numbers' inside the magazine.

Input from floor

Thanks for refreshments to EJ

AOB

Added security measures are being implemented both inside and outside the shop.

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 15th February 2017 in pavilion (unless we hear to contrary!)

Meeting closed at 10.17pm