



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 1<sup>st</sup> February 2023 at 7.30pm in shop

**Present:** Phil Dingle\* (PD), Tim Ford\* (TF), Ian Harrison\*(IH), Cath Jones\*(CJ), Victoria McArthur \*(VM), David Seaton\* (DS) and + Jane Stubbs (JS)\*\* and Lottie McIlwhan \*\* and Andrew Russell (AR)

(\* committee member; \*\* manager)

**Apologies for absence:** Christina Mason, Alan Johnson(AJ) and Elaine Johnson(EJ), DS welcomed Andrew Russell who was attending meeting at invitation of VM, having expressed an interest in joining committee with a view to taking on Treasurer role. DS explained that CM has stood down from RCS committee but will continue to support the shop as always. DS will write to her.

**Minutes of last meeting** were agreed and signed as a correct record.  
There were no **declarations of interest**

**Matters arising** (not covered elsewhere on agenda):

1. PO telephone line. No progress. Shop line is still being used for Paystation (which is being phased out anyway). JS will ask area manager if official number for PO can be shop number (483855) on POL website and if POL will pay line rental for that number instead.
2. PO account log in. Some changes now in pipeline...fingers crossed.
3. Offer from Plunketts to provide an 'Extra Pair of Hands' offering free advice and a volunteer to help with IT etc has still not been progressed as no response from Plunketts, in spite of many reminders.
4. EPOS Now changeover looking more hopeful. DS and LM are working towards reducing number of reports on spreadsheets that need to be transferred. Once this is agreed, DS promises a 'ten minute exercise'! Corporate breath is being held!

**Managers' Report**

1. Accuracy of PO is consistently good – thanks to all managers for being diligent.
2. Road closures and cyber attack on Royal Mail causing all international mail to be suspended has had negative impact on PO usage for mail but banking has increased following closure of local bank branches.
3. Volunteers roster has been filling up more quickly. FM has updated volunteer information forms to include any significant medical issues we need to be aware of. These are kept in confidential folder.
4. Tracey Goddard is new POL area officer and has already made two visits to shop. She is scheduling another when JS has manager overlap so a more in-depth discussion about specifics can take place without interruption. Norfolk Post Offices WhatsApp chat group has been helpful. With regular postal services being very expensive, it is hoped we can offer Tracked48 option soon, which is much cheaper and offers excellent service.

5. VAT discrepancies on EPOS still coming up, due to fault on system that started when we were lent a spare till after ours went wrong. ECR have been approached for help many times but so far no response.

*Managers were thanked for attending and left meeting*

### **Finance** (see report from VM)

- Bills and wages paid
- VAT in hand
- Grants – many thanks to VM and SS for successfully getting Big Lottery grant of £10 000 to help towards managers' wages.
- Monthly figures with comparisons since 2016 were again distributed, with similar increase and caveat to last month.
- PD has had insurance renewal reminder. Premium has increased by £60 since 2022, but after discussion, it was agreed that this would be renewed with same company.
- Two share withdrawal requests already received. They were agreed in principle, but payment to wait until March 31<sup>st</sup> when window officially closes.
- Thanks to Shirley Colenutt for taking back work on Daily Takings sheets. Thanks to EJ for doing Menzies

### **AMM arrangements**

1. Village Hall booked and forms completed by CJ.
2. DS, VM and PD reported back on meeting with Stef at Lovewell Blake on Jan 23<sup>rd</sup>.
  - No tax liable as we have deficit
  - Shortfall of £10K in line with predictions so not unexpected. Grants will probably always be needed to top up annually. It was noted that staffing costs during financial year 2021-22 had been very high due to frequent changes in personnel and extra hours needed for training, while shop opening hours had been curtailed due to pandemic.
  - Predicted figures spreadsheet was looked at
  - Auditing costs will more than double next year so there was discussion about necessity of paying ~£5k for something that is not a legal requirement. Having been trading for 9 years and always having a clean audit, we are confident that our financial practices are sound. It was agreed to ask members whether or not to continue to have full audit in future.
  - 17<sup>th</sup> February. Screen and projector will be available and sound system. Company Secretary not available that evening so alternatives will be sought (Action: DS)
  - Advertising on Facebook and via posters to encourage more people to show an interest in running shop
  - Invitations and agenda have been updated (thanks to DS) and will be sent to members via email by Friday 3<sup>rd</sup> February. Hard copies for those without email will be delivered by CJ. Notice of AMM is on display in shop so we are compliant.

### **Correspondence**

Nothing significant that hasn't been circulated via email

**Next meeting** arranged for Wednesday 8<sup>th</sup> March at 7.30 in shop

**Meeting closed** at 21.10