

Minutes of meeting held on 7th January 2015 at pavilion at 7.30pm

Present: Natalie Albrow, John Borrill, Shirley Colenutt, Alan and Elaine Johnson, Cath and Dave Jones, Victoria Mc Arthur, Pete Rushton, Roger Steel, and Joan Woodroffe.

Apologies for absence were received from Gina Ayres.

Matters arising:

DJ has checked security film footage and will continue to monitor it on ad hoc basis. Other committee members should also check it from time to time. Date and time of check should be recorded on sheet.

RS and PR have received (emailed, because of injury to hand prevents written letter) resignation from Jo Forde, which has been accepted. Membership papers will be passed on to her successor as Membership secretary. Motion (proposed: RS Seconded: VM/PR) that CJ takes on role was passed unanimously. CJ and RS will visit JF in next few days to get her signature on a written letter of resignation for the official records. CJ will get the membership list together with encrypted password asap.

Christmas Raffle was drawn on Dec 21st and won by a loyal volunteer, Sarah Good.

Boxing Day Wellie Walk took place and appears to have been successful. Thanks to Jan Swaddling for producing map and RS for printing copies for shop.

Boxing Day staff entered into fun of occasion but no photographic evidence has appeared to entertain those who were unable to visit shop that day. Good footfall recorded so worth opening, even without PO open.

Finance

PR has had many long hours being Sage trained by KO and has done an amazing job taking over that part of treasurer duties from JB. (*He may do a master class in 'Coping with Sleep Deprivation' in shop café if asked nicely!*) JB will continue to pay bills but PR will do book keeping tasks for the time being. (See Report from Coiled Spring) Many thanks to PR for volunteering to do so much more than he is already.

JB presented bank balances, which are very pleasing. As a result of increased funds, a total of £5k was transferred in last 3 weeks into business a/c, which is ring fenced for wages.

Reasons for the apparent growth were discussed, but it would appear that apart from constant 'tightening' of various procedures, there is no easily identifiable cause for the increase. Sales figures are fairly stable over the last few months. More profit is probably made on special Christmas stock, but it is too soon to give precise details of turnover in Christmas period. "New" end of day account sheets are working well and there are far

fewer discrepancies in figures now, as anomalies are spotted and accounted for at end of each day.

RS gave out sheet showing details of Lottery sales over 10 week period from 26/10 - 28/12 2014. These show that our weekly average sales, not counting scratch cards, is £865.60 over that period, giving a commission of £346.24. These figures will continue to be closely monitored weekly.

JB explained various communications with accountants, including Planning Memorandum and some documents were presented for signatures. All names of management committee and their immediate families are required by Lovewell Blake (as at 31/08/14) for security purposes, so these will be sent by JB

Retail Sales etc

Sales from Shirley's Cards have increased over Christmas period, thanks to hard work by SC and all profits have gone into coffers. Over 60 calendars were sold - well done Shirley!

NA (disappointingly still not wearing a jolly hat!) brought up various issues:

- a customer has commented that if 3 cars are parked in forecourt, it is difficult to get in and out of shop door with buggy/mobility scooter/for wide people on sticks etc. After some discussion, it was agreed to monitor situation and see how often a problem occurs. action will be taken if deemed necessary
- current cake supplier, Ruth Bunnell has indicated her intention to stop supplying cakes to shop, due to increased workload in her other field of work as an artist. It was agreed to ask Hingham Bakery to supply cakes on a daily basis as an experiment. This can be made a more permanent arrangement if it proves popular with customers. The current supply of Ruth cakes will be used up first. There has been a problem over holiday period with more wastage of cakes than usual but this will not occur again. CJ will contact Ruth via her mum to arrange when she would like to stop delivering cakes, as Hingham can start supplying as soon as asked to do so. PR has another cake-making contact to try if HB doesn't work out. NA to liaise with HB.
- Barnards are willing to supply specialist cheeses eg Cropwell Bishop in small quantities as an experiment. It was agreed this would be good idea.
- A local producer of apple juice (Micky Greenwood) has expressed an interest in supplying RCS- CJ to liaise.

Grants (see report from VM)

Volunteers (see report)

RS has found a questionnaire from PO to find suitable candidates for PO training, which he will send round.

Volunteer list in shop must be updated as it is out-of-date.

Filling shifts has been a difficult challenge recently, due to holidays, illness, injuries etc. Volunteers will be encouraged to sign up in advance for shifts and not wait for managers

to ring them up, which is time-consuming. Some new volunteers are coming forward but those who appear to have lapsed will be asked to take up arms again!

Publicity (see report)

Next newsletter will go out at beginning of February and will contain details of AGM. JB asked that shareholders are asked in it to register any changes of address.

Karen Roseberry has offered expertise with publicity and will be asked to help with promotions in lead up to Easter.

PCF Annual review magazine, a prestigious document, has full-page article on RCSL in it, including a colour photo! Well done Ambrose! It is thought that the document is given to the Great and Good of UK so probably is an essential part of holiday reading even at Sandringham! SC will use relevant parts for publicity in local publications.

SC has secured further advertising space in Wayland News.

Website and IT

Installation of Word on café computer is being actioned so that required computer training can take place. NA has offered to help with training, but it will need to fit in with working hours!

ARo is ready to start putting stock levels onto EPOS system. he will start when shop is closed on a Sunday afternoon and will do high value stock first e.g. alcohol and tobacco.

No changes to website to report.

Staff and Training

Dates of Food Hygiene courses have been circulated

Ongoing training of new and old volunteers is taking place continually.

Repairs, maintenance and renewals

Outside light will be installed shortly.

Window blinds will be bought using Argos vouchers earned by stocking certain products. RS has £30 worth already but needs £45 - he may work out a way of getting blinds up sooner with his inimitable ingenuity and complex brain manoeuvres.

Sink should arrive soon and will be installed when it does. Ways of providing hot water to sink were discussed and it was agreed that cheapest and easiest way would be to run water pipe from existing heater in toilet behind shelving in fortress area. This will be done on a Sunday afternoon for least disruption. RS to mastermind with some slave labour from conscripts.

Working Party to be arranged to sort out stock room on a Sunday afternoon too - CJ and JW to organise . (CJ to do as act of penance for causing all problems in the world!)

AJ agreed to arrange for tiles to be put up as splash back behind sinks. Many thanks.

Roadsigns will be erected on Friday.

Following recent icy conditions, it was agreed to buy bag of salt from Ridgeon's to use when forecourt is icy. An account to be opened in shop's name.

Sheet to be put in toilet that is initialled when cleaned/checked.

Correspondence

See finance section.

PR has dealt with letter of query re: EIS claims

Christmas card from shop was produced by RS with help from his Little Helper and was well-received by volunteers and villagers. Thanks to PR, DJ and CJ for delivering on night before Christmas Eve in appalling conditions and to DJ who spent several hours on Christmas Eve delivering to far-flung corners of Rocklands, instead of peeling sprouts!. (Note to RS from CJ: next time you have a bright idea, make sure it is actioned in good time or she will personally shoot you!!)

AOB

Many thanks to Johnsons for delicious chocolate biscuits and tea and coffee and to JW for making hot drinks.

Various issues about shop security were discussed and positioning of cameras. Good practices were identified and possibility of installing further camera(s?) will be investigated.

AGM arrangements were discussed and provisional date booked for Friday 20/02 in Village Hall (DJ to book) Date will depend on receiving necessary paperwork from accountants, but must be before end of February.

There was considerable discussion about new management committee and it was agreed that we need to recruit fresh blood in order to be able to sustain what has been started. RS will contact existing committee members about their intentions and will request that those not wishing to continue send an official written letter of resignation with immediate effect to Company Secretary (PR) as required in our constitution. It was agreed that we need to be very pro-active and put it out that we NEED new committee members - the depleted current active committee members cannot carry on at this pace indefinitely. It can be advertised in Rocklander etc but best method is by word of mouth so all agreed to talk to everyone to see who might be willing to commit. A list of skills required by committee would be helpful in seeking out right people.

CJ will send invitations to AGM to all shareholders when list is in her possession. Invites will be hard copies to all shareholders, posted to those not within easy reach, and adverts will be put in local magazines etc. A notice is also required to be on display in shop.

Next meeting arranged for 21st January 2015 in Pavilion.

Meeting closed at 10.28