

Minutes of Management Committee Meeting held on Wednesday 7th March 2018 at 7.30 pm in Rocklands Community Primary School (postponed from 28/02 due to severe weather conditions). *It was noted that this was the 125th committee meeting since first formal committee was set up using Model Rules.*

Present: Philip Dingle, Alan and Elaine Johnson, Cath Jones, Victoria McArthur (8.10 following another meeting), Pete Rushton, Dave Seaton, Roger Steel and Mary Trinder

Apologies for absence: Michelle Barron, Shirley Colenutt and Malcolm Robertshaw

PR, as Company Secretary, took chair for

Election of Officers for 2018/9

The following officers were elected unanimously:

Chair: RS (prop:PR sec:PD)

Vice Chair: MR (prop: RS sec:DS)

Treasurer: VM (prop:DS sec:CJ)

All were thanked for being willing to serve for another year. It was noted that succession planning needs to be included during the coming year.

RS took over the chair (*which, it was noted, was the only adult-sized one in the room!!*)

PR's position as Company Secretary was ratified following an explanation from RS as to why it was necessary (prop:RS sec: DS)

Declarations of Interest: None.

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

Matters arising:

AMM took place in St Peter's Church, Rocklands as arranged on February 9th with 45 members present on what was an atrocious evening weather-wise. Thanks to all who made it a successful evening.

Finance

- Bank balances and financial report were presented by VM.
- Next tranche of grant has been received but will not cover wages and NI after this month, so Business Account will be used to top up.
- Sage is up to date (thanks to PR and SC for all the work put into book keeping) and figures are being prepared for next VAT quarter. PR and VM flagged up that a couple of invoices have gone missing, (including a substantial one for new pie heater) which is causing a problem with 'paper trail'. It is essential that invoices are kept securely and passed on to finance team every time.
- Cashflow document produced by VM was circulated, to be examined and discussed at subsequent meeting.
- Bills have been paid and cheques posted.
- PO inaccuracy for December has been resolved but January's significant shortfall is still being investigated.
- New pie heater has finally been purchased and is awaiting protocols for Food Hygiene to be completed by JB (and training for all using it given) before it can be put to use. Following a query about maximum amount of money to be spent on shop credit card without referral to committee, this will be checked.

Staffing

Thanks to managers for covering for NA who had Annual Leave last week and did extra hours to cover the shortfall not covered by crossover time. Michelle Barron has now started training in preparation for JB's pending retirement (firm date not yet available as explained by RS) and appears to be settling in happily, in spite of her first shifts coinciding with deep snow when she got stuck in a drift trying to get home again.

Plans in place for staff appraisals during w/c 19/03. All managers have been given the necessary paperwork to complete beforehand by JR (who, although no longer a committee member has kindly agreed to keep the role as staff liaison officer). Failing that date, appraisals will be completed in April.

The government has declared minimum wage as £7.83 which is 4.5% increase. RS proposed that we maintain the difference between that rate and our staff pay.

Annual leave for managers has been thrown by staffing situation at end of 2017, so all have outstanding leave due. After a long discussion looking at how to deal with this, it was agreed that RS would send a confidential letter to all concerned with the options on offer.

Lone Worker policy (as agreed at meeting on 05/10/16) was explained again and all managers will be reminded of it. New staff were given the Lone Worker agreement to complete on March 1st (all but one of the existing staff have already signed). Exceptional circumstances with the recent snowfall have meant that on at least one occasion a volunteer was unable to get to fill a shift and the manager was alone for a shift. As a general rule, this is unacceptable.

Volunteers (see report)

Volunteer training session is being arranged by managers for 24th March in VH with a Manual Handling and H&S presentation by Charles McIlwhan. A further date is being planned for April (date tbc)

Shifts are generally filling well with less emergency gaps occurring.

CJ read letter from Robin Trewartha with his ideas about volunteers and recruitment, stating that volunteers should be the responsibility of the whole organisation not just either management or committee. Non-frontline/behind till jobs are also very important and need volunteers too. A comparatively new volunteer has shown an interest in co-ordination and will be approached about sharing her ideas and expertise. PD and MT will liaise about something to be added to next NL.

Retail sales and Wholesale suppliers (see report)

Mother's Day and Easter stock is on sale in shop.

Huge thanks to PR who managed to keep stock levels at an acceptable level during a week of extreme weather. Getting a fresh milk supply was a real coup as we were the only shop in the area, including large supermarkets, with milk on sale throughout the week. (Unfortunately,

even though the snow had more or less gone, the dairy failed to deliver as usual on Monday so PR had to go on another mission to collect it from the Fiveways depot in Norwich.) A customer volunteered to take shopping to anybody who could not get to the shop in her 4x4 vehicle and others all rallied round to help. Well done to all!

NA has sent email with her thoughts on Complaints Procedure but as it had not reached everyone, RS will send it out again for discussion next time.

PD gave a comprehensive report on his work and thoughts regarding increasing profits:

- Storage is an issue as stockroom is inadequate for bulk buying. The idea of getting a pre-cast large shed at the back was discussed at length and all the pros and cons discussed. A grant of 40% could be available to offset the cost, but the balance would still be significant and would take some time to cover by increased sales. Eventually it was agreed after a vote (5 in favour with 2 abstentions) that PD would look into finding out more about grants and actual figures before a decision is made.
- a sheet with various shop development ideas that is being presented individually to all managers was looked at in brief. Many thanks to PD for using his experience and expertise to move this forward. There are lots of excellent ideas to work on but it was felt that the priority has to be getting EPOS system working for us e.g. by giving a complete monthly turnover so that we can see what is working and what isn't on a regular basis. Time was running out so it was agreed to look at sheet in more detail later as much is not time-critical.
- RS will confirm with NA how 10% stocktake is progressing as we are now over halfway through the financial year.
- PR has had informal discussions with landlords at White Hart about possible collaboration over getting purchase prices reduced e.g. on wines from Adnam's where WH gets a much better deal than us from same supplier!

Repairs, renewals and maintenance.

Slippery path at back, has been pressure-washed by AJ (two days to work out how machine worked and 2 hours to complete job, after which he was soaked to skin but path is cleared of algae! Thanks to AJ once again!)

RS was reminded about blind.....

Grants and donations (see report)

Party Bag from Plunketts after winning East of England Award has been received, including a cheque for £250 to be used for a party to thank all concerned. It was agreed that this money would be given to Jayne Thomas at White Hart to arrange a joint Shop Birthday and Volunteer Party and a provisional set agreed for Tuesday 27th March. RS will issue invitations as soon as date is confirmed.

Committee working towards provision of a new Play Park in Rocklands has asked for wine donations to their fundraising quiz - RS will sort.

Publicity

March newsletter has been drafted by MT (many thanks!) and will be adjusted to add further items before weekend. It was agreed that it would only go out to Rocklands again but customers from outside could pick copies up in shop. DS will print and CJ organise deliveries as usual.

Events:

Shop Birthday Party - see Grants and donations section

Easter Bunny Walk is taking place in conjunction with Play Park fundraiser over Easter weekend. RS is liaising with Laura Spratt, one of the organisers, over the details.

Website & IT:

RS and DS have agreed hotspots on Virtual Tour and info sent to Matt.

DS will do analytical survey into where our 'hits' come from on website. Thanks again to SB for keeping it all up to date.

One Facebook post from shop page had reached 26,383 people.....!

Correspondence

PR has secured great savings on shop insurance by getting lower quotes that were eventually matched by current insurers.

RS has had correspondence from Play Park group.(See above)

Letter from Robin Trewartha (see above)

Input from floor

It was agreed that monthly meetings are not working well as too much time elapses between meetings so from March 28th they will be fortnightly again. CJ will book pavilion and ask school if it can be used if pavilion is unavailable. It was agreed that **meetings would not last longer than two hours maximum**. To achieve this, the agenda will be looked at and shortened or divided into separate meetings.

PD suggested that photocopier in shop is bulky, inefficient and costing too much. He will look into alternative provision of photocopying facilities for customers that could also be linked to PC in cafe. PR will look into possible arrangements with Toshiba that may need cancelling.

AOB:

To be included for discussion next meeting:

Complaints procedures

Greener shop ideas

Date and venue for next meeting at 7.30pm on March 28th 2018 in pavilion

Meeting closed officially at 10.35. Thanks to school for use of hall and to Chair of Governors for opening it and locking up afterwards.