



# ROCKLANDS COMMUNITY SHOP

## MINUTES OF MEETING

held on 12<sup>th</sup> October 2022 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 + Alan Johnson(AJ) and Elaine Johnson(EJ), Jane Stubbs \*\* and Lottie McIlwhan \*\*

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

**Apologies for absence:** Christina Mason\* (CM)

**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 is probably still needed as link to Horizon. Definitive information still being awaited from POL
2. Hole in floor. Thanks to AJ and EJ for completing.
3. IH has chased Steve Southcott for electrical certificate following works done during refurbishment but so far, nothing received. Will nudge again.
4. PAT check certificates have been received by DS.

### **Managers' Report** (See report from JS)

1. Road closure\_for mains sewage works since end of September has impacted on footfall as customers cannot access shop from B1077 except via Magpie Lane and getting past road blocks. Thanks to Richard Harrison of RPC, the signage has been improved and "Business open as usual" notices are now in place. Anglian Water rep has spoken to JS and is aware of the issues – hopefully, the road will be open to shop by end of October, according to AW schedule.
2. Bookers minimum weekly order of £1000 is now being met easily, but this is due to price rises, not increased sales. Goods that are not pricemarked will be ordered where possible in future.
3. Thanks to TF and managers for getting problems with EPOS sorted at ECR. Still some discrepancies and missing figures on stock levels at EOY but LB auditor may be able to fill gaps.
4. Volunteers. Still gaps in rota that are filled mainly by small number of stalwart volunteers. Unfortunately, two of these have back problems and are unable to clean floors at closing shifts so this is an issue that needs to be resolved. JS will use a steam cleaner that has been donated to see if that helps.
5. LM outlined results of her investigations into a new EPOS system that will serve us much better than ECR. She, together with JS and PD, have looked at EPOS NOW and are very impressed so recommend that this is looked at in more detail. Initial outlay is <£500 +monthly outgoings (which are reduced for 1<sup>st</sup> year). Optional extras could be looked at eg payments link. It was agreed in principle to change the system, subject to further investigation following due diligence. VM will confirm current cost of ECR expenses for comparison and others will find other retail outlets that use EposNow for reviews (including Plunkett Facebook forum). Decision will be made at November meeting.
6. JS reported that POL say they have added missing PO credits to trading account in April and August 2022. There is no record of this as we have no access to breakdown of PO commission so this will be investigated. DS will ask previous Chair how he viewed breakdown and JS will find out what email account the details are sent to.
7. Christmas Opening hours were discussed and agreed as follows:

Shop closed on Christmas Day, Boxing Day and New Year's Day with extra Bank Holidays (due to those days falling at weekend) opening usual reduced hours and will advertise as always.

8. Problem with big chiller outside unit discussed. PD has told installers (Seckers) about issues and forwarded advice from Coldlink about cause of problem but has not had feedback yet.

## **Finance**

- Bills and wages paid.
- Balances given
- EOY final details for LB sorted for VM
- Vacant roles of Treasurer and Company Secretary discussed again
- Grants – no details about viability of Breckland Community Hotspots grant available

## **Correspondence**

Nothing significant that hasn't been distributed electronically to all interested parties.

## **AOB**

- Sue Bunnewell and Lesley Crosthwaite (two loyal and stalwart volunteers) will represent RCS at Denbury Plunkett Community Awards ceremony in Geldeston on October 18<sup>th</sup> as we have been nominated for an award in Volunteer section.
- Thanks to Shirley Colenutt for our share of £165 from Sale of New and Nearly New goods at VH on Saturday 8<sup>th</sup>. (CJ to send thanks)
- CJ will arrange and advertise usual carol singing outside shop on Christmas Eve with collection for Pancreatic Cancer UK.

**Next meeting** arranged for Wednesday 9<sup>th</sup> November 2022 at 7.30 in shop

**Meeting closed** at 21.04