

# Rocklands Community Shop Ltd



## Minutes of Management Committee Meeting

held on Wednesday 21st October 2015 at 7.30 pm in shop.

Present: John Borrill, Robert Gray, Cath Jones, Victoria McArthur, Malcolm Robertshaw, Pete Rushton (arrived late due to migraine) and Jan Swaddling

Apologies for absence were received from Shirley Colenutt, Alan and Elaine Johnson, Roger Steel and Shirley Colenutt.

There were no Declarations of Interest apart from JB who is now on paid staff.

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

## Matters arising

PR brought in two bottles of unmarked wine for consumer tasting session, as agreed at last meeting. It was agreed by majority of those involved in taste test that both wines were acceptable but the dearer one was clearly better (3:1) It was observed that wine preference of testers could be linked to the newspaper they read but this was not substantiated!

No news update about state of RS' garage yet!

Well done to MR for finally cracking emails!! You may have career change as IT consultant yet!!

## Finance

(i) JB gave latest balances in all accounts

(ii) Much of information required by accountants has now been passed on by JB but he still requires some information from RS e.g. asset register. Some clarification about grants and grant expenditure was given / is being provided. HUGE thanks given to PR who has completed mammoth task of completing stock-take sheets almost single-handedly (at least 150 man-hours have been spent in doing this, which is clearly unsustainable and needs to be looked at in future - if EPOS system was up and running properly, all could have been done with touch of button, which is frustrating!) Accountants will be asked if stock detail we have provided at EOY for two years is necessary, or if we can give a more general figure e.g. xxx items at £1. If retail prices were given, with average profit margin, it would be much easier to administer stock take.

Accountants should have everything in next two weeks, all being well.

(iii) Budget now nearly complete, thanks to JB

## Membership and EIS

Draft new membership form has been circulated by PR for checking and comment ASAP, please.

JB asked that all re-visit AMM minutes from 20/02/15 to remind ourselves what still needs to be done, for discussion at next meeting.

## Staffing

JSw suggested that all managers are offered a 'flu jab - this was agreed.

New staff rota will be in place from November 2nd as JB is now about to fly solo for first time - good luck!! Hopefully nobody will want to send a money gram to Angola on his first watch!

## Volunteers

At request of managers, JB has provisionally booked pavilion on December 12th for a Volunteers party. After some discussion, it was agreed that this would only take place if organised by managers. Alternative suggestions of a Christmas 'treat' were discussed.

In spite of some new names coming forward, lack of volunteers able to fill shifts is an ongoing problem. Shifts are sometimes still empty on same day, causing last-minute calls. Too much time is spent by managers on phone chasing volunteers which is often non-productive. It was agreed that younger volunteers (15 and over) could be targeted e.g. those wishing to get additions to CVs or UCAS applications, or who are doing DofE and need community service element. MM now has email group for volunteers with online access at home. Prospect of shop closing at certain times due to lack of volunteers was discussed.....it is possible that 'outsiders' see a successful shop and think there is no need to help as everything is running smoothly without their input, not realising that shop is open because a few people are putting in inordinate hours. It was agreed that a notice explaining the situation would be displayed in shop.

## Retail sales and Wholesale suppliers

As shelf is not yet in place, but storage space in stockroom is at a premium with Christmas stock now coming in, the microwave is now in cafe area, but position is not not convenient for use. CJ found alternative space for it but that would involve change of site for small shelf unit that is screwed to wall and therefore not within her bounds! Customer who requested to use microwave to heat up a pasty was allowed to do so on Saturday, having been given verbal warnings of safety, and was very impressed with result!

JB will try to get alcohol entered again onto system now that Adnams are bringing in supplies regularly on sale or return basis. Again thanks were given to ARo and SC for hours they spent putting original alcohol onto EPOS system. Adnams supplies are difficult to keep track of, as there does not seem to be a delivery note with each delivery, just invoices that are not easily checkable. Stock being returned needs to have collection note with driver so checks can be made. Profit margins on Adnams wines are not as high as previously, although quality is better.

On 02/11/15, contract with Zen terminates and new contract with BT starts, which will include fibre optic broadband and is cheaper package than we were paying. There will be short period of disruption (about 30 mins) when changeover takes place. There is a one-off charge for provision of new hub.

Global Payments requires reconfiguration of firewall rules to improve card processing service - ARo will be asked by JB to sort this.

JSw has re-merchandised pet food section - many thanks.

## Repairs, renewals and maintenance.

RG is making progress on producing spreadsheet on contracts and is chasing information on gaps that need to be filled. Thanks to RG!

PR suggested a new consignment of RCS bags is ordered in time for Christmas trade as several customers have asked for them now that supermarkets etc are having to charge for carriers. It was agreed that a change of style would be good so JSw will investigate calico bags with a gusset. A new design was suggested e.g. "Love your Community Shop" that incorporates the existing logo but is different from old bags.

There has been no progress on decision about new mugs although MR is getting quite a collection of freebies....

CJ has made enquiries about getting more dark green aprons with embroidered logos from Mr Overalls but has not yet received a quote, so she will chase this up. It was agreed to order 20 or 30 (depending on whether there is a price advantage for larger orders) as these can be stored until needed in future and would not deteriorate. There are still some aprons from original order that are unaccounted for.

## Grants and donations

Nothing significant to report as RS absent so will be put on next agenda.

## Publicity

RG now has suitable photo of front of shop (thanks to Stephen Houchen) and has enough material to complete leaflet, and is arranging other publicity.

## Events

Hallowe'en Quiz (in aid of all village organisations but hosted by RCS) on Sat 24/10 in village hall, organised by SC, who has sent urgent request for help in afternoon with food preparation and setting up tables. Ticket sales are reasonable but some quizzers need reminding to buy tickets in advance so that we know how many tables to set up and refreshments to provide. Many thanks to Shirley, once again.

Arrangements for extended opening on 31st were discussed. Shop and PO will close as usual but till will remain open until about 7.30 and takings will be counted in with next day's (as for Adnams wine tasting, which worked well) PR offered to be volunteer for evening and managers will be asked if one of them can arrange their hours to be on duty. (Apologies from CJ who will be away that day). Managers are implementing ideas for special Hallowe'en treats in cafe.

MM has put up notice saying best decorated house will have champagne prize (voting by public!) Details of how this is being organised were not known.

## Website & IT

Reported elsewhere in minutes

## Correspondence

No further evidence of Tweeting from our illustrious chairman - did he peak too soon? Did fame go to his head? Is he avoiding publicity now he is in the public eye?

## Input from floor

As nobody was on floor, there were none.

## AOB to be discussed at next meeting

## Donations

Points raised from AMM 2015 that need addressing.

Date and venue for next meeting was agreed for 7.30pm on 4th November

Meeting closed at 9.20 pm but was followed by social interchanges.....