

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE

31st JULY 2023, 6.00 PM, IN THE VILLAGE HALL

PRESENT: Mary Coles (Chair), Cherry Bird (Sec.), Simon Smith (Treas.), Di Binding, Sheila Robertson, Claire Sawatsky, Bruce Freeman.

APOLOGIES: Karl Toth.

1. MINUTES AND MATTERS ARISING

- **Cleaner:** Confirmed Elaine will work from the schedule Sheila has drawn up, but discuss with staff if any adjustments are needed. Staff are happy with this, so the matter is closed.
- **Risk assessment:** Completed and previously circulated. Small adjustment to wording recommended – replace “manager” with “member of staff on duty”. Also insert undertaking that health & safety training will be provided for all staff and volunteers in shop and café. **Steve** to arrange.
- **Signposts:** ENP will provide a 3-way sign to be placed on Simon’s land.

2. FINANCIAL UPDATE

- **Monthly figures:** Small loss shown for June, but sales were healthy and gross profit above the target band of 25%-30%. Overheads consumed all the gross profit, resulting in loss. Wages had the biggest impact because of end-of-year holiday payments and payment for a few more hours than usual. Need to monitor the effect of wage increase from July. Bank balances satisfactory, especially as final payments of canopy costs, new fridge, freezers and cooker (for the flat) were paid for.
- **Additional bank account:** Nationwide account fully operational. £78,000 moved across as reserve.
- **Community grants:** Agreed to offer another round of grants in the autumn if sufficient funds are available. To be discussed at the next committee meeting.
- **Financial plan for next year:** Assumed 6% inflation and expect it will not increase further. Need to keep an eye on overheads, such as wages (20% increase seen this year), energy (hugely increased this year) and services we buy in, all of which are likely to increase. Sheila noted that the café is at capacity and trade is unlikely to increase much further. Committee agreed to adopt the plan as it stands.
- **Rent for flat:** Currently £585 per month, unchanged since the current tenant moved in. Suggested a review in December when he has been in for 3 years. (Add to next meeting agenda).
- **Lottery:** Change of franchise from Camelot will take effect from end of January, when PO will no longer manage. We received the application form for the change, but no further information yet.
- **Customer accounts procedure:** Simon suggested a review of the current system as it contains no provision for prevention of abuse and there is a lack of consistency in the application of procedures. It is rare for customers not to pay off their accounts at the end of the month and currently, in cases where there have been problems a credit limit is imposed, beyond which no further credit is given. This is only needed in a very few cases and staff are able to manage it. No volunteer is ever expected to be involved in this. Agreed that a notice should be displayed in the shop that all accounts must be cleared by end of month and no further credit will be given until this happens. **Simon** will draft this for the next meeting.

3. MAINTENANCE AND EQUIPMENT

- New chillers and freezers installed, with supply of free ice cream for the ice cream freezer.
- External log/ newspaper store expected to be ready in two weeks.
- Options for an information board with glass door being explored to address the problem of notices flying off when the café door is opened.
- Still awaiting fitting of an air vent in the flat. Andrew will notify when this is done.
- Electrical check still to be done for the flat. **Steve** has identified a qualified person and will arrange.
- Oiling of external balcony and steps to be done in the next week.

4. SHOP MATTERS

- **Scales for refills:** Sheila's investigations have not identified any options for scales that will print labels for less than around £1,200 + VAT, with more sophisticated models up to £3,000 and more. The main shop scale is sufficient for compliance with trading standards, but using it can create queues because of the 2-stage process of weighing the container and then customer filling and re-weighing. The café scale works, but takes up café time. In view of the cost and limited amount of times it is needed it was agreed to continue working with the present system. **Sheila** will keep a tally of the number of times per day refill services are needed. Review if this changes or we stock more refill products.
- **Discount for staff and volunteers:** Sheila suggested this. **Simon** will draft a model for the next meeting.
- **Differences between shop and café:** There appear to be some inconsistencies in policies, such sale of tobacco and alcohol. Agreed this should be discussed at the next staff meeting.

5. WEBSITE UPGRADE

- Some corrections to information still needed and additional photos to be included. Old information will be stored in the cloud facility available through the cbs gmail account. **Bruce and Cherry** to action.

6. AGM PLANNING

- **Date:** 18th October at 7.00. **Mary** to book the hall
- **Documentation:** Accounts ready, **Cherry** will lead on the annual report, requesting input as needed.
- **Elections:** Di and Karl have completed 3 years. Both wish to stand again and we will invite other applications. Election will be needed if others come forward.
- **Notice:** Date to be flagged up in the next newsletter, with formal notice given at least 14 days in advance.

7. AoB

- **Newsletter:** Agreed this is due now. **Cherry** to draft.
- **Facebook page:** Les is now updating this.
- **Volunteer event:** Agreed on an afternoon tea at 3.00, with food provided by Jen's Pantry. Possible date 15th November. **Mary** to book the hall. **Sheila** to speak with Jen's Pantry.

Next meeting: Monday 4th September, 6.00.