

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
29th NOVEMBER 2023, 6.00 PM, IN THE CAFÉ

PRESENT: Mary Coles (Chair), Cherry Bird (Sec.), Simon Smith (Treas.), Di Binding, Sheila Robertson, Karl Toth.

APOLOGIES: Claire Sawatzki, Bruce Freeman.

1. MINUTES AND MATTERS ARISING

- **Volunteer tea:** A very successful event, which was well attended and much appreciated. Food was lovely and everyone mingled and socialised – a chance to meet people they might not otherwise see.
- **Electricity contract:** Confirmed the new rate began on 6th November, in line with Octopus final quote.
- **Policies and procedures document:** Updated version has been placed in the office and on the website.
- **Community grants:** Simon has agreed payment terms with the youth club, whereby they will provide evidence of activities funded by each tranche of money paid out, in advance of payment of the next tranche. Di reported that the working party met last week. Confirmed the idea of one round next year, date to be decided and publicity provided well in advance.

2. MAINTENANCE ISSUES

- After another significant incident of rainwater coming through the skylight above the shop counter, investigation by a local roofer (Damian Kiely) revealed water coming through the seal/ flashing, where it has come away in places. His quotation for the work comes to just under £1,700, which includes the cost of scaffolding (booked for 7th December) [*Cherry confirmed this with Andrew after the meeting*]. The majority of those present (4 out of 6) agreed we should go ahead with the request for Damian, as a known local service provider, to carry out the work. Since it is under the £2,000 limit, we are not obliged to obtain further quotes.
- Shrubs have now been pruned appropriately by the garden team, and trees at the rear cut back.

3. SHOP/CAFÉ MATTERS

- **Staff/ volunteer discounts:** Sheila has developed a bar code set at 10% for café items, which works through the till and can be extended to other departments as required. Agreed it would be easiest to use one bar code for all volunteers and staff, printed onto individual cards with people's names on them. These can be scanned at the time of purchase to provide the discount. It was agreed Sheila will initiate a 3-month trial of 5% in January in the café, to be expanded to other departments if successful. Proposed by Cherry, seconded by Mary, unanimously agreed. Noted the need for staff training, to be discussed at the next **staff meeting**.
- **Cover when Julia away:** Noted that, although there were a few gaps, ordering worked more smoothly this time, though improvements could still be made. The main issue is ensuring clear communication about who has ordered what and what remains to be done. **Cherry and Mary** are reviewing the list of days when various items are ordered and will discuss with staff again in advance of Julia's next major break. The idea of paying one member of staff an extra hour for overseeing ordering during Julia's absence was also considered.
- **New Lottery arrangements:** Simon explained the main points of the new contract with Allwyn, who will take over the franchise from 1st February. These are fairly standard, requiring us to promote and sell the tickets and scratch cards and train staff. We can retain the current equipment and are allowed to buy other similar products. 60 days' notice required for termination on either side. No additional money is needed in advance,

but in future we will have to pay for tickets and cards immediately after they are supplied, so cash flow will be different and require us to manage ordering more carefully, to avoid carrying too much stock for too long before it is sold. We will receive 5% on tickets and 6% on scratch cards (1% more than currently), also 1% commission on payout of prizes between £30 and £500 and scratch cards from £10 to £500. Amounts above that we are not obliged to pay. Staff training will need to be organised, possibly by Steve. Also need to test how sales go through the till. To be discussed at the next **staff meeting**. Simon proposed accepting and signing the contract, seconded by Di, agreed by all. *[Now has been signed]*

- **Patio canopy:** Sheila relayed a request from Lynne for screening on one side of the canopy as she said that at times rain was coming in, making all tables and chairs wet and therefore unusable. This was causing customers to leave (rather than sitting inside, especially those with dogs), leading to loss of sales. It was agreed that Sheila will gather evidence to support this before we can discuss the matter further.

4. PUBLICITY

- **Website:** Further changes have been made, most significantly to the information page, now called "Our Community" and containing much reduced information, making it less cluttered and hopefully more useful. **Mary** will check details are up to date. Otherwise, all agreed they are happy with the new layout.
- **Newsletter:** Draft previously circulated agreed, with a few small adjustments. **Cherry** to forward to **Mary** for circulation to members this week.

5. FINANCIAL UPDATE

- **Monthly figures:** Back to a profit in October, although café takings dropped by £400, for no discernible reason.

6. AoB

- **Christmas gift for staff and volunteers:** A voucher for £10 was suggested by Mary and agreed by Julia, as something different that leaves people free to choose what they want. The card will be smaller to distinguish it from the gift vouchers. It will be easy to process as it can be treated as cash and placed in the till.
- **Cleaner:** Elaine will be taking a break in Christmas week, so there will be a one-month gap between sessions over the holiday period.

Next meeting: Wednesday 10th January 2024, 6.00 pm.