

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
25th MARCH 2024, 6.00 PM, IN THE CAFÉ

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

APOLOGIES: Bruce Freeman.

1. MINUTES AND MATTERS ARISING

- **Publicity:** Jayne Yianni has agreed to include shop promotions and news in the Instagram account set up for the café, so that becomes a joint account.
- **Lottery:** Still a few teething troubles, eg invoice generated after we confirmed receipt of scratch cards when it should only be produced when we activate them. Seems to have been sorted, but Steve will continue to monitor. He is also asking to reduce the number of larger (£10) cards sent as we sell very few of those.
- **DoE:** Di will follow the normal procedure (as done for Rafi and Emily) sending a statement to the school for Alexis, who is coming to the end of her stint in the shop for bronze level. She has been a great help.

2. THE FLAT

- **Tenancy agreement:** Jon Kitteridge has accepted the tenancy under the conditions agreed, with moving date 1st April. References have been taken. **Cherry** will meet him to sign the agreement and ask him to set up the standing order for rent payment. **Simon** will send details and link for the deposit scheme, which he will be asked to pay into.
- **Update on work and costs:** Work is now completed, with estimated final cost £3,311. **Sheila** has arranged for Elaine to do a final deep clean on Saturday. Questions were asked as to whether we should retain the deposit paid by Mark into the deposit scheme. In fact, this should have been agreed within 10 days of end of his agreement, so we may be too late. Also, this has to be discussed and agreed between tenant and landlord. **Mary** will follow up with the agent (gth), on the deposit, as they handled the original tenancy. It was also noted that the standing order was never increased to the new rent agreed in November.
- **Inventory:** **Mary** will update this as she has the original.

3. SHOP/CAFÉ MATTERS

- **Timesheets and holiday pay:** Nothing further to report until after end of the month when we review the completed new timesheets. So far, no problems reported by staff in completing them. Simon noted that holiday pay has historically been calculated differently for different employees, despite everyone having the same contract. Hazel has now been instructed, and affected staff informed, that holiday pay will be calculated based on government guidelines and their contracts, ie 5.6 x weekly contracted hours (not hours worked). The unpaid leave option for staff whose shift falls on a bank holiday is no longer available. Also noted is that Lynne is always paid for 30 hours per week, regardless of the hours recorded on her timesheet. This is not done for any other staff member. **Cherry** to talk with Lynne. Once a policy has been clarified, particularly regarding zero hours contracts, we may need to update contracts and out policies and procedures document. Simon informed that any change will increase the wages bill and could be divisive within the staff team if employees receive different benefits.
- **Staff reviews:** In process, Cherry has completed all except two.
- **Youth workers:** The question has again arisen about one of the Saturday workers, who has now reached age 18 and will finish school this year. Agreed **Cherry** will send him written notice that his agreement to work in

the shop will end at end of August. As previously agreed, all agreements for new recruits will specify they must leave at age 18, so that others may have the same chance. **Cherry** to draft.

- **Café staffing:** At a café team meeting it was agreed to change to closing at 2.30pm all year round (rather than 2.00 winter and 3.00 summer). 9.00am opening will remain unchanged. This is not ideal as many customers might like to come for afternoon tea, but it is a challenge to find sufficient numbers of volunteers able and willing to work later into the afternoon. **Sheila** has been trawling her networks and opportunities and is hopeful of finding more recruits, especially for barista training and later afternoon opening. Noted a particular issue on 2nd May because of local elections, with key people involved. **Claire and Sheila** will ensure suitable arrangements are in place.
- **Food hygiene certificates:** Mary has researched options for reviewal of food hygiene training and certificates. Prices have increased, but she has found an option to buy a batch of 20, with no time limit @ just over £8 each. Simon felt this was an unnecessary expense, given our current financial situation, and suggested providing free training without certificate (online or our own using the manual). He noted with are obliged to provide training, but not necessarily a certificate. Others felt the combined training with certificate was clearer. Agreed that (1) **Cherry** will find out if Plunkett offer anything free of charge (2) **Sheila** will also look for online free training (3) If all else fails, **Sheila** will design and deliver our own training, with our own certificates. Noted this would be a lot of work. **Mary** has received notification of a free training day in Taunton focusing on the latest regulations and is willing to attend. All agreed this would be useful.
- **Review of staff discount cards:** Sheila reported that in February £13.73 was returned in discounts. So far in March the amount has already reached £12.67, indicating use is increasing and may be attracting more custom. Some comments that the cards are too small. Sheila is looking at options for an “Apple wallet” and Android equivalent.

4. COMMUNITY GRANTS

We had planned the next round for April, but under current circumstances Di recommended deferring until late October. Noted it is important to ensure people understand that the grants are quite separate from operational costs of the shop and café. Di is continuing to liaise with Minehead Eye and if the information required is not forthcoming, we may need to cancel the grant awarded last summer.

5. FINANCIAL UPDATE

Monthly figures for February: We made a modest profit (£750) due to lower cost of sale items, resulting in higher gross profit. Note that in January the high cost of sale items was due to restocking, so the benefit is showing in February. However, the overheads eroded a good gross profit down to only a modest net profit.

Overhead analysis, comparing to Feb 2023:

- This year included electricity, £671, fridge servicing (repairs & maintenance item), £709, which were not in Feb 2023. Total £1,380.
- All other overheads are within 10s of £s compared to last year, with the exception of wages, which were £646 higher this Feb than last, a 12.5% YoY increase. Pay rise accounts for 9% of the 12.5%, extra day in leap year a little more.

So, although there was a profit, the ongoing underlying issue of rising staff costs remains.

With the year now into final third, Simon calculated a forecast of net profit for the year of around £1,400, compared with around £16,000 last year and over £13,000 the previous year, a significant change. Gross profit

remains about the same percentage, but net profit is down because of increased overheads (30% increase in wage costs in 2 years, of which 20% can be explained by salary increase). There has been an increase in maintenance and replacement costs, which is beyond our control and likely to continue as the building and equipment age. The question of price markup was discussed as another factor. Julia follows the RRP from Bookers and staff enter this into the till on delivery. **Sheila** agreed to do random checks of the till pricing. **Cherry and Mary** to first discuss with staff at the staff meeting this week.

5. AoB

- Dishwasher is now working, but parts have been ordered in case it fails again.

Next meeting: Wednesday 24th April 2024, 6.00 pm. Topics: Extension of discount cards, new timesheets and financial analysis.