**MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE**
**20th OCTOBER 2025, 6.00 PM, IN THE VILLAGE HALL**

**PRESENT:** Bruce Freeman (Chair), Cherry Bird (Sec.), Mary Coles (VC), Di Binding, Sheila Robertson, Helen Eggar
**APOLOGIES:** Tony White (Treas.), Karl Toth.

## 1. ELECTION OF OFFICERS

**Officers**
Chair: Bruce Freeman – proposed by Cherry Bird, seconded by Sheila Robertson.
Secretary: Cherry Bird – proposed by Sheila Robertson, seconded by Di Binding.
Treasurer: Tony White to continue as coopted in this role for as long as he feels able. Agreed by all.
Vice Chair and Membership Secretary: Mary Coles – proposed by Cherry Bird, seconded by Sheila Robertson

**Human Resource responsibility:** As Claire has stepped down from the committee it is not appropriate for her to continue in this role, but she has agreed to mentor Lynne in her management of the café and team. **Cherry** agreed to take the HR responsibility back for the time being. Situation to be reviewed at a later date.

## 2. MINUTES AND MATTERS ARISING

- **Shop deep clean:** Steve Partington has agreed to visit and assess the work needed on Tuesday 28 October. **Mary** to follow up.
- **Somerset shops meeting:** Meeting held in early October in Brent Knoll, with Alison from Plunkett in attendance. Some useful ideas discussed around marketing (see section 7 below).

## 3. REVIEW OF AGM

This went smoothly and our careful preparations paid off. The only issue was rather low turnout. It may be worth paying more attention to increasing this next year, eg by emphasising the need for good attendance to support the meeting and the business and perhaps building in a social aspect to make it more attractive, such as drinks and nibbles on arrival? Or a talk by someone about community enterprises or local produce??

## 4. FINANCIAL MATTERS

- **Monthly profits:** Slightly down but still acceptable.
- **Debtors:** Currently owed £5,290 from unpaid accounts (one account alone owing £1,100), although this varies day to day. Staff are working to get these paid off quickly. However, Tony feels this situation is not acceptable or sustainable for a small business. He is looking at imposing credit limits and setting a stricter deadline for settlement of accounts (eg one week into the month).
- **PO compensation:** Looks as though we will need to re-apply as paperwork appears to have been lost.
- **Nationwide:** All is now in order with Cherry and Tony as signatories.
- **Stock records:** Despite the work put in to organise these, items are still appearing in the wrong place. Tony is working with Sarah to sort out. May need to further limit the number of people who can enter data
- **Budget:** Request for Tony to circulate the budget plans for this year. **Cherry** to contact him [*done*]
- **Repos:** Agreed not to change this now as it fulfils our needs and changing would cost money.

5. **MAINTENANCE**

- **Site management:** Cherry met with Andrew and Paul Richards to discuss arrangements for a one-channel reporting system. All maintenance/ servicing requests to go through Andrew, or if he is not available, Paul is the next contact. All requests and actions also to be entered in the maintenance book in the office. Staff know about this and have agreed that no-one should directly contact external service providers without Andrew's knowledge. Andrew has provided a list of people he uses for regular work.
- **Café kitchen:** Andrew continues to express his concern at the risk posed by the lack of full splashback around the sink areas. It seems the person who installed the sinks may not have been asked to do this. **Cherry** to ask Andrew to get quotations for someone to remedy this in stainless steel. Also to ask Andrew to speak with Lynne about repairing a ragged edge near the coffee machine [ *both done*].
- **The Flat:** Di's recent flat inspection showed no areas of immediate concern, but she has spoken with Andrew about renewing the woodwork on the balcony next spring. Andrew will provide a quote. There is still a need for a stopcock to separate the water supply from that of the shop. Likely cost is around £1,000. Meanwhile agreed the tenant should have a list of key holder numbers (Mary, Bruce, Steve, in that order) in case of emergency at night. *Note: Staff say the current position of the stopccock for the shop supply is fine and they don't feel any alternation is needed.*
- **Shop repainting**: **Bruce** is following up to get a quote from Jamie Williams for next spring (Feb/ March). **Mary** will speak to Jackie. Ideally ned 3 quotes.

6. **SHOP/ CAFÉ MATTERS**

- **Key holders:** Confirmed Mary, Bruce and Steve are happy to continue.
- **Health & safety:** Noted the H&S and Fire risk policies are both due for review. **Mary** to speak to Steve about doing this.
- **Café staffing:** Sheila raised the fact that paid café staff should cover for each other, in the same way as shop staff do by swapping shifts, rather than there being a need to pay someone else for cover.

7. **MARKETING**

- **Social media:** Someone has been identified to cover social media posting. We may be able to do this via a PO App. **Sheila** and the social media person to discuss this with Steve and with Jayne Yianni. Can also link social media posting with updated website material. **Cherry** to liaise with John.
- **Christmas event:** Suggested a Christmas event with shop open 6.00 pm to 8.00 pm, mulled wine, stalls and tasters by local suppliers etc. Possible date 14 November. **Sheila, Mary, Julia and Lynne** to discuss.
- **Age verification:** This appears to have become for complex with more items requiring age verification. **Sheila** to investigate further based on information from local shops meeting and Plunkett.

8. **AOB**

- **DoE:** As new DoE student can only come after 5.00, he will be working with the evening staff. They will therefore need full DBS checks @ £49.50. **Di** to follow up with relevant staff. Note a copy of all staff DBS checks should be kept. **Mary and Cherry** to investigate.
- **Plunkett membership:** Renewed for the next year as we appreciate the benefits.

- **Payment of staff wages:** Following complaints that payment was late one month, causing problems for some individuals, staff and finance team have agreed on submission of timesheets by 26$^{th}$ of month, so that payment can be made on last day of the month.
- **Volunteer event and recruitment:** Agreed on a February date for a volunteer tea, with food supplied by Jen's Pantry. **Sheila** to liaise with Jan's Pantry and we fix a date at the next meeting.

**Next meeting:** Wednesday 19$^{th}$ November.