

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
19th NOVEMBER 2025, 6.00 PM, IN THE VILLAGE HALL

PRESENT: Bruce Freeman (Chair), Cherry Bird (Sec.), Mary Coles (VC), Di Binding, Sheila Robertson.

APOLOGIES: Tony White (Treas.), Karl Toth, Helen Eggar.

1. MINUTES AND MATTERS ARISING

- **AGM attendance:** Suggested this might be improved by an accompanying talk, eg Peter Holroyd on Plastic Free Exmoor and how we can do more with that, and With the Wild on their organic veg growing.
- **Deep clean for shop:** Staff team will do early next year (now too close to Christmas) Steve Partington. advising on technique for floor.
- **Risk assessment:** Steve has completed for H&S and fire for shop/ café and will also do for the flat, which has not been done before. Some small issues to be addressed, which Steve can manage. He will also talk through relevant points at a staff meeting. **Cherry** to send documentation to all committee. [*done*]
- **Staff DBS checks:** Di recommended all staff should have the basic check for full compliance with regulations and because of DoE students. Staff who do not have one will be asked to apply. The shop will reimburse the cost (about £21). All staff to send copies of their certificates to Cherry for filing. Agreed and will be discussed at the staff meeting. [*Done*]
- **Payment of staff wages:** All on time this month.

2. ACHIEVING EFFICIENT MEETINGS

Bruce noted he will aim to finish meetings by 7.30 (ie 1 ½ hours) while still allowing sufficient time for discussion. He requested we refrain from “revisiting” points that have been discussed and decided.

3. FINANCIAL MATTERS

- **Monthly profits:** Encouraging, but we still need to be very conservative in outlook until end of accounting year. Reports include actual vs budget report. This is a useful discipline, although we do not need to manage to a budget. Need to be aware that business assets are at the stage where renewal and replacement need to be carefully managed.
- **Credit accounts:** Concern that management of customer accounts is not sufficiently rigorous, with no limits on credit levels and insufficient contact information. He recommends the following.
 - ✓ All owners of credit accounts to sign an agreement.
 - ✓ Each account will have a credit limit assigned to be no more than £250.
 - ✓ Polite email to anyone who has a balance that is greater than 28 days old.
 - ✓ No informal adjustments written in the diary**Tony** to draft an agreement for customers to sign.
- **PO compensation:** Contact received from the PO, wanting to resolve our claim. Information on record is incorrect, which will need to be resolved.
- **Stock control:** Some errors continuing, such as VAT. This has been explained to shop staff and they have been asked to report any records they think are incorrect so they can be resolved. The lack of a shop manager with a clear objective relating to stock record quality means that this will continue to be a problem. We have discussed having individual log ins to Repos to limit users but need to think through the ramifications if we take such a step.

4. SHOP/ CAFÉ MATTERS

- **Policy of café cover for staff absence:** Where possible the two paid staff members should cover for each other. Where this is not possible it was confirmed that volunteers can be offered payment if they cover a staff shift. In many cases they choose not to accept this. As with shop staff, this should mean that if the staff absence is not for sick leave or allocated holiday, the staff in question should not be paid for their shifts. The volunteers can be paid from the till and it is recorded in the appropriate book and the receipt filed. **Tony** to confirm if he is happy with this system. **Cherry** to talk to Alex about covering for Lynne. **Cherry** to ask Claire to support Lynne in managing the rota, in particular the arrangements for December that allow for fewer opening hours.
- **Additional café staff member:** Alex's current contract will end in April. Agreed to revisit this in February.
- **Age verification:** Sheila confirmed it is possible to put a flag within the Repos to indicate items that need age verification. **Sheila** to check the Somerset LA policy as counties vary as to which items require this.
- **Staff accounts:** Agreed that staff with customer accounts will be subject to the same terms as other customers, as outlined in section 3 above.
- **Floating staff member:** Evening staff have requested an additional floating staff member be recruited to help cover in extreme circumstances when the current staff are not able to do this. All agreed on the condition that the floating staff is recruited internally, so that they know the system and can function efficiently on an occasional basis. The staff member would not be paid for the shift, so there would be no extra cost to the shop. Staff to be informed at the next staff meeting. *[Done]*

5. MAINTENANCE

- **Café splashback:** Quote obtained by Andrew from Taurean (Damian Kierly) was shared earlier by email and Andrew was asked to confirm a date when the work could be carried out (Dec 1&2). However, some committee members felt the quote was rather high @ £575 and asked for clarification of what the work entails and what is therefore covered by the quote. **Cherry** to contact Andrew *[done]*. As the process of the kitchen upgrade has not been smooth, **Cherry** to ask Claire to give additional guidance to Lynne about managing such projects.
- **Repainting:** **Mary and Bruce** are in the process of obtaining 3 quotes and discussions are ongoing.

6. MARKETING

- **Social media:** Chris Dutton has agreed to cover social media posting and will be able to use PO App. Noted that 2 families came to the Christmas event purely because they saw the information on social media.
- **Christmas extravaganza event:** This was a great success, despite terrible weather. Producers were pleased with the trade and the shop also benefited from additional trade, taking about £500. The idea of Christmas hampers also generated a lot of interest. A notice has gone up in the shop. Plan to repeat next year. With more time to prepare.

7. AOB

- **DoE:** All going smoothly with the new student
- **Volunteer tea:** Agreed on 4 February. Jen's Pantry are willing to cater again. **Sheila** to follow up.

Next meeting: Thursday 8th January 2026. If a December meeting is needed this can be arranged.