

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
8th JANUARY 2026, 6.00 PM, IN THE VILLAGE HALL

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

APOLOGIES:, Helen Eggar.

1. MINUTES AND MATTERS ARISING

- **Customer agreement for accounts:** **Tony** will draft this, setting £250 limit, to be paid each month end. If 28 days overdue an email will be triggered. If higher limit is required this must be authorised by committee. **Mary/ Cherry** to check with staff any accounts that currently have limits.
- **Somerset policy for age verification:** Sheila checked and there not appear to be any extra items we should be aware of. Noted that a trigger can be set in Repos for items requiring checks. **Sheila** will enter these.
- **Volunteer tea:** Booked for 4th February and invitations sent out. Jen's pantry booked @ £350 cost.

2. FINANCIAL MATTERS

- **Monthly profits:** December was a good month. Half yearly profits also look good @ ~ £10,000.
- **Budget comparison:** Growth in line with budget targets and in fact café exceeded by 8%. Revenue was 99% of budget, which indicates a stable business. Net operating income was 25%. In general trends are good, but must be aware that this could change.
- **PO compensation:** Major ups and downs. It will take about two months to complete the process for re-floating the old company and it is still uncertain how much it will be fined for non-compliance with submission requirements – awaiting quote from Companies House. Verbal assurance (not written) received from PO that payment of compensation only rests on completing this procedure.

3. SHOP/ CAFÉ MATTERS

- **Management:** This remains less than ideal and will only improve if a manager is in place as a single point of responsibility. However, this can only happen if (a) an existing staff member is willing to take the role on or (b) an existing staff member leaves and creates a vacancy. Costs would be higher, but the person could be tasked with increasing income to compensate. In preparation, **Tony and Cherry** to source other JDs as a basis for drafting our own.
- **HR arrangements:** Cherry and Claire have agreed to share this role, with Cherry responsible for contracts and Claire for all matters relating to the café. Other shop related issues and staff appraisals will be shared and they will discuss any matters that arise. Cherry will be the information channel to the committee.
- **Christmas trading:** All went smoothly and trading was good. The Christmas extravaganza was worth doing and orders were received for six hampers @ around £25 each for the goods. This will be repeated next year, with more advance preparation. It would be helpful to have a volunteer to help on Boxing Day as it was busy for one person to manage (**Cherry** to feed back to Julia – *done*).
- **Café staffing:** Discussed whether or not we should continue to employ Alex (or someone) as additional paid staff for the café. Claire is clear this is needed if the café is to remain open for the current hours. All agreed to offer an open-ended contract to Alex on the same terms as other staff, continuing at 9 hours per week. **Cherry** to inform Alex and arrange for her review/ appraisal, as already discussed with Claire. Noted that it is important to make judicious use of volunteers and to avoid unplanned closures as far as possible.

- **Staff holidays:** The question was raised as to who records and monitors the holiday taken by staff. Agreed Debbie should keep a record, but is not responsible for authorising holiday. Julia is informed when staff plan to take leave because she does the rota. **Tony** to check with Debbie what she does and whether there is a record that can be checked.

4. MAINTENANCE

- **Café splashback:** Claire is following up with Pete for a date and cost. He has agreed to do the job. Claire will also ask him to follow up on the availability of the steel sheet said to be available at Hensons.
- **Repainting:** Quotes requested from several local painters, but not yet received. **Mary and Bruce** to follow up. Agreed we should budget for full repainting even if some areas do not appear to need it.
- **Toilet tap:** Lynne has asked if the existing tap could be replaced with an auto tap as people have sometimes left the tap running, thus wasting water. Andrew obtained information about the cost, which would be between £125 and £175. This was discussed at the staff meeting and most staff (and Andrew) feel it is not necessary but a sign should be put up reminding people to switch off. Committee agreed and **Mary** to arrange.
- **The flat:** Noted that a recent electrical problem ended up entailing two bills because the tenant did not stick to the agreed protocol. Any problems should be reported to Di and to Andrew or Paul to make the necessary arrangements.

5. MARKETING

- **Events:** As the Christmas evening was such a success it was suggested it would be good to do a summer extravaganza event. **Sheila** to discuss with marketing team.

6. Correspondence

- **Milk refill:** Email received from a village customer via the website suggesting the need for more promotion of the milk refill option as this is not taken up as much as it should be. Agreed there are sometimes problems with supply and dates, but we could do more with social media and posters, plus drawing attention to the price difference and plastic free aims. **Sheila** to discuss with the marketing team

7. AOB

- **Plunkett gathering:** Plunkett are arranging a major in-person meeting on Future-Proofing Community Shops at Powderham, near Exeter. Details have been circulated. Helen, Sheila and Cherry interested in going. **Cherry** to register and book three places

Next meeting: Thursday 19th February 2026.