

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
19th FEBRUARY 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, Helen Eggar.

APOLOGIES: Karl Toth.

1. MINUTES AND MATTERS ARISING

- **Age verification trigger on Repos:** Staff said they did not feel the need for this at present, as everyone is clear about age limits and it would entail an extra step thus slowing transactions. Could revisit if/ when regulations change.
- **Volunteer tea and photos:** The event went well, although turnout seemed lower than in previous years and food was rather more suitable as a lunch than teatime - Sheila had asked for canapes. Photos are on the website for all to see. **Cherry** to ask John to reduce the number now. Agreed that the next event should be a different format as we have now done three of these. Agreed on September, possibly outdoors and managing catering ourselves. To be discussed nearer the time.
- **Shop manager:** Tony has begun drafting a model JD. **Cherry** has received examples from other shops and Plunkett and will circulate. **Tony** to circulate draft for discussion at next meeting.
- **Staff holiday records:** Debbie keeps a record of staff holidays to ensure everyone takes the amount of paid holiday to which they are entitled. Reference to a member of staff who had taken too much and the amount was taken from her wages without prior discussion, causing some concern. Established that in future, when this happens the staff member should first be informed and agreement reached as to how repayment will be managed.
- **Plunkett SW meeting:** Helen, Sheila and Cherry attended. Observations have been circulated. Major takeaway is that the new Plunkett strategy will focus on supporting existing businesses instead of startup, in order to ensure sustainability in these uncertain times. Many workshops planned and wide range of business support available.

2. FINANCIAL MATTERS

- **Monthly profits:** January was a poor month with less than expected turnover, noted by staff as lower customer footfall. However, we are still on target for the year's budget. Noted that growth rate on shop revenue is lower than inflation, which indicates the business is shrinking.
- **PO compensation:** Still in process with nothing further to report.
- **Customer accounts:** Tony is drafting an agreement, which will apply to all customers including staff. Agreed on £250 limit unless otherwise authorised by committee. Full payment expected within 28 days of end of month. Failure to do so to result in suspension until paid. Three suspensions would result in closing of account. For staff, amount owing would be deducted from wages. **Tony** to circulate agreement for final discussion. All agreed it is important to have a clear process.

3. SHOP/ CAFÉ MATTERS

- **Staff recruitment:** Alison has given notice. Agreed to recruit internally (among volunteers) first as we need someone who can take the responsibility for closing at end of day. **Mary** to draft information for Jude to circulate.

- **Newspapers:** Currently Alison manages this as a volunteer, including correspondence with Smiths (who are not easy to deal with). We need to train someone to take this on from Alison when/if she leaves, but also, as a backup while she is still covering it. **Mary and Cherry** to discuss at next staff meeting.
- **Café staffing:** Cherry carried out Alex's review and she has now signed an open contract on the same basis as other staff, for 9 ½ hours per week. Lynne has dropped down to 19 ½ hours, so the total is the same. Claire will meet with the two of them to support training of Alex so that, as paid staff, she can cover and share Lynne's responsibilities as needed. **Cherry** to liaise with Claire about cover when Lynne is absent, either on holiday or sick leave. Agreed that we continue to offer payment to volunteers if they cover for Lynne's shift (most choose not to accept this)
- **Brazier coffee sign:** Gardeners have requested a new sign as the existing one was damaged. **Sheila** to follow up with Brazier.

4. MAINTENANCE

- **Café splashback:** Finally completed, at a cost of £60.
- **Repainting:** Previously agreed by email to ask Jackie Heard to undertake the job, as her estimate was much the cheaper of the two received and the third person approached has not provided an estimate. Jackie is well recommended within the village. **Mary** to liaise with Jackie to fix a date asap.
- **The flat:** As previously, Di emphasised the need for the tenant to stick to agreed procedure and ensure Andrew and Paul are informed of any problems so they can arrange repairs with our agreed service providers. To protect electrical sockets (in case the cat has caused damage, though this cannot be proved or disproved) it was agreed to purchase inexpensive plastic covers. **Di** to follow up.

5. MARKETING

- **Update:** The team is working on social media arrangements. Steve does Facebook anyway, but Chris Dutton has agreed to cover other platforms. Plans include a summer event for local suppliers to have stalls, similar to the Christmas one, but hopefully outdoors and therefore larger. An Easter event for children is also being considered.
- **Milk refill:** Sheila circulated the team's thoughts on this, identifying a number of problems which they feel need to be resolved before we promote this further. Cherry responded with comments and provided a draft poster that could be displayed in the shop, on the website and on social media platforms. **Mary and Cherry** to discuss with staff at the next staff meeting how to address staff health & safety issues related to the very heavy pergols. Hopefully Steve can provide training on lifting safely and make some structural adjustments. This is an important part of our efforts to reduce single use plastics.

6. CORRESPONDENCE

- None received

7. AOB

- As part of their 125th anniversary, the RNLI are producing a glossy printed programme of events, in which we can have **advertising space** @ £125. All agreed this is a good opportunity, but needs to be submitted by next week. **Mary** to send the art work used for the parish magazine, which would be suitable.

Next meeting: Thursday 19th March 2026 at 6.00 pm in the shop. Topic: Shop management