

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
16th APRIL 2026, 6.00 PM, IN THE CAFE

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

APOLOGIES: Karl Toth, Tony White.

1. MINUTES AND MATTERS ARISING

- **Newspaper ordering:** Sheila has had sessions with Alison and is happy to act as back-up/ cover when needed. She will not take over full responsibility. This will be made clear at the next staff meeting.
- **Brazier sign:** **Sheila** is continuing to follow up.
- **Flat electricity repair bill:** Di reported that the tenant has paid the most recent bill in full and put measures in place (covers for electrical points) to ensure the cat does no further damage.

2. FINANCIAL MATTERS

- **Monthly profits:** Tony reported by email that March profits were again down against expectations, but better than January/ February and within target. On a year-to-date basis the profit is reasonable and not far off target. If the weather improves and we have a decent 3 months then we should be able to report profit of around £14k which, in the current economic situation is encouraging. Profit was hit this month due to the lodging of fees for the recovery of the old company for the claim against the post office.
- **PO compensation:** The claim has been lodged and the process of recovering the old company has started. Expectation for the recovery is approximately three months.
- **Customer accounts:** Tony has circulated a possible agreement for final discussion at the next meeting. He reported that some clean-up has been done on dormant accounts recently.
- **Card machine:** Noted that card charges are high because so many people use cards as default, even for small payments (especially children). There seems little we can do to mitigate against this reality of modern life. Sheila reported that Repos have now taken on Worldpay. Compared with the current Paymentsense, this is a much bigger company that takes international payments. Agreed we could review Worldpay charges and investigate Paymentsense to see if a better deal is available. All agreed we should **not** switch to one of the simple systems that is not linked to the till, as operator error in keying in the amount can easily happen (and previously did) and be costly. **Sheila** to research.

3. SHOP/ CAFÉ MATTERS

- **Staff recruitment:** As a result of the Facebook posting there were eight enquiries, of which Cherry, Mary and Julia interviewed four. An appointment has been made, subject to satisfactory references. She will start at the beginning of May.
- **Wage rise:** Tony confirmed the budget can absorb a £1 rise, but expressed concern about setting a precedent of automatic pay rise for no extra productivity. Mary and Cherry confirmed that staff do not expect a pay rise if the business cannot afford it, but appreciate when one is provided. Di suggested **Cherry** ask Tony to calculate the annual cost of a £1 pay rise to help us make a final decision.
- **Repos back-up:** Following staff complaints about the time this is taking, Sheila has spoken with Repos, who have removed old data that was causing slowdown. Back-up is now down to about 14 minutes. Sheila emphasised that back-up should be done daily. Staff to be informed at the next staff meeting.
- **Staff payslips:** These have again been erratic lately. Pay arrives but not the electronic payslips. **Cherry** to enquire with John Allen why this is happening.

4. ADMINISTRATION

- **Revised society rules:** Cherry circulated new model rules recommended by Plunkett with adjustments after a review discussion with Helen and advice from Plunkett. Need to particularly look at quorum and attendance for AGMs and the procedure for adopting the new rules. Cherry and Helen felt it best to retain our current arrangements for shares, ie £1 per share, minimum holding of 25 shares for membership, as changing would cause confusion and it is felt that the current level is affordable. Recommended **everyone** to read and feed back thoughts. **Cherry** to review the flyer that invites new people to buy shares. **Mary** to publicise in parish magazine once a year.
- **Changes in sick pay rules:** From April, government regulations on sick pay have changed. Our Policies and Procedures document has been revised to reflect this and staff have been informed.

5. MAINTENANCE

- **Café fridge:** The current fridge is an old model and of the domestic type. Recently it has been malfunctioning and is not able to retain the low temperature required under hygiene regulations. This could be a problem if there was an inspection. Andrew has obtained quotations for two industrial type glass fronted models: K.J.R. 500mm wide @ £438.00 +VAT; Nisbets. 474mm wide. £215.00 +VAT. The Nisbets one could be added to KJR servicing when the guarantee runs out. Agreed **Cherry** will ask Andrew to go ahead with the cheaper Nisbets model, which Lynne is happy with. [done]

6. MARKETING

- **Easter:** Easter egg hunt on the rec. was a huge success – 40 children took part (20 expected) and shop and café were very busy with parents. Café took £270. Good weather helped. Will repeat next year.
- **Art:** Proposal to invite one local artist each month to display their work in the café to be discussed by the café team (Lynne, Claire, Alex) to see if it is workable.
- **Milk refill:** Poster still to be adjusted. **Sheila and Cherry** to follow up.
- **Household Fill products:** Samples of scrub powder have been distributed and advertised in the shop. Many people agree it is good. Still need to review other products.
- **Summer event:** **Sheila** to discuss with marketing team. Need to avoid having too many things in summer - soiree/ fete etc already planned – can this be coordinated?

7. CORRESPONDENCE: None received

8. AOB

- **Donation to village hall fundraising:** Agreed to contribute £200 to the raffle, which has been paid. Also considered a larger donation, to be further discussed as the fundraising plans for the new roof progress. Suggested this would be part of our community benefit role as the shop and hall are so inter-connected. This could be as a written undertaking to pay a set amount on an agreed date.
- **Rural business award:** Invitation to apply (from Plunkett) circulated. **Mary and Cherry** to look at whether this is practical, given the deadline is 26 April.

Next meeting: Thursday 14th April 2026 at 6.00 pm.