

MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
18 JUNE 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

- **Staff payslips:** All arriving correctly since John Allen changed his email set up.
- **Card machine:** New machine supplied by Paymentsense in recognition that the old one was faulty. Sheila is now pursuing the process for changing signatories from Simon and Sharne to Tony and Debbie, plus adding herself. She has also made enquiries with Worldpay, which seems to offer a much cheaper deal. Quotation for our average usage being ~ £80 less per month, hence a potential saving of around £1,000 per year. The machine is a slightly different design; it is wireless and provides optional printing of receipts. There are no support charges. **Sheila** will wait until the process with Paymentsense is completed before taking this further, but meanwhile will check with Debbie to see what she thinks about printing of receipts and with Tony about the idea of changing.
- **Revision of society rules:** Revised rules submitted to Plunkett for submission to the FCA and we are awaiting approval and information about whether or not there will be a charge.
- **Review of flyer for shares:** Cherry circulated a suggested revised version. Everyone to feedback their comments to **Cherry**.

2. FINANCIAL MATTERS

- **Monthly figures:** Accounts for May circulated by email. Turnover improved and profits increasing. All need to think about any likely expenses to include in next year's budget.
- **PO compensation:** Restoration of the original company for the PO claim is moving ahead, hearing set for September. John Allen is working with the agency to complete required paperwork.
- **Sharing summary monthly financial update with staff:** This has been requested as a motivator for staff, perhaps in the form of a "snapshot" with brief explanation/ comments. Majority agreed in principle to the idea but it needs further discussion with **Tony**.

3. SHOP/ CAFÉ MATTERS

- **Cream teas:** These are now being provided again, although there is said to still be some wastage of cream. Noted that cream teas do not appear on the menu board. **Cherry** to ask Claire to investigate.
- **Milk policy:** It was reported that both full fat and semi skimmed are available to customers. Suggested there should be a notice making this clear. **Cherry** to pursue with Tony whether the café needs to be charged at retail rate for milk.
- **Stocktake:** Julia is working on this throughout the month.
- **New Staff member:** Juliette is settling in well, says she is enjoying the work. Alison will continue to provide training and support until Juliette is fully confident and competent.

- **Café losses:** There are reports that the café is making significant losses. The source of this is unclear, but need to take account of recent experiences (new freezer, extra staff hours). Prices have recently been increased but it is too soon to see what the effect is. Important to look at the business as a whole and not separate shop and café, since each supports the other. Suggested profit should be reviewed every 3 months so that prices can be adjusted accordingly (**Tony**).
- **Impact of holiday pay on June finances:** Agreed it would be too much work to spread this throughout the year so it has to be accepted as a reality. In fact it makes no difference to the annual financial position.
- **Contingency plans for staff departures:** The HR team is keeping in contact with staff likely to be concerned. Again, this is a reality we have to deal with as it arises.

4. **MAINTENANCE**

AC unit: This was leaking and has now been fixed. Andrew is pursuing with KJR since they should have spotted the problem at the most recent service.

5. **MARKETING**

- **Summer event:** Children's event planned for August bank holiday Monday.

6. **CORRESPONDENCE:** None received

7. **AOB**

- **Donation to fetes:** Agreed to contribute vouchers to Luxborough, Roadwater, Old Cleeve school, as last year.
- **Involving more people in the shop:** We need more (even slightly) younger people to help and agreed to put a notice on Facebook asking for people interested in helping to come forward. **Cherry** to draft and share for comment.
- **Donation of shares:** A shareholder who is moving away has donated his shares to the CBS.
- **AGM date:** Suggested Wednesday 14 October. **Cherry** to check with Tony if he can do this.

Next meeting: Wednesday 29th July 2026 at 6.00 pm. Need to decide on date and format of volunteer event.