MINUTES OF ROADWATER VILLAGE COMMUNITY SHOP CBS MANAGEMENT COMMITTEE
20th OCTOBER 2021, 6.30 PM, IN THE VILLAGE HALL

PRESENT: Cherry Bird (Sec.), Di Binding, Simon Smith, Pat Gubbins, Bruce Freeman, Sheila Robertson
APOLOGIES: Mary Coles, Karl Toth

1. WELCOME AND ELECTION OF OFFICERS

- Since half the committee are new, Cherry proposed that Mary be asked to continue as **Interim Chair** for a few months to give people time to settle in and identify their areas of interest and experience. All agreed this was a good idea and it was accepted. Mary has already agreed.
- Di proposed Simon as **Treasurer**, seconded by Sheila. Agreed by all.

2. MATTERS ARISING

- **CCTV registration:** No information available. **Cherry** to follow up with Steve. [*Steve has confirmed this has now been done, with him as the named person and payment by DD*.]
- **Website:** Ann is still working on this. Need to update the map of local suppliers (**Mary** to follow up).
- **DoE students:** Di confirmed this could start next term, an hour a week, supervised by a named and DBS checked person. Di will check if it is sufficient for the supervisor to be DBS or if all volunteers working with them must also be cleared, which would be expensive and unrealistic.

3. FINANCIAL UPDATE

- **Total sales for September** were £36,423.75, down slightly (£148.47) on September 2020. Café takings were £1,930.55, a slight drop (£249.75) from August 2021.
- **Debbie's resignation:** Debbie has provided a list of her accounting/ book-keeping tasks and will continue to do the accounts until we find a replacement, including providing monthly figures.
- **Financial controls:** Pat raised the question about how rigorous the control systems are in the shop to ensure one person is never solely responsible for a transaction. Where are procedures displayed? This is important for staff protection as well as shop security. **Cherry** to follow up.

4. SHOP STAFFING

- **Debbie's replacement:** A handout showing current staffing was handed out and explained (see attached), highlighting the large number of Debbie's hours currently being covered by existing staff. We could simply recruit a direct replacement, but this may be an opportunity for beneficial changes.
- **Cleaner:** This is urgent. **Cherry** to ask staff to provide a list of tasks and their suggestion for number of hours. Three per week has previously been mentioned, outside opening hours. A question was raised about shop security and the personal safety of the cleaner, suggesting it would be safer during opening hours or to have 2 people. **Cherry** to take this to the next staff meeting for their ideas.
- **Management:** The idea of a shop manager was discussed, though cost would be a constraint.
- **Book-keeping and accounts:** Need someone to work with Hazel for 2-3 hours per week as Hazel is not qualified to perform all the tasks needed.
- **Saturday youth workers:** Two new people have replaced Ollie, doing half a morning each on alternate Saturdays.

- **Budget:** With so many changes and demands, and with costs increasing, an overall staff budget is needed before any decisions can be made. **Simon** to talk with Debbie to get an understanding of the financial situation and develop a budget.

5. CAFÉ AND HUB

- **Patio furnishing and shading:** Cherry's draft questionnaire for shareholders was discussed and agreed, changed to focusing only on shading as the furniture is adequate and functional, even though a few people have criticised it. Suggested a sign be put up explaining that it is recycled and upcycled plastic, and therefore relatively green. The questionnaire will go out with the AGM budget with an early November deadline for replies. Cherry and Di will review and collate responses. This needs to move ahead quickly to allow sufficient time for planning permission. Peter Roberts (Smith Roberts Architects) will provide assistance, without charge.
- **Hub and social impact:** Activities need to be progressed to comply with Lottery engagement plan. Cherry is working on the monitoring report and we will need to consider the Lottery's response to that. Quite a number of small activities have already been initiated and can be built on. Sheila is working with Lynne to develop the hub into a more functional information centre.
- **Second till:** The advantages of the previously discussed Reposs tablet system with card reader (cost is relatively modest), were discussed and all agreed with the idea in principle. Suggested we should aim for implementation in the New Year, giving two months to fully clarify costs and other considerations. The importance of a system for direct communication between till and card reader was agreed by all, in order to avoid errors that could be costly to the shop.

6. MAINTENANCE ISSUES

- **Café kitchen:** Andrew is obtaining estimates of costs and type of work needed to address problems.
- **Electricity supply:** We are in the process of switching from British Gas to Octopus.

7. **NEW BUSINESS PLAN**

The existing plan ends in December this year. Noted that our next plan will need a new focus as we are moving into a consolidation phase, where the existing plan was based on our development and funding.

8. AoB

- **Lottery report:** Almost ready.
- **AGM and Rob's emails:** The AGM went well. Rob Wetheridge has expressed his concerns about a number of issues in several lengthy emails. His points have been noted and replies sent.
- **Briefing for new committee:** This meeting has provided significant amount of background and further questions can be posed email.

Next meeting: Wednesday 17th November, 5.30 pm. Main topics will be staffing, including budget and patio shading plans (responses to questionnaire).