

Minutes of Stoke Community Shop Committee Meeting held on Friday 6 January 2023 at 4.45pm in the Shop

1. **Present:** Lyn, Sally, Ann, Katherine, Sue W, Sue M, Emma

2. **Minutes of Last Meeting:** Agreed as correct.

3. **Matters Arising**

- a. Claire is starting on Monday 9 January. Wages are paid every 4 weeks. She'll shadow Ann for the first two weeks and decide if she wants to do the same for week of 23 Jan or try the new rota alone. Lyn has the form for her to complete. Emma to prepare contract etc. Emma will need to know re: supervisor rota for week 3. **Action: Lyn, Ann, Emma**
- b. Ann will contact Lola Mobley re: Stanchester work experience week. **Action: Ann**
- c. Freezer door. **Action: Sue M to speak to Tony**
- d. Fire extinguishers. **Action: Sue M**
- e. Adding a mobile phone number to the bank account. **Action: Sally**
- f. Homemade cakes. Decision = No.

4. **Finance and Banking**

£40,450.64 in the bank. Sally transferred £2,500 to the savings account.

PAYE will be paid by direct debit in future

Training is needed on cash back. Decided that supervisors will go over the process with volunteers on each shift. **Action: all**

Discrepancies between card and cash at the end of the day are better than they used to be. Wincanton has asked for accounts to be cash on delivery. Committee decided against this.

5. **Shop Management/Stock/Equipment**

Chiller in stock room. Simon has looked at it. Decided that a new one is needed – a single rather than double? and get the old one taken away. **Action: Lyn to look at Freezer Direct Power cuts.** Katherine is investigating uninterruptable power supplies with surge protection so that the till, internet and card machine continue to work when power trips. Also looking at surge protection for the back office PC. **Action: Katherine**

The printer was discussed and agreed that a new one isn't needed as Tim donated it.

Milk fridge needs wiping down. **Action: Katherine to ask Catherine Fraser to do weekly**

New mop – **Action: Lyn to look at Amazon**

Lords Larder – Discussed asking for cash donation instead of goods. **Action: Sue M to look at dates of items. If less than 2 months left of best before it will be donated to Yeovil.**

Cards – 70 fewer cards were sold than previous period according to Fairytale Cards. They are now pricing them. Most are £1.70. A new tab has been added to the till. **Action: Lyn to sort additional Perspex shelf. Ann to tall him when it's fitted**

St Margaret's Hospice cards - £96 raised on cards. **Action: Sally to pay**

3 charity boxes are full. Catherine Fraser has run them for collection. 1 is in the office. 2 are under the counter. Suggest move all into the office.

6. **Volunteers**

Most shifts are filled.

Margaret Moffat – change shift to a quieter pm shift. **Action: Ann will speak to her**

7. Marketing/Communications/Events

¼ page in Hambook. Newsletter – do you need help? Draw winners, valentines'. March = 3rd year. **Action: Katherine**

8. Any Other Business

Stock take will be needed for 28 February. Suggest use same company as last year, get quote and book in for 26 Feb.

Chartered accountant needs sorting. Action: Emma to look at local companies. Sue M will ask Tony if he knows anyone.

Accounts going forward – agreed to separate finance meeting.

9. Date of Next Meeting

Friday 27 January 2023 at 4.45 in the shop.

Minutes of Stoke Community Shop Committee Meeting held on Friday 27 January 2023 at 4.45pm in the Shop

1. **Present:** Lyn, Ann, Katherine, Sue W, Sue M, Emma
Apologies: Sally

2. **Minutes of Last Meeting:** Agreed as correct.

3. **Matters Arising**

- a. Lola Mobley will come in at some point. **Action: Ann**
- b. Freezer door. Martin and Tony are sorting on Sunday.
- c. Fire extinguishers. Mark Greaves came in to fit them. The brackets that are in the shop couldn't be found. Katherine will ask the volunteers via email if they have seen them. **Action: Katherine**
- d. Adding a mobile phone number to the bank account. **Action: Sally/Emma**
- e. Vouchers. **Action: Ann will speak to Sally**
- f. Ann has spoken to Margaret Moffat about doing a quieter shift.

4. **Finance and Banking**

£39,851.69 in the bank plus £1,140 for floats. No banking has been done while Sally is off. **Action: Emma to liaise with Sally re: banking.**

Stock take is booked for Sunday 26 February so please don't overstock the shop until afterwards. **Action: Lyn will look at the list.**

Hamish is talking to chartered accountants and getting quotes. He'll liaise with Emma. **Action: Katherine to give him a letter of consent to talk on the committee's behalf.**

Cashback button on the till. This was discussed. **Action: Lyn will ask Kenny.**

5. **Shop Management/Stock/Equipment**

There is an issue with 'older' dated milk being put behind newer bottles. **Action: Supervisors to check the date on all milk at the start/end of the day.**

The pricing of Wincanton bacon was discussed. Agreed to sell at price marked on the product.

Katherine is investigating Uninterruptable Power Supply. **Action: Katherine**

PC issue – Katherine has spoken to Simon and it needs monitoring. If it happens unplug the lead for the wifi and plug it back in.

Perspex shelf. **Action: Lyn**

Fridge. **Action: Lyn to keep looking as lots are out of stock currently.**

6. **Volunteers**

New volunteers do not have name badges. **Action: Ann will make up a list of names and give them to Sue W to discuss with Moira.**

7. **Marketing/Communications/Events**

¼ page in Hambook. Newsletter – do you need help? Draw winners, valentines'. March = 3rd year. **Action: Katherine**

8. **Any Other Business**

Community hub – This will be left as is until March since it's in the newsletter. After that, items will be donated to the Lord's Larder.

Supervisor rotas were discussed

9. **Date of Next Meeting**

Friday 17 February 2023 at 4.45pm in the shop.

Shop Meeting 17 February 2023

Attendees: Sue W, Katherine, Lyn, Sue M, Emma

Apologies: Sally and Ann

Minutes of last meeting agreed.

Freezer door done - Martin to dispose of old door.

Fire extinguisher brackets – Mark Greaves will get replacement brackets and fit the fire extinguishers.

Add mobile phone to bank account – **Action: Katherine will replace with her number online.**

Vouchers – Supervisors need to learn the process and write it down. **Action: Ann to write it down and teach us.**

Cash button – Lyn spoke to Kenny and it can't be done. **Action: Emma/Katherine to investigate integrated card terminal.**

UPS – stalled because Katherine can't do the payment. **Action: Katherine will sit with Sally and do.**

Perspex shelf. **Action: Lyn hasn't heard back from DABS.**

Fridges in stock but not ordered yet. **Action Lyn to look at again re: double or single**

FINANCE & BANKING

£41,196.66 in the bank. Sally did banking on Tuesday.

Wincanton invoice query. Sally has asked for copy invoices. 8 Feb.

Lyn has spoken to Post Office Paul re: banking and providing floats. From Monday he will be told float needs and bring in the money on Thursdays. Banking will be done on Friday. Further discussion is needed re: safe.

Year end chartered accountant. Katherine hasn't heard from Hamish. Emma has contacted Chalmers in Crewkerne and Albert Goodman in Yeovil. **Action: Emma to follow up.** Finance meeting is needed with Sally, Katherine, Emma, Lyn.

£5,997 is being refunded by HMRC for overpayment of VAT. A new direct debit form was signed and needs posting. **Action: Emma**

Claire's P45 information has been added to Xero. Ann would like to be paid weekly with paper wage slips, Claire monthly if possible but 4 weekly for now with pay slips by email. **Action: Emma to do re-registration with pension regulator.**

SHOP MANAGEMENT

Stock take is taking place on Sunday 26 Feb. Katherine is doing the first shift, then Lyn.

Insurance has been paid with RSA. Direct line wouldn't accept the number of volunteers. Policy is in the green policies folder in the office. **Action: Lyn will send ERN number to the insurance company.**

We need a minimum of 8 filled rolls each day. Coronation Chicken, Egg, Tuna, Chicken and Bacon sell well. Cheese and pickle don't sell so well. **Action: someone to do sheet for front of the bread folder so volunteers know and/or update the bread order form.**

Customer requests: limeade is not available until later in the year. Mulled wine is a seasonal thing. Bookers is getting ready for Spring. **Action: all. Take things off the white board once items come in.**

Miscellaneous button on the till. **Action: Katherine to do a screen shot and Lyn to alter.**

Sally will open up and put the float in the till. Volunteers will bring in the newspapers. **Action: Katherine.**

Magazine returns – go back daily.

A phone number is needed for Teatime tasties. **Action: Katherine to get from Ann and write it in the contact book along with the process. Also, when Ann is on holiday she needs to write in the diary what is needed on each day.**

Rotas. Ann/ Claire to cover until 1 on a Thursday instead of finishing at 12.15. **Action: Emma to speak to Ann/Claire.** Saturday lunchtime Emma/Katherine to offer to cover for ½ hour lunch break. Monday's are fine.

VOLUNTEERS

Stanchester World Challenge Afternoon tea. **Action: Emma to brief Katherine for volunteer email.**

Coronation do is on 6 May. It will be exactly the same as the Jubilee with tickets held out in the stock room for BBQ and afternoon tea. There are 2 free tickets per household, with anything above that sold at £1.50 each. Supervisors to manage. Shop to do a shout out for bakers and supply some of the ingredients ie. little bags and sugar and flour.

Sue W has 144 x jam and cream from Roddas.

Sue M will do the window for the King's coronation and children's pictures. **Action: Katherine and Sue M to arrange rules, prizes and info for the newsletter.**

Tombola for shop's 3rd birthday. £100 to be spent on prizes. 1 ticket per customer per purchase. **Action: Katherine/Sue M**

Red Nose Day – 17 March – cakes will be needed.

ANY OTHER BUSINESS

Mike Grinter safeguarding issue. If you feel unsafe give him a tab.

Thursday – 1st Thursday in March Sue M is on holiday. Cover needed for her supervisor shift. **Action: Emma to change the rota online. Can someone cover?**

Sue M will box up lords larder and ask them to collect them. **Action: Sue M**

Date of next meeting: 10 March 2023

Stoke sub Hamdon Community Shop Meeting 10 March 2023

Attendees: Sue W, Katherine, Sue M, Emma, Ann

Apologies: Sally and Lyn

Minutes of last meeting agreed.

Add mobile phone to bank account – **Action: Katherine - ongoing.**

MATTERS ARISING

- Vouchers – Supervisors need to learn the process and write it down. **Action: Ann to write it down and teach us - ongoing**
- Cash button – Lyn spoke to Kenny and it can't be done. **Action: Emma/Katherine to investigate integrated card terminal - ongoing**
- UPS – stalled because Katherine can't do the payment. **Action: Katherine will sit with Sally and do - ongoing**
- Perspex shelf. **Action: Lyn hasn't heard back from DABS - ongoing**
- Fridges in stock but not ordered yet. **Action Lyn to look at again re: double or single - ongoing**
- Claire's P45 information has been added to Xero. Ann would like to be paid weekly with paper wage slips, Claire monthly if possible but 4 weekly for now with pay slips by email. **Action: Emma to do re-registration with pension regulator - ongoing**
- Insurance has been paid with RSA. Direct line wouldn't accept the number of volunteers. Policy is in the green policies folder in the office. **Action: Lyn will send ERN number to the insurance company - ongoing**
- Sue M will do the window for the King's coronation and children's pictures. **Action: Katherine and Sue M to arrange rules, prizes and info for the newsletter - ongoing**

FINANCE & BANKING

£40,278.17 in the current account. £13,491.42 in the savings account

Sally has indicated that she wants to step back.

Deliveries and card payments – Discussed that card payments need to be done when the shop is empty. Can customer orders be taken one day for delivery the next so that payment can be taken in the afternoon when the shop is quieter. **Action: Ann/Claire to see if it would work and which customers it wouldn't work with.**

SHOP MANAGEMENT

Milk dates are still an issue. Also discussed use by and best before dates. Use by put on price reduction and items must be sold by the end of shop opening on the use by date or bought by volunteer/supervisor or disposed of. Items marked best before are to be reduced in price on the day of the stated best before date – **Action: All**

Password on the A/cs @stokeshop email is to be changed – **Action: Emma**

VOLUNTEERS

Roger Willmott is doing deliveries

2 volunteers are needed for at least 9.30-12 on Saturday mornings when Claire is working. **Action: Ann**

First aid training is needed for all supervisors.

EVENTS & ADVERTISING

Hambook 1/4 page will have the Easter opening times. The shop will close at 12 noon on Good Friday and Easter Monday. Usual hours on the Saturday and Easter Sunday. **Action: Katherine**

Coronation picture competition. Sue M is arranging Hobbycraft voucher for the winner and badges for the young people whose pictures go in the shop window. She has asked Moira to design a poster. Closing date is 14 April when the committee will choose the best pictures. **Action: Sue M**

Red Nose Day – cakes are needed.

MEMBERS

Winners of the members draw were Anita Moore, Ashley Matravers, Tim Bourbon, June Rideout, Dayna Bartug. Katherine will issue the vouchers and deliver them. There is a question on how they go through the shop accounts. **Action: Katherine**

ANY OTHER BUSINESS

Date of the next meeting is Friday 14 April

Stoke sub Hamdon Community Shop Meeting 14 April 2023

Attendees: Sue W, Katherine, Sue M, Emma, Lyn

Apologies: Ann, Sally

Minutes of last meeting agreed.

MATTERS ARISING

- Add mobile phone to bank account – Katherine done
- Vouchers – Supervisors need to learn the process and write it down. Gift vouchers – sales. But if shop ie. Xmas and members it isn't recorded in the accounts and no money goes through the till until it counts as a voucher when the person redeems it. **Action: Emma to speak to Sally**
- Newspaper vouchers **Action: Ann to write it down and teach us – ongoing. Could Ann and Claire do the voucher returns on a Saturday?**
- Cash button – Lyn spoke to Kenny and it can't be done.
- UPS – stalled because Katherine can't do the payment. **Action: Katherine**
- Perspex shelf. **Action: Lyn hasn't heard back from DABS - ongoing**
- Fridges in stock but not ordered yet. **Action Lyn to look at again re: double or single - ongoing**
- Xero for monthly wages still being investigated. **Action: Emma**
- Insurance has been paid with RSA. Direct line wouldn't accept the number of volunteers. Policy is in the green policies folder in the office. **Action: Lyn will send ERN number to the insurance company – ongoing – It's the employer reference number. 475/AE39651.**
- Young people have drawn coronation pictures. Committee voted on winners. Deadline extended for another week.

FINANCE & BANKING

Bank balance. £40,947.82

Discussed the need for a Treasurer once Sally has stepped back. **Action: Emma**
More people are needed on the committee. **Action: Katherine will put in the Hambook.**

Emma met with Louisa this morning to sort year end. Missing invoices discussed including Smiths Weekly Summary invoice which needs to go into Louisa's file. **Action: Emma to look at SNAP bookmark on shop computer – whoever is on Wednesday morning needs to put the invoice in the file**

Deliveries and card payments – Discussed that card payments need to be done when the shop is empty. Can customer orders be taken one day for delivery the next so that payment can be taken in the afternoon when the shop is quieter? **Action: Ann/Claire to see if it would work and which customers it wouldn't work with. ANN not here so discuss separately.**

SHOP MANAGEMENT

Egg sales going well and running out by Wednesday. Increase to 2 cases as required. **Action: Ann.**
Emma to mention to Ann that it's alright to change orders.

Warburton – still over ordering. Ann is monitoring. Filled rolls are selling well. Reduced the number of 2L full fat milk.

VOLUNTEERS

Lola – work experience. Worked well. Does she need a reference? **Action: Emma/Ann**

All supervisors to be DBS checked and first aid trained. **Action: Lyn.**

Discussed having a couple of young people working in the shop in the summer hols.
Policies up for revision. Action: Katherine to email them to everyone
Jim has brackets for the fire extinguishers so will put them up on the wall and change posters.
Food hygiene. Action: Lyn to talk to Claire
Cleaning. Action: Emma to talk to Ann and Claire to sort out responsibility for cleaning rota and de-icing rota
Ann/Claire – drain out in the garden when it's raining making the floor wet. Action: all to check the drain.
Ann/Claire – check the toilets and sign the form on a daily basis and clean the toilet. Action: Emma
Terry Whitehead – envelope in top drawer of office to pay for his deliveries.
TABS on the till. It was decided that these are only to be used for deliveries – not staff, volunteers or customers.
Mike Grinter – Only supervisors to serve him. Action: Emma to mention to Claire and Ann.
Waste – there is a lot of waste at the moment. Training needed.
Lyn has bought a new Vileda mop.
Don't accept Bill as a volunteer or put him out the back as there are too many mistakes on the till.
Action: Emma.
Ruth Chant has given up her regular shift. Rod has taken on the 10.30 shift on Saturday.
Discussed a training day. Action: Katherine.
Did Sally talk to Ann about Linda and training for cash back. Action: Emma
Saturday 6 May – Ann will be on holiday. It's to be taken as leave. Action: Emma

EVENTS & ADVERTISING

Hambook 1 page for May with lots of bank holidays and advert for May Fayre. 3 x bank holidays
1/8/29 May. Newsletter. £200 to comic relief. Volunteers notice and committee members. Action: Katherine

May Fayre – discussion about having a stall. ? Gin. Discuss at the next meeting. Tables are £20 for outside or £25 inside. Table not included. Action: Katherine to contact Denise.

Coronation – shop offering small bags sr flour and sugar for scones. Action: Lyn to buy.

Wednesday 3 May – cream and jam for coronation being delivered to the shop.

MEMBERS

Claire doesn't see the minutes. Action: Ann/Emma

ANY OTHER BUSINESS

Date of the next meeting is Friday 12 May. Apologies Sue M.

Shop Meeting 12 May

Present: Lyn, Sue W, Ann, Emma

Apologies: Sue M, Sally and Katherine

FINANCE & BANKING

Bank balance: £41,900.

Emma treasurer – ongoing.

Agreed to use Chalmers in Crewkerne as chartered accountant for year end.

Waste value for 2022 year to give to Louisa to add into Xero - £2,460. This is retail price.

Discussed Waste and best before dates. Ann to investigate McAdams vs hawkridge meats ie. corned beef etc supply instead of Hawkridge. Action: **Ann to find out what meat and cheeses etc he does.**

Post Office invoices – to switch to charging VAT and invoice via Xero. Also invoices for Charity shop for electricity. Action: Lyn to ask Josh. Rebecca Merrick does Charity Shop accounts. Action: **Emma to chat to Rebecca.**

Sally's last day is 30 June.

Lyn will do the reconciliation on a weekly basis and floats etc Lyn to give Post Office a list for weekly coinage and bank with them once a week to give it back. Will have to be a Thursday or Friday. Paul isn't coming to the Post Office any more. It'll be Josh every time.

Donations; Sandra Allen has given 10% of turnover as a donation. Therefore cash from the envelope.

SHOP MANAGEMENT

Warburtons bread order has been reduced and is now under control.

Discussed veg storage in the back. It's a temporary issue which will be overcome by the new chiller when we get it. In summer, put baby spuds in brown bags.

When customers give money for Lords Larder – spend the money in the shop and put it in the blue box.

VOLUNTEERS

George Walters asked if he can do 30 hours volunteering for £500. Answer is no.

Ann to ask Lola if she wants a reference

DBS checking and first aid training. Lyn has spoken to Simon Merrick and he is happy to do first aid training. Need to sort out some dates. Action: **Emma to sort DBS checks and ask people for dates for first aid**

Query over summer hols young people for Saturday morning and Sunday morning as paid. Do we have the money? – Decided against it.

Jim and bracket for fire extinguishers - being fitted 30 May.

Mike Grinter has been ok.

EVENTS & ADVERTISING

Table at May Fayre selling drinks. Also membership and volunteers. Sue W working on Gin/glasses and will do a morning shift. It's on 11.30 – 5 29 May. New stock needed from Bookers. Action: **Katherine/Lyn/Sue W. ?Can Sue M help out?**

ANY OTHER BUSINESS

Minutes from these meetings – Emma to email them to Claire.

Finance meeting – Lyn, Sally, Katherine, Emma

5-9 June Lyn away so can't do Bookers run

Ann holiday dates: 17 June for a week.

Updating policies. For next meeting as Katherine to update everyone.

Date of next meeting: 2 June.

Shop Meeting 2 June

Present: Lyn, Sue W, Ann, Emma, Sue M

Apologies: Katherine, Sally

MATTERS ARISING

Macadams beef didn't sell. He also has Turkey and chicken but he would have to specially order it. A bit of cheese.

Invoices for charity shop – electricity bill – **Emma to chat to Rebecca Merrick.**

Sally last day – 30 June. Lyn to organise cash floats with post office. **Emma to chat to Louisa** about recording daily sales and cash. And process for reconciliation at the end of day and when Lyn is away.

DBS checks and date for first aid training for supervisors and some charity shop/our volunteers. Lisa, Ann Ashley, Louisa Gosney, Jeannie, Cliff, Moira, Peter, + supervisors.

Action: **Emma to talk to Simon Merrett, Hamdon First Aid.**

Fire Extinguishers – **Sue M still chasing**

FINANCE & BANKING

Emma to teach Katherine and Lyn how to do payroll and VAT. **Action: Emma**

Tell Louisa that £180 sales made at May Fayre – shop paid for stock but it won't have gone through the till as not sold in the shop. **Action: Emma**

Bank balance: £41,300

End of year accounts – Waiting on Chalmers to finalise. In hand. **Action: Emma to chase.**

New bookkeeper – **Action: Emma to speak to Trudy.**

SHOP MANAGEMENT

Freezer door. **Action: Lyn to try to get a replacement.**

Wincanton new lines pork pies, vegan roll, scotch eggs, jellylicious, chocolate and vanilla puddings, new cheeses – selling well.

Credit given by Teatime Tasties for farmhouse fruit cakes and allowed to sell at half price.

Shelving by the back door to replace the broken fridge for deliveries. Width of 2 baskets side-by-side. **Action: Ann and Sue M to draw up a plan.**

Fridge is needed for fruit/veg in the back. **Action: Lyn**

VOLUNTEERS

Limping on. Ask volunteers to tell us when you're going on holiday in advance. **Action: Ann/Katherine**

Ann's holiday – 17 June week need coverage. **Action: Emma to email**

Lyn's holiday – last week of July/first week of August. 24 July – 6 August. She'll get Ewings up and running delivering 25 cases drinks rather than Bookers. **Action: Lyn**

Sue W holiday 14-18 June.

EVENTS & ADVERTISING

Any requests for newsletter? Summer picnic – scotch eggs, order in fresh bread etc.

Flyer / Shop card – for new estates. Services ie. bread/ newspapers/magazines/ + volunteer to meet new people. **Action: Emma/Katherine**

ANY OTHER BUSINESS

Updating policies. For next meeting as Katherine to update everyone.

Date of next meeting: 30 June.

STOKE SUB HAMDON SHOP MINUTES 30 June 2023

Present: Sue W, Sue M, Lyn, Katherine, Ann, Emma

MATTERS ARISING

The shop won't stock Macadams beef.

Invoices for charity shop electricity bill sorted. Action: The meters need to be read by whoever is on supervisor shift on the day the diary says to read the meters. Enter the main figure onto the British Gas site on the shop computer and tell Emma the figures. Action: all
Cash floats - Lyn spoke to Josh and he said no so she's going to talk to Lloyds and put a safe in the shop. The fewer people who know about it the better. At the end of each day, cashing up will be done as usual and the money will go into the safe. Lyn is happy to do the reconciliation with Sally's spreadsheet. Emma to chat to Louisa about what has to be recorded for end of year. Action: Lyn/Emma

DBS checks and date for first aid training for supervisors and some charity shop/our volunteers. Lisa, Ann Ashley, Louisa Gosney, Jeannie, Cliff, Moira, Peter, + supervisors. Action: Emma to talk to Simon Merrett, Hamdon First Aid.

Fire Extinguishers are up.

Emma to teach Katherine and Lyn how to do payroll and VAT. Action: Emma

Emma to tell Louisa that £180 sales were made at the May Fayre – shop paid for stock but it won't have gone through the till as not sold in the shop. Action: Emma

FINANCE & BANKING

Bank balance £40,300

Emma – to add Xmas vouchers to the accounts. Action: Emma

End of year accounts. The contract has been signed with Chalmers. Everything in hand.

New bookkeeper – Action: Emma to speak to Trudy.

Sally – stepped down as Director as of 30.06.23

SHOP MANAGEMENT

Freezer door – the company won't give us another one as it wasn't fitted by certified people. Internal temperature is remaining steady but people need to turn on the air conditioning if it's warm in the shop. Action: all

Steve to service air conditioning will come in £90 +VAT.

Uninterruptable power supply is in so there is 30 minutes power for the till, card machine and payzone, router therefore giving the supervisors time to think about things and turn things off at leisure.

Shelving unit – Sue M has drawn a design with measurements and left for Ann. Action: Ann/Sue M to follow up.

Fridge. Ongoing.

Waste. Katherine is trying to get the Google spreadsheet to add up. Action: Katherine

Cleaning rota and freezer defrosting rota. Action: Katherine to talk to Claire.

Cleaning rota – Action: Ann/Claire

Fire drill. Action: Ann to speak to Claire.

VOLUNTEERS

The next volunteers email will include: Telling us about upcoming holidays in plenty of time, asking for a volunteer rep to join the committee and information about doing cardholder not present payments. **Action: Katherine**
Lynda is interested in joining the committee. **Action: Ann to talk to her**
Youngs – Lyn has emailed and had nothing back. **Action: Lyn to call**

EVENTS & ADVERTISING

Hambook – quarter page. Newsletter August. **Action: Katherine**
Flyer promo – **Action: Katherine.**
Facebook – send anything to Emma to add.

POLICIES

Grievances, employment, members privacy and volunteers privacy – Katherine has updated them post-covid. Safeguarding – she has added the email contact for the council as it no longer works 24 hours. These policies will be updated every three years.
Health & Safety – and ties in with fire assessment – Katherine has added a record sheet to the policy for assessments. **Action: Katherine/Sue M to sort our fire and health & safety.**
IT Security – Everything is up-to-date. Card payments for delivery (ie when the card details are taken over the phone) should be done when no-one else is in the shop and they should only be done by a supervisor, Ann, Claire or a volunteer who has been trained and signed the policy. **Action: Katherine to add onto volunteer email to say people will be trained and have to sign the form. Ann/Claire training.**

ANY OTHER BUSINESS

Ann is on holiday 16 – 23 July so cover is needed for the following days/times. **Action: All to tell Emma if you can cover any of them.**

Tuesday 18 July 11.45 – 4.45
Wednesday 19 July 7.15 – 12.15
Thursday 20 July 7.15 – 1.00
Friday 21 July 7.15 – 12.15

Lyn is away 22 July back on 7 August so cover is needed for Bookers and supervisors shifts on the following days/times. **Action: All to tell Emma if you can cover any of them.**

Monday 24 July 10.30 – 1.30
Monday 31 July 10.30 – 1.30

The shop has been nominated for Southern Enterprise Awards. Say yes until they ask for money. **Action: Sue W.**

NEXT MEETING

Thursday 20 July 4.45 in shop.

Stoke Shop Community Meeting 20 July 2023

Present: Katherine, Emma, Sue M

Apologies: Lyn (left meeting), Sue W, Ann

MATTERS ARISING

British Gas – The meters have been read. **Action: Emma to invoice the charity shop.**

Cash floats etc – Claire spoke to Josh and asked for some change. He said if it's a regular basis we can get a change card from the bank and Josh can do floats. Katherine to get a new paying in book. **Action: Katherine to research/ask the bank.** Cash needs banking on Monday.

DBS checks and first aid training for supervisors and some charity shop/our volunteers. Lisa, Ann Ashley, Louisa Gosney, Jeannie, Cliff, Moira, Peter, + supervisors – **Action: Sue M to follow up with Simon Merrett, Hamdon First Aid**

Calculating and posting payroll and pension. **Action: Emma to teach Katherine/Lyn**

FINANCE & BANKING

Katherine to remove Sally from the Lloyds account. **Action: Katherine**

Emma has added the Xmas vouchers to the accounts.

New bookkeeper. Emma has spoken to Trudy and she's not available. **Action: does anyone know someone; otherwise we'll have to call around local bookkeepers.**

SHOP MANAGEMENT

Freezers – Action: Supervisors need to check that they are all properly closed at the end of the day. **Action: all**

Steve Aldridge has serviced the air conditioning, free of charge this year only. (Katherine)

Fridge and shelving unit – Sue M has drawn a design with measurements and left for Ann. Discussed the need for a longer-term plan for the design of the stock room and work towards it as items need replacing/changing. **Action: Sue M, Ann**

Can the old chiller go to the tip? **Action: Katherine to investigate.**

Waste – Google spreadsheet is up and running. **Action: Katherine will sort and then train Ann and Claire.**

Cleaning rota and freezer defrosts. **Action: Claire/Ann to set dates. Katherine to speak to Claire**

Fire drill. **Action: Sue M to do on Monday with Ann**

VOLUNTEERS

Katherine sent out an email about holidays. She wants to talk to Ann and Claire about IT/cardholder not present first and who the trusted person is. Lynda is interested in being a volunteer rep and Lisa is interested in doing the training manual. **Action: Katherine will speak to them.** And possibly invite to meeting after next.

EVENTS & ADVERTISING

Hambook – Katherine has done.

Flyer promo – Katherine will reuse the A5 purple/green. It'll be £35/40ish for double sided – advertising the shop on one side and membership/volunteering on the other. **Action: Katherine to draft for September**

Skittles. Katherine and Sue discussed a donation for the World Challenge skittles fundraising. Agreed to donate a bottle of pink fizz that was donated to the shop and sweets/pop hamper for under 18s prize. Donation given in the form of a £15 voucher.

POLICIES

Fire and Health & Safety policies to be sorted – **Action: Katherine/Sue M to meet on Thursday 3 August.**

IT Security – Everything is up-to-date. Card payments for delivery (ie when the card details are taken over the phone) should be done when no-one else is in the shop and they should only be done by a supervisor, Ann, Claire or a volunteer who has been trained and signed the policy. **Action: Katherine to add onto volunteer email to say people will be trained and have to sign the form. Ann/Claire training.**

ANY OTHER BUSINESS

Ongoing - The shop has been nominated for Southern Enterprise Awards. Say yes until they ask for money. **Action: Sue W.**

NEXT MEETING

Suggested date: Friday 11 August at 4.45 in the shop. **Action: All to tell Emma if this is convenient**

Stoke Shop Community Meeting 11 August 2023

Present: Lyn, Katherine, Sue W, Sue M, Ann

Apologies: Emma

MATTERS ARISING

Emma has decided to step down from the Committee due to time constraints with family & work. She will continue to organise invoices for the charity shop, post office and wages until the end of the month. She will also continue to liaise with Chalmers re year end reporting (for FCA filing) for 22/23 fiscal year. **Action: Emma to show Lyn/Katherine how to do them for future weeks**

Calculating and posting payroll and pension. **Action: Emma to teach Katherine/Lyn**

Cash floats etc – Katherine spoke to Lloyd's Bank and put in a request for £250 per week. We will be issued with a book for requesting float from Queen's Camel Post office. After discussion with Josh and Committee it is probably easier to just get our float from Norton Post Office. **Action: Katherine**

Claire will continue sorting the cash floats. Please check there is not an obstruction stopping the safe from locking. Take receipts out of the safe. **Action: All Supervisors/Managers**

Sally used to keep bundles of the receipts and do the reconciliation on an Excel Spreadsheet. **Action: Lyn to discuss with Sally whether we could have the data on a memory stick**

First aid training for supervisors and some charity shop/our volunteers. Lisa, Ann Ashley, Louisa Gosney, Jeannie, Cliff, Moira, Peter, + supervisors.

Sue M spoke to Simon Merritt about the offer of 10 Spaces for First Aid training and he will send a few dates through so we can choose one to complete a 2-hour training session including use of a defib. **Action: Sue M to follow up**

DBS checks – **Carry forward**

FINANCE & BANKING

Katherine to remove Sally from the Lloyds account. **Action: Katherine&discuss with Emma when she wishes to be removed**

New bookkeeper. Lyn has found a possible bookkeeper from the Hambook. Sandi Amos, Chrysalis Accounting Services, South Petherton. £35 per hour. Ask Emma to make a list of what we want the bookkeeper to do. **Action: Katherine/Lyn**

The quarterly VAT is paid, this is handled by Emma and Louisa so will need to be included in Emma's handover

Katherine will continue to take invoices to Louisa until Sept as her son is having hospital treatment. **Action: Katherine**

SHOP MANAGEMENT

Fridge and shelving unit –Discussed the need for a longer-term plan for the design of the stock room and work towards it as items need replacing/changing. **Carried forward**

Can the old chiller go to the tip? Katherine looked into this and because they are large & commercial waste, we would need to pay a registered waste carrier to take and dispose of them. Quote of £240 received.

The Committee decided to try on Marketplace. **Action: Sue W to take photos and post**

Waste – Google spreadsheet is up and running for Ann & Claire to record. **Action: Ann/Claire to record for the accountant and so they have a clearer view of what items aren't selling**

Ann reported that Whole milk and Warburton orders have been reduced

Cleaning rota and freezer defrosts. Defrosting Freezers up to date and cleaning rota's ongoing

Fire drills have been going well and recorded for our records. Check on shifts to make sure everyone has done one and aware of fire exits. **Action: Sue/Lyn to find what3words to add to Fire Procedures**

PAT tests – **Action: Katherine to ask Simon/alternatively Cliff with a donation of £20 to Community Health Project**

CCTV – test done awaiting report – **Action Katherine to chase up report**

Payzone – A customer comes in on Saturday with a Guardian payment card instead of the vouchers. It has to go through Payzone. **Action: KR to ask Louisa to check payments**

Receipt machines - change as soon as the red appears before then run out – **Action: All to remind volunteers**

Stocking shelves –some overstocking of shelves and mixed stock dates– **Action All to remind volunteers the importance of not doing this**

VOLUNTEERS

Katherine spoke to Lynda re being our Volunteers Rep and Lisa re Training Manual and will invite both to September's meeting.

Lisa has also agreed to step in as a Supervisor on Tue afternoon while she is on shift if required.

Simon Hulber is interested in volunteering and possibly joining the Committee. It was agreed that before he joins the Committee, he would find it helpful to do some shifts to get a better understanding of how the shop works. **Action: Lyn to discuss with Simon**

Volunteers thank you party to be held at The Lighthouse Fri 6 Oct 6.30pm. Venue booked.
Action Sue M to organise

EVENTS & ADVERTISING

Flyer promo – Katherine will reuse the A5 purple/green. It'll be £35/40ish for double sided – advertising the shop on one side and membership/volunteering on the other. **Action: Katherine to draft for September**

Skittles.World Challenge skittles fundraiser – raised £260. Many thanks to the Community Shop for their kind donation.

Village Newsletter– Thank Sally her hard work and contribution to making Stoke Community Shop a success. Emma to be included in October/November newsletter – **Action: Katherine**

Hambook – standard quarter page booked for September

POLICIES

Fire and Health & Safety policies to be sorted – **Action: Katherine/Sue M to meet on Thursday 17 August at 3pm.**

ANY OTHER BUSINESS

Ongoing - The shop has been nominated for Southern Enterprise Awards. Say yes until they ask for money. Email received at the shop saying we have won subject to payment. We have decided not to participate. **Action Sue W to reply**

AGM to be discussed – **Action: Katherine to find out when we need to do one by**

Upcoming Managers/Supervisors Holidays

Ann -25thSept– 2ndOct,

Katherine -13th- 20th Oct

Sue W - 13th– 16th Oct

Sue M -7th Sept & 14th Oct – 6th Nov

Claire - ? – **Action Ann to add holidays &_print off Sept – Nov rotas for us to look at and ensure we can cover**

NEXT MEETING

Friday 8 September 4.45 pm - Discuss succession planning & how we can work smarter.

Stoke Shop Community Meeting 29 September 2023

1. Apologies

Present: Lyn, Katherine, Sue M, Sue W, Lynda McCulley, Simon Hulber

Apologies: Ann, Claire

2. Minutes of the last meeting

Approved

3. Matters arising

Handover meeting with Emma:

- Lyn to handle PO and charity shop invoices. A Climate Change Charge for Charity Shop was added at 1p per day but should be £1p per unit in future.
- Katherine to contact Sally Davey for archive accounts (2020-2022) and store in her attic. Query whether till receipts need keeping - possibly needed for charge backs
Action: Katherine
- In the absence of a Treasurer, Katherine to take over liaison with Louisa. Includes invoicing queries, supply of bank statements and going paperless, etc. **Action: Katherine**
- HMRC: query outstanding re Corporation Tax. Richard Keylock (accountant) informed HMRC 2.5 years ago that he believed we didn't need to pay as we are a non-profit organisation ; HMRC then decided we had finished trading; Emma contacted them and said we're still trading and asked for a reply to original query. We have reserves to cover possible request for payment. **Action: Await response from HMRC**
- The quarterly VAT is paid by direct debit and calculated by the bookkeeper- **complete**
- HMRC: Katherine to be given govt gateway login by Emma – **ongoing – has the reference but needs to go via Emma for her phone to receive code then transfer**
- Chalmers: Emma engaged them with the understanding that we must file by 30.09.23. Query sheet due, this needs to be handled as soon as it is received. She will chase and report back. Also need this info to set up AGM. **Action: Emma**
- Katherine is in receipt of printed bank statements and will store the Barclaycard printed payment invoices. Looking into going paperless **Action: Katherine**
- Lyn and Katherine to be given full access to Xero. Katherine to ask Emma for log-in & check if there is an extra charge for adding an extra admin. **Action: Emma & Lyn**
Chrysalis Accounting, Sandi Amos – more expensive than Best Kept Books at £35/hour. Lyn says she will find out if the firm would work out cheaper and also do payroll. **Action: Lyn, Emma & Katherine**
- Management document has been set up by Katherine in google docs to record all essential company info; need to check who all the contracts are in the name of. All addresses are either company address (Lyn's address) or shop except Lloyds Bank, which is Katherine's. Committee and Managers can access this via Google; let

Katherine know if you want the document shared with you so you can add content.

Action: Katherine, Committee Members, Managers

- Calculating and posting payroll and pension. Emma is happy to continue to process until either Treasurer or bookkeeper takes over. **Action: Emma**
- Emma to ask Louisa if her business can handle payroll and the cost. Louisa has joined forces with another bookkeeper to form Rock Solid Accounting UK and may now be able to handle payroll. RSA have sent a letter & contract & want paying in advance and suggest taking over payroll. Lyn and Katherine to read contract and sign if satisfied. **Action: Katherine & Lyn** Emma to generate p60s for Anna and Claire (annual requirement, end of tax year) **Action: Katherine to speak to Emma**
- Lyn now has personnel records to store – ask Ann Davison to sign contract. Lyn thinks there is a signed version of the contract and will see if she can find it. **Action: Lyn**
- Cash floats etc – Sideline the float arrangement with Queen Camel PO/Lloyd's Bank. Lyn will bank cash and get float from Norton Post Office as they have no problem with doing this **Action: Lyn – ongoing**
- Reconciliation on an Excel Spreadsheet. Lyn now has the spreadsheet and will do reconciliation using it. **Action: Lyn**
- First aid training for supervisors and some charity shop/our volunteers. Lisa, Ann Ashley, Louisa Gosney, Jeannie, Cliff, Moira, Peter, + supervisors. **See H&S**
- DBS checks – **Carry forward**

4. Finance / Budget

Total in current account as of 29.9.23 : 40,578

Savings: £13,535.42

Katherine has removed Sally from the Lloyds account.

Emma will be removed when she has ceased accounts/payroll work for shop

Lyn paid cash for Bookers – ask Louisa how she would like recorded **Action: Katherine**

5. Shop management, stock & equipment

Longer-term plan required for the design of the stock room. Need to leave room for delivery cages. Lyn to speak to Cliff at Community Hub if they wish to take on **Action: Lyn**

Cliff will do the PAT checks on 8 October

Simon Hester checked chiller 3 and put a crate behind for more ventilation.

Payzone – Katherine has confirmed £3.80 is being received from Payzone each week for Guardian newspaper voucher. Receipt to be put in Louisa's invoice folder. **Action: KR to**

inform Louisa about this payment/receipt; All – put receipt in folder when received each Saturday - ongoing

Stocking shelves –some overstocking of shelves and mixed stock dates– Action All to remind volunteers the importance of not doing this

There are still cashback issues. Remind volunteers we need Merchant copy & receipt from the till Action: All

Discrepancy in Woman's Weekly returns observed, 1 issue short each week. Agreed it was difficult to detect whether someone is stealing but to keep an eye out. Action: All

Bulk orders – Lyn will revisit getting deliveries from Bookers/Bestway etc to cut need for twice weekly trips to wholesalers. Aim is to make it safer for Volunteers as items will be delivered by cage, be less reliant on Committee members going to wholesalers etc. Action: Lyn

6. Volunteers

Welcome to Simon Hulber who is attending his 1st meeting as a non-voting member of the committee and has completed his first few shift in the shop.

After a discussion how to get more Volunteers it was agreed we would offer an incentive if an existing Volunteer introduces a new person to work in the shop and they become a Volunteer. The incentive is a £5 Voucher. Lynda announced at the Volunteers Party

Training Manual – Lynda and Lisa to be given access so they can comment / make suggestions about content. Action Katherine

7. Marketing, communications & shop events

Village Newsletter – September message was not published so it will be resubmitted for October: Thank Sally her hard work and contribution to making Stoke Community Shop a success & request for Treasurer. Plus request for Volunteers and Committee members. Agreed that we need to say the committee needs support as there aren't enough of us to manage the running of the company. Katherine will write and circulate before submitting for publishing Action: Katherine

Hambook – We had a free upgrade to the front page in September - a big thank you to Ruth Chant for thinking of us. Standard quarter page booked for October. Decide whether we want a FP Nov and Dec at next meeting. Action: Katherine

Facebook - Lyn to speak to George Paulton re Facebook access which he set up for us Action: Lyn

- Lyn to ask Moira if she would record a video to promote the shop on Facebook Action: Lyn

8. Health & safety

Fire and Health & Safety inspection by Katherine/Sue M on Thursday 17 August. The H&S document was emailed to the Committee. Katherine needs to arrange time to discuss with Ann/Claire to decide actions, training etc and then add to Volunteers training manual.

Action: Katherine, Ann, Claire

First Aid training has been arranged by Sue M for Thursday 23 November at 5pm in the Hamdon First Aid, North Street Workshops. It will be a 90 minutes training session and cover CPR & Defibrillator and general first aid.

9. SSHCSL Members & governance

AGM : We can have one 3 months either side of Nov 11 but must have 22-23 finance report before we can progress. 2 of the committee – Katherine and Lyn – for re-election. Co-opt Simon onto the Committee. Provisional date set of Friday 17 November - Katherine to check Lighthouse Action: Katherine

Emma stood down as Director effective 20.08.23

10. Any other business

Shop Window security – Simon suggested shutters or failing that some kind of blind. After discussion it was agreed Simon could measure the window and look into how we could make the window more secure and if planning permission would be required and report back to the meeting of options and costs. Action: Simon

11. Date of next meeting

20.10.23, 4.45pm - Apologies Sue M NB this meeting was postponed till 3-11-23 because insufficient Directors able to attend

Stoke Shop Community Shop Meeting 03 November 2023

1. Apologies

Present: Lyn, Katherine, Sue W, Lynda McCulley, Simon Hulber, Ann Davison

Apologies: Sue M

2. Minutes of the last meeting

Approved

3. Matters arising

- Katherine to contact Sally Davey for archive accounts (2020-2022) and store in her attic. **Completed**
- Katherine to take over liaison with Louisa in absence of a Treasurer. **Ongoing, process is being streamlined to ensure all required info is sent to Louisa and queries are dealt with regularly rather than at year end.**
- HMRC: query outstanding re Corporation Tax. **Carried forward: awaiting response from HMRC**
- Chalmers: **Carried forward – Emma still liaising, issues with some payments at start of the 22-23 but most queries now resolved. However, we may be charged more than the initial £1k+vat quoted by Chalmers. Emma will let us know any extra charge, for approval, and when report ready for sign off, so we can then file with FCA and schedule AGM. Issues include not having a cash record. See 4. Finance /budget**
- Katherine is in receipt of printed bank statements and will store the Barclaycard printed payment invoices. Looking into going paperless **Completed: paperless for Lloyds bank statements from November. Katherine has also cancelled a c£5 monthly payment for an accounting app that we don't use.**
- Lyn and Katherine access to Xero. **Ongoing: Katherine has access; Lyn should be able to access - Katherine to send login info for Lyn to do password reset if necessary.**
- Chrysalis Accounting, Sandi Amos. **Action: Lyn to set up meeting to discuss what we require from a bookkeeper. Katherine to attend to provide supporting information.**
- Payroll and pension – transfer to RSA. We are paying Louisa to do payroll but the handover has not happened. Timesheet system needs to be set up and Emma to liaise with Louisa. **Action: Katherine to ask Emma to complete handover including setting up timesheet system for Ann and Claire**
- RSA contract. **Completed: Contract signed by Katherine in order to continue service, week's notice of severance required to break contract. 2 outstanding elements to resolve – payroll (see above) and Daily till reports – see 4. Finance /Budget.**
- Emma to generate p60s for Anna and Claire (annual requirement, end of tax year) **Action: Katherine to speak to Emma**
- Lyn now has personnel records to store – ask Ann Davison to sign contract. Lyn thinks there is a signed version of the contract and will see if she can find it. **Completed**

- Cash floats etc – Sideline the float arrangement with Queen Camel PO/Lloyd’s Bank. Lyn will bank cash and get float from Norton Post Office as they have no problem with doing this. **Completed: Lyn will also consider banking cash more than once a week, if necessary**
- Reconciliation on an Excel Spreadsheet. Lyn has the spreadsheet for reconciliation. **Completed but see – see 4. Finance /Budget re daily till reports**
- DBS checks – **Carried forward**
- Lyn paid cash for Bookers – Katherine to ask Louisa how she would like recorded **Completed – use debit card, cash payment not a good idea, Cash now being paid in to PO and Lyn paying with DC.**
- Shop Window security – Simon got a quote from Wessex Industrial Doors for an internal security grill, which was recommended by the firm. £2,310+vat. Decided that this wasn’t a priority but we did need better security. Suggested a purple blackout blind with shop logo that could be pulled down when the shop closed and wouldn’t interfere with window decorations. Simon Hulber will contact Hillary’s blinds and Katherine will send him logo and colour. **Action: Simon Hulber and Katherine**

4. Finance / Budget

Total in current account as of 03.11.23: **£40,280.57**; Savings: **£13,560.54**

Bookkeeping requirements: Audit by Chalmers has led to a number off bookkeeping requests including:

- at the very least recording all the cash at year end (29/02/24)and ideally every week, if not every day, and for this to be recorded on Xero **Action: Lyn**
- all things bought for shop use must have an invoice and/or receipt; anything bought without a shop card/not via the business account must be reclaimed via the official expenses form and include the invoice and/or receipt **Action: All**

Daily cash sheets: Louisa has requested the completion of daily cash sheets. Rather than set up a new process, Katherine has sent her an example of the existing weekly till reconciliation sheets used and asked her to add the fields that will provide all the info she needs. These can then be sent to her weekly. **Action: Katherine**

VAT return July-Sept 23 – signed off by Katherine and will be paid by DD. One change on the return- Louisa was asked to remove VAT from the PO rental as we don’t charge VAT on the rent. She asked for a rental agreement which details this. Lyn has written agreement and sent to accounts for logo to be added; Katherine to add and return to Lyn for forwarding to Queen Camel PO. **Action: Katherine & Lyn**

5. Shop management, stock & equipment

Longer-term plan required for the design of the stock room. Need to leave room for delivery cages. Lyn to speak to Cliff at Community Hub if they wish to take on **Action: Lyn – Carried forward**

Cliff PAT checks 8 October **Completed**. Pat form stored in folder in office with electrical testing and lease. **Noted: damaged flex on FRZ 2 which has been sealed with insulating tape and 13a fuse on till PC which has been replaced with correct rated 3a fuse**

Payment for PAT checks: as Repair Shed may not continue, it was agreed that we would pay Cliff a small gratuity in the form of a bottle of whisky (or similar). Katherine to check with Louisa how we should record this for bookkeeping records. **Action: Katherine**

Cliff recommended adding wall sockets in store room to avoid use of multi-socket extensions, in particular in workstation area. Lyn will contact Phil Higgins to get quote for extra sockets. **Action: Lyn**

Payzone Saturday Guardian Voucher. Louisa has requested all of these receipts. She will scan in all to date and add to Xero – Katherine will drop them round to her w/c 6-11/23. From 3-11-23, asks Volunteers to put this receipt directly in the yellow invoice folder and the newspaper should not be rung through the till. **Action: Katherine & Supervisors**

Stocking shelves –some overstocking of shelves and mixed stock dates– still happening
Action: All to remind volunteers the importance of not doing this

Bulk orders/deliveries from Bookers/Bestway. Lyn unable to contact Bestway. **Carried forward**

Equipment repairs: please put request in handover book or if urgent send a whatsapp.
Action: all

Simon Hester has repaired door spring on chiller 3 and ordered batteries for phone handsets and will put them in when they arrive. **Action: Simon Hester**

Chiller cleaning: Claire will do on Weds afternoons when it's quiet and will record in blue book in office. Simon Hulber has offered to help on an ad hoc basis. **Action: Claire, Ann & Simon Hulber**

6. Volunteers

Volunteers' email: Lynda's feedback from Volunteers' event was that Volunteers needed clearer info on what skills/commitment is needed. Katherine has written a list of ideas and will include in a Volunteers email next week and liaise with Lynda on what else needs to be included, such as a request for cakes for the Children in Need cake sale on 17 November.

Action: Katherine and Lynda

The shop is a business that's run by the directors of the company that form the committee. We do lots of things behind the scenes to keep it operational but there are now too few people doing too many tasks. What the shop needs from new committee members/directors includes...

- *Finance - we need a treasurer to oversee our accounts and to get involved in how we manage the business - from simple areas such as daily float preparation and reconciliation to liaising with the bookkeeper and the chartered accountant plus preparing budgets and researching better deals on things like the card payment device, telecoms, insurance, electricity, epos etc*
- *Stock buying - do regular trips to the wholesalers to buy and deliver stock*
- *Supervisor shifts - commit to a regular 3-hours shift where you're in charge*
- *What we sell and who we order from - research providers, prices and delivery costs to see if we can improve our range, cut costs and get more products delivered*
- *Marketing - ideas for how we can promote the shop, its services and shop membership - from leafleting to social media - and putting the ideas into action*
- *Fundraising to help us improve the shop and what we offer - identify what we need to fund; identify funding sources and write the applications.*
- *Training - identify training needs, find out where the courses are and cost them*
- *Employment - research apprenticeship schemes and submit our details to see if we're eligible*
- *Equipment & maintenance - researching refrigeration maintenance contracts, pricing up required equipment*
- *Sustainability - how do we make our business greener?*

Training Manual – Katherine will send word doc to Lisa and Lynda this week so they can start taking a look at document and advise of additions required etc. **Action: Katherine, Lynda & Lisa**

Volunteer training evenings– Katherine suggests Lynda takes over organising these as it ties in with the training manual. She can add this to next week's volunteer email. Lynda also suggests arranging socials every 2 months. **Action: Katherine and Lynda**

Lynda asked whether Volunteers could become Supervisors. Lyn said main restriction was access to safe and minimising risk. Currently only paid managers and Directors carry out supervisory duties because of the extra responsibilities, hence the board's request for more people to join.

Possible new Volunteers: Chrissie and Dickon Allen with retail and HR skills have expressed interest in getting involved. Lyn will contact to discuss how they can get involved **Action: Lyn**

7. Marketing, communications & shop events

Village Newsletter – NOVEMBER – children in need 17 nov; stir up Sunday 26 nov; agm notice – plan to hold it in Nov or Dec; request for Committee members (modified from Oct) and linking it to AGM and putting themselves forward for election

DECEMBER: Xmas greetings, Shop local, Xmas opening times; orders and home deliveries.

Deadline for submissions 16-11-23

Action: Katherine

Hambook – NOV IS ¼ PAGE, DEC WILL BE FP. DEC Hambook: Standard xmas meeting and Xmas opening times. Suggested that we close on Xmas Eve and NYE but pointed out that there will be newspapers and it's the time of year when there will be the big Xmas Sunday supplements, Following times agreed, which Katherine will also put on the shop website: 24/12 8.30-10.30am; 25 closed; 26 8-12noon; 31/12 8.30-10.30am, 1/01/24 8-12noon

Action: Katherine

Facebook - Lyn to speak to George Paulton re Facebook access Carried forward

Lyn to ask Moira to record a video to promote the shop on Facebook Carried forward

8. Health & safety

Fire and Health & Safety inspection Katherine to arrange time to discuss with Ann/Claire to decide actions, training etc and then add to Volunteers training manual. Katherine will try to arrange meeting with Ann and Claire next week Action: Katherine

First aid training for supervisors and charity shop/our volunteers: 23 November

9. SSHCSL Members & governance

AGM : We can have one 3 months either side of Nov 11 but must have 22-23 finance report before we can progress. Still awaiting accounts to file with the FCA so we can present Income/Expenditure report to Members at the AGM Carried forward

See rules re the accounting info we need to provide: *If the membership vote for unaudited accounts, the society's Income/Expenditure Ledger shall be scrutinised by the secretary and directors of the society only and signed, as a true record, by the secretary and two directors of the society or such other number as may be required by legislation. An Income/Expenditure report will be prepared to present to the society's members at each Annual General Meeting.*

NB: We require at least 3 Directors to remain quorate. The current directors can appoint Directors, who must stand down at next agm to be appointed by members. We can also co-opt Non-voting members onto the board who don't have to be elected.

Future of the business: Lyn mentioned option of selling business as a going concern if we fail to recruit sufficient number to Board of Directors to remain quorate and able to run the shop. Katherine said this would be something that would need to be put before Members.

10. Any other business

None

11. Date of next meeting

24.11.23, 4.45pm

Stoke Shop Community Shop Meeting 30 November 2023

1. Apologies

Present: Lyn, Katherine, Sue W, Lynda McCulley, Simon Hulber, Sue M

Apologies: Ann

2. Minutes of the last meeting

Approved

3. Matters arising

- Katherine to take over liaison with Louisa in absence of a Treasurer. **Process is being streamlined to ensure all required info is sent to Louisa and queries are dealt with regularly rather than at year end. - Ongoing due to bereavement**
- HMRC: query outstanding re Corporation Tax. **Ongoing awaiting response from HMRC**
- Chalmers: Emma still liaising, issues with some payments at start of the 22-23 but most queries now resolved. However, we may be charged more than the initial £1k+vat quoted by Chalmers. Emma will let us know any extra charge, for approval, and when report ready for sign off, so we can then file with FCA and schedule AGM. Issues include not having a cash record. **Action: KR to Ask EH for completion date**
- Lyn and Katherine access to Xero. **Ongoing: KR has access; LF should be able to access – Action: KR to send login info for LF to do password reset if necessary.**
- Chrysalis Accounting, Sandi Amos. **Action: LF to set up meeting to discuss what we require from a bookkeeper. KR to attend to provide supporting information.**
- Emma to generate p60s for Anna and Claire (annual requirement, end of tax year) **Completed Already issued in Apr 23**
- DBS checks – **Carried forward**
- Shop Window security –The Grill for the shop has been ruled out due to expense. Hilary Blinds & 2 other companies are invited to quote for a purple blind, preferably with our shop logo. Blind to be positioned further out from the window to keep the window ledge free for crafts and displays. **Action: SH and KR**

4. Finance / Budget

Total in current account as of 30.11.23: **£42,541.96**; Savings: **£13,575.51**

Bookkeeping requirements: Audit by Chalmers has led to a number off bookkeeping requests including:

- at the very least recording all the cash at year end (29/02/24)and ideally every week, if not every day, and for this to be recorded on Xero Action: LF
- all things bought for shop use must have an invoice and/or receipt; anything bought without a shop card/not via the business account must be reclaimed via the official expenses form and include the invoice and/or receipt Action: All

Daily cash sheets: Louisa has requested the completion of daily cash sheets. Rather than set up a new process, Katherine has sent her an example of the existing weekly till reconciliation sheets used and asked her to add the fields that will provide all the info she needs. These can then be sent to her weekly. Completed – Louisa will accept as a PDF

VAT return July-Sept 23 – signed off by Katherine and will be paid by DD. One change on the return- Louisa was asked to remove VAT from the PO rental as we don't charge VAT on the rent. She asked for a rental agreement which details this. Lyn has written agreement and sent to accounts for logo to be added; Katherine to add and return to Lyn for forwarding to Queen Camel PO. Completed VAT removed from PO rental. PO agreement signed in March 2020 and Louisa has this now.

Gratuities for services to the shop should be recorded on the shop waste sheet. Completed

Everything in EH name needs to be changed to KR – Action EH/KR

5. Shop management, stock & equipment

Longer-term plan required for the design of the stock room. Need to leave room for delivery cages. Lyn to speak to Cliff at Community Hub if they wish to take it on Action: LF

Cliff recommended adding wall sockets in store room to avoid use of multi-socket extensions, in particular in workstation area. Lyn will contact Phil Higgins to get quote for extra sockets. Action: LF

Bulk orders/deliveries from Bookers/Bestway. Lyn unable to contact Bestway. Action: LF
Carried forward

Supervisor Card - A second supervisor card is needed – Action LF/KR

Minimum wages – Rate increases in April 24 and will affect Claire's wages. Action: LF/KR to discuss with Ann & Claire

Walls ice cream rep asked if we want cameras in our freezers so they can see when we need stock – **It was agreed that we would prefer to control our own stock and turn down the offer.** Action: AD

Carrier bags required – Action: LF

Stocking shelves – A number of duplicate products are being put on the shelves when there is a gap. Action: All Supervisors to keep a check and advise volunteers

Waste list - All staff need to be more specific when writing down waste/half price – Action: All supervisors to tell volunteers

Ann & Claire are doing all Hunts orders now and checking that all products will return a reasonable profit before ordering them – Action: Ann/Claire

Card Payment machine – Our payment device needs replacing and we have been offered a mobile WiFi unit. However, we need a fixed terminal. Action: KR to speak with Dave Stidson who has just purchased a new one for the club.

Printer – Simon Hester cleaned the printer but we really need a new printer. KR found a HP office Jet Pro 8025e for £109 + VAT Action: KR to check measurements and buy a new suitable printer

Coin Weighing Machine – a new machine is required – Action: LF to buy a new one

6. Volunteers

We have a new volunteer – Jules. Welcome to the team.

Volunteers Christmas gift - £10 voucher for volunteers who have actively volunteered this year. Action: Ann

Volunteers Christmas get together. Mon 18 Dec in the shop with Mince Pies, Mulled Wine etc. To be discussed further at December meeting. Ongoing

Volunteers Skittles evening to be organised in WMC in January – Action: LM

Training Manual – Katherine has sent a word doc to Lisa and Lynda so they can start taking a look at document and advise of additions required etc. Action: KR, LM & Lisa - Ongoing

Volunteer training evenings– Ongoing Action: KF/LM

Possible new Volunteers: Chrissie and Dickon Allen with retail and HR skills have expressed interest in getting involved. Lyn will contact to discuss how they can get involved Action: LF

7. Marketing, communications & shop events

Village Newsletter – DECEMBER: Xmas greetings, Shop local, Xmas opening times; orders and home deliveries. Completed

Hambook – JAN/FEB ¼ PAGE, DEC Hambook: Following times agreed, which Katherine will also put on the shop website: 24/12 8.30-10.30am; 25 closed; 26 8-12noon; 31/12 8.30-10.30am, 1/01/24 8-12noon **Action: Katherine**

Facebook - Lyn to speak to George Paulton re Facebook access **Carried forward**

Lyn to ask Moira to record a video to promote the shop on Facebook **Carried forward**

8. Health & safety

Fire and Health & Safety inspection Katherine to arrange time to discuss with Ann/Claire to decide actions, training etc and then add to Volunteers training manual. Risk assessment sent to Ann & Claire to see what they know. **Ongoing**

First aid training for supervisors and charity shop/our volunteers - completed on 23 November. SM to thank Simon Merritt & Mandy and send them a list of names for a certificate or something written on headed paper for our records. **Action: SM**

9. SSHCSL Members & governance

AGM : We can have one 3 months either side of Nov 11 but must have 22-23 finance report before we can progress. Still awaiting accounts to file with the FCA so we can present Income/Expenditure report to Members at the AGM **Carried forward**

See rules re the accounting info we need to provide: *If the membership vote for unaudited accounts, the society's Income/Expenditure Ledger shall be scrutinised by the secretary and directors of the society only and signed, as a true record, by the secretary and two directors of the society or such other number as may be required by legislation. An Income/Expenditure report will be prepared to present to the society's members at each Annual General Meeting.*

NB: We require at least 3 Directors to remain quorate. The current directors can appoint Directors, who must stand down at next agm to be appointed by members. We can also co-opt Non-voting members onto the board who don't have to be elected.

Future of the business: Lyn mentioned option of selling business as a going concern if we fail to recruit sufficient number to Board of Directors to remain quorate and able to run the shop. Katherine said this would be something that would need to be put before Members.

10. Any other business

Christmas Olaf raffle tickets – 50p ticket. Raffle to be drawn on 23 Dec

Elf on Shelf – Children who find it to be offered a lolly.

Children in Need cake sale raised £275.17. Note; for our next cake sale get an extra volunteer to help with selling them as it slowed down shop sales

11. **Date of next meeting** **Thursday 14 December 1645 – postponed**
till 11.01.24 because of insufficient directors able to attend