

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 14 January 2022 at 4.45pm in the Shop

Present: Lyn Foley, Katherine Rake, Sue Menzies, Sue Wright, Rosemary Stibbon, Ann Davison, Sally Davey, Emma Herrod

1. **Apologies:** None
2. **Minutes of Last Meeting:** Agreed as correct
3. **Matters Arising:**

i Debit cards: 3 new cards need to be recorded. **ACTION: Lyn, Sally, Katherine**

li) Amazon account changed

lii) Bookers – duplicates still appearing on shopping list. Volunteers need to be aware/ reminded to check stock room levels before putting note on whiteboard. **ACTION Katherine**

lv) Kenny: Martin rang Katherine re shelf edge labelling. **ACTION: Katherine – Later**

v) Drinks chiller – **Lyn to follow up previous Action**

4. **Finance and Banking:**

Sally: £55,747.74K at the Bank. Profit as at Nov/Dec Financial Year 2021/2022 £37,505 showing a good average.

Emma: Dealing with queries from Accountant on Membership. VAT returns done.

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

- Katherine: shelf edge labels can be generated and customised on our system. Further research to be done: **ACTION Katherine**
- Year End Stock Take – Andy from Ilminster doing for £250-£300 on 27 February starting in Stock Room. After closing at 12noon doing shop stock. Need to confirm to him margins we work on. Run stock down in February. Issues on computer not costed, so don't know profit. Ann and Peter do regular stock checks. Update for Stock Take Waste Book – milk and biscuits. Charity Shop – in Pending on Till. **ACTION Lyn**
- Bruton: need to ZERO all non-Bruton milk bought while Bruton were out of action.
- AAA batteries: remind Volunteers to scan the bar codes.
- Best Before Dates – items can be half-priced. Use By Dates: items must be removed.
- Profit margins – couple of areas marked and adjusted.
- Equipment: screen carry forward
- Printer inks: £22.00 per 700pp per month – check machine app.
- Photocopying for customers: charge at 10p per sheet black or colour. **ACTION: how to charge copying on till.**
- Noticeboard adverts: note date put up; what paid for, what not. Volunteers to be reminded. Charge 25p per week with time limit of 6 weeks for non-paying ones. After 6 weeks to be taken down and put in Blue folder of plastic reference sleeves: **ACTION Rosemary to provide Blue folder.**

6. **Volunteers:**

- Betty in next Thursday, then off to Australia til 12 March.
- Chris Bartlett Tuesday mornings?

- Bill Southcombe comes in as and when needed
- Hamish is back regularly.
- Volunteer Rota is on line.
- Cash Back: minimum spend £1; maximum pay out £30 and PIN no. Required.
- Lee doing well.

7. Marketing/Communications/Events

- Window: Valentines Day next; Mothers Day after that and flowing display into Easter.
ACTION Sue M
- End February/beginning March: our 3 Year Anniversary.
- Hambook entries: Jacob Hamper; orders; Volunteers. **Action: Katherine**

8. Health and Safety:

- Segrew: looking at slatted ends for shelf bottoms
- Fire extinguishers - ?ask Jim?

9. Members and Governance

- Data Privacy: Emma is going to register us and add Data Controller and keep for a year. Note leaving dates and delete personal identify information.
- Volunteers' spreadsheet: information update form: need to contact shop if have accident;
- Next of Kin or designate who to contact info in an Emergency. **ACTION: Katherine**
- Privacy Statement/ Disciplinary / Health and Safety Policies all being updated by Katherine.
See Addendum 1 for suggested amendments
- Wet Floor sign: put out in shop when raining as floor becomes slippery; instruction note in Training manual.
- Need a Volunteers' file record of "Documents Seen" etc
- Evacuation in case of Fire / Emergency: test run to be organised.
- H&S procedures for Volunteers
- Recruitment: think about documents being made available.
- Safeguarding: Director responsible: **LYN**
- **Katherine** is sorting details in next couple of weeks.
- Premises Licence: no information as yet from South Somerset DC; no Certificate sent through but is being 'progressed'. Detail to go on a purple and white sign over door in due course?

10. Any Other Business:

- Lyn reported Finances show we are now able to hire an Assistant Manager from beginning of next Financial Year 2022-23. Advertise in February Newsletter Job Opportunity 22hrs per week: talk to Ann/Lyn if interested. **ACTION Katherine**
- Suggestion that Martin should be paid for his time hosting e-mail and platform.

11. **Date of Next Meeting:** Friday 11 February 4.45pm in Shop.

Addendum 1: amendments to shop policies

Privacy Statement for Members/GDPR

Insert following line at end:

SSHCSL is a data controller and is registered with the Information Commissioner's Office, as required by the Data Protection Act 2018.

4. Data retention

Katherine to check that leaving dates are recorded and data is deleted on the Membership master spreadsheet, as required by our policy

This has been updated to explain mem

Privacy Statement for Volunteers/GDPR

Query

Where is the master Volunteers' spreadsheet being backed up? Need cloud storage (add to drop box?)

1st paragraph

Update first sentence and add ICO information:

This Privacy Statement explains how we use any personal information we collect about you when you become a Volunteer with Stoke-sub-Hamdon-Community Shop Limited (SSHCSL) Community Benefit Society (CBS). SSHCSL is a data controller and is registered with the Information Commissioner's Office, as required by the Data Protection Act 2018.

3. 3. How we store the data collected and our security precautions

Suggest following amendments, which need to be complied with by the Volunteers' organiser and Committee Members:

*We keep your contact information as a printed copy of **names, telephone numbers, addresses and email addresses** in the green Volunteers' Rota Folder, which is kept behind the till in the Shop.*

*A full record of the information you give us is available to ~~the Chair and~~ the Volunteers' organiser of SSHCSL on a password-protected file on **Stoke Community Shop's office** ~~their respective~~ personal computer. ~~s and it~~ **Limited information will** ~~may~~ be shared with other members of SSHCSL Committee if necessary for carrying out the business of operating the shop. They may have a printed copy of your details or it may be stored on their PC.*

*The Volunteers' Organiser stores completed Volunteer Application Forms in a filing cabinet at **Stoke Community Shop's office**. ~~their home address.~~*

4. Data retention

Ann – please check that leaving dates are recorded and data is deleted as required by our policy

Privacy Statement for Employees/GDPR

New document being written by Katherine

Disciplinary Policy

No recommended amendments or actions

Equality and Diversity Policy

No recommended amendments or actions

Grievance Policy and Procedure

No recommended amendments or actions

Health and Safety Policy

2.2 Responsibilities for H&S

Annual H&S risk assessment is required, next is due end of Feb 2022. Suggest a record of when it is carried out is included in this policy and the report is kept with the policy

- Communicating and implementing H&S – suggest H&S is included in monthly volunteer updates; this is permissible under the Volunteer Policy. Directors already have H&S updates at meetings
- H&S instruction and training – currently Katherine, suggest this passes to Volunteer trainer, as this is part of the Volunteer training.

3 Arrangements for health and safety

3.2 Training

Are all elements being carried out. If so, are they being recorded with the Volunteers' file? A record needs to be kept

3.4 Evacuation

Are plans being tested? If so, are they being recorded?

5. Procedures

- Are the H&S procedures listed in the H&S folder in the office?
- Is this the best place ie should the information be kept in the store room and readily accessible to all staff?

Recruitment and Appraisal Policy and Procedure

General

Does this policy contain all that's needed for upcoming recruitment? Are we able to comply with it?

Recruitment induction checklist

Are we able to provide copies of all Health & Safety Policies and Procedures, including fire safety, incident reporting and discrimination policies and procedures?

Safeguarding Children and Adults Policies and Procedures

Contacts

- Need a new Shop Lead Safeguarding Director as Pat Jenkins left more than 12 months ago
- Ann's surname incorrect under Shop Safeguarding Lead: **Ann Davidson (Manager)**
- Add to Somerset County Council helpline: *To report a child or an adult at risk*

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 18 February 2022 at 4.45pm in the Shop

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

Apologies: Ann, Rosemary,

Minutes of Last Meeting: Agreed as correct

Matters Arising:

- VAT name has been updated. It may not filter through yet – Lyn to check Amazon
- Bookers – Katherine has done the volunteer round robin and spoken to Kenny about shelf edge labelling. She also enquired about activating refunds on the POS – no response yet. She's also reviewed and updated policies.
- Chiller lights – Action: Lyn
- Y/end stock – Lyn sent profit levels and asked for confirmation for 27 Feb. She will call him. Action: Lyn
- Photocopying for customers has gone up to 20p a sheet.
- Issue with cashback is filtering through to volunteers.
- Next of kin/contact detail – needs Ann to sort as part of volunteer introductory training. Action: Ann.

BUDGET/FINANCE

- Sally has transferred £5k to savings account to go towards one year operational costs. Balance = £51,281.08. 2 VAT bills still to pay. Louisa to start 1 March
- Expenses form now done and stored in the Admin folder. To start from 1 March.

SHOP MANAGEMENT STOCK & EQUIPMENT

- Issues again about stock. Milk with over ordering or putting out when it shouldn't be. There's a new form for milk ordering. Count what's left and subtract from the total. Use common sense. Same issue with the pastries.
- Best before and use by dates – the law and procedures for dates is in the shop user guide online.
- Wincanton – don't take anything back. Meat goes in the freezer on its use by date.
- Kenny screen: Action: Katherine
- LED lighting tubes – Action: Lyn
- Back door - £130 +VAT to replace alarm on back door. Shop will pay half +VAT.
- HP Instant ink. Action: Emma

VOLUNTEERS

Discussion about volunteers. No actions agreed

MARKETING/COMMS & SHOP EVENTS

- 2nd anniversary. Adverts have gone out. Agreed £100 for tombola. Buy something and get a free ticket 0 and 5 to win. Katherine to look at the banner and Sue + help please to decorate window Monday 1st March. Then into Mother's Day.
- Katherine to sort member's letter and draw. Katherine to draw on the Sunday 6th March.
- Sue W is sorting a door mat in the right purple - 611. Grimeford Mill Prices 85 x 120 \$£40+VAT upwards 85 x 150 £300+VAT. 150x92 is the size of the one there now. Sue to investigate durability and ease of cleaning.
- Somerset County Council – May 11 is Somerset Day – Do we want to put the shop on the Somerset Heritage Trail? Apply for an economic development grant of £1000. Also pennant or flag to download and print.
- Discussion on Jubilee weekend. Sue W to apply for the cream and jam. All to contact groups in the village.

HEALTH & SAFETY

Action: Sue M & Katherine. Katherine to talk to Dabs re: shelf edge and newspapers and door slatted ends cover.

MEMBERS & GOVERNANCE

- Katherine has made all the updates and will attach the latest update to the minutes. OK to sign off privacy for members, privacy for volunteers, disciplinary policy, equal and diversity, grievance, H&S, recruitment, safeguarding. Next up for review March 2023.
- Food Hygiene – downgraded to 4 instead of 5 due to no hot water heater in kitchen. Sue W has sourced some free kitchen cupboards and a base unit.

ANY OTHER BUSINESS

- Recruitment – 4 x applicants. 2 to be interviewed on Thursday. 1 has retail experience.
- We won the award for Convenience Store of the South West.

Date of next meeting: 11 March 22

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 11 March 2022 at 4.45pm in the Shop

Present: Lyn Foley, Katherine Rake, Sue Menzies, Sue Wright, Sally Davey, Emma Herrod, Rosemary Stibbon

1. **Apologies:** Ann Davison
2. **Minutes of Last Meeting:** Agreed as correct
3. **Matters Arising:**
 - i) Fridge light replacement: Lyn has been in touch with supplier and coming out to look at the problem and fix it. **(ACTION: LYN)**
 - ii) LED tubes: Phil Higgins getting current tubes with new starters: cold white type @£6.00.
 - iii) Kenny is coming Sunday 3 April afternoon to fix screen issues. Also, DSL returns issue: have to give permission to operator and Katherine will program this. **(ACTION: KATHERINE)**
 - iv) Panels and acrylic shelves being supplied by David at DABS. Have reached stalemate on finding protective material for bottoms of shelving edges etc.
4. **Finance and Banking:**
 - Sally: Banks stands at £48036.31. Working on last year's figures: awaiting bank statements to complete.
 - Receipts/Invoices: Louisa (new Bookkeeper) came in Thursday and collected. Katherine will write on doc/invoice; need original for Sally + 2cc. **(ACTION: Sally)**
 - Get PaymentSense Bankcard readdressed to shop not Lyn's home address. **(ACTION: Sally)**
 - 4 March: Lyn paid Ann's wages! Lyn will repay to Shop. **(ACTION: LYN)**
 - Statements for Savings A/c to go to Louisa. **(ACTION: Sally)**
 - Employee finance – need to know when Ann/Employee(Jackie Poole) is sick or on holiday. **(ACTION: EMMA)**
5. **Shop Management/Stock/Equipment**
 - Issues with Fruit and Veg – some being thrown away when could be reduced. **(ACTION: ALL)**
 - Need a half-price book for: Bakery Roy-all/Out of Date/BBD. Wincanton separate: Sale or Return. Lyn will go through monthly and liaise with Louisa. **(ACTION: LYN)**
 - Put Bakery Roy-all OOD items in freezer on that day. **(ACTION: ALL)**
 - Printer problem: needs reinstalling.
 - Alarm –still paying **(ACTION: EMMA)**

6. **Volunteers**

- Ensure all know about how to do craft sales properly
- Duke of Edinburgh's Award: 2 pupils want to do their experience in the Shop: Keiran Herrod and Amiyah Dunn require mainly weekend work experience doing alternate Saturdays and Sundays; both don't have to be in at same time: experience putting orders together but not deliveries – unless with another adult ...: coming in for first and last shifts on Saturday and second shift on Sunday. Start date required. (ACTION: LYN). Emma will write in Dairy what Keiran is doing while in Shop.

7. **Marketing/Communications/ Events**

- Hambook – quarter page taken showing opening hours etc(ACTION: KATHERINE)
- Newsletter – Easter Treasure Hunt – 15 April; price rises; (ACTION KATHERINE)
- 5 Members won the £10 shop vouchers in our 2nd anniversary draw, they are: Joan Clemow, Deanna Legg, Babs Partington, Richard Shiner, Kathy Smith.
- Red Nose Day: 18 March: Donated cakes sale
- Facebook: Lee Churchill has kindly offered to take this on; he needs Admin access. Need to check with George re permissions (ACTION: LYN/EMMA)

8. **Health and Safety**

Fire extinguisher: Jim reported if current one discharged it will ruin our stock; he will recommend a more suitable type to purchase. For future: he will include us in the Working Men's Club Annual Inspection.

9. **Members and Governance**

- Katherine will continue to archive all Committee Meeting Minutes and get Accounts on the website in due course when this year's accounts are finalised and signed off. (ACTION: KATHERINE)
- Stock Take: £16,800 cost selling/£12,800 purchase which means our insurance cover is sufficient for this and all sorted and paid with Churchill.

10. **Any Other Business**

Micro-providers (cleaning/caring/shopping for residents in need): Somerset County Council gathering info on a database – all outside village – try to see if anyone in our Community is prepared to become a micro-provider for our Community: employed/checked etc. Can we try to get a Register to give to people?

11. **Date of Next Meeting: 4.45pm Friday 1st April 2022 in the Shop.**

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 01 April 2022 at 4.45pm in the Shop

Present: Lyn Foley, Katherine Rake, Sue Wright, Sally Davey, Emma Herrod, Rosemary Stibbon, Ann Davison, Jackie Poole

1. **Apologies:** Sue Menzies
2. **Minutes of Last Meeting:** Agreed as correct
3. **Matters Arising:**
 - i) Fridge light replacement: Supplier has not visited as promised. Lyn to pursue (ACTION: LYN)
 - ii) Panels and acrylic shelves being supplied by David at DABS. Awaiting Rob to fit.
 - iii) P45 awaited from Jackie (15 April possibly)
 - iv) Still having issues with Fruit and Veg wastage
 - v) Sale or Return: we receive Credit Notes from Wincanton.
 - vi) Printer issue cannot be solved (USB port absent). To be returned to supplier and replaced with new printer with a USB port.
 - vii) Volunteers: no record of when Keiran and Amiyah are working.
 - viii) Treasure Hunt over Easter – Creme eggs to Priory Coffee for entrants
 - ix) Lee Churchill – (ACTION: EMMA)
 - x) New fire extinguisher: Jim to be chased (ACTION: LYN)
 - xi) Micro-providers: Lyn/Jackie taking this forward. (ACTION: LYN/JACKIE)
4. **Finance and Banking**
 - Sally: Balance at Bank: £45991.90
 - Emma: Met with Louisa – new Book-keeper – to sort out processes. **Katherine to append minutes of this meeting including actions. See addendum 1 including Louisa's revisions.** Accounts meeting notes to these Minutes. (ACTION: KATHERINE). Zero is Accounts software package Louisa will use. If there are any queries address them to Emma.
 - We are looking at possibility of opening Credit A/c with Bookers and Hunts.
 - Sally nearing completion of Year End figures at February 2022. Figures for Waste are on print-out.
5. **Shop Management/Stock/Equipment**

Skimmed Milk – we are wasting far too much. Consider changing dairy: Katherine will commence on Monday delivery monitoring/recording BBE date: we require milk 7 days before BBE; less than 7 days on BBE to be rung through/ e-mailed to Bruton. (ACTION: KATHERINE/ANN)

Bakery Roy-all pastries: check stock in chiller each day and adjust order accordingly to stop over-ordering. (ACTION: ALL)

Rude Customer: anyone experiencing this to notify Lyn who will speak to customer concerned.

Bread Orders: always take customer phone number.

Customer Returns Items: Katherine setting up button on till (ACTION: KATHERINE)

Volunteer Name Tabs on Till to be updated

Manager Code to be made same for All.

Greetings Cards: pricing to be consistent on Top RH Corner on carousel cards. (ACTION: ALL). Lyn has priced up all cards in wooden rack.

6. **Volunteers**

Two new residents about to sign up.

Rotas: Jackie trialling different shifts. Flexibility needed by us all while Jackie settles in. (ACTION: ALL)

Volunteer training sessions with refreshments to recommence in Lighthouse now that Covid restrictions lifted. (ACTION: NEXT MEETING)

7. **Marketing/Communications/ Events**

Red Nose Day cake bake raised £125.

Hambook – take full page display in May – details of Jubilee event/tickets/Parish Newsletter etc.

Discuss with Hambook Editor article “Q&A Experience as Volunteer in Stoke Community Shop”

(ACTION: KATHERINE)

Presentation of Prestige Award on 15 June: suggested 2 Volunteers (maybe Rob?) and 2 Committee members to go ceremony in Exeter.

Jubilee Tea being sponsored by SC Shop by providing bread and fillings for sandwiches and helping with ingredients for bakers of cakes/scones etc. Information to go in Newsletter and up on Facebook.

Ticket required for BBQ or Tea – No Ticket/No Food! Extras can be purchased.

8. **Health and Safety**

General check and Fire Inspection to be done when Sue M returns (ACTION: SUE M and KATHERINE)

Fire Drill to be done monthly ad hoc (ACTION: ANN)

9. **Members and Governance**

AGM – probably this July / when Accounts signed off.

10. **Any Other Business**

There was no Other Business.

11. **Date of Next Meeting: 4.45pm Friday 22nd April 2022 in the Shop.**

Addendum 1

Accounts meeting - 1 April 2022

Present: Lyn, Sally, Emma, Louisa

Money out

Agreed. Originals of invoices to be put in the "For Louisa" folder or forwarded to accounts@stokeshop.co.uk. Louisa digitises for Xero and puts paper invoices into the "Seen by Louisa, ready to file" folder. Invoices are then filed in the back of the shop. Louisa sends Sally a list of suppliers with the amounts to pay them.

Ideally, all invoices are to come into accounts@stokeshop.co.uk email address.

If anyone receives an invoice from elsewhere:

- If on email, forward to accounts email address and contact the supplier or update the online system so that future invoices are sent directly to accounts@stokeshop.co.uk
- If an invoice is received in the post: Put it in Louisa's file and contact the supplier asking for future invoices to be emailed to accounts@ email address
- If paying for something with a Stoke Shop debit card payment, ask for a VAT receipt and put the receipt in Louisa's folder.

VAT return – this will happen automatically after the end of 31 March 2022 return. Jan-March 2022 VAT return will have to be done manually via the Government Gateway as it's part on Xero and part on the old system. Emma to sort with Sally and Richard. It must be submitted by 30 April. – Note from Louisa: this does not need to be done on the Government gateway. Richard will put adjustments through on Xero once he has finished the Accounts, I will then file the return on Xero. If you do not do it this way, it will complicate things with Xero. We need to set up Xero access to HMRC – please can you get for me, the Date you originally registered for VAT so I can send an access code through. I need this ASAP please.

Money In

Z files – Sally to print off weekly report and put it in Louisa's file.

Note from Louisa: Sally – please can you print off weekly reports for all of March? This will make putting the historic information on Xero a lot faster!

The EPOS terminal (till) needs connecting to Xero accounting software. Emma to get username and password from Kenny.

Waste/shop use to be recorded in the book in the shop as now. Sally to keep a record so that it's amalgamated into the year-end figures.

Other issues raised:

The savings account needs to be linked to Xero. Katherine/Emma to sort.

Are we getting invoices for Payzone Bill Payments? Sally?

Where are the Smiths news invoices? Lyn to look at

Louisa to send a list of any other missing invoices to Emma/Sally/Lyn and future queries.

VAT digital – Need the date first registered for VAT. Action: Emma/Sally. And access to Government Gateway - Emma

Payroll – Xero or PAYE HMRC tools. Emma to investigate

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 22 April 2022 at 4.45pm in the Shop

Present: Lyn Foley, Katherine Rake, Sue Menzies, Sue Wright, Rosemary Stibbon, Sally Davey, Ann

1. **Apologies:** Emma Herrod

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

3. **Matters Arising:**

i) Fridge lights arrived being kept as spare as Engineer found a new part is required. Ongoing.

li) Shelving quote from Rob of £480 which includes labour cost of £358.

lii) Jackie's P45 now received.

lv) Fruit and Vegetables: Arthur David, Ilminster meeting with Lyn on Monday re supply.

v) Easter Egg Treasure Hunt disappointing: only 40 entrants.

vi) Facebook ongoing.

vii) Fire extinguisher replacement – in progress with Jim.

viii) Micro-provider – Jackie is considering doing a trial run to see how the system works; it is not intended to be a “personal care” service.

4. **Finance and Banking:**

- Last Year's Accounts have gone to the Auditors.
- £48 416.71 at the Bank.
- After investigation it has been decided not to open Credit Accounts with Bookers and Hunts at the moment.

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

- Bruton BBDs have improved. Reduce amount of Skimmed milk in future orders. Keep order tweaked.
- Warburtons: reduce order as a lot being left. Consider was paper of 50-50 loaf is off-putting. Consider looking at alternative supplier? Ringing next Tuesday re sale/return stock.
- Shelving: to be wiped over when restocking.
- Customer returns: DSL issues difficult to understand: Katherine is trying to sort **(ACTION: KATHERINE)**

6. **Volunteers:**

More Volunteers needed. 2 possible new ones. Application form given to a customer this week.

7. **Marketing/Communications/Events**

- Newsletter entry done.
- Hambook: next entry to include Red Nose Day fund result; Platinum Jubilee – request for volunteers for baking cakes/scones: names and details to be entered on clipboard in shop. **(ACTION: ALL)**
- June Edition: taking a full page to feature Volunteers' experience/quotes.
- Jubilee Bank Holiday closing: Thursday 2nd and Friday 3rd 12 Noon. **(ACTION: KATHERINE)**

8. **Health and Safety:**

- Practice Fire Drill to do **(ACTION: ANN)**
- Delivery Door into stock room: keep light on to avoid trip hazards. **(ACTION: ALL)**

- Stock Room Delivery door locks weak: request replacements. Access via stockroom needed for furniture removal from flat above: confirm which days most suitable for us. Lease/boundary for shop: needs to be redrawn legally prior to new owners. **(ACTION: LYN)**
- Gordon Electrician: providing quote for new boiler; also looking at layout.
- Stable back door being fitted on Wednesday.

9. Members and Governance

Nothing to report

10. Any Other Business:

- Shop Window display being done on Thursday with Jubilee theme throughout May. **(ACTION Sue M)**
- Printer: replacement working well; old one needs returning for refund etc. **ACTION: KATHERINE/SALLY**

11. **Date of Next Meeting:** Friday 13 May 4.45pm in Shop.

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 13 May 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod, Sue Wright, Rosemary Stibbon, Sally Davey,
2. **Apologies:** Sue Menzies, Ann Davison
3. **Minutes of Last Meeting:** Agreed as correct
4. **Matters Arising:**
 - i) Fridge lights work now completed.
 - ii) Shelving work by Rob is put on hold for the moment.
 - iii) Fruit and Vegetables: Arthur David, Ilminster too expensive.
 - iv) Fire extinguisher replacement – in progress with Jim. **(ACTION: SUE M)**
 - v) Micro-provider – no further action at moment by Jackie. Lyn looking into it. **(ACTION: LYN)**
5. **Finance and Banking:**
 - Last Year's Accounts in hand with the Auditors.
 - £41,763.38 at the Bank.
 - New accounting system working well. Emma to set Sally up on Xero **(ACTION: EMMA)**
 - Money reclaimed successfully for returned Printer.
 - Payroll is running well.
6. **Shop Management/Stock/Equipment:**
 - Warburtons: new stock level working well with demand.
 - Shelving: needs to be wiped over when restocking. Jackie has set up a system to guide any Volunteer who wishes to do this during an afternoon shift. **(ACTION: SUPERVISERS)**
 - Tinkers' Bubble apple juice. Liaise with Priory Coffee re stocking it in shop. **(ACTION: LYN)**
 - Spoilt Stock during April under £250; Warburtons breads half-priced - £40; Hawkridge significant due to Apricot Stilton not selling: adjust and only order this at, say, Christmas time. Bakery Roy-al £19 reduced; Fruit and Veg £32. Better recording has shown all this.
 - Wincanton is becoming unreliable and need to speak to them. If necessary, research alternative supplier. **(ACTION: LYN)**
 - Ann/Jackie admin meeting on Thursday mornings at 10.00am - **Supervisor needs to be present.**
7. **Volunteers:**
 - More Volunteers needed. Liaise to resolve with Ann on filling Rota from current list.
 - Jeannie has volunteered to be permanent on Wednesdays.
8. **Marketing/Communications/Events**
 - Hambook: to include Bank Holiday closing dates/times; show ice-creams/desserts in stock;
 - Volunteer promotion sheet will be published inside cover – **THANKS to Katherine's** magic touch.
 - Regional Community shop Award being presented on 15 June. **(ACTION: LYN)**
 - Photo viewings of shop front @19 April = 10,181
 - Shop featured in "Escape to the Country" property search.
 - **Jubilee event** – not possible to hold a raffle; organize this for another time with 6 jars Rose Farm jams. Cream Tea Society has donated 3 boxes @ 4 doz 40g portions of clotted cream and 3 boxes @4 doz 42g pots of Tiptree jam. This will cover 144 teas. Bruton Dairy is delivering 2 x 850g clotted cream to cover balance of 56 teas of 200 planned. **(ACTION: SUE W)**

9. Health and Safety:

- Practice Fire Drill remains to do **(ACTION: ANN)**
- Stock Room Delivery door locks: requested replacements.
- New door working well.
- Electrical/plumbing works for kitchen being progressed **(ACTION: LYN)**

10. Members and Governance

Awaiting Accounts from Auditors in order to plan AGM.

11. Any Other Business:

- Village Agent has been in touch with Shop re topping up of electric/gas keys for single parents. Need to consider best way we may be of help/support. **(ACTION: LYN)**
- Yeovil has a Cupboard scheme for food short dated by supermarkets.
- Some volunteers carry food parcels in their car boots.
- Shop to close at 12 noon on 2 and 3 June for Platinum Jubilee celebrations

12. Date of Next Meeting: Friday 10 June 4.45pm in Shop.

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 10 June 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod, Sue Wright, Rosemary Stibbon, Sally Davey, Sue Menzies, Ann Davison
2. **Apologies:** None
3. **Minutes of Last Meeting:** Agreed as correct with addition of Bank Holiday closing times by Katherine.
4. **Matters Arising:**

- i) Fire extinguisher replacement – in progress with Jim. **(ACTION: SUE M)**
- ii) Micro-provider – no further action at moment.
- iii) May Spoils etc to be done **(ACTION: LYN)**
- iv) Clotted Cream remaining from Jubilee – some retain for next Tea being run by Lisa.

Remainder sell in Shop

- v) Fire Drill – remains to be done **(ACTION: ANN)**
- vi) Electrical/Plumbing works remain to be done **(ACTION: LYN)**
- vii) 'Village Agent' no further action for moment **(ACTION: LYN)**

5. **Finance and Banking:**

- £42,469.16 at the Bank.
- Smiths Invoices: Daily Returns and Delivery notes to be retained. **(ACTION: SUPERVISERS)**.
- Sally announced she is retiring from post as operation due shortly.
- Emma reported Year End queries all sorted with Richard. Zero training to be given to Sally. Review Invoices input with Louisa. **(ACTION:EMMA)**

6. **Shop Management/Stock/Equipment:**

- Wincanton delivering Wednesday mornings once a week only.
- Stock: BBDs – check dates in stock room and in shop as getting out of sync. Large oranges not selling so stick to satsumas pro tem.
- Review what we are stocking **(ACTION: LYN/ANN)**
- Bobby's Order form needed.
- Bookers Order: Drink Overstock (ACTION: LYN). Sue M to check Bookers proposed order for FRIDAYS **(ACTION: SUE M)** Bookers Order for Monday will be started on Saturday **(ACTION: LYN)**

7. **Volunteers:**

- Recruiting drive needed. Do ring round of current volunteers; confirm shifts/additional/ad hoc/ refer a friend. **(ACTION: ROSEMARY)** Include on next round robin **(ACTION: KATHERINE)**
- Note to Volunteers about importance of not accepting out of date notes – cut off is September 2022.
- Raffle of basket of goodies for Volunteers beginning in August – draw name(s) out of hat.**(ACTION: SUE W)**
- Social 'Thank You' evening for Volunteers: Saturday 1st October 6.30 for 7.00pm. Drinks and Nibbles.**(ACTION: SUE M /ROSEMARY)**

8. Marketing/Communications/Events

SW Award for Best SW Community Shop 15 June: attending Deanna, Rod, Sue W, Ann at Hillingdon Golf Club, nr Exeter.

9. Health and Safety:

- Practice Fire Drill remains to do (**ACTION: ANN**)
- Stock Room Delivery door locks: to be purchased and fitted (ACTION: LYN)

10. Members and Governance

Awaiting Accounts from Auditors in order to plan AGM.

11. Any Other Business:

- Lease Agreement was in Yellow folder in Stock Room: now missing (**ACTION: ALL**)
- Scan to be forwarded to @shop (**ACTION: EMMA**)

12. Date of Next Meeting: Friday 1 July 4.45pm in Shop. NB: Rescheduled to 15 July following bereavements

Stoke sub Hamdon Community Shop Minutes

Meeting: Friday 13 July 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Sue Wright, Rosemary Stibbon, Sally Davey, Sue Menzies, Ann Davison
2. **Apologies:** Emma Herrod
3. **Minutes of Last Meeting:** Agreed as correct.
4. **Matters Arising:**
 - i) Fire extinguisher replacement – in progress with Jim. **(ACTION: SUE M)**
 - ii) Micro-provider **(ACTION:LYN)**
 - iii) Fire Drill – remains to be done **(ACTION: ANN)**
 - iv) Electrical/Plumbing items installed. More cabinets to be installed. Dispensers for Bio-refills to be rehomed in purpose-built shelving in Kitchen area.Plumbing etc works took longer therefore some increased cost re labour.**(ACTION: LYN)**
 - v) Richard still has our EOY Accounts. **(ACTION: EMMA)**
 - vi) Stock levels **(ACTION: LYN/ANN)**
5. **Finance and Banking:**
 - £43,155.34 at the Bank.
 - Smiths Invoices: Delivery charge increased to £28.00+VAT per week.
6. **Shop Management/Stock/Equipment:**
 - Newspapers: Volunteers to inform Supervisor of any cancellation/changes. Supervisors to note/highlight/mark up lists in file as appropriate.**(ACTION: ALL)**
 - Chocolate confectionary needs to be stored away from back and sides of fridge due to condensation issues in hot weather. **(ACTION: ALL)**
 - Out of Date Stock (eg Wincanton) needs to be put in freezer at end of day when past its use by date – to be offered to Volunteers FREE from day following. Otherwise half-price on the last day.**(ACTION: ALL)**
 - Freezer door sealed glazing 'blown. New door received (under parts guarantee) Engineer contacted £115+ Call Out charge plus £55.00+ per hour labour charge. Ann to check out comparison cost with Yeovil Refrigeration. **(ACTION: ANN)**
 - LED lights remain awaited.
 - Computer – research price for a Second-hand replacement and larger screen and look at UPS**(ACTION: KATHERINE)**
 - **CCTV** – research cost to replace current system which is very old, Camera 8 is damaged from power surges; new adaptor needed; we have intruder alert installed already. PG Securities: Agreed instruct them to provide Contract to include 1 Service per annum for £100.00 per annum) **(ACTION: KATHERINE)**
7. **Volunteers:**
 - Ring round of current volunteers almost complete; confirmed shifts/additional/ad hoc/ refer a friend. All delighted some little surprises in the pipeline for them and Social evening in Autumn.**(ACTION: ROSEMARY)**
 - Raffle of basket of goodies for Volunteers beginning in August – draw name(s) out of hat.**(ACTION: SUE W)**
 - Social 'Thank You' evening for Volunteers: Saturday 1st October 6.30 for 7.00pm. Drinks and Nibbles. Agreed to research wine/beer/cider tasting from local suppliers. **(ACTON: SUE M /ROSEMARY)**

8. Marketing/Communications/Events

Parish Newsletter August sent submission today, 15 July. Hambook August ¼ page including Bank Holiday opening hours.

9. Health and Safety:

- Practice Fire Drill remains to do **(ACTION: ANN)**
- Stock Room Delivery door locks: to be purchased and fitted **(ACTION: LYN)**

10. Members and Governance

Awaiting Accounts from Auditors in order to plan AGM.

11. Any Other Business:

- Painting of exterior woodwork: Window frame to remain WHITE. Frontage DARK BLUE **(ACTION: SUE M)**
- Supervisor Shifts need covering for 28, 29 and 30 July for laying to rest of Lyn and Ann's lovely Dads.
- **PARISH PUBLIC MEETING MONDAY 25 JULY 7.00pm Memorial Hall** + refreshments. Opportunity for all to explore, discuss, nominate ideas, hopes, wishes for events, facilities desired to improve the Village looking forwards. Let friends and neighbours know about this opportunity.

12. Date of Next Meeting: Friday 12 August 4.45pm in Shop.

Notes of Stoke Community Shop Committee Meeting held on

Friday 2 September 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod, Sue Wright, Rosemary Stibbon, Sally Davey, Ann Davison

2. **Apologies:** Sue Menzies

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

4. **Matters Arising:**

- i) Fire extinguisher replacement – Jim to be paid when Sue M returns from holiday. **(ACTION: SALLY/SUE M)**
- ii) Bookers Shopping List is improving.
- iii) Fire Drill – practice carried out successfully. Another to be carried out with customers in shop. **(ACTION: ANN)**
- iv) CCTV – 2 cameras currently working. PG Securities due to get back to us. **(ACTION: LYN)**
- v) Hamper Draw – Winners were: Chrissie, Hamish, Janice, Betty Dullaghan, Alan and Alex.
- vi) Volunteers: Jill Uhlhorn confirms she will be returning after her holidays. Janice wishes to continue ad hoc.
- vii) Website Security: Lyn has spoken to Sarah: website provider should be able to help with this to enable improving details re shop.

5. **Finance and Banking:**

£40 814.16 at the Bank. The Accountant has been paid. Sally is sourcing a new computer to include Windows 11, good RAM size.

Emma reported EOY Accounts 2020-21 and 2021-22 now finalised and signed off and returned to Ken Frayn to sign and to be filed with FCA. Sales £200K in both years. Profit for 2021-22 is £15K. Lyn, Emma, Sally and Katherine to have a Finance meeting during coming week.

6. **Shop Management/Stock/Equipment:**

Samples given by MD Foods proved to be poor quality and therefore not to be stocked. **(ACTION: ANN)**.

Stock rotation still an issue with milk.

Reduced goods – a form is needed to go by the till for Volunteers to record more comprehensively. **(ACTION: LYN)**

Donations: Charity Shop donated hard backed note books: now on Non-Code button on till. Notelets in packs donated by Ham Hill Rangers. Fruit and Vegetables: not so much donated this year so far.

Till: Frozen Foods buttons to be adjusted. **(ACTION: LYN)**

Cliff is coming to put up card display holders to cover door to the flat.

Lighting: LED tubes are available. Liaise with provider to purchase and install. **(ACTION: KATHERINE)**

Power Sockets: Phil or Gordon Beese to check loading on power sockets. **(ACTION: ?LYN/KATHERINE)**

Freezer Door: Ann has spoken to the Engineer who is coming out to quote for fitting it.

7. **Volunteers:**

Martin now on board and doing Wednesday deliveries.

8. **Marketing/Communications/Events**

Hambook – Small Ad next issue. Shop AGM to be held in November.

Newsletter – include note: Newspapers to be picked up on the day or notify us of any changes. **(ACTION: KATHERINE)**

Magazines in the drawer – improvement to housekeeping system needed

9. **Health and Safety:**

Nothing to report.

10. **Members and Governance**

AGM: 6.30pm Friday 11 or 18. **(ACTION: ?)** November in MemorialHall. Book Hall 5.00-8.00pm.

Refreshments to be provided.**(ACTION: KATHERINE/LYN)**

11. **Any Other Business:**

We have Registered with an organization and are investigating making an Application for an Apprentice to train in Retail. (ACTION: LYN)

Sue W is away 25-31 October inclusive.

12. **Date of Next Meeting:** (Three weeks on) Friday 23 September, 4.45pm in Shop.

Stoke sub Hamdon Community Shop Finance Sub-Committee Minutes

Meeting: Friday 9 September 2022 at 4.45pm in the Shop

These minutes presented were presented and updated the full Committee Meeting on 23 September 2022. Amendments/Actions agreed in red following this meeting.

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod

2. **Apologies:** Sally Davey

3. **Accounts:**

- Emma Herrod confirmed that 20-21 and 21-22 accounts have been filed with HMRC and FCA.
- Ken Fryer is retiring so we will have to find another chartered accountant for the 22-23 financial year.
- Sales and expenses are reasonably steady across the 2 years with similar profit margins. However, year 22-23 is likely to see margins squeezed plus we have used profit from 21-22 (c£15k) to pay extra cost of another employee and a bookkeeper to move our accounting online.
- Second year profit is lower at c£15k as we did not receive any grant or extra funding.
- Extra cost in year 2 (21-22): chartered accountant
- Extra costs in year 3 (22-23): bookkeeper (£6k), 2nd employee (£6k for half year to date) and a new Chartered Accountant (estimated at £4k).
- Suggested that we mention our need for Chartered Accountant at reasonable rates at this year's AGM to see if there is someone locally we can use to keep costs down.
ACTION: Katherine Rake to add request to report to Members for AGM.

4. **Bookkeeping:**

- Cost initially estimated at £3k but actual figure closer to £6k.
- To ensure accounts are accurate and everything is recorded online to comply with HMRC making tax digital directive, agreed to retain the current bookkeeper until at least the end of the financial year (Feb 23) and in the meantime investigate other options, including doing some of the work ourselves.
- Reconciliation on Xero accounting system. This is still an issue and adding to costs.
 - **ACTION:** Sally Davey - All invoices to be put on Lloyds BACS individually with individual reference codes to aid reconciliation.
 - **ACTION:** All supervisors & Manager - All paper invoices/receipts etc that 1) enable invoices to be paid and 2) enable invoices/payments to be reconciled must go in the physical bookkeeping wallet for Louisa and then filed in store room files,
 - **ACTION:** All supervisors & Manager - All invoices/receipts etc received electronically need to be sent to accounts@ inbox if not already set up to do so. These will be checked and filed in the relevant accounts@ folder by Katherine Rake or Lyn Foley 1 month after payment.
- Cash reconciliation: To strengthen paper trail and support accounting function, daily takings and cash need to be signed off by more than one person. Suggested that these are brought to Committee Meetings by Sally Davey for sign off by Lyn Foley or Katherine

Rake. **ACTION:** Sally Davey, Katherine Rake and Lyn Foley to discuss and agree workflow. **AGREED 23.09.22: CASH SIGN-OFF AT COMMITTEE MEETINGS**

5. Employment:

- All agreed that we need a 2nd employee to cover supervisor shifts.
- Current cost of a 2nd employee is around £12k/annum for 22 hours a week (£225.62 gross/week). This is a large proportion of the 21/22 profit of c£15k.
- A number of staffing options were discussed, focusing on what we can afford and best options for the shop.
 - a. Current volunteers: would any of the experienced volunteers be willing to do an occasional supervisor shift? A possibility for quiet shifts? **ACTION:** further discussion by Committee needed. **AGREED 23.09.22: LYN FOLEY TO SPEAK TO 4 TRUSTED VOLUNTEERS; WOULD NEED 1 VOLUNTEER SUPERVISOR PLUS 2 OTHER VOLUNTEERS ON THE SHIFT.**
 - b. Apprenticeship: Govt scheme whereby an apprentice would be shared with Stoke Charity Shop and Priory Coffee. This would be almost 100% funded. Apprentice would be paid for 30 core hours, 6 of which would be external study, remainder split between the 3 organisations. **ACTION: Lyn Foley to continue research. ACTION CEASED 23.09.22: LYN FOLEY REPORTED THAT THIS IS CURRENTLY NOT A SOLUTION AVAILABLE TO THE SSHCS LTD.**
 - c. 2nd employee with fewer shifts. Employ someone with retail experience for 1-2 shifts per week, possibly more, possibly on an ad hoc basis, to help fill the supervisor gaps this autumn/winter. **ACTION: Lyn Foley to follow up lead.**
 - d. 2nd employee on 22 hours/week. Re-advertise position? Agreed to try options a-c first.

Notes of Stoke Community Shop Committee Meeting held on

Friday 23 September 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod, Sue Wright, Rosemary Stibbon, Sally Davey, Sue Menzies
2. **Apologies:** Ann Davison
3. **Minutes of Last Meeting:** Agreed as correct.

4. **Matters Arising:**

- i) Lyn has e-mailed PG Securities re cameras not working. Reply from PG awaited. **(ACTION: LYN)**
- ii) Fire extinguisher replacement – Sally passed £100 to Sue M to pay for work completed. Some fire training to be arranged. **(ACTION: SUE M)**
- ii) Half-pricing: form needs improving; add SOLD column **(ACTION: LYN)**
- iii) LED Tubes: Katherine will see how many we need and research costs and liaise with Lyn re purchase. Some starter buttons also need replacing. **(ACTION: KATHERINE)**
- iv) CCTV – 2 cameras currently working. PG Securities due to get back to us. **(ACTION: LYN)**
- v) Sockets: to be progressed. **(ACTION: LYN)**
- vi) Freezer Door: to be progressed **(ACTION: ANN)**
- vii) AGM: November 11 confirmed.

5. **Finance and Banking:**

£41 956.14 at the Bank. Next VAT to be paid 14 October. Payment dates to be checked. **(ACTION: EMMA)**

Past 2 years' Accounts have been signed off. **Minutes of last Financial Meeting attached.** Note: current Chartered Accountant retiring therefore need to appoint new one. Sales and Expenses are reasonable across the two years. However, second year profit more realistic at £15,000. Year 3 will reflect cost for Book-keeper, Ch Accountant and an Employee, therefore showing a loss which we can carry for this year. Book-keeper to be retained to end of current financial year, then reviewed. Louisa is currently generating an overview of our financial activity; work needed to trace invoices paid and with reconciliation. Invoices/ Receipts IN continue to put in folder for Louisa. Daily cash reconciliation to be signed off at our Committee Meetings.

Employment: now understand more what we need and associated cost. An extra person needed very soon. The cost is £12,000 for 21 hours work. The Apprentice Scheme would not work for us. Option to keep us going is to approach some of our responsible Volunteers to cover the quiet shifts where possible. Approach:

Ann Ashleigh, Moira Hulett, Catherine Fraser and Lisa. Also Claire of 2 Kooks. **(ACTION: LYN)**

Shop Management/Stock/Equipment:

Storeroom: Bottom corner to right of deliveries' doors need to be cleared up as trip hazard. **(ACTION: ANN)**

More Volunteers needed: Karen is now working elsewhere and Lee back to teaching. Both will ad hoc when possible.

Shredder needed for stock room. New bike lock attached to charity tins security chain on counter. **Ann to reclaim cost.**

6. Marketing/Communications/Events

Hambook – Small Ad next issue. Shop AGM to be held in November. Volunteers' Party. Children in Need cake bake fund-raiser 18 November. Stir-up Sunday 21 November. Take a Full page in December.

Volunteers' Social Evening: Cater for 30 no. Beer box donated. 2 bottles English sparkling wine donated and 2 more bought. Sausage shed supplying mixed box sausages approx.. £33. Hawkridge donating some cheeses, buying some also from them. Bread selection from Bakery Roy-al. Fresh apple juice local. Wines from Bookers. Cider to research local. 2 Raffle prizes for Volunteers: 1 bottle pink champagne donated; 1 hamper from Shop. Background music so people can talk comfortably. **(ACTION SUE M/ROSEMARY)**

Emma is looking out a list of local trades/suppliers previously collated. **(ACTION: EMMA)**

7. Health and Safety:

Clear region of Fire Exit by Delivery Door. Leave lights on during working hours in Stockroom.

8. Members and Governance

AGM: 6.30pm Friday 11 November 2022.

Notices to go out 3 weeks prior to meeting. Also preparing papers for Elections etc **(ACTION: KATHERINE)**
Booked Hall 5.00-8.00pm. Refreshments to be provided. **(ACTION: KATHERINE/LYN)**

9. Any Other Business:

HMRC: Communication received: do Reconciliation to ensure no Tax outstanding. **(ACTION: LYN)**

VOA require information on Lease and Rates: enter this on-line via VOA Portal **(ACTION: KATHERINE)**

10. Date of Next Meeting: (Two weeks on) Friday 7 October, 4.45pm in Shop.

Notes of Stoke Community Shop Committee Meeting held on

Friday 7 October 2022 at 4.45pm in the Shop

The Meeting began with a Training Session for all Supervisors and Shop Manager given by Phil on how and when to use the new Fire Extinguishers.

1. **Present:** Lyn Foley, Katherine Rake, Emma Herrod, Sue Wright, Rosemary Stibbon, Sally Davey, Sue Menzies, Ann Davison

2. **Apologies:** -

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

4. **Matters Arising:**

- i) PG Securities visited and quoted £225+VAT to replace each camera not working. Report from previous visit months ago still awaited though paid for by us. Current situation: 2 cameras working and 4 down. PG also provide night security system. Further investigation needed by us to see whether transformer needs attention before spending more money with PGS. **(ACTION: LYN)**
- ii) Sale of Items at Half Price: Need to also record SOLD and VALUE of that Sale on the form.
- iii) Lighting Tubes: further action is in hand **(ACTION: KATHERINE)**
- iv) Sockets to be checked at rear of chillers. **(ACTION: LYN)**
- v) Freezer Door - to be chased this coming week. **(ACTION: ANN)**
- vi) VAT: Returns due end of October (not 14th).
- vii) Supervisors 'recruitment' ongoing **(ACTION: LYN)**
- viii) Stockroom: Clear 'jumble' by Delivery door area. Swap cupboards for shelving to improve flow through. **(ACTION: KATHERINE)**. Ring Peter to remove metal card holders. **(ACTION: ANN)**
- ix) Catherine Fraser has suggested doing longer shifts. Discuss on Saturday at Volunteers' party.

5. **Finance and Banking:**

£42 295.43at the Bank.

Cash Reconciliation: system being developed. **(ACTION: SALLY)**

Till Use: Further/refresher Training needed for all Volunteers and Supervisors. **(ACTION: ALL)**

Cash Back: Ask Kenny if a button can be added on screen.Ensure Pin Number used. **(ACTION: SALLY/ALL)**

Energy Key Refills:Guide Notes: Ensure Pin Number used when making card payment. **(ALL)**

Refunds: require Supervisor ticket to execute **(ALL/SALLY)**

6. **Shop Management/Stock/Equipment:**

Luke the new Volunteer is not continuing.

Bookers: big price rises, therefore last shop bought more tinned soups while still at existing price. Reduce existing stock to lower price for time being.

Katherine reported having filed Duke of Edinburgh students' reports.

7. **Marketing/Communications/Events**

Hambook – Small Ad next issue. Shop AGM to be held in November. Volunteers' Party pics.

Volunteers' Social Evening: Cater for 30 no. **(ACTION SUE M/ROSEMARY)**

8. Health and Safety:

Fix new Fire Extinguishers in place and put up appropriate signage with each.

9. Members and Governance

AGM: 6.30pm Friday 11 November 2022. E-mails out to Members by 20 October with Notice of Meeting and proposed Agenda. Final Agenda and Proxy Voting Form to go out 28 October for return. Annual Report to beginning of March 2022. Financial Report being prepared. **(ACTION: KATHERINE/SALLY)**

Some Notices will need to go through letter boxes.

Any Other Business:

-

10. Date of Next Meeting: (Three weeks on) Friday 28 October, 4.45pm in Shop.

Notes of Stoke Community Shop Committee Meeting held on

Friday 28 October 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Rosemary Stibbon, Sue Menzies, Ann Davison

2. **Apologies:** Emma Herrod, Sue Wright, Sally Davey

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

4. **Matters Arising:**

- i) PG Securities : Simon has fixed the transformer and 8 cameras now working. Input on the control unit needs attention by Simon when available. Contact Caroline Yesson of PGS to confirm CCTV due for Service on 11 November between 12 and 3.00pm. **(ACTION: LYN)**
- ii) Lighting Tubes: all old tubes working again and 7 LEDs installed by Simon.
- iii) Freezer Door - chased again without success. Another Engineer to be found. Meanwhile Tony to be asked when available to look at it. **(ACTION: ANN/ SUE M)**
- iv) Sockets to shop chillers to be checked. **(ACTION: LYN)**
- v) Supervisors 'recruitment' ongoing **(ACTION: LYN)**
- vi) Stockroom: Clearance in progress. Think of suitable table top to take Bookers deliveries. **(ACTION: ALL)**. Peter is removing metal card holders/carousels after Christmas over. **(ACTION: ANN)**
- vii) No enthusiasm for longer shifts.

5. **Finance and Banking:**

£40 140.23 at the Bank.

Cash Reconciliation: system continues to be developed. **(ACTION: SALLY)**

Till Use: more problems for Sally to go through to rectify imbalances. Cash Back limited to £30.00 at any one time/day on one card and MUST input PIN. Kenny to be asked re Button for Cashback **(ACTION: SALLY)**

Energy key refunds: we do not have capacity to make RSI Refunds – refer customers to Co-op who do.

6. **Shop Management/Stock/Equipment:**

Deanna suggested frozen meals not selling well as previously. Possibly stock more chilled meals.

Warburton's 3x discrepancies – items missing off system. Investigate possibly being mis-keyed under similar items.

Price rises continue upwards. Brutons prices going up Tuesday – up price our stock on Wednesday.

Wincanton – need to check their wholesale prices and check their priced stickers for errors.

Waste stock lists from till – keep for Lyn plus record in notebook.

New Volunteer Linda McCalley starting on a regular shift – Ann to confirm which and arrange date for till training. **(ACTION: ANN)**

7. **Marketing/Communications/Events**

Hambook – Full page next issue. **(ACTION: KATHERINE)**

Newsletter – Fundraising: Poppy sale for British Legion and cake sale for Children in Need.

Christmas Hamper £50.00 again this year – by purchase of raffle tickets.

Consider a Visitor advert.

8. Health and Safety:

Awaited/Chase: Fix new Fire Extinguishers in place and put up appropriate signage. **(ACTION: SUE M)**

9. Members and Governance

AGM: First notice letters sent out. Second letters and Report go out on 29th: include note re cost pressures and continuing need for more Volunteers. Next Year's Chartered Accountant to be notified that Shares are lifetime shares: redeemable on request of Shareholder.

Attendance Register: Rosemary to do. Katherine to print single sided.

10. Any Other Business:

Work Experience March/April 2023: request from Stanchester School that we consider offering this; Agreed by all in principle.

Theft of 4 curlywhirlies: thief confronted and apologised to Lyn in person; mother spoken to about this and £2.00 owing to shop; child to work in shop for one morning to repay – to be arranged. **(ACTION: LYN)**

Lord's Larder currently donated to Yeovil. Andrea Mail, Village Agents' Rep for our area met with Lyn: holds Registry for provisions for those in need. In principle All agreed research and setting-up of food bank in Store room. Costed (£5, £10 ...) 'bags'/'boxes' of provisions to be prepared after Christmas for a window display to publicise what we are doing/offering. Suitable sympathetic method for collection to be developed. **(ACTION: ALL)**

11. Date of Next Meeting: Friday 18 November, 4.45pm in Shop.

Notes of Stoke Community Shop Committee Meeting held on

Friday 18 November 2022 at 4.45pm in the Shop

1. **Present:** Lyn Foley, Katherine Rake, Sue Menzies, Emma Herrod, Sue Wright, Sally Davey
2. **Apologies:** Ann Davison
3. **Minutes of Last Meeting:** Agreed as correct.
4. **Matters Arising:**
 - i) PG security visiting 9 December **(Action: Lyn)**
 - ii) Freezer door – the key is in the top drawer. Tony will look at it **(Action: Sue M)**
 - iii) Supervisor recruitment – Claire is happy to start in the new year. Date tbc. 22 hours per week. **(Action: Lyn)**
 - iv) Stock room has been cleared. Lyn will bring up a table **(Action: Lyn)**
 - v) Two young people have applied to the charity shop for work experience. Agreed that the shop would take on Lola Mobley for the week of 27-31 March.
5. **Finance and Banking:**

£42,161.90 in the bank.
6. **Shop Management/Stock/Equipment:**

The ice-cream freezer needs defrosting. (Action: Emma/Katherine for a Sunday shift)
Lyn has bought a case of ham, margarine, cheddar and Elmlea as Wincanton delivery cannot be guaranteed.
Waste book **(Action: Lyn)**
Agreed to install a wireless door bell between the counter and the stock room.
(Action: Emma)
7. **Volunteers:**

A training day needs scheduling
Katherine has updated the Google doc under the orange Google Chrome Shop button on the office PC.
Does Ann have the form from Margaret Moffat?
A new volunteer, Brenda Barnet, has started.
8. **Marketing/Communications/Events**

Katherine has done the adverts for the Hambook and the village newsletter.
A Christmas raffle for a hamper was discussed and agreed. Sue M will put together a hamper with £50 of goods. Customers will need to buy a raffle ticket. Tickets go on sale 1 December. Draw will take place on 22 December when Sue is on shift.
The shop will also be selling Rotary tickets.
A catchphrase is needed for the window for Stoke's own 'Lords Larder'.

9. Health and Safety:

The fire extinguishers have been checked. They still need affixing to the wall. Mark Greaves needs chasing. **(Action: Sue M)**

10. Members and Governance:

AGM went well. 25 members attended with 10 voting by proxy. A new format was suggested for next year. Vote first then have the general presentation and questions. Minutes of the AGM still need writing up. **(Action: Emma)**

• **Election of Management Board: No new nominations for committee membership were received. Three committee members stood down and two were re-elected by majority vote:**

- o Susan Menzies – proposed by Rod Matravers, seconded by Jan Daniels
- o Susan Wright – proposed by Lisa Wenborn, seconded by Chris Bartlett
- o Rosemary Stibbon – not standing for re-election. Removed from management committee as a director, 11 November 2022.

11. Any Other Business:

None

12. Date of Next Meeting:

Friday 9 December, 4.45pm in Shop.

Minutes of Stoke Community Shop Committee Meeting held on Friday 9 December 2022 at 4.45pm in the Shop

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

2. **Apologies:** Sue M

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

4. **Matters Arising**

- I. PG securities visited today re: upgrade alarm and check CCTV. They can't change the time on the CCTV.
- II. Freezer door - unknown
- III. Supervisor recruitment – Claire has handed in her notice. Need to talk to about start date and 2 week induction programme. Emma will need her P45, pay rate and start date. Sally will need her bank account details for payment. Pay will be every 4 weeks to keep the pay the same each time. Ann will move to pay every 4 weeks as well from when Claire starts. **Action: Lyn**
- IV. Work experience: Lola Mobley will ask for Ann. **Action: Ann to follow up in January.**
- V. Lyn has done the waste book. It's on an Excel spreadsheet at home
- VI. Door bell – ongoing. **Action: Emma**
- VII. Health & Safety – Sue M has spoken to Mark Greaves. He will measure up and someone else will hold the extinguisher while it's being fitted. **Action: Sue M to clarify positions of fire extinguishers as there are two by the ice cream freezer currently and not a large one at the back door.**
- VIII. Sally thanked Katherine for sorting out the new computer. **Action: Katherine to ask Simon to look at intermittent wireless when Post Office is operational.**

5. **Finance and Banking**

£42,438.96 in the bank. Still possibility of moving some money to a savings a/c. Turnover last week was high - £4,900.

Katherine tried to add another mobile number to the account. **Action: Sally to ask the bank when she next goes.**

6. **Shop Management/Stock/Equipment**

Volunteers need to check milk and not put out different dates. The same with bread.

Supervisors need to be responsible not volunteers. **Action: All**

Freezer stock lists – please update when taking something out or in. **Action: All**

Don't put thermometer at the top in the freezers. **Action: All**

Customers have asked for shoe laces etc. Do we want to sell homemade cakes? **Action: Lyn**

Katherine queried alcohol sales on Sundays. Lyn confirmed that it can't be sold until 10am.

7. **Volunteers**

Conversation about Margaret Moffat and working with another volunteer.

Brenda Barnet is good as is Linda. Sylvie Newiss to start in the New Year. Gary Green doing deliveries.

Training document. **Action: Katherine will keep adding to it.**

8. Marketing/Communications/Events

Full page in Hambook. Newsletter done. Continue with Hambook, 2 quarters and 1 full page in 2023. The next newsletter copy has to be in by the 12th – Lord's larder message? **Action: Lyn/Katherine**

Somerset Village & Community Agents - 01823 331222 somersetagents.org was discussed. The Parish council is match funding £200 and with donations brings the total to £600 towards energy top ups and groceries that are needed. Cash donations for food will be spent instantly in the shop. **Action: Sally to talk to Lloyds about how to set up a new account. Stoke Community Energy Hub**

Lords Larder to be rebranded as Stoke Community Food Hub.

It was agreed that raffle money will go into the Stoke Community Energy Hub.

9. Members and Governance

Letter to Members. **Action: Katherine**

Minutes of AGM – no amends. **Action: Katherine will check figures**

10. Any Other Business

None

11. Date of Next Meeting

Friday 6 January 2023 at 5.45 in the shop.