

Stoke Community Shop committee meeting 16th January 2020

1. Present. - Lyn, Sally, Emma, Katherine, Rosemary, Sue, Angela and Pat.
2. Leaflets - Leaflets including membership and volunteers will be dropped at all houses at 18th/19th January.
3. Signage - 2 quotes - £240 plus £120 for coverage of the present sign or £360 plus £120 for completion new sign.
4. Moira is going to redo the logo.
5. The account at Lloyd's is not open ,so no money can be placed in at the moment.
6. Pledges - £691 is current pledges in theory as no actual cash yet.
7. PayPoint - is no longer available in the shop but can be issued through the post office. A poster needs to be in the shop showing when the post office is open.
- 8 May Fayre - it was agreed to have a stall at this years May Fayre.
9. Greeting Cards - there are currently 729 cards in the shop and the committee agreed that they were not wanted in the new shop. It was agreed that Pam and John should be asked to have a sale (perhaps 50% reduction) and the community shop will take what is remained.
10. Contract - the charity shop is negotiating the lease and it was agreed that we need to look at their lease and to see if it can be the changed for the community shop with small amendments.
11. Newspapers- 6 weeks needed for transfer from the present shop.
12. P.G Security. - the fee has been paid for 2020 and we need to reimburse Pam and John except for the first 2 months of the year.
13. Alcohol License - the current licence finishes November 2020.
14. Insurance- 2 quotes, Churchill and A Plan.
15. Pay zone - Lyn will meet with Payzone on 23rd January.
16. Food Hygiene. Pat and Rosemary will look at Kingston's policy to see if it is acceptable or the community shop.
- 17 Drop In - the drop in for the village will take place on 31st January between 3.30 and 6.00 pm. The idea is to tell the villagers how far we have got and hopefully get more volunteers.
- 18 Stocktake. - the independent stocktaker will undertake the stocktake on 2nd February. The cost is £360 plus VAT, with 10% discount. Pam and John have agreed 50% of the cost.
19. - The till. Committee members to learn how to use the till by having a session with either Pam or John.
20. Heat Extraction - Rosemary has met with 4 builders and all will put in quotes.
21. - Produce . Angela has undertaken comprehensive project of producers for the shop, both basic foodstuffs and * green * produces.
- 22.- D.O.N.M 23rd January at 2.00pm at the Lighthouse.

NOTES OF INAUGURAL MEETING OF FOUNDING DIRECTORS OF STOKE SUB HAMDON COMMUNITY ENTERPRISE LIMITED AT 2.00PM, THURSDAY 23 JANUARY 2020, THE LIGHTHOUSE

Present: Lyn Foley (Chair), Sally Davey, Katherine Rake, Pat Jenkins, Sue Wright, Rosemary Stibbon

Apologies: Emma Herrod – attended/reported briefly, Sue Menzies – report already circulated

Today's meeting is the Inaugural Meeting of the Founding Directors of Stoke Sub Hamdon Community Enterprise Limited

Founding Directors include: Lyn Foley, Katherine Rake, Sally Davey, Pat Jenkins, Sue Wright, Rosemary Stibbon, Emma Herrod and Sue Menzies

Reports

Rosemary

Shop Heat Extraction and Fire Safety Compliance researched and site meetings held with 4 Contractors:

Two of four quotes received to date from:

Elliotts:

- i) £1940 +VAT to supply and fit extract/supply ventilator ;plus £500 + VAT for ANOther to create hole for extractor.
- ii) £2885.62 +VAT to supply and fit air conditioning unit.

James Steele Electrical(Paul Cox recommended) £2250 for Fire Protection works only.

Martin Lewis Electrical recommended a Fire Survey be carried out in the first instance costing £200 plus VAT;Martin will quote for all works once Fire Report received.

ACTION: Rosemary to pass to Pam and John as appropriate for their info and possible action.

Bamfords have yet to forward quote.

Discussed our immediate needs and available funds, also what refrigerators and freezers we think we will need and where they might be sited in the shop. Decided to wait for 1 year of operations to assess our requirements more accurately.

Katherine

Further Policy docs received from Angie at Kingsbury and forwarded to Pat. No further docs required for Volunteers at the moment.

Joan Clemmo visit on hold at the moment.

Special General Meeting to be held by 30 June 2020.

We need to get Members signed and paid up and prepare information/requirements for those wishing also to be Directors. First Directors Report is due to the FCA by 28 February 2021.

All Membership leaflets have been delivered and now need to get them returned. Can get feedback on communications at Drop In Meeting on 31 January: Lyn is printing flyers for this. Newsletter entry made.

Website: look at cost; we need a secure site; various pages, e-mail addresses for Members/ Volunteers, Data protection issues all being worked on, document/coded docs storage being considered.

Going in to shadow Ann. Simon could be available in shop on ad hoc basis.

Sally

Delay getting bank account as appropriate documentation not yet available to us. Therefore registering Company with Yell.com (takes about 72 hours) and bank will be able to proceed then to set up an account for us.

Sally will liaise with Sue M re creating Membership spreadsheet.

Sue W

Richard is available to serve in shop on Mondays ad hoc basis.

Table booked for May Fayre.

Shop layout: Norton shop researched:

- Mat and hand towel service identified
- Apple juice and cider from Tinkers Bubble
- We will not be in competition regarding suppliers – local contacts for meat, fish etc
- Hessian bags cost £3.99 each
- They stock cigarettes and alcohol; Western Gazette only paper.

Security monitor - position discussed and position of till.

Lyn

Payzone rep didn't arrive; meeting rescheduled for 3 February.

Insurance quotes are only good for 30 days, therefore will need to make further request.

Drop In public meeting: Friday, 31 January 2020 3.30-6.00pm;

Serving tea/coffee/biscuits;

Tables required for: Volunteers, Shop Layout, Stock List of ..., Suppliers/Produce, Membership and Donations.

Requests have been received for bank details when available to make donations etc.

Volunteers: 40 needed to cover shifts over 7 days; Ann may be available for 24 hours in due course. **ACTION: Lyn** to prepare announcement/advert for more Volunteers to come forward and commit to help.

ACTION: ALL to make as many personal contacts as possible to recruit more people: mantra: update old/learn new skills; meet people; hope to offer 5% discount on goods.

Tea Party Saturday 15 February:

ACTIONS:

Lyn to send out request for cake bakers

Scones, bread, fillings, crockery – Lyn

Lighthouse booked.

Date of Next Committee Meeting –Thursday 30 January 2020, The Lighthouse

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 21 February 2020

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

Apologies: Rosemary

The minutes of the previous meeting were agreed.	Action
Sue W has been looking into meat suppliers, and is now at the stage that she needs to advise them what we require.	Sue W
Pat has been working on the draft Fire Policy and has found a more up to date one than originally shown to Katherine.	Pat
Sally is working on the registration of VAT. She advised that the bank balance is £15,486.90 +£1,000 float + £291 in small nominations.	Sally
Katherine has found tabards at between £10 -£15 but will talk to Sandra Allan and Drew Perry about the possibility of making the 24 needed.	Katherine
Katherine has been looking to see if there is a free software for the till so that the information could go into a spreadsheet without much luck. It is hoped that the Audit company will be able to provide us with the audit in computer format.	
A new till and printer would cost in the region of £686.99 + VAT. Katherine to continue to investigate. It was agreed we would start with the current till.	
The adverts are now in and include opening times. Katherine is waiting until the lease is signed before she gives Alpha Signs the go ahead to do the shop sign.	
Sue M has input all the current membership forms and we are currently at 166 members. The only response we have had at present from our business letters is the Hamdon First Aid and therefore Sue will get an updated letter out to the businesses.	Sue M
Emma has sorted the Broadband which is with Talk Talk and will be available from Friday 28 Feb. Bill Payments are also now sorted.	Emma
Emma has been await Payzone to call her back. If she has not heard from them soon she will sign us up to Worldpay. It is slightly more and will be an 18 month contract instead of the 12 months we would get with Payzone.	
Martin Herrod has offered to do our internal signage as required.	
Lyn advised that the afternoon tea had been a success despite the weather.	Lyn

Joan and Lyn 2-hour training programme for volunteers has been going well and Ann had stayed for both the session. Those of us who have received our training all agreed we found it very helpful and made us feel more confident. There are four more sessions next week.

The lease agreement has not yet been signed. Michael Foley is going through the contract.

Pam & John are responsible for doing a Risk assessment on the shop however, if this doesn't happen the committee will need to take this on for health & safety.

UPS has been cancelled from 1 March and Lyn is awaiting a phone call to see if this can be transferred to SSHCS. If not we will have to open without a delivery service. Katherine has agreed to take this on

Katherine

Katherine asked about the Sim cards. Pam & John currently get money selling them or when they are topped up. Lyn will look into it.

Lyn

Lyn has spoken to Martock News and Alan Law can deliver to the shop for £30 per month. Lyn has asked for them to start from 1 March and the Café has offered to let us sell them from there. Any unsold newspapers need to go back to Martock by 5.30 same day.

We will be using Bakery Royal and Lyn now has a retail price list for shop. Lyn to discuss the cost price.

Lyn has recruited our first DofE signee who will do a shift with her mum, Pam Fisher on Fridays.

The alarm codes and Managers code will be changed when we take over and Lyn is to look into if one of the cameras can be seen from Pam & John's accommodation as this would need to be disconnected.

Lyn reported that there are a lot of keys. Katherine has agreed to sort these out and label the keys.

Katherine

Pam Fisher, a volunteer in the shop has offered to get our Staff ID cards and any signage printed.

One point that came up from the first training session; a Christmas Savings card. We all thought it was a good idea but not something we would consider doing this year.

Rosemary has been looking into Bookers and Hunts for the frozen food.

Rosemary

Lyn will be in the shop/café opposite from 7am on Sunday 1 March and the committee can come anytime from then. Tony Menzies volunteered to come and take down the cigarette cabinet and do any DIY/shelves as required.

Lyn

Date of next meeting: Friday 28 February 6pm in the Fleur.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 28 February 2020

Attendees: Lyn, Pat, Sue W, Sally, Katherine, Emma, Rosemary, Sue

Apologies:

The minutes of the previous meeting were agreed.	Action
Sue M has been getting uncompleted membership forms filled in by going around the village and continuing with registration. She has been looking at the membership certificate templates and will look at the requirements in more details. Tony has offered to come and help with moving cabinets for the new layout and will come up with Sue around 7.30 am on Sunday.	Sue M
Pat has finished processing Fire Policy and thinks we need a Fire Alarm. Pat was happy to take on the Fire Risk information and report back.	Pat
Sally has our new VAT number 343-1841-18 She advised that the bank balance is £16,349.90 +£1,000 float + £361 in cash. Bank details: Lloyds Bank, Account No: 55762368, Sort Code: 30-90-89 Sally is awaiting the mandate to pay by BACS but in the meantime she can pay by cheque.	Sally
Ann is currently paid by cash and has a shop pension with NEST which Pam & John have done mandatory contributions.	
Sue W has been looking into Bright Ideas and the layout of the shop. She has asked PC world if they have any old computers, laptops or printers that they could donate to the shop. Sue has contacted a couple more meat suppliers as well as Martock & Langport. One at East Coker and the price list is the price to us but they can mark up the product with a 20% mark up and vacuum pack. The Sausage shed is happy to pack in smaller or larger amount as required.	Sue W
Rosemary has been looking at suppliers. Hunts want a direct debit but will accept cash on delivery to begin with. Warburtons also want a direct debit. Emma is going to provide Rosemary with an Essentials catalogue. Rosemary has the bag of loose potatoes for the shop and the carton for the cards.	Rosemary
Emma reported that the phone is connect today and the number is 01935 509100 It includes normal standard national calls. She will check to see if mobile numbers are included in the charge.	Emma
Our card reader is with Payzone. The terminal will be arriving soon. Emma will use hers until it arrives. We can have a wall plaque outside to advertise it. This is to be discussed at a later date.	
We now have a Twitter account. @StokeShop1 Facebook is working okay.	

Card Payments is will cost us £75 to set up and will take payments.

The new e-mails are set up and they will go to:

Volunteers@stokeshop.co.uk - Lyn Accounts@stokeshop.co.uk - Sally
Shop@stokeshop.co.uk - General Members@stokeshop.co.uk - Sue

These are sent automatically to our own e-mails but we can also get a text to say an email has arrived.

Katherine said Warburtons want a direct debit and will offer sale or return for 4 weeks. Katherine suggested we make a folder and everyone who has information on suppliers prints off the information they have on the procedures.

Katherine

Katherine is doing the registration for UPS. Lyn gave Katherine information to complete.

Cigarette registration scheme Pam and John had was cancelled. Therefore we need the codes.

3Rings is a rota system for Community Businesses and is something that we could consider for the rotas.

Katherine will order the signs on Monday and get the proofs for what they will look like. It could be 2 or 3 weeks before they arrive.

Talk to Sandra Allan about Tabards.

The Keys are now sorted.

Sunday we can look at moving the till, clearing and cleaning the windows. Simon will come and PAT test the electrics.

Lyn has signed the lease.

The door between the shop and charity shop is still being discussed.

Pam Fisher a volunteer in the shop is happy to laminate any signs and happy to do the volunteer cards. The cards will let volunteers have a 5% discount on what they buy with the exception of Alcohol, tobacco, magazines.

Lyn

There are still quite a few gaps in the rotas and we discussed ways of making this easily accessible to volunteers. Whatsapp, Twitter, 3 Rings are considerations.

A neighbour has a lots thick purple fabric and has offered to make up some aprons for the shop until we get our tabards.

Alan Law will deliver the newspapers from Martock and does not want paying.

Smiths still hold a key for the door and we need to get this back if they do not drop it off with their last deliver. Katherine will ask Smiths about the Key

(action KR)

Sally offered to collect the papers and sort the magazine on Sunday and Mike will sell the papers from the Priory Café.

(action Sally)

Lyn will go to Booker on Saturday with Ann to stock up on Fresh fruit & vegetables, crisps, alcohol & cider.

Lyn

The signs for the door have been agreed and will be done at cost by Lyn's brother. We also discussed having our logo on the window but it was decided to wait until we have sorted the layout and opened.

Lyn & Sally will meet the stock takers on Saturday after 1pm. The stock takers advised us to discuss sell by dates. Pam has agreed that if the stock taker says it unsaleable then we do not buy.

Russell from Cardline – cards will be bought for 68p and sold for £1.75. Pam will whittle the existing cards down which we could sell for 25p. Going forward we will be sale or return.

We discussed list of jobs for Sunday and agreed to all meet on Sunday morning for preparation and cleaning of the shop.

Date of next meeting: Friday 6 March, 6.15pm- 6.30pm in the Fleur.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 13 March 2020

Attendees: Lyn, Pat, Rosemary, Sue W, Sally, Katherine, Emma

Apologies: Sue Menzies

	Action
Minutes of the previous meeting were agreed.	
Katherine – Updated everyone on the Booker track and trace and recycling.	
Bestway – Katherine and Lyn are going to Exeter on Sunday.	
Shop sign – this is being done on Wednesday 18 March.	
Hambook – She’s doing the advert for the next issue. This will include the fact that the shop now sells meat and people can top up gas/electric/mobile phone cards.	Katherine
Emma – Payzone Bill Payments is now installed although there is an issue with gas keys. She’ll update them with the correct phone number. She will produce a guide to using it to go into the manual in the shop.	Emma
Payments – The shop has been accepted by Barclaycard so Emma will chase up the card payments terminal from Take Payments.	Emma
Volunteers – they have been emailed in order to fill gaps in the rota and about the meeting on Wednesday 18 March at 6.30 in the Lighthouse. Katherine and Emma will sort out 3rings.	Emma / Katherine
Facebook – Posts have gone on Facebook about meat being stocked.	
Rosemary – She’s put a poster in the window about washing hands.	
Computer training for Anne – she suggested ECDL which Anne can attend at Yeovil College. Anne needs to call the lecturer James Roper. Lyn has the details and will pass them onto her.	Lyn
She has drafted a parent and child agreement for the DoE volunteers and she’s been phoning around volunteers asking if they can do extra shifts.	Rosemary
Sue W – She has chased PC World and will do so again.	Sue W
She’s had an email from Fanny and Gay about interviewing Lyn/someone about the community shop and has replied.	
Sally – The bank balance is £5,993.68.	
She and Katherine have sorted out BACS payment.	

Lyn – She updated everyone following Chris Waldock’s accident. Remedial action has been taken by closing off that end of the counter. PG Security has downloaded the CCTV and Lyn has spoken to the insurance company. It was agreed that we would buy a bouquet of flowers for Chris for when she’s home from her operation which is taking place on Monday or Tuesday.

There are two more DoE volunteers

Covid-19 procedure needs to be put in place. A meeting has been called for Wednesday 18 March at 6.30pm.

Products - There has been positive feedback about the meat and Bruton Dairies and moving product around in the shop. Frozen bread, pasties and sandwiches are selling. More newspapers and bread are being sold and people are being encouraged to place regular orders.

The door between the shop and the Charity Shop is being installed by Geoff Davis on Saturday 14 March.

Emergency contact cards and the bread pricing sheets are being reproduced. The emergency contact cards will be handed out on Wednesday

Date of next meeting: Volunteer meeting on Wednesday 18 March at 6.30 in the Lighthouse.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 20 March 2020

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

Apologies: Pat

	Action
Minutes of the previous meeting were agreed.	
Katherine spoke to Emma about Payzone and it is now sorted. Emma will get instructions printed for volunteers.	Katherine (action Emma)
The shop sign is now up and we all agreed it looked good.	
Chris has had her operation and now out of hospital.	
Katherine went to Bestways in Exeter with Lyn and they have now got the online ordering set up. Our first delivery will be Wed.	
Bookers in prioritising Tesco. To get stock we need to get there early and Rosemary needs to go each time as she is the card holder.	
Rosemary stated that the volunteers were all set for the weekend but we have a few less now as some have had to withdraw due to health.	Rosemary
Sally – The bank balance is £10381.02 - a Bookers bill for around £1000	Sally
Bank Bac payment is now sorted	
Sue W reported that the Deepest Somerset Publication has now finished	Sue W
The resilience workshop is only good until June	Ongoing
Bright Ideas grant application – ongoing, however we have now set up. Katherine stated that we still need help with stock control. Emma offered to be the second contact for the application	Action Sue W/Emma
Emma reported that Paypal is set up and been checked: shop@stokeshop.co.uk this will go straight to our bank account. She has chased up the card machine to be delivered Sat or Mon. (This has now been delivered)	Emma
Emma suggested that we check the cost of Sum Up compared to the new reader as it is only a 12 month contract.	Action Sally
The Clear business invoice for the phone line for the alarm has arrived and Sally confirmed she received it	
We could get a grant for £10k interest free from the government. The group had mixed feeling as we do have money in the bank and doing well. Katherine	

suggested we could get our EPOS system and a proper computer system and still have money in the bank but it would be a loan. Katherine and Sally to look at what is required. To be considered and discussed at a later meeting.

Lyn stated we are in a good position and have extra money for things we need including the air conditioning.

Lyn

We have had 6 volunteers stepping back but have 2 new volunteers starting and 1 Uni student and some 14+ who offered to help with supervision.

Suspending with the new measures

Ruth Chant kindly purchased and donated us two new phones.

One of the phones will be used for the Helpline being set up by Paul, from the Priory Café and Val Stidson which will help members of the community who need help with shopping and collection of prescriptions, dog walking etc. They will be positioned in the back of the charity shop.

Val Stidson has stepped down due to family commitments

They will collect cash on delivery or pay over the phone by card.

There are 5 designated people who will organise and collect prescriptions

Emma suggested they take photos of the shelves when they arrive so they know what we have in when people phone.

Lyn said that the club has now closed and handed over a bag of peanuts and snacks for us to sell in the shop.

The Fleur will be selling takeaway meals with free delivery

Lyn had the Health and Hygiene inspection and we got 5* but must sort out a few problems and have a month to sort.

- Don't sell loose stock cubes as they do not have a date
- Freezing chicken 2 days before use date is illegal. We need to have a best before date
- We can't freeze the pies and pastries because they are not pre-wrapped, no list of ingredients and no best before date or baked on details. Therefore we can only sell from the chiller. Wrap them, date when wrapped, 2 days use by date.
- We must have hot water on the hand wash sink or change the other sink to the hand wash sink. Lyn knows a plumber and Katherine suggest Dave Taylor as another plumber

Paul at the coffee shop has a Square payment system which could be used for home deliveries in the customers own home.

The volunteers are now doing regular cleaning of doors, handles. Some volunteers are wearing gloves. The gloves have been checked by Katherine and are not Latex which was a concern for some volunteers.

We may need to increase Ann's houses because Katherine and Ann are the only

people who could pick up if Lyn is ill or has to take time off.

Bread – Warburtons could not deliver the amount today; Friday.

Bakery Royal orders should be done at 3pm - just one order per day otherwise it is getting confusing and wasting time. One off orders for the day goes on the piece of paper and regular orders to go into the blue book.

The way forward is to encourage orders. From 25 March orders to be collected by 12 midday or will go back on general sale.

New measures

Most newspapers are offering 12 weeks free delivery which in turn will effect Martock News. We need to get contact details for Newspaper orders and if they do not collect the orders by 4pm they will go on sale or go back. Proceeded by change of opening hours. Papers to be collected by 11 am starting Wed 25 March.

New measures

There will be special exceptions for certain customers to the above at the discretion of Lyn or Katherine.

Other matters

Katherine reported that volunteers are recording the fridge temperature wrong. Check Volunteers doing it correctly. 3-4 degrees milk fridge. Walls freezer -18 degrees or below.

Sue W stated that Gardeners World are doing 2 for 1 for gardens open around Britain. Maybe worth stocking some.

To be reviewed in April

Rosemary has some purple material for behind the fresh pasties shelving. It was agreed she would make up and investigate fixings.

Rosemary

Lyn proposed we bought flowers for the lady who made the aprons as well as Chris Warlock after her op. We all agreed.

Lyn

Lyn thanked the committee for all their hard work.

Proposed next meeting Friday 27 March 6.15 pm Lighthouse. However this maybe needs to be done online as social distancing measures increases.

To be decided

Meeting closed 8.17 pm

Date of next meeting: Volunteer meeting on Wednesday 18 March at 6.30 in the Lighthouse.

EXTRAORDINARY MEETING OF DIRECTORS OF STOKE SUB HAMDON COMMUNITY SHOP LTD

MINUTES OF MEETING TO DISCUSS PURCHASE OF EPOS SYSTEM

HELD AT 4.30PM ON FRIDAY 10 APRIL 2020 IN THE LIGHTHOUSE

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

Apologies: Sue Menzies

Lyn thanked all present for attending during these extreme times and pressures.

REPORTS

Sally: Trading good and £8000 in Bank; however, tracking stock/order/profit levels very difficult due to lack of comprehensive system; EPOS (Electronic Point of Sale) is now a must to take us forward: approximate cost £1500 includes: computer tower, touchscreen, keyboard and mouse, till, barcode and payment readers and setting up/installation.

Katherine: The back office computer could do the mark ups. It would take a week to set up. Cabling needed and this would run across ceiling; EPOS will assist with what stock is selling/not selling/ ordering; till backs up to Cloud; help line for problems arising; gives comprehensive reports; 12 month guarantee; £200pa support package available.

Proposed we go ahead and purchase EPOS system: Rosemary Stibbon

Seconded: Sue Wright

All in favour of the Proposal.

ACTION KATHERINE will proceed and get a full proposal with dates from supplier.

Advertising: Lyn is preparing entry for next Newsletter. The Hambook is delayed at the moment. The Website is being kept up to date. The Help links to be updated.

Governance: normally all Directors would stand down at the AGM planned for June; as not able to hold this in June, **ACTION KATHERINE/EMMA** to consult Liz Maunder/Sue Boer over what action we need to take in order to get Governance in place.

Emma: Report showing Community shops turnover up by up to 13 %. Facebook is being kept updated. PI security researched: £15 per month fee; system too complicated. Many more Volunteers now for the Rota and almost filled. Looking forward good to establish people in regular slots. Rota now on Website/ volunteers. Website updates by Katherine – Martin has access/password. A statement is to go on-line regarding personal data held and how used etc. **ACTION EMMA**

Sue W: attended on line workshop/Seminar, Emma and Katherine also attended for half day each. Sue also had 1-1 session on making Grant Applications: Safe Guarding Policy needed for the Applications. **ACTION EMMA** has something that may be suitable for use with Applications.

Pat: Thanks to Lyn and Rosemary for their support whilst self-distancing. **Pat can help Katherine with Governance.**

Rosemary: nothing to report as self-distancing but available to help on line/phone. Hygiene fabric screens to be made for pastries cabinet. **ACTION ROSEMARY**

Lyn: to date all going well.

- Help Line has supported 135 calls and made lots of deliveries. Supported curved balls from Medical Centre around delivery of prescriptions: for security, Lyn only dealing with these and Paul only making the deliveries; system seems to be flowing well.
- Making runs to Bookers/Morrisons and generally keeping up with needs; have doubled the amount of stock;
- bill for £215 for Electric received.
- Volunteers thanked for what they are doing in the shop keeping things running.
- Invoice needs to be sent to Post Office for Rent – **ACTION SALLY.**
- Nicky at Stoke Working Men's Club is forwarding £400 for our second month's rent as promised. In addition, Stoke WMC has generously set up a Just Giving page to help fund the EPOS system.
- We have been offered a reconditioned computer running Windows 10 – Simon can set this up for the shop. **ACTION KATHERINE/SIMON**
- Freebies have been given to shop to put in the Delivery boxes including: lavender bags from the Brownies, daffodils from an anonymous lady, biscuits and cakes plus Easter eggs from the Church.
- Propose closing at 12pm on Easter Monday.

Meeting closed at 6.45pm.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 22 May 2020

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

Minutes of the previous meeting were agreed.

Action

Sally – We currently have £25,158.06 in the bank and that includes the £10K grant. We have had a £200 donation and received the £1010 the club raised for the till. The new till will be ready for use on Tuesday. A full stocktake will take place once the volunteers are competent on the till. Greeting cards will still be scanned but the £1 cards and Drew's cards will be entered as miscellaneous. Sally may need a Deputy.

Emma - Furloughed volunteers will be going back to work soon, possibly in June. Emma is phoning around to check all the volunteers' situation going forward.

Social distancing while training on the new till may be difficult but it's easy to learn.

Lyn – We need to have a discussion about staging the shop back to normal times but still keeping it profitable and meet our customer's needs.

Carry forward

The shop needs to have a manager or member with admin rights at all times for corrections and there are four to date, Lyn, Ann, Katherine & Sally. The Manager has to pay for all deliveries and authorise refunds.

There is a second computer screen out the back for entering new products.

Emma investigated replacing Menthol cigarettes with Vaping however after discussion it was decided we would not sell Vaping.

Katherine – Discussed what do we do when the Charity Shop starts up again. Look into the possibility of reversing the directions customer come and leave the shop.

Carry forward

The shop door is still needs to be painted white.
To look into getting a whiteboard for the back of the shop for orders.

We have a pre-paid advert in the Hambook and Katherine will put this in for July. Katherine met up with Sue M to discuss the Special General Meeting. We don't need to advertise it in the Newsletter as it is only for members.

Katherine

Rosemary – is looking into the best way to do the noticeboard.

Rosemary

Rosemary and Pat met to compile the Safeguarding policy and thanked the committee for their suggestions. Pat is the Safeguarding officer. Rosemary and Pat are hoping to be back volunteering in the shop soon.

Pat &
Rosemary

Sue W – Sent the Committee two emails;
SSDC Cononavirus Food & Drink Suppliers – we are listed as offering general groceries & stationery. Sue to look into how we can amend this to include a more comprehensive list.
Listed in ‘Your Area’ – Stoke Community Help Project still includes spelling mistakes.

Sue W

Bright Ideas have come back to Sue W asking for clarification and breakdown of the £15K grant we have applied for. The Committee discussed the items needed; Laptop/computer, EPOS, Air con, Sink, Toilet, making the shop wheelchair friendly. It was agreed to get quotes asap.
Also clarifying Mental Support needed.

Emma – We do need help with shop design, the psychology of shoppers and how we can use the shop better. The Committee agreed this could be a good next move.

Lyn thought it very reasonable to ask for an extension of 3 months so we could get workmen in for quotes with the current situation.

Sue W

Paul, Manager of Sainsbury’s in Bath came in the shop and thought we were missing a trick not having disposable BBQ’s

Sue M – The First Special General Meeting (SGM) is due to be held by the end of June, six months after registration. We need to give members 21 days’ notice. With the current situation and restrictions on social gatherings an email or letter posted to all members to obtain an idea of numbers and then we can decide how we will run the meeting; i.e. Zoom/Memorial Hall. Also to see if we need to hold a ballot and proxy votes should candidates wishing to stand as Directors exceed our maximum. Maximum number to be decided before the SGM.
We currently have 213 members and require 10% of members for the SGM.

Sue M

Lyn – Is uncertain whether to stand again due to her health.
It was discussed whether the Chair should have a Deputy to help out and it was agreed that Katherine is basically doing this role.
Ann is more confident and capable of running the shop. Ann now works four mornings a week and Lyn doesn’t come in until 12 noon with Katherine doing Sundays and this routine is suiting Lyn better.
The Volunteers do need supervision at all times, especially with the new till.
Ann needs to delegate more and Lyn has been encouraging her to take responsibility for what needs doing.
Ann is currently doing a few hours for free to help out. We discussed paying her for the whole time she is working and the committee agreed to up her hours to 22 hours @ £10 rate.

Sally

Ann will also require ongoing training – Personal Progression.
Ann requires a proper contract to include Holiday allowance and pay. Emma agreed to do this.

Emma

Lyn is discussing how the shop is run and making decisions with Ann and has asked if she would like to join the Committee.

VE day was hugely successful from the comments and worked well.
We will look at arranging more of our own events.

'Finest Fruits' a fruit and vegetable shop is due to open shortly in the old gym. They are looking at selling other items such as fresh milk and bread.

Kaz Doyle asked about selling Jams & chutneys in the shop. Lyn has advised her she would need her Food Hygiene Level 2 and have her kitchen assessed before we could sell it.

Priory Café have a large kitchen which is SSD approved and considering hiring out the kitchen for anyone wanting cooking facilities or perhaps crafting.

Lyn thanked the Committee for attending and the next meeting was arranged for Friday 29 May after the shop closes.

Agenda

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 5 June 2020

Attendees: Lyn, Sally, Katherine, Pat, Sue W, Rosemary, Sue M.

Apologies: Emma.

Minutes of the previous meeting were agreed.

Action

Sally reported she has now received a £400 grant and the bank balance is approximately £26K.

The new till is working well and the Volunteers seem happy with it. Card machine and till are correct.

The Stocktake in the Stockroom will be complete by 12.30 pm Sunday when the Committee will commence the Stocktake of the shop. Emma is producing the sheets.

Sally

Orders can now be put through on the till in the backroom.

Customers are missing fruit and vegetables in the shop and Cameron at Finest Fruits is not opening as he advertised due to family illness. He doesn't appear to have a contingency plan for illness. Lyn suggests we try and support him. Rosemary suggested that if he couldn't open possibly having a box of fruit and vegetables from him to sell in the shop. Katherine suggests we could promote him on our Website and Facebook and for the time being perhaps reducing his hours. Lyn had recommended West Country Foods but he gets his supplies elsewhere. Lyn to talk to Cameron and see if he needs some support.

Lyn

Lyn & Paul, Priory Café, are also discussing having a monthly Central Hub of Shops Meeting with the aim of working together. This could include Lauren, Bacall's and Cameron, Finest Fruit.

Katherine has now produced a Share Certificate that meets the needs of our Constitution. It was agreed we will get these out at a later date as we are busy preparing for the Special General Meeting.

We also need to work on the Privacy Statement for information held. All information held is password protected.

Katherine

Simon has put in the new internet line.

Refurbishment of the Office/Post Office could simply be to take down the posters, repaint and then Simon will build something more practical than the existing filing cabinet.

Katherine has looked into Eco Freezers and the approximate costs are:

Display Chest Freezer is £700 + vat, Chest Freezer that locks £500 + vat, Upright Freezers around £1880 +vat.

SW asked for extra time from Bright Ideas but they wanted estimates immediately. Therefore she sent in estimates which came just short of £8K to replace all the existing Fridges and Freezers. Katherine and Sue to get 3 quotes.

Katherine/
SueW

Katherine and Rosemary had an Air Con reprehensive to look around the shop and measure up. They discussed a Heat Circulator – Heat Pump. The maximum noise is around 40 decibels and that would be when it was working at its hardest so quieter than other systems. You can get more heat or cool by a switch. Lyn asked if a Heat Pump could also produce hot water. Katherine will look into it. Katherine and Rosemary will get two more companies in for quotes.

Katherine/
Rosemary

Katherine will put in a report and our thanks in the July Hambook.

Katherine

Katherine informed the Committee The Plunket Foundation are campaigning against Bookers who were taken over by Tesco as there is not the variety of goods to buy.

Lyn is looking into Hunts and Queenswood and possibly trying a Product Line with them. This is where we have products branded with our name. We would need to buy 200 units of products but could have 20 or 30 different lines. This does come at an extra cost.

Lyn

Sue M reported that all the members have been contacted about the Special General Meeting (SGM) 11 members have indicated they would be interested in attending the meeting, 2 of whom would only attend if it was an online meeting. At present we do not have anyone interested in standing as a Director. Sue will work with Katherine on the 21 days' notice, Agenda and Directors application which must be sent on Tuesday 9 June. The meeting is Scheduled for Tue 30 June. Time and Venue to be decided.

Sue M/
Katherine

Sue M had noticed that on the current Newsletter the Post Office is showing as (in The Shop at the Cross) Sue to contact Sarah Moore and ask for it to be changed to Stoke Community Shop.

Sue M -
Completed

Sue W has tried without success to correct the Food & Drink Supplier as discussed in the last meeting and will now e-mail them.

Sue W

Sue W reported that the quotes/estimates for Bright Ideas came to £19K so she has therefore asked for £20K. This has now been submitted and Sue hopes to hear back within the next two weeks.

Pat enjoyed her first shift back in the shop. She has just been advised the Charity Shop will reopen on 1 July and close at 4pm. As a Volunteer in the Charity Shop she will see how she gets on doing both.

Katherine advised us that the Charity Shop would like the middle door closed when they come back and for us to have separate entrances again.

Pat reported that the Safeguarding Policy is complete and we should now have received a copy via e-mail and thanked everyone for their contributions.

Lyn said it looked good but noticed two things; a duplicate bullet point and the psychological abuse was missing for Under 18's. Pat will check it and add Psychological.

Pat

Lyn will give a copy to Ann.

Rosemary asked if we wanted Volunteers to sign to say they have received the policy. It was decided that we will have a book with all the Policies. Volunteers will be encourage to sign when they have read them.

Katherine suggested we had a shelf and noticeboard for Volunteers.

Pat and Rosemary volunteered to make up a file if everyone sends the policies to them.

Pat/Rosemary

Rosemary reported that she is awaiting the proposal and quotation from Andy at Watertite Heating Ltd who visited on 3 June.

Bamfords are coming on Thursday at 9am.

Rosemary has rang Elliott Environmental Services Ltd twice but as yet has not had anyone come back to her.

Katherine will take a look to see if she can see any other local companies for an extra contact.

Rosemary has spoken to Emma about returning to Volunteering in the shop and expects to be back in July when there is room on the rota.

Rosemary

Katherine

Newspapers – Lyn has a quotation from Smiths. It will cost us £995 initially which is refundable after 48 weeks, £140 non-refundable and cost £50.09 per week. There are no minimum or maximum orders and we get all the profits. Lyn intends to give notice to Martock and start with Smiths on Mon 29 June.

Katherine said she can announce it in the July Hambook.

Lyn

Katherine

Bread - Lyn is increasing the Warburton bread order and getting a variety of buns for the BBQ season. She will cancel the Brace bread.

Katy's jams and pickles are selling out and therefore Lyn has ordered more.

Milk – there is a couple of issues with the pricing of milk and also stock rotation. Demand for milk has gone down. Possibly as customers are buying milk from supermarkets or from Finest Fruits.

Soft Ice Cream Maker – Lyn proposed we look at buying a small ice cream machine for whippy ice cream cones/tubs. There is the initial investment but there are huge profit margins. She asked the Committee to have a think about it.

Carry forward

On Call Rota – Lyn suggested we had a contingency plan for if she is ill. Lyn may need to take time off from the shop if she has to change her medication. We all agreed that we were happy to be on a rota and help out. Sally said we need to have joint knowledge of what Lyn does including all the shopping and deliveries.

Rosemary offered to do a blank rota which we could all fill in with our availability. We could also shadow Lyn and learn what needs doing and when.

Lyn has spoken to Paul in Priory Café who has offered us any support he can give.

Rosemary

Meeting closed at 1820

Stocktake on Sunday 7 June 1230

Next meeting Friday 12 June after shop closure.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 12 June 2020

Attendees: Lyn, Sally, Katherine, Emma, Pat, Sue W, Rosemary, Sue M.

Minutes of the previous meeting were agreed.

Action

Sally thanked everyone for their help with the Stocktake especially Emma who produced the sheets and Lyn staying afterwards to help input all the stock on the system.

Bank balance is £27,715.87 which includes the £10K grant.

Ann is learning the system quickly and it all seems to be working well.

Rosemary reported that she has tidied up the Safeguarding Policy and will forward to Lyn who will give a copy to Ann.

Rosemary/Lyn

Banfords looked around the shop on Thursday with Rosemary and Katherine and discussed a Heat Extraction. He didn't think it was possible to have one altogether and therefore will give us two quotes, one for the Shop and one for the Storeroom. The next company coming in to quote will be on Monday am.

The drains and Pam & John's wishes will need to be taken into consideration.

Rosemary is working on the On Call Rota for Lyn's cover should it be needed and has sent Lyn an e-mail to see which days she shops etc.

Rosemary/Lyn

Lyn – she goes to Bookers and Lidl's on Tuesdays and Fridays but the days do not matter but will take a look.

Rosemary asked if we have minimum shop levels to tell us if we require stock.

Sally advised us that it is only the first week since the stocktake and therefore we would need more information to expect this from the new till.

Drinks do sell quickly and constantly need to be restocked.

Sue W hasn't heard back about the grants yet but will advise us when she hears.

Sue W

Emma has been helping with IT in the shop. She still has Ann's contract on her To Do List.

Volunteers – there are 5 gaps on the rota for Volunteers. Rachel M is back at work in week's time but hopes to be able to fit in a shift still.

Mike P has got a few more weeks before starting his new job.

We have 2 new Volunteers starting soon but only on the Shopfloor/Stockroom.

Pat is enjoying being back in the shop and using the till.

Lyn asked Pat about the Induction Folder. Pat and Rosemary haven't received any other Policies yet and asked anyone who had anything they have done to send it to them.

All

Sue M reported that all the 21 days' notice, Proposed Agenda and Directors Application were sent out on Tuesday and to date she has not received any Directors

Applications. Members have until Midnight on Tuesday 16 June. After this date all members will receive a letter with information about the meeting Proxy forms and the Agenda. Meeting date and time agreed Tuesday 30 June 1830
Sue M to talk to Jill U about possibility of using Memorial Hall Chair outside. This has now been actioned and we will need to hold a Zoom Video Meeting instead.

Sue M
Carried Fwd

Sue M suggested we have a type of Promotion – possibly prize for xxx number of transactions. After discussion it was decided that a date and time in an envelope would work better and Pat would do the envelope. Katherine to advertise this into the Hambook.

Katherine

Sue M suggested that now we do not have fruit and vegetables in the window could we offer local crafts people the space. After discussion Emma suggested we could use it to support Local Artists, possibly Somerset Arts Month and other businesses.
Lyn to talk to HCAP re Arts Month

Lyn

In the meantime we would ask Jan Daniels, Kaz Doyle and Sandra Allen if they would like to dress our window for a few weeks with their crafts on a no commission basis. The money will not go through our till. Sue M and Sue W to ask Crafters.

Sue M/Sue W

Katherine has been working with Rosemary on the Air-con quotes and with Sue M on the SGM.

Katherine is working on the Privacy Policies.

Katherine

Once she has the code she will get the extra terminal operational.

Katherine

The refurbishment of the office is still on her list.

Hambook – discussed the entry including thanks, change to Smiths News and the Promotion Competition for Customer in the shop.

Katherine advised us that the Charity Shop would like the adjoining door to the Shop closed on the 22 June to give Volunteers time to get the shop ready for opening. With this in mind we will need to decide on how the shop flow will work. Possibly going in and around to the left. One in one out. Also cleaning outside the shop where customers will have to queue. Deliveries to come through the side door.

Carried Fwd

Newspapers – Lyn & Sally signed the cheque for Smiths News and are awaiting a date. Lyn will give Sue at Martock notice next week.
Sue M taking the papers back to Martock each day Sue W offered to help too.

Lyn
Sue M/Sue W

Fruit & Vegetable – Customers are asking Lyn when we will do vegetables again as Finest Fruits have been unreliable. Lyn to talk to Cameron and see if he needs support.

Lyn

Katherine suggested if he gives us a list of what he has in daily we could send Customers across to him.

Meat – Bagnell Farm is another potential supplier of meat. Beef, Pork & Lamb.
Looking at if they can supply fresh but in Freezer packaging.

Pies – Sue W suggests that in Winter we offer more pies and has a contact.
Sausage Shed also supply meat.

Hawskridge Farm – the Vegetarian and Vegan products are selling well. We can get
Clive Pies fresh from Hawskridge or frozen from Queenswood.

Queenswood – Prices for Sanitising Handwash are now back down after being very
expensive during the shortage. We also get refillable washing up liquid in 15 litre
bottles. If customers do not have the original bottles to refill we can refill other
bottles if labelled with the size/quantity.

Newsletter – we have not put anything in the local Newsletter for a while. Next entry
to be with Sarah Moore by 16 June and include; Customer competition, Smiths News
and ordering magazines, new vegetarian and vegan products, Local crafts in shop
window and ‘if you want to be a Volunteer’

Ice-Cream machine – it was decided that we should wait until next year when we
have the air- con in place and hopefully the kitchen will be refurbished too.
Emma suggested getting some nice local ice cream pots.

Discussed using the existing ice-cream freezer if the adjoining door is closed or
possibly looking at getting a smaller square freezer from a supplier of ice-cream and
then restocking with what we want.

Next meeting Friday 19 June after shop closure.

Lyn

Carried fwd

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 19 June 2020

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

Apologies: Sally, Pat, Sue W was unable to connect with the Zoom meeting.

Zoom etiquette - it was decided that we would put a hand up if we wished to speak.

Action

Minutes of the previous meeting were agreed.

Rosemary will send Ann a copy of the Safeguarding Policy.

Rosemary has not started the Policy folder yet but will discuss it with Pat.

Rosemary

The Heating Rep did not turn up this week to meet with Rosemary and Katherine. Katherine has now found another company called Greenstock. Although they are not the cheapest they use Toshiba and installed both Kingsbury and Norton. It will be good to have a comparison and it may be more efficient to run.

Katherine has now sent the notice to the Hambook for the July edition.

Katherine has had trouble connecting the new lead for the terminal. Emma said it may need the Supervisor card. Emma and Katherine will work on this together.

Katherine/
Emma

Katherine is looking at where we will need to put signage for when the door closes to the Charity Shop. The Charity Shop would like the door closed from Wednesday evening. It was suggested that we ask if we can leave it open but put tape up because it gets very hot in the shop. Deliveries will need to come to the Trades entrance from Thursday.

Katherine

Emma reported that the Volunteers List is ongoing and organised with just a few gaps.

Penny T, Rachel M and Geoff B have all now stepped down from the shop.

Mike P will be with us for a few more weeks as his new job does not start until July

Sue M reported that the Special General Meeting notice with the Agenda, Proxy Voting form and Zoom meeting link has now been circulated to all our members and thanked Katherine for writing the documents.

Katherine advised us that the Chair will have to announce that the Directors are standing down to be re-elected in the meeting.

Sue M said that Jan Daniels, Sandra Allen and Kaz Doyle have now got their crafts in the shop window, they are making sales and we are getting positive feedback.

Lyn reported on behalf of Sally who does not use Zoom. Our current bank balance is around £28K.

Sally asks that Katherine authorises the payments asap.

Katherine

Newspapers - Lyn reported that she has sent an order of Newspapers to Smiths News. She has doubled the amount of newspapers we currently have on order but has not increased the magazines yet. The changeover date is still on track for 28 June. Sue at Martock News has had notice.

Bruton Dairy – Lyn reported that we have had a couple of complaints about the milk going off quickly and curdling.

Lyn will ask the driver to put the temperature on the invoice when they are delivered and check how long the milk is standing before going into the fridge. Katherine said that when we have a lot of milk it has been in the back fridge which is not as cold as the one on the shop floor and could possibly be a cause. This fridge should be our priority when we change our fridge and freezers.

Bruton Dairy milk does have more fat than a lot of Supermarket milk.

Katherine suggested talking to Paul to see if he has had any problems with the milk.

Lyn

Lyn asked Rosemary how the Rota for cover is coming along. Rosemary was not going to circulate until she had more information from Lyn about deliveries, and jobs in the shop. Rosemary said she would circulate it to the Committee to find their availability.

Rosemary

Putting stock on the till – Lyn reported that we have a little issue with how long it is taking to put stock on the till, especially Ann instead of her doing the other jobs in the shop. Stock is also being sold before they can get it on the till which often means it goes on as Onions or Loose Candy. We discussed not putting the stock out until it is on the system.

Katherine reported that we do not have a Discount Button on the till for when we reduce things. We need to ask if there is a way of doing this.

Katherine

Bakery – The list of Bakery goods on the till needs a little reorganising to make it easier for users. Katherine will make the changes and improve the user experience.

Katherine

Meeting closed.

Zoom meeting between Sue M & Sue W

Sue M apologised to Sue W as it appears she was blocked and filled her in on the previous meeting.

Sue W has been in contact with Bright Ideas about the Grant Application but as yet there has not been a decision. She was informed that the maximum we would get if it is approved would be £15K

Sue has not received much feedback from the condensed questionnaire she sent around to the Committee and would value any other comments and some idea of when we would like to get it printed.

Sue suggested putting a notice on the Tradesman's entrance for deliveries. We also discussed it would be handy having a bell.

Next meeting. Lighthouse. Friday 26 June after shop closure.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 26 June 2020

Attendees: Lyn, Katherine, Sally, Pat, Rosemary, Sue W, Sue M

Apologies: Emma

Action

Minutes of the previous meeting were agreed.

Rosemary and Katherine have now got two quotes for the Air Conditioning.

Banfords £3483 + VAT for Shop. £2114 + VAT Stockroom. They would need unrestricted access during normal working hours. Katherine reported there were other costs on top. Katherine to find out what system they use
Watertite £4143 + VAT for shop. Diakin System.
The A/C units would be recessed into the false ceiling by both firms.

Katherine

Greenstock is our third company to quote and have now viewed the premises. Their quote should be with us on Monday. Greenstock's system is Toshiba and they knew the shop before it was split into two. They installed the systems in Norton & Kingsbury.

Katherine will find out the average running costs of the systems.

Katherine

Rosemary is meeting with Pat on Wednesday to discuss policies.

Rota for Lyn or Ann's absence/holiday. Rosemary presented the meeting with Daily Routines information after discussion with Lyn. Rosemary will forward the blank rota around for the Committee to fill in our availability.

Rosemary

The main aim is who Mike calls if Lyn is Poorly. The Committee Member will need to have a good knowledge of the running of the shop and support the Volunteers. Sally, Lyn, Katherine and Ann are the only ones who can add stock to the system. Sally wants to continue to add the stock to the till until it is up to date and she feels confidence in the stock including the amount of stock.

Sue W – We should show appreciation of Volunteers and Customers. We all agreed this was important.

Sue W asked if we would consider offering Apprenticeships. The Committee felt this was perhaps something for the future.

Sue W Asked if anyone wished to be an Area Ambassador for 'In Your Area'. It would include updating the site with What's On. Lyn suggested the Parish Council.

The Artreach project – Tales from the Village is a way of sharing stories and experiences from communities. It is a good way of getting some publicity. Sue W has sent an email around prior to the meeting to see if we needed to appoint a Public Relations Representative. It was agreed Katherine and Emma have the experience

Sue W regretted to inform the meeting that our application for a grant from Bright Ideas has been rejected. There was a lot of competition for the grants.

The Committee thanked Sue for all her hard work.

Katherine suggested we regroup and work as a group and give Sue W support with other applications. Sue will be asking for feedback on our application to see if we can learn anything from it.

Sue W

Sue W showed the Committee a poster for 'National Domestic Abuse.' We all agreed that this could be displayed in the shop. Sue will put up the poster.

Sue W

Sue M reported that we have had 21 Proxy forms back all agreeing to the Resolutions of our Special General Meeting. It was agreed that Sue would email the members who are Volunteers and those who have shown an interest in attending a meeting with the link to remind them about our Zoom meeting.

Sue M

The Committee asked Sue if she would email them a list of members so they can remind members of the meeting.

Sue M

Lyn asked if Sue M would stay Host and that Lyn would:

Thank everyone for attending

Say the Directors have to stand down to be re-elected

Read the Resolutions.

The meeting will be recorded for the minutes.

Katherine has been offered a full page advert in the Hambook at a discounted price of £89. The meeting agreed we would continue to advertise.

Katherine

Emma & Katherine were unable to get the lead connected as discussed at our last meeting and Emma would contact Payment company to discuss

Emma

Katherine has found the Privacy Statement and will check with Lyn and Emma before sending it to Pat for the Policy Folder. Katherine will talk to Pat about the Health & Safety, Diversity, Disciplinary, Grievances and Equal Opportunity Policies.

Katherine

Sally reported that in the 17 weeks since we started we have had sales of £66,871.11 We had an opening stock of £6442.27 and it is estimated the stock is now £15K Alpha is showing up on the bank statement and is always a different amount. Katherine thinks it is something we are giving commission for and will check with Emma.

Katherine

Lyn asked if Sally could run a report on how many products are in the shop. Sally has done this but it is not accurate.

Price changes of stock and stock not showing on the shop till but showing on the back till are challenging.

We are not getting any payment from UPS. Katherine will look into this.

Katherine

Current bank balance £28,029.30

Ann has the Safeguarding Policy Pat sent and a copy of it will go into the Policy Folder. Pat will continue to work on the Policy folder for Volunteers with Katherine and Rosemary.

Pat/Rosemary
/Katherine

Newspapers – Lyn has ordered double the amount of Newspapers to our normal order to start on Sunday from Smiths News. Lyn has only ordered the magazines on order. Once things are settled she will start ordering a variety of magazines. A Procedure book has been sent and the paperwork for returns which will be in the right hand drawer under the till. Papers to be returned to be left in the porch at the end of the day. Lyn will have the key ready for the driver on Sunday.

The Charity Shop have been getting quotes for their paintwork and Lyn is getting a few at the same time to paint ours. We have one quote of £250 to date.

Lyn is meeting with Paul and Cameron on Tuesday to see if they can help support Cameron going forward because he is struggling.

The small freezer on Thursday was not coping so Lyn has moved it to the Storeroom and left it turned off to settle with the intention of switching it on next week. The ice cream freezer has been moved back into the shop. In addition Lyn has loan the shop 2 Cooling Units which we can borrow until we get the A\C installed.

Sue W thanked the Committee for their feedback about the Questionnaire and asked when we want to get it out by and to whom. It was agreed it would go to Members and Volunteers and we could have some paper copies of it in the shop. It was agreed that we would continue to do telephone orders for those who needed it but we would not do online orders at this time.

Once the information comes back it will be evaluated. The information will be handy to show we are fulfilling our Business Plan and we are accountable to the village.

Sue W suggested a fundraising idea of Take-away Cream Teas. It is quite popular in other villages. Sue has also forwarded the idea to Paul at the Priory Café.

Lyn has been approached by The Fleur who reopen on Sat 4 July. They wanted to offer a free Sunday Dinner to all the Volunteers of the Shop. Lyn pointed out there are around 50 Volunteers and The Fleur suggested something perhaps doing a Buffet depending on numbers. It was agreed that we would ask the Volunteers if they would like to attend. Sue M to ask Emma to contact the Volunteers and ask them to reply by Wednesday latest.

Sue M/Emma

Emma sent her apologies and asked Sue M to advise the Committee that we now have 3 new Volunteers and she has put up a poster in the Shop asking for New Volunteers.

Next meeting Tuesday 30 June 1830 Zoom

<https://us04web.zoom.us/j/8084599468?pwd=R2VxQldtUEhSVGV5bHRIcm9WdGRwZz09>

Meeting ID: 808 459 9468 Password: 3b4LXL

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 3 July 2020

Attendees: Lyn, Sally, Katherine, Emma, Pat, Sue W, Rosemary, Sue M.

Minutes of the previous meeting were agreed.	Action
Air Conditioning quotes have been sent around the Committee prior to the meeting Most Air Conditioning systems are around 40db. It was agreed that we would get the Shop's Air Conditioning done first. After discussion it was agreed our choice is between Greenstock and Bamford. Emma to contact Dave Taylor for advice and to see if he can help us decide between the two systems.	Emma
Rosemary has now completed the Lyn and Ann's Cover Rota. Lyn advised Committee Members who are not au-fait with the new till and the workings of the shop should get up to speed. Sue W & Rosemary both decided they would they come in for more training.	Sue W & Rosemary
Pat & Rosemary have now completed the Safeguarding, Recruitment, Grievances, Health & Safety, Fire Risk and Disciplinary Policies. They will work on the Diversity and Equal Opportunities next week	Pat & Rosemary
Katherine & Emma have been working on the Privacy Statement.	
Minutes of the Special General Meeting have now been sent to members.	
Katherine and Sue M to work on the Members Privacy and how we hold members information. Membership Certificates. Newsletter – to let members know how we are getting on and what we are doing.	Katherine/Sue M
Katherine has found an Office System with Slots that would fit and be more efficient.	
Emma reported that the Volunteers Lunch in The Fleur has been postponed until a later date. The list of Volunteers is now sorted for July. Lyn asked for a list of anyone who has volunteered and gone back to work so we could send them a thank you card.	Emma
Sue W has not had any feedback from Bright Ideas yet. Somerset Social Enterprise rang Sue W to ask how things are going in the shop.	
Sue W will talk to Jill U about the Questionnaire and get back to the Committee.	Sue W
Sally reported that our current bank balance is: £27,599.28	

Sally asked Emma what the Alphyra payments were for. After discussion Emma worked out that it was the Payzone money we received for Customers Utilities when they put money on their keys. Sally to check the Payzone receipts against the debits.

Sally

Lyn has checked and the UPS payments are not being credited to us or the Shop on the Cross accounts.

Lyn reported that this week had been the lowest takings in the shop.

Newspapers/Magazines - Lyn asked Sally to check if we are selling more papers with Smiths News than Martock.

Sally

The magazines are ordered on an account called SNAP and we can start doing magazine requests from Monday.

We had one complaint because we had some duplicate monthly magazines and someone shielding had the same magazine twice. The customer received a refund and the magazines were put out for general sale or return.

UPS rep came into the shop and we can now take and give UPS packages from the till instead of Mike's iPad.

Amazon returns will start from 17 July on a trial basis.

Yodel has put us down as a drop off address but we have never agreed to take them. Emma agreed to talk to them.

Emma

Hunts have a Clearance part of their website. The products give us a good profit. Recent purchases, Devine chocolates, pies, shampoo. Ann is too busy to do these orders on her shift. There is no particular day to order. We must spend £75 and the driver will deliver the next day. Orders on Friday will be delivered Monday.

We buy goat's milk & cheese for Kaz from Hunts too. When we get an order empty the cage and ask them to take it back because it is bulky in the shop.

Bookers are twice a week.

Hunts, buy butter from here now too rather than Wincanton as it's cheaper.

Hawksridge – has a longer lead time.

Lyn advised us that the PG Securities call out has been reported as Input error and not a problem with the system,

The new Face Shields are popular and quite a few Volunteers are happy wearing them. Lyn will order more.

Lyn

Ann's daughter is being induced 13/14 July and Lyn has asked if she would like to take some holiday. She also has 2 weeks holiday arranged for Oct to Japan. Ann's holiday basis will be pro rata.

Our give away Hamper for the week 20 July was agreed to be to the value of £30. Sue M to bring in a hamper.

Sue M

Finest Fruits - Lyn and Paul met with Cameron to offer him support with his shop. It was suggested Cameron take a look at South Petherton Fruit & Vegetable shop as an example of a thriving shop. Encouraging him to get help and support from his Business Manager who came with his grant.

Paul has offered to let him have his early morning deliveries put under his arch if he is not going to be there to take delivery rather than leaving outside the shop to the elements.

Cameron now has 3 Volunteers from the village helping in the shop.

Lyn has offered to take a box of fruit and vegetables from him to sell in the Community Shop on a Sunday for him.

Cameron will also be looking into finding local suppliers for his stock.

Lyn closed the meeting.

Next meeting Friday 10 July after shop closure.

Sue Menzies sends her apologies

Stoke Community Shop Committee Meeting

Date: 10 July 2020

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

Apologies – Sue M and Rosemary.

Pat

Pat and Rosemary have completed drafts of the following policies: Safeguard, recruitment and appraisal, disciplinary, grievance, health and safety, fire risk assessment, diversity and equality. Katherine has done the privacy statement for volunteers. All documentation will go in to a file and be circulated to the committee for amendments/sign off. All of the volunteers will then need to read and sign. Lyn apologised for not having the induction book ready. **Action: Sally to give Pat 20 punched pockets.**

Katherine

Katherine has looked at the Health & Safety policy and has put some ideas into a document which she will email to Pat and Lyn. She pointed out that we have a duty of care to volunteers by law. She is repurposing the volunteer privacy statement for members.

The Advert for The Handbook was discussed and it was agreed that the September front page advert should be a push for volunteers.

Pat pointed out that Sandy Warren and Steve Holloway want to volunteer. **Action: Emma to call them.**

The Air Conditioning quotes were discussed. It was agreed to not include the stock room for now. Dave Taylor met Katherine in the shop on Saturday with Steve Aldridge and they explained positioning of the unit, that a scaffolding platform would be needed within the shop for ½ a day so it was suggested that if they did the work, the shop would close early on a Tuesday or Wednesday. Phil Higgins would need to do the electrics if their system was installed. Greenstock wouldn't be able to start work for 3 weeks; Bamford is 1 week feed in. The quotes from Bamford and Aldridge Mechanical are about the same price. It was agreed to rule out Watertite as the top-end of the quotes and that we'd like to give the business to a local company. **Action: Katherine will call Steve Aldridge and ask him on start time how long installation will take and Lyn will talk to Pam and John too.**

Phil Higgins also mentioned that the external electrics to the consumer unit needs checking every so often. It's not a statutory need but it hasn't been done since 2013. It's £180. It should be the landlord's responsibility to do this. **Action: Lyn will talk to Pam and John about the electrics.**

Emma

Emma (Martin) arranged for Dave Taylor to meet with Katherine and she has ordered till rolls which have since arrived at the shop. There is work to do around IT in the shop with scans to the network on a monthly basis for compliance with PCI DSS. **Action: Emma, Katherine and Simon**

The volunteer rota is ok for the next couple of weeks. Jan has volunteered to replace Mike P on Sunday mornings and Rod will do this first shift on Saturday mornings. Both will shadow Mike once he has given us notice of his work start date. Lyn explained that Peter Hewlett will do 7.30 – 10 every Thursday and Friday and he wants to work alongside Mike P. He will work on this Sunday morning (12 July) and the following Thursday (16 July). Mike F will do Tuesday mornings. He'll also be in the shop next Friday instead of Katherine to get up to speed.

Zara's website says Yodel drop off at Stoke shop. **Action: Emma to investigate.**

Emma is still working on Ann's contract and the issues around holiday and National Insurance were discussed. A discussion with Ann will be needed once the level of deductions is known. **Action: Sally to investigate Ann's NI. Action: Emma to double check the holiday allowance.**

Sue W

Sue has heard back from Bright Ideas and read out the response about how some of information was missing from the bid. Katherine volunteers to look at bids with her to find out how to 'tick their boxes'. It was agreed that a wish list needs to be made to work out how to make our requirements meet the requirements of the bid. Lyn asked if it's worth talking to Louise Treacher as she helped the Sports and Rec Trust. **Action: Katherine and Sue to work out the wish list.**

There was nothing new to add about the questionnaire.

Sally

Sally reported that the system for newspapers is working quite well and we are "in control". There is over £200 in vouchers coming in. She is going to reduce the number of Telegraphs. There is £30,353 in the bank.

Lyn

The charity shop has had quotes from Mark Greaves and Jude's husband for painting their window and doors. They also quoted for painting the window and front door of the Community Shop white. It was decided not to re-paint the stock rooms doors. Mark quoted £260+materials. Jude's husband £250 but didn't mention materials. **Action: Lyn will ask Kaz Doyle to quote.**

Katherine raised the issue of Smiths' barcode on the front door and whether it is still needed.

Ann is on holiday 28 July – 31 July inclusive. Cover will be needed. Katherine offered to do mornings as did Lyn.

She reported that £20 of vegetables was sold on Sunday from the box that Fine Veg brought over.

The new government initiative for trying to get under 24 year olds in employment was discussed. Is it worth us taking part in the scheme? Hamish Gray has all the documents and is analysing them from a forensic accountant point of view and looking at whether it's a viable option. Lyn has spoken to Paul since if a person is taken on they could be trained in the shop as a becoming a barista.

A complaint from Rosemary Thomas has been received about the number of people in the shop while Jeanie was showing her around. Queue management was discussed as part of this. Emma will advise volunteers that any chatting needs to be taken into the back room and to be mindful of the queue, how many customers are waiting and to apologise if need be. Please don't be in the shop unless you need to be. **Action: Emma to draft and send to the committee.**

Lyn has cleared Bestway so we now have no ties to them and we have none of their cages etc, and that we will be going with Hunts and Bookers.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 24 July 2020

Attendees: Lyn, Pat, Rosemary, Sue W, Sally, Katherine, Emma

Apologies: Sue Menzies

The minutes of the previous meeting were agreed.

Sue W

She has forwarded an email re: Life in a Day.

The hamper winner, Wendy Rimmer, has written a letter of thanks. Rose Goad won the box of chocolates. Emma will put on Facebook and Sue will put on Neighbourly.

Katherine

Katherine & Sue will meet to talk about funding.

The aircon has been installed. Katherine will get the guarantee from Steve. A discussion was had about its use and the effect of having it running and the shop door open. Katherine will write operational guidance notes. She will also speak to Pam about the trellis.

Policies were discussed. The members one has been done but Katherine needs to speak to Sue M and sign off before sending it to Pat.

A newsletter will be written for members and for volunteers.

Katherine has spoken to Mike Poole about doing a crib sheet for volunteers including most frequently asked questions i.e. temperature of the fridges/freezers, end of day/ how to do refunds/which tongs to use.

Emma

Emma has spoken to Zara about UPS and discovered that these parcels can only be returned via a post office or Collectplus. Customers can only pick up parcels from UPS points. Customers have also brought in parcels for Jack Wills and Asos which can't be scanned. Emma to phone them.

Volunteers have been arranged to take over Mike Poole's shifts. The volunteers with children at school will be phoned to ask if they want to return to the shop in September.

Emma and Katherine are meeting in the shop on Friday to complete the requirements for PCI DSS compliance.

Ann's contract was discussed. Sally is working out the difference in pay with National Insurance and will talk to Ann.

Action

Emma / Sue W

Katherine /
Sue W

Katherine

Katherine /
Sue M

Emma /
Katherine

Katherine

Emma

Emma

Emma /
Katherine

Emma / Sally

Emma will remind volunteers to offer customers a free mask if they don't have one, to offer hand sanitizer and to mind the queue outside. Also, that if a customer brings in a UPS parcel and it won't scan, don't accept it – "sorry, it's not a service we offer."

Emma

Rosemary

Rosemary will write to Bamfords and Watertite once Katherine has forwarded her the message she send to Greenstock.

Rosemary

All procedures and policies will be placed in a file. They will also be sent out to all committee members for review. Katherine will resend the health and safety policy to Rosemary. It was agreed that the committee has 2 weeks to agree them all and comment/amend. Everyone to respond even if just to say that they have read them.

All

Pat

Pat has been working on the policies with Rosemary. Once these have been finalised she wants to help with a manual for the volunteers.

Sally

The bank balance, with Smiths and the electrician paid, is £29,489.87.

Sally reported that the vouchers are working well for the newspapers and the new system is more profitable that working with Martock. The aim is to have 1 or 2 newspapers left at the end of the day.

Lyn

Cameron of Finest Fruits was discussed and the closure of his shop. It was agreed that the community shop should sell fruit and vegetables again. Hayley Legg will wholesale to the shop. Lyn and Sally will visit her tomorrow. Lyn will also chat to Cameron about selling his new fridge.

Lyn/Sally

The UPS rep is coming in next week following a phone call from Lyn.

Lyn

Spark mental health webinar – Sue W, Sue M and Rosemary are interested.

Sue W

Lyn will speak to Kaz Doyle regarding quoting for painting the shop window and door.

Lyn

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 7 August 2020

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

Apologies: Pat, Sue M

Sally

Paid for air conditioning. £4,500 of the grant left. Discussion on what it should be spent on.

Action

The bank balance today is £27,935. Fruit and veg are selling well. Margin is about 25%. It's on sale or return with deliveries on Monday, Wednesday Friday. It was pointed out that the fruit and veg needs to be checked before it goes out in the shop. Spoils can be returned so a box will be put in the stock room for this.

Katherine

She hasn't progressed Ann's NI. Action: Emma and Sally to talk to Ann at 12.45 on Wednesday.

Emma/Sally

Katherine

Signed off air conditioning and instruction in shop. She's spoken to Steve about 3 year guarantee and has it in writing.

Trellis has been sorted and Pam is happy.

She's spoken to Mike about volunteer crib sheet – cashback, stock rotation, UPS, etc. Emma will ask the volunteers what they would find helpful to have written down.

Emma

The till has turned off twice this week. Katherine thinks it's the power cable. She'll sort out a new printer next week. Sally has one too.

Katherine

Simon has made a cupboard and undercoated it.

History Group has lots of old photographs and she wants to display them so that people can identify who they are. The Charity shop will put some in the window. Discussed putting some inside the shop by the wine.

Hambook and village newsletter discussed.

Katherine

August bank holiday discussed and what vibe and business can be created?

Katherine to investigate hanging displays for window.

Katherine

She's spoken to Sue M re: data privacy policy for members. Company address should be on the 'take name off the list'.

Katherine

Rosemary

She has written to the companies that quoted for the air conditioning.

Policies have all been circulated to the committee. Some amendments were discussed including formatting so that they all look the same. It was agreed that they should all be headed Stoke sub Hamdon Community Shop Ltd trading as Stoke Community Shop. Designated leads are required for Health & Safety. Lyn sent comments by email to Rosemary on Wednesday.

Rosemary/Pat

Sue M has offered to carry out the safety and risk assessment. Katherine will support her.

Sue
M/Katherine

Recruitment and Appraisal and the Disciplinary Policy were discussed and Rosemary reminded the Committee although a lot of it doesn't apply at the moment, it needs to be included for grant applications. Amendment to the Disciplinary Policy – 'Approved by' appears twice so remove one of them.

Rosemary

Privacy statement for volunteers – Katherine will update and send back to Pat/rosemary for the file.

Katherine

A list is needed of which leads are still required against which policy. Also require one person to be the main Lead for Policies to ensure they are kept up-to-day, reviewed annually and any actions that need to be carried out done.

Rosemary

Evacuation procedure is needed. Fire escape signs needed above main door and door to charity shop. Emma to print off 2 x A4 signs. Shop to laminate.

Rosemary/
Emma

There is no smoke alarm in the stock room. It was agreed that one should be wired in. Lyn will talk to PG Alarms.

Lyn

Rosemary has donated 2 books to the shop 1) incidence book, 2) safeguarding reporting.

Rosemary is in the process of investigating shelving and Katherine pointed out that there is some in the kitchen at the shop and in her garage.

Drew has donated about £300 to the shop with the masks and her cards. She will receive thank you basket and bottle of gin when she leaves the village. It has not gone unmissed and Lyn has it in hand.

EMMA

UPS was discussed. It has brought in £30 for 6 months worth of agro. It was agreed that Lyn will look into cancelling the contract.

Lyn

Somerset Arts Week – Emma will email Maria at HCAP and say that we will support Somerset Arts Week if there's anything she wants to include/do with the window.

Emma

Emma is setting up Facebook in the shop so that posts can be added i.e. promotions, lost keys.

Emma

PCI DSS requirements are now completed and scans will run automatically on a monthly basis on the PC in the office and the till.

SUE W

Sue has sent comments re: questionnaire to Jill.

She's had an email from Ivan at the Sausage Shed re: Chinese pork chops 10 for £10. Can we resell them? Sue W will ask him if he will repackage them singly. She will ask if he's willing to give us a discount for advance orders.

Sue W

LYN

Lyn gave an update of items that are selling well including face shields and masks. The shop is going to sell ginger and cinnamon in small quantities.

Lyn has spoken to Cameron and told him that we will stock fruit and veg until he offers a reliable and consistent service. She explained that he is sourcing fruit and veg from Nick and this week he has closed twice early. His contract is up in November and we are not in competition with him. Lyn will handle the situation sensitively as it progresses.

She has spoken to Kaz about painting the door and window and she has declined to quote.

Date of next meeting: 21 August

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 21 August 2020

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

Minutes of the previous meeting were agreed.

Action

Lyn opened the meeting advising us that due to health reasons Pat has resigned from the Committee. The Committee will send Pat flowers with our grateful thanks for her contribution to the group and wish her well.

Lyn

Sally reported that the Bank Account is £32,163.43

The intake has been down recently especially at the beginning of this week.

The Committee thought this may be due to the weather and the Governments Eat out incentive.

Bruton Dairy invoice indicates we have not paid, however we are up to date with our payments Sally will contact them.

Sally

Ann's NI and Pension sorted (NEST)

Katherine will advertise again in the Newsletter and Hambook.

Katherine

Carole Parker is interested in doing a History Board for the shop.

Katherine is looking into Window Vertical Display's.

Katherine

Jamie Jefferies has sent Lyn photos of VE day we could use in the shop.

It was suggested that the Volunteers Policy should also include information on what to do in the Covid-19 situation. It was agreed that it should be written broadly as in 'Following Government Guidelines'

Katherine

Katherine is also working on the FAQ for the Volunteers in the shop to help with the daily tasks.

Jason Dunford has offered to provide us with some more free masks.

Rosemary has resent the Policies for us all to review.

It was agreed that Sue M and Katherine would take the Heath & Safety Leads.

Sue/Katherine

Rosemary will bring the Incident report book & Accident book into the shop next week. A copy of the incident report can be given if required to the concerned party however the full report must be kept Staff in Confidence.

Rosemary

Lyn will be the Lead on Safeguarding. This is A Need To Know register and to be kept under lock and key.

Katherine will rejig and format the Equality & Diversity Policy.	Katherine
Emma will advertise the Sausage Shed's Bank Holiday Pork Offers on Facebook.	Emma
Emma is working on the September Volunteer's List.	Emma
The draft of Ann's Contract is now ready to be sent around the Committee.	Emma
Emma will set up the Facebook in the Shop.	Emma
Sue W has emailed a copy of the updated Survey that Jill U has working on. It will be In two formats, one for printing for return to the shop, and the second to be sent by email to members.	Sue
It was agreed that we will never do online orders because of consistence of stock but e-mails could be possible. Lyn suggested that the survey could be enclosed in The Hambook.	
Lyn advised us that we have had a problem with bread orders not being collected and it was agreed that we need to take phone numbers for any type of order.	Advice Volunteers
UPS has now been cancelled and we are working our cancellation period. People can still get their parcels delivered to the shop for a fee but we won't be sending anymore.	
Sue W has had an idea about Christmas Gift Ideas for the shop. Suggested a China mug and Bags. Katherine will look into the bag idea and get some costings. The Committee thought that the money could go towards sponsoring something in the Village. It was agreed we would have a think about it for the next meeting.	Katherine ALL
Sue M apologised for missing the last two meetings. Sue tidied the posters in the shop window. It was agreed that some posters could be removed. Sue will check and remove them on her next shift.	Sue
The Crafters window is working well and everyone agreed that it should continue longer. We may need the space if we have our own products prior to Christmas. Sue to advice the Artists that we would like them to continue but to keep the window fresh with products. It was also suggested that when we get the window display we could invite a couple of other Local artists to display their work too. Possibly Becky Stidson & Jo Martin.	Sue
Rosemary asked if we charge for posters/adverts to displays. It's 25p per week.	
Lyn has now completed the 16 questions for the BH Treasure Hunt. The Questions will be situated around the village starting with the Charity Shop and finishing with Priory Coffee where the kids will receive chocolate coins for completed sheets. It was agreed we give Paul £20 towards the cost. The Treasure Hunt will run while the Shop is open 8-1pm. Katherine will ask Moira to add our Logo to the top of the Question Sheet.	Lyn Katherine
Cameron at Finest Fruits has now finished trading. Hayley at The Veg Shed, Parrot Works will be taking over and bringing in a Butcher. We will have to see how this pans out as to how much it affects us.	
Emma to advertise Fine Brewery as well as the BH meat deal.	Emma

Lyn is sourcing small bags that can contain herbs and spices. Labels will be need for the bags. Rosemary offered to help print the labels.	Lyn/Rosemary
For Christmas Lyn is proposing on doing Christmas Cake and Christmas Pudding Bags will all the dried ingredients. We could use the new bags being considered for the contents.	Lyn
Lyn will need cover for a day when she does a High Tea for her Lunch Club group in the Memorial Hall. Lyn to advice the Committee of the date.	Lyn
PG Securities are coming on 3 Sept to sort the line. Lyn will ask about a Smoke Alarm.	Lyn
The Community can now borrow the Cake Stands Lyn purchased for weddings etc.	
Money for Mileage is 45p per mile and Sally will look into the tax implications to the shop.	Sally
Lyn closed the meeting and asked the group to consider for the next meeting what we want to do with the rest of the Grant we were given during Lockdown.	All
Next meeting 4 Sept HCAP after close of shop	

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 4 September 2020

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

Apologies: Emma

Amendment to last minutes: Katherine was working on the Health & Safety not Equality & Diversity.	Action
Rosemary reported the Accident Book is with the First Aid Box and the Incident Book is in the Office.	Sue M
Sally circulated a Draft Trading Account for the last 6 months. Bank Account is £31,402 Net Profit £47,252.32 Gross profit £39,550.35 The closing stock is not completely accurate. Deliveries are quite stable and the shop in making a good profit.	Sally
Lyn asked if something could be put in the next Newsletter to thank the Community for keeping the shop going with their support and their generous donations to the Lords Larder amounting to around £800. Martock Lords Larder is now closed and the donations will go to Yeovil moving forward.	Katherine
Katherine has now simplified the Health and Safety Policy and the simplified version has been circulated around.	
The IT document is around 40 pages and Katherine suggests getting it down to around 3 pages. IT security - Kenny doesn't have direct access onto our computer system he has to be invited.	
Katherine will get some Shop Business Cards printed.	Katherine
Stuart Lewis does promotional T-towels, mugs etc. Katherine & Lyn to look into.	Katherine/Lyn
It was agreed we would get a Membership Certificate out to members and give members an update on how the shop is performing. It is also agreed we should look at ways of offering something to the members. Discounts, vouchers, gifts were discussed and to be carried forward.	Katherine/Sue Carried Fwd
Katherine will re-measure the front window for the window display.	Katherine
Katherine still has Ann's contact to read.	Katherine
Rosemary has now printed off the completed Policies and they are in a file. The additional policies will be added as completed.	
Rosemary volunteered to print the Labels for the Spices and Herbs.	Rosemary

Radio 4 Covid-19 British Library Archive and BBC Listening Project. Rosemary suggested we could submit something about the shop. Rosemary to look into further.

Rosemary

Sue M had a shoplifter on her Thursday shift. Sue confronted him. Lyn looked at CTV and could clearly see he had pocketed a few other items too. It was decided we need a sign stating we have CTV in the shop. Sue looking into sign.

Sue M

Lyn reported that she has had to stop someone bringing a dog in the shop. No dogs other than Guide/support dogs. Sign required.

Sue M

Sue W Shop Questionnaire. Katherine to send an amendment to Sue. It was decided that we would get the Questionnaire printed and deliver ourselves.

Katherine

Promotional goods. Sue W has looked into bags and the prices are similar to the quotes last year. Suggested Personalised empty Tins ideal for Biscuits. Sue to find out the price of the tins without the labels.

Sue W

Other ideas are Purple aluminium water bottles £2.95 or minimum of 50. Purple Tote Bags £1.35 for 100 or £1.05 for 250. Jute Bags £2.30 each plus printing.

It was suggested we could ask Sandra Allen about printing on bags and Simon who has an unused Screen Printer.

Lyn

Sue W suggested Wheeled shopping baskets in the shop. It was agreed Sue would purchase 2 for us to try.

Sue W

Lyn While PG securities were maintaining the Security Alarm it was discovered we already had a Fire Alarm.

The Aircon is working well especially first thing and the electric bill has not increased much.

Fruit & Vegetable Shop – The Veg Shed may not be taking over the shop awaiting to hear more.

Newsletter – Lyn suggested we advertise what we stock including our new ranges. Katherine suggested a flyer with what we stock to the village. Katherine to see what price a quarter page in Oct and half page in Nov.

Katherine

If customers ask us to stock or order anything we need to take a phone number so we can let them know when it's in.

Volunteers – We are losing a few who are going back to work but also getting a few coming back.

Lunchclub – next one planned for end Sept in the form of an Afternoon Tea. Lyn is swapping her Wed afternoon for Ann's Wed morning on the day.

Cards – Sarah Bailey, Cartoonist makes fabulous cards and charges £1.90 per card for us to sell at £2.90 but they are not Sale or Return. Norton stock these cards. We decided not to take this offer at this time.

Bruton Dairy – Lyn reported we are getting milk and cream going off before the dates and milk sales are dropping off. Lyn to look into a different supplier. Other local milk suppliers. Holy Cow, Yeo Valley, Chilton.

Lyn

Memberships - Lyn reported that there was some misunderstanding when we started up. Some donations were based on the thought they were getting Reverse Credit and therefore Lyn proposed we offer them their donation back. This was agreed.

Lyn

We had also discussed a 5% discount for Volunteers excluding alcohol & tobacco.

Carried fwd

Catherine & Alan have shown interested in the empty chest freezer in the kitchen. They would be happy to make us an offer for it. We discussed a possible donation of £50. This could then be used to get the water heater sorted until we have the kitchen refurbished.

Meeting closed.

Next Meeting Friday 18 Sept HCAP after shop closure.

Bags

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 2 Oct 2020

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

Minutes of the previous meeting were agreed.

Action

Sally - Bank Balance £31,801.42

The shop made £150 profit by staying open on Saturday afternoon.

Cashflow – at present we are spending more than we are taking and have a large stock.

We now have a safe for the shop but it needs to be fitted.

A new cupboard with a lockable section for confidential information has been purchased.

Sue to put old filing cabinet on Freegle or Trashnothing.

Sue W

Katherine The Shop Questionnaire and Flyer has been delivered around the village.

Cost of Questionnaire & Flyer £160.

Jill Ulhorn has put a link on the village Facebook page.

Business Cards & Gift Voucher Template is now with Lyn for approval.

IT Document has now been condensed to one page by Simon.

IT Security - Katherine and Emma will ensure we are compliant. PCIDSS

Lyn

Katherine/
Emma

QR code for the shop. Easy to download the code however we are not an organisation that requires to display one.

Soap Dispenser – Katherine and Lyn to discuss.

Katherine/Lyn

Volunteers – asking Volunteers what they would like to know, if there is anything they feel is important. Feedback so far:

Some Volunteers are not signing off what jobs they have done making it hard for the follow on shifts.

The Fridges, Bread cupboard need cleaning more. Including shelves.

To be discussed further.

Carried Fwd

Window Display – Alex Schelleburg has asked how she could display in our window.

It was agreed that we hold back on this for the moment and discuss the shop window further.

Carried Fwd

Rosemary - Hambook advert states the shop stays open until 6pm. Katherine to check her template and correct for future adverts.

Katherine

Policy documents have now been e-mail to the Shop.

Problems with the Gas & Electricity Top-ups – couldn't find instructions on how to refund money taken. Laminated sheet missing. Volunteers need to know what to do.

Sue M Discussed the Fire Assessment she has carried out on the Shop Premises. It was agreed that a Fire Blanket would be purchased. Look into Rubber Grip on the step through to the stockroom and possible ways of a light for dark morning and evenings. Sue to purchase additional Fire Exit signs.

Sue M

Disabled access is not possible in the shop and there is no obligation for older building to have one.

Emma to check with Payzone that we are not listed as having disabled access.

Emma

Emma – Volunteers are short on Saturday's & 7.30 am shift on Thursday. We need to advertise for new volunteers in the Newsletter & Online.

Ann's contract will now be circulated to the Committee.

Emma knows of a free 15 year old Fridge/Freezer if it's of use in the shop.

Emma tested the metal water bottle. It worked well for water however her teenage son would not buy because of the colour.

The new chocolate hens are 90% cocoa and have Peanut butter in the shell instead of milk.

Sue W - Grant £1,500 towards Fridge/Freezer from Somerset Community Foundation. The Committee thank Sue for her hard work on the grants.

A variety of promotional samples was shown to the Committee including; Jute Bags, Insulated Coffee Mugs, Pens, Cold Water Bottles, Fold up carry bags.

It was agreed that we would look to purchase;

100% Jute Bags – price to be confirmed. Sue W checking if we need two colours and confirm the price. X 100

Insulated Coffee Mug in Dark Purple branded with White x 50. Lyn to ask Paul if he would sell them in the coffee shop on our behalf.

Pens – quality branded pens in purple and white.

We will not purchase water bottles at the moment. Possibly a summer purchase.

Sue W

Lyn

Lyn has passed her Personal Licence Exam to sell alcohol and Ann will be taking hers on Monday. Katherine & Sue M providing cover for Ann.

From 19 Oct every other Monday Lyn will be attending hospital for her new medication. Ann will cover Lyn's Monday morning. Cover maybe needed for Lyn's other shifts if she needs to rest.

Freezer – Upright freezer in the storeroom is showing signs it has been defrosting. Lyn will turn off the freezer.

We do not currently have a contract to service fridges and freezers.

Extra shelving in the shop - Move the Ice Cream Chest freezer into the storeroom and have a list of what is available at the till. Move the drinks Fridge left and add a shelving unit for extra stock. Shelving in the storeroom and Katherine to check for if we have any side edges/bars to fit.

Katherine

Katherine also suggested looking at Mr Dabb's catalogue for shop fittings. Currently used by the Charity Shop.

Saturday Shop Hours – Do we want to get a 14 + Saturday worker. Carried Fwd next meeting.

Carried Fwd

Veg Shed – a few complaints about the freshness of the fruit & vegetables. Hayley has offered Terri £20 worth of goods as a goodwill gesture.

Next meeting Friday 9 Oct after shop closure. Short meeting.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 9 Oct 2020

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

Minutes of the previous meeting were agreed.

Objective of tonight's meeting is a continuation of last week's meeting.

Christmas

Insulated Coffee Cups – Paul has agreed to sell them in the Café and will have his logo displayed on the opposite side to our Logo. Katherine to talk to Paul re his logo. Comparisons show that £4.99 is a good price. We will buy 50 cups from 4Imprint working out at £3.97 each including screen print, VAT & delivery.

Katherine

Jute Bags – purchase 50 keep the Stoke sub Hamdon but lose the tag line. Katherine & Sue W to discuss further.

Katherine/Sue

Pens – order 100 pens with Logo.

Christmas Stock – Lyn has started buying stock for Christmas.

Christmas/Promotional Display – to be situated on the back wall between the alcohol and drinks fridge. **Now in place**

Lyn

Christmas Cards – Lyn will contact Card supplier to order.

Lyn

Shelves – Rosemary has the DAB Catalogue and will look at clips and hooks for the end of shelves. We agreed that the red plastic bits were catching on clothes and skin and we should remove them. Katherine will look at if we have anymore edges for the front of shelves. Sue M will look at moulding for sharp edges.

Katherine
Sue M

Displays to be discussed further.

Refrigeration – Sue W to chase Lee Hobbs re quote and look at if he services existing.

Sue W

Katherine to ask Steve Aldridge who did our Aircon if he knows anyone else to ask.

Katherine

Lyn's vision is to get all the Fridges & Freezers on the back wall.

Hambook & Newsletter – Call for more Volunteers, Opening times including the trial of the 4pm Saturday closing.

Katherine

Online Advert – Emma will add an advert on Facebook & shop site.

Emma

Gift Vouchers – are now complete but need a Supervisors signature when bought. They will be dated for 1 year and accounts will keep a track of them.

Volunteers 5% discount – Lyn will ask Kenny if we can have a button on the till.

Lyn

Customer request – to be the only customer while shopping. Lyn to offer her the option of this at 4pm when we close with notice.

Lyn

Lyn's cover - Monday 19 Oct. Ann and then Cover Rota.

Next meeting Friday 23 Oct after shop closure. Short meeting.

Minutes, Stoke sub Hamdon Community Shop Ltd

Date: 4 November 2020

Attendees: Lyn, Sally, Katherine, Emma, Sue W, Rosemary, Janice, Sue M.

Apologies: Ann

Lyn opened the meeting and welcomed Janice, our new Volunteer Rep to the group. Ann the Shop Manager will also join us but was unavailable today.

Sally – Current balance £36,264 which includes Grants of £400, £1,500 and £6,000 remaining from Government Grant. Approximately £8K for investment into improving the shop.

Veg Shed takings are £214.48 per week. They are happy to deliver products daily as Hayley drives through the village each day.

Sue W – Hessian Bags – 51 delivered but 2 had faulty print. Bags cost us £5.52 includes one off Screen Print. Sell for £4.99 - 53p loss per bag.

Insulated Coffee Mugs – cost £3.97 sell for £4.99 - £1.02 profit per mug.

Promotional Pens – cost £1.42 sell for £1.50 – 8p profit per pen.

Sue will chase Lee for the refrigeration quote.

Sue W

Katherine – will check with Steve Aldridge at Yeovil Refrigeration but he may have retired. Looking at Service what we have and help with replacing where necessary.

Katherine

Business Cards – arrived. They are printed on recycled paper.

Office – Katherine has purchased white paint.

Use of Charity Shop during Lockdown – it was agreed we would pay for the electricity while we use the shop.

Computer/till – we should password protect the till in the event it gets stolen. Turn off the computer at night. Arrange updates to happen when Katherine is working on a Sunday.

Card not Present Payments – Volunteers must sign the slip.

Advise
Volunteers

Hambook – 4 adverts booked for Dec.

Janice - Display issues – lovely range of products but hard to display well.

Bread Order – Janice is simplifying the bread order form.

Newspaper Order – The newspaper order form could be improved and will look at that next.

Janice

Rosemary – Customers are still trying to come in without masks and not sanitising their hands.

Bread – Customers asking to buy other people’s Bakery Orders.

Bikes – ask children to stop leaning bikes against the glass and to move closer to the delivery doors.

Dogs – a ring for chaining dogs up is by the deliver door.

Emma – Volunteers – one new Volunteer, Margaret, is coming in for training on Saturday with a view to working a regular Saturday shift.

Sue M – Risk assessment – Fire exit signs are in place and Fire blanket will be in the kitchen in the next few days. Fixing step through to Storeroom. It was decided Sue talks to Rob in the carpet shop. Sue to send Risk Assessment to Katherine.

Sue M

Christmas Window – Sue and crafters will do the window the weekend of 14 Nov.

Sue M

Lyn – Spooky Walk profit for the shop £80.

Christmas Presents for Volunteers – Lyn has purchased Money Bags for Vouchers. Emma to provide a list of current active volunteers and to include Dru & Colleen.

Emma

Paul is looking at doing something for the Volunteers at Christmas too.

Gift Vouchers – Vouchers are situated in the office on top of the slats. Supervisors only must sign these. Supervisors to provide a sample of their signatures. Vouchers to include Issue No. Issue Date. Expiry Date, 1yr. Signature of Issuing Officer.

Charity Money Boxes – Poppy only box to stay by the till during Remembrance.

Christmas Cards – now in stock from Fairytale cards, individual family cards arrive next week.

Hub – Paul is waiting to see if there is a need for the Hub but in the meanwhile deliveries will be handled in the shop.

Winter/bad weather – look at how we can speed up the shopping process for customers. Buy another hand scanner like the one on the back computer which is quicker. If a Customer in the queue is just collect a paper with a Voucher take the paper to them and deal with voucher when quieter. Use the computer out the back for cash only transactions without receipt.

Put basket to the right of the till and scan to the left.

Put Veg, spices and refill list on the wall by Bakery list to allow more space for the basket.

Refund to Cards – Order another Supervisor Card for the Payment Machine so we have one in the shop.

Emma

2021 Diary – Sue M to purchase a new one online.

Sue M

Supervisor Tabards – 8 purchased. For regular supervisory shifts.

Shop Planning – Katherine with Sue M help will find someone to plan the shop including Fridges/Freezers.

Katherine/Sue

Additional information for Volunteers for Emma to E-mail out:

Emma

Don't come into the shop for your shift if you feel unwell, contact Emma.

Check temperature when you arrive.

Wash/gel hands regularly and wear a mask.

Encourage customers to apply gel before entering.

Don't let anyone in without a mask unless there is a medical reason. Anyone exempt from wearing a mask should be alone in the shop without other customers.

Christmas/New Year – Shop closes Christmas Day.

Half day on both Boxing Day & New Year's Day for Newspapers.

Next meeting Friday 27 November after shop closure - HCAP

Minutes of Stoke Community Shop Committee Meeting 4.30pm Friday 27 November 2020

In HCAP (socially distanced)

Present: Lyn Foley, Katherine Rake, Sally Davey, Sue Wright, Rosemary stibbon, Janice

Apologies: Sue Menzies, Emma Herrod

	Minute	Action
1.	Minutes of Last Meeting: Agreed	
2.	Reports	
Katherine	<p>With Sue M's help, Shop Design meetings held with 2 firms. Most promising is Space Works Shop Design who are preparing a plan bearing in mind our HUB concept. Will include display and refrigeration guidance. Cost: £1500+VAT for design and mood board.</p> <p>Adverts done for Ham Book and Newsletter. Opening times noted. Discussed possibility of 'sponsoring' the Puzzles page - £10 cost?</p> <p>Thanks expressed to Dru and Colleen for making deliveries.</p> <p>Information Security Policy to be circulated, including:</p> <ul style="list-style-type: none"> - Card not present transactions - IT – till Password etc - Method for keeping passwords <p>Discussed possibility of joining Plunkett organization. Decided NO.</p> <p>Charity shop is preparing to reopen next week, so need to revert to IN/OUT through IN door in Community Shop. Discussed best positioning of hand sanitizer so customers automatically use it. We are aware of rare skin reactions to this industrial strength liquid. Discussed taking Volunteers' temperature when coming on shift; decided it is for individual choice.</p>	KATHERINE
Sally	Shop traded well this week. Bank stands at £58,811.57 including balance of Grants etc. Saturday 14 November turned over £1049.24; Saturday 21 November turned over £1205.78. Children in Need raised £115.41 – made up to £120.00 and sent off. Thanks to Sue M for making cakes!	
Ann	Shop Alarm – if an issue occurs at night who is first responder? LYN Had prob with Internet connection and unable to do Top Up for customer. Katherine will reboot the system each Sunday to install updates etc. Other times can disconnect/then reconnect Power cable on Router.	LYN KATHERINE
Rosemary	Calendar of Events prepared showing seasonal happenings which could be used for displays/promotions etc in the shop and in the village. All to send additional events to Rosemary to add on.	ALL
Sue W	<p>Photographs of shop's promotional products circulated for inclusion on Facebook page. Refrigeration advice: awaiting quotes from 'Cooling Refrigeration' of Culming Wellington; JNRof Yeovil haven't responded. Ongoing.</p> <p>Bags: 18 left Mugs: plenty left Pens: flying! Order 50 more.</p> <p>Jill Broughton: " Proud to have a Stoke Community Shop" bag</p>	Sue W Sue W

Janice	Bread Orders: has prepared new simplified order form for Volunteers to use. Brilliant, thank you! Till: after discussion agreed don't need all Bakery Roy-al prices listed; Lyn to simplify it. Newspaper Orders: looking at current system to simplify it.	LYN JANICE
Lyn	Stock Take done ad hoc with Volunteers to check accuracy of what's on system. Anomalies sorted and stock on tills is now accurate. 'Staff' stock book out back amended/added. Customer Survey – 81 replies: Katherine to note in next Newsletter. Gift Voucheres: Moira has kindly offered to get proper Gift Vouchers printed for us and will pay for the first run: books of 20 of £5 and £10; Sally will hold them; signatory needed. Keep securely. Be aware of customer in difficulty: Ken Coleman: had helped him obtain new bank cards. Christmas Opening hours: Closed 25 th all day. Christmas Eve ½ day Boxing Day ½ day 1 st Jan Bank holiday ½ day. No Bread Xmas day also Saturday,, Sunday, Monday following. Notice prepared for window. Bruton Dairy: need order phoned through before 3pm each time. Charity Shop door will be closed from Monday: telling customers. Personal Licenses: Ann and Lyn both passed, congratulations; now need CRB checks before sending off for Licenses. Process has cost several hundred £s each. Secret Santa: Shop offering to wrap and deliver gift donations from our shelves. Pharmacy: their driver is long term sick; shop has been helping them out during Lockdown; adult conversation needed in way forward post Lockdown. On holiday from 7 December for 1 week. Supervisor cover needed. Flickering light needs attention please. Light in Entrance lobby needed.	KATHERINE SALLY ALL LYN ALL ALL LYN ROSEMARY SIMON KATHERINE
Closed	Meeting at 6.15pm.	
Next	Meeting: 4.15pm Friday 18 December2020 UCAP (Lyn back 14.12.20)	

Meeting date 18 th December 2020.

Present : Lyn Foley, Sally Davey, Sue Wright, Janice Harvey and Katherine Rake.

Apologies: Sue Menzies, Emma Herrod, Rosemary Stibbon, and Anne Davison.

Minutes of the last meeting : All agreed were accurate.

Report : from Janice Harvey

The new bread order folder was now up and running. It had been in use 2 days. Seemed easy to use but on a Friday it was noted that the orders for bread had exceeded the space on the form so orders had spread over the page. We all acknowledged that this was a work in progress, but the general feeling was it was developing in the right direction.

ACTION : Janice

The newspaper orders (in the same folder) were found to be clear and accurate. Changes to the orders could be made on the forms. Work in progress.

ACTION : Janice

Report : Sue Wright

New batch of shop pens had been ordered and delivered to the shop. However they didn't arrive in the presentation case so Sue asked if the staff could just keep filling them up when on display in the shop.

Sue Followed up with the two companies that had come out to quote for new fridges and freezers. Unfortunately there has been no response from either company.

Report : Katherine Rake

Katherine has now received feedback from some of the Volunteers regarding the suggestions for a possible new layout for the shop. She has engaged with Spaceworks who are hopefully going to proceed with a plan. Katherine has tried to firm up our expectations with the company. Hopefully work will begin on this in the new year. Work ongoing.

ACTION : Katherine

Katherine opened the discussion about the possibility for the shop to help with sponsorship of learning or apprenticeship for a local younger person. It was decided to hold this for future discussion.

The handle in the refrigerator has been broken sometime. Katherine will ask Simon to look at it.

ACTION : Katherine

Report : Sally Davey

We have £40,098 in the bank after payments.

Sally has asked that the Volunteers do not tear the vouchers in half as this makes it difficult for her to process. Volunteers have been asked to strike through the voucher in pen and write used on it.

Report : Lyn Foley

Secret Santa is going well there are about 15 presents at this time to deliver.

The hamper draw will be held on Wednesday 23rd December 2020

PG Security has Lyn Foley as 1st contact and Ann Davison as second if there were any out of hours problems.

Lyn wished everybody a lovely Christmas and thanked the Committee for their hard work.

Any Other Business

Katherine asked if the volunteers could be asked not to over stock the shelves.

A volunteer had asked if the stock room could be re-vamped before the main shop. It was agreed that this would be the wrong way round as the main shop is the current priority.

Date of next meeting to be decided.

Addendum

As we have now gone back into lockdown it was decided outside the meeting that the next one should be held on zoom.

Date of next meeting

15 th January 21 at 4.45pm . Sue Menzies to organise.

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