

## Stoke Shop Community Shop Meeting 11 January 2024

### 1. Apologies

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

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

- Katherine to take over liaison with Louisa in absence of a Treasurer. **Process is being streamlined to ensure all required info is sent to Louisa and queries are dealt with regularly rather than at year end. - Ongoing**
- HMRC: query outstanding re Corporation Tax. **Ongoing awaiting response from HMRC**
- Chalmers: Emma still liaising, issues with some payments at start of the 22-23 but most queries now resolved. However, we may be charged more than the initial £1k+vat quoted by Chalmers. 2 extra days work was approved in Oct but the work still has not been done by Chalmers. However Bryony a junior accountant assure LF the accounts would be looked at next week. LF has requested information be sent through the shop email instead of to EH. **Action LF to chase Chalmers next week**
- Lyn and Katherine access to Xero. From Jan 22 Louisa, Bookkeeper has errors on Xero and accounts and reconciliation is incorrect. **Action KR to speak to Louisa re reconciliation and what's missing, mistakes and keeping accounts up to date.**
- Chrysalis Accounting, Sandi Amos. Unfortunately, Sandi is retiring and not an option as a back-up plan for replacing Louisa. SAS, Chartered Accountants, Somerton is another option **Action LF to contact**

### 4. Finance / Budget

Total in current account as of 11.01.24: **£41,266.09**; Savings: **£13,605.02**

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

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

## 5. Shop management, stock & equipment

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

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

Supervisor Card - A second supervisor card is needed – Action LF/KR After KR spoke to Take payment it needs an update. A basic mobile replacement will be the same cost. A cradle would be an additional £60. KR will receive a follow up call next week and another rep from Clover coming in to see if they can better match our requirements

EPOS – we pay for support so do use it otherwise we will cancel the support

PG Security have serviced the Intruder Alarm

Telephone landlines – we have 2 telephone lines. 1 was with Clear Business which was needed for the alarm. KR discovered we no longer need the extra line from last year. Action KR to cancel Clear contract landline.

Gigaclear is free for the Memorial Hall & Family Centre. Action Lyn to contact Gigaclear to see what they will charge us

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

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

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

Wincanton Food – No longer give us a discount when we half price food so we agree as we have Sale or return we will leave food until the end of the last day and remove from sale rather than reducing.

McAdam's Ham – Ann has reduced the order to only weekends as it has not been selling.

## 6. Volunteers

Volunteers Skittles evening to be organised in WMC – Action: LM It was agreed that we leave the social until end Feb/Mar

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

Volunteer training evenings– Ongoing Action: KF/LM

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

Jules a new volunteer has said she is not being contacted about shifts. Action AD

New Volunteer - June Ridout has just joined and will be doing the 07.30 am shift on Thursday instead of Rod.

## 7. Marketing, communications & shop events

Village Newsletter & Hambook – to include winner of Olaf raffle and promote Lifetime memberships in the shop. Action KR

Promote Lifetime memberships in the shop window. Action SM

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

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

## 8. Health & safety

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

Fire escape routes – The door to the garden is catching, probably due to the wet weather. Action LF to speak to Gary upstairs.

Shoppers are being left in front of the door to the garden. Try hooks in the wall for them to hand from. Action SM

New Fire map required Action SM

## 9. SSHCSL Members & governance

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

See rules re the accounting info we need to provide: *If the membership vote for unaudited accounts, the society's Income/Expenditure Ledger shall be scrutinised by the secretary and directors of the society only and signed, as a true record, by the secretary and two directors of the society or such*

*other number as may be required by legislation. An Income/Expenditure report will be prepared to present to the society's members at each Annual General Meeting.*

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

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

## **10. Any other business**

CCTV - A police officer requested they look at our CCTV as unauthorised payments had been withdrawn from the PO by a customer using one of their family members cards.

Bruton Dairy Milk – Some customers have complained about the milk we sell. To find out whether this is just a few customers or a more general opinion a tick sheet to decide whether to stay with Bruton or move back to Trewithen Dairy who supplied the shop previously. Action **AD**

## **11. Date of next meeting **Thursday 1 February 2024. 1645****

## Stoke Shop Community Shop Meeting 1 February 2024

### 1. Apologies

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

Apologies: Simon Hulber

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

#### Finance

The shop is facing several issues with its Book keeper and Chartered Accountant who is currently looking at the finance return for 22/23.

This has thrown up a couple of issues which the committee believes should have been dealt with by the Book keeper months ago.

#### Issues with the Book keeper (RSA/Louisa Wilcox)

1. they are not on top of the accounts and the current account is continuing to show £4,000 of overdue payments to invoices. All payments to companies are done weekly so there should be very little outstanding money owed.
2. Katherine Rake is going above and beyond to ensure that the invoices are correctly paid on time.
3. The Book Keeper is not answering queries in a timely fashion which is putting undue pressure on the Committee to get the accountant to sign off the finances.
4. Katherine is liaising with Louisa about the invoices and has been trying to help her with queries that go back nearly 11 months.
5. Lyn has tried to contact the book keeper but there has been no response.

#### Issues with the Chartered Accountant (Chalmers/Briony Hamm)

1. The accountant is unhappy about the accounts as she has found £5,700 in the cash control account that the bookkeeper is not reconciling.
2. Briony has asked the Directors to have an extra meeting to minute that they are happy for the finances to be filed without the reconciliation of this account.

**Action** Lyn To liaise with the accountant.

**Action** Directors to meet to discuss a way forward with the accounts

## Issues with HMRC

1. Letter received from HMRC that states SSHCS Ltd may be liable for Corporation Tax .  
**Action** Lyn to call HMRC to check this potential liability.
  2. Finance return needs to be filed by 29<sup>th</sup> February 2024 or SSHCS Ltd will be fined.  
**Action** Lyn to talk to Chalmers.
- Lyn & Katherine to speak to Trudy Cronin re Bookkeeping & Accounts. **Action:** [LF/KR](#)
  - **Annual premises insurance:** After discussing various quotes the Committee have agreed to taking out insurance for £5M with NIG for £368. Shop insurance was originally for £10M but quotes are very high from other companies & NIG were not willing to insure such a small business for this amount.
  - **Stocktake** – A stocktake has been arranged for Sunday 25 February

## 4. Finance / Budget

Total in current account as of 1.02.24: **£41,120.12**; Savings: **£13,605.02**

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

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

[Lyn & Katherine to speak to Trudy Cronin re Bookkeeping & Accounts. Action: LF/KR](#)

## 5. Shop management, stock & equipment

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

Tony M to build shelving for the home delivery trays near the garden door. **Action** [SM](#)

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

Supervisor Card - A second supervisor card is needed – **Action** [KR](#) – [Clover Take Payment option appears to be the best option with a touch screen - ongoing](#)

Telephone landline – LF has cancelled one of the lines we were not using. Staying with TalkTalk complete with Broadband – Fibre & Copper for 24 months

Minimum wages – Rate increases in April 24 and will affect Claire’s wages. Action: LF/KR to discuss with Ann & Claire when we get clarification of minimum wages.

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

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

LED Light bulbs are being added to stock via Tea Time Tasties

The Shop Till should be left open and empty at the end of the day

Easter Bunny Hunt – An Easter Bunny Hunt similar to the Elf of the Shelf was suggested by a customer. It was agreed that Ann would find a Toy Rabbit to hide – Action: AD

## 6. Volunteers

Volunteers Skittles evening to be organised in WMC – Action: LM reported we will wait until the club has completed their refurbishment

Training Manual – LM & Lisa have completed and sending to KR for checking Action: KR, LM & Lisa - Ongoing

Volunteer training evenings– Ongoing Action: KF/LM

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

Jules a new volunteer has now been contacted by AD and she has been getting the emails but is not available for the shifts

## 7. Marketing, communications & shop events

Village Newsletter & Hambook – to include the shops 4<sup>th</sup> anniversary tombola, Easter closing hours Good Friday 12 noon, Easter Sunday 10.30 & Easter Monday 12.30 Action KR

4<sup>th</sup> Year Anniversary shop window to include Banner amended by Katherine & Free Tombola to start Sat 2 March sorted by SM. Action SM/KR

Facebook - Lyn to speak to George Paulton re Facebook access – Unfortunately George does not remember the password. It is suggested we ask him to request a change of password so we can gain access. Action LF

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

## 8. Health & safety

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

Fire escape routes – The door to the garden is catching, probably due to the wet weather.  
**Action** LF to speak to Gary upstairs.

Shoppers are being left in front of the door to the garden. Try hooks in the wall for them to hand from. **Action** SM

New Fire map required **Action** SM **This has been drawn out but needs to be computerised & printed - ongoing**

## 9. SSHCSL Members & governance

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

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

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

## 10. Any other business

CCTV - A police officer requested they look at our CCTV as unauthorised payments had been withdrawn from the PO by a customer using one of their family members cards.

Bruton Dairy Milk – Some customers have complained about the milk we sell. To find out whether this is just a few customers or a more general opinion a tick sheet to decide whether to stay with Bruton or move back to Trewithen Dairy who supplied the shop previously. **Action** AD **This was not conclusive because customers were ticking more than once but it was clear there are strong feels so a trial of both milks will be on sale in the shop. Mon & Wed – Bruton will deliver, Thur – Hunts will deliver Trewithen Milk**

Youngs – LF has registered with Youngs. Deliveries will be on Wed morning which will cost £3.50. They will be delivered in a cage which will be unpacked and taken away. Stock will be more expensive, up to 20% on branded biscuits, however LF & KR will not have to do Bookers runs twice a week which is no longer sustainable.

## 11. Date of next meeting **Thursday 29 February 2024. 1645**



# Stoke Sub Hamdon Community Shop

## Minutes Finance meeting

Dated 15<sup>th</sup> February 2024

Attendees, Lyn Foley, Katherine Rake, Sue Menzies and Sue Wright

### Item 1

**Agenda** –The deadline for filing the tax return with HMRC for Corporation Tax is 28<sup>th</sup> February 2024 and the accountant is still waiting for queries to be answered by the bookkeeper before the Directors can sign off the 22-23 accounts. NB the deadline for filing the 22-23 accounts with the FCA was September 23.

**Resolution-** For Lyn to have a face to face meeting with Abby and Louisa to discuss the state of the accounts and to ask for the Committees questions to be answered. Louisa has been give lots of questions which she has failed to resolve leaving the committee feeling confused and anxious about why the questions have not been resolved.

### Item 2

**Agenda**-The accountant Briony Hamms has asked Rocksolid Accounting to explain the reconciliation or lack of for several figures in the accountants without success.

**Resolution-** It is believed by the committee that these figures are due to historical accounting practices (20-21/21-22). It was unanimously agreed that the accountant should complete the accounts so that the accounts can be filed with HMRC and the FCA .Once the Committee’s queries have been resolved by Rocksolid accounting, the committee should look at whether to continue to employ Rocksolid Accounting.

### Item 3

**Agenda** – HMRC sent SSHCS Ltd a letter in January 2024 saying that it is liable for Corporation Tax. Our previous accountant Richard Keylock had written to HMRC asking for SSHCS Ltd to be exempt because of its not for profit status but HMRC has rejected this.

**Resolution-**For Lyn to telephone HMRC to discuss the situation. Chartered accountant Briony Hamms from Chalmers has sent for a 17 digit code so that she can access the HMRC account of SSHCS Ltd. Lyn believes that HMRC may only speak to Emma Herrod as she has been SSHCS Ltd’s contact.

**Answer- The shop MUST file a return by the end of this month or it will be fined.** Previous filings have resulted in ZERO tax needing to be paid. Point of contact is Emma Herrod and a password is likely held by her for access to the HMRC gateway account, this requires changing.

#### **Item 4**

**Agenda** – To keep communications open with Chalmers.

**Resolution** – It was decided that Lyn should be the point of contact for Chalmers, Emma Herrod has been working with Chalmers and Rocksolid accounting on behalf of SSHCS Ltd, so Lyn to liaise with Emma when she returns from her break.

Meeting concluded 5.30pm

## Stoke Shop Community Shop Meeting 29 February 2024

### 1. Apologies

Present: Lyn, Katherine, Sue W, Sue M, Ann, , Lynda McCulley, Simon Huber

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

#### Finance

The shop is facing several issues with its Book keeper and Accountant who is currently looking at the finance return for 22/23.

This has thrown up a couple of issues which the committee should have been dealt with by the Book keeper months ago.

#### Issues with the Book keeper

1. they are not on top of the accounts and the current account is continuing to show £4,000 of over due payments to invoices. All payments to companies are done weekly so there should be very little outstanding money owed.
2. Katherine Rake is going above and beyond to ensure that the invoices are correctly paid on time.
3. The Book Keeper is not answering queries in a timely fashion which is putting undue pressure on the Committee to get the accountant to sign off the finances.
4. Katherine is liaising with Louisa about the invoices and has been trying to help her with queries that go back nearly 11 months.
5. Lyn has tried to contact the book keeper, (Rock Solid, Louisa) but there has been no response – **ongoing - unsuccessful contact. Issue is mainly 2022-23**

#### Issues with the Accountant

1. The accountant is unhappy about the accounts as she has found £5,700 in the cash control account that the book keeper is not reconciling.
2. The Accountant has asked the Directors to have an extra meeting to minute that they are happy for the finances to be filed without the reconciliation of this account.

**Action** Lyn To liaise with the accountant. **LF left a message to call her**

**Action** Directors to meet to discuss a way forward with the accounts - **done**

#### Issues with HMRC

1. Letter received from HMRC that states SSHCS Ltd may be liable for Corporation Tax . **Action** Lyn to call HMRC to check this potential liability. - **LF spoke to HMRC who initially said we do not need to**

pay CT, however, they are now saying we need to complete a CT600. If our accountant fills it in we will be charged

2. Finance return needs to be filed by 29<sup>th</sup> February 2024 or SSHCS Ltd will be fined. **Action** Lyn to talk to Chalmers.
- Lyn & Katherine to speak to Trudy Cronin re Bookkeeping & Accounts. Action: **LF/KR ongoing**
- Annual insurance – After discussing various quotes the Committee have agreed to taking out insurance for £5M with NIG for £368. Shop insurance was originally for £10M but quotes are very high from other companies & NIG were not willing to insure such a small business for this amount. **Complete**
- Stocktake – A stocktake has been arranged for Sunday 25 February. – **Complete Approx £14,600 stock £19,800 with VAT**

## 4. Finance / Budget

Total in current account as of 1.02.24: **£41,120.12**; Savings: **£13,605.02**

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

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

Lyn & Katherine to speak to Trudy Cronin re Bookkeeping & Accounts. Action: **LF/KR**

## 5. Shop management, stock & equipment

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

Tony M to build a shelving for the home delivery trays near the garden door. Action **SM – Tony measured and agreed to build**

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

Supervisor Card - A second supervisor card is needed – Action **KR – Clover Take Payment option appears to be the best option with a touch screen – On Hold**

Telephone landline – LF has cancelled one of the lines we were not using. Staying with TalkTalk complete with Broadband – Fibre & Copper for 24 months – **Starting in March**

Minimum wages – Rate increases in April 24 and will affect Claire's wages. Action: **LF/KR to discuss with Ann & Claire when we get clarification of minimum wages. On Hold**

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

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

LED Light bulbs are being added to stock via Tea Time Tasties – Have started adding extra products to our deliveries without us asking for them. Action AD to speak to them and send things back

Easter Bunny Hunt – An Easter Bunny Hunt similar to the Elf of the Shelf was suggested by a customer. It was agreed that Ann would find a Toy Rabbit to hide – Action: AD – to start after Shop Anniversary Tombola has finished

LED strip lights- Simon will replace these and get rid of the bulbs that no longer fit. – KR

Tinkers Bubble Salad is cash only so Supervisor will pay from the till

Wincanton have changed their delivery date to Friday

Youngs – Trial shop deliveries of over 515 products and top up with Bookers as and when needed. They do not do any chilled products.

Milk is deliveries are now Bruton twice a week and Hunts once a fortnight

EPOS – find out how to clear some unused codes – Talk to Kenny – Action LF/KR

Ice Cream chest freezer – Burning and smoke was discovered and the freezer was switched off and contents saved. A replacement freezer will cost around £1000 - ongoing

## 6. Volunteers

Training Manual – LM & Lisa have completed and sending to KR for checking Action: KR, LM & Lisa - Ongoing

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

Jules a new volunteer has now been contacted by AD and she has been getting the emails but is not available for the shifts. Jules now has a job and not available for a regular shift.

New volunteer – Gary who is doing shifts & helping with deliveries

## 7. Marketing, communications & shop events

Village Newsletter & Hambook Full Page for March, April ¼ page – new products Action KR

Facebook - Lyn has gained access to Facebook

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

Red Nose Day – Call out for Bakers on Facebook. Also extra volunteer for cake sales Friday am. – Action LF/AD

## 8. Health & safety

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

**LM to remind volunteers about the panic button via email. All supervisors & managers to show new staff.**

Fire escape routes – The door to the garden is catching, probably due to the wet weather. **Action LF to speak to Gary upstairs.**

Shoppers are being left in front of the door to the garden. Try hooks in the wall for them to hand from.

Action **SM – Tony will get with the wood**

New Fire map required Action **SM - Completed**

## 9. SSHCSL Members & governance

AGM : We can have one 3 months either side of Nov 11 but must have 22-23 finance report before we can progress. Still awaiting accounts to file with the FCA so we can present Income/Expenditure report to Members at the AGM **Missed our required date. KR will give 21 days notice when we have Financial Report and prepare what she can beforehand so we are ready to go.**

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

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

## 10. Any other business

Letter to be sent to all Members re Anniversary & requesting more help in the shop/Committee.

LF will be away 28 March – 5 April, the whole of May & Sept and every other Sunday and Monday am will need cover

SM has broke her Knee and on crutches and will be away until at least Mid May and every other Monday pm and every Thursday pm will need cover

## 11. Date of next meeting **12.04.24**

## Stoke Sub Hamdon Community Shop Director's meeting 10 April 2024

Attendance: LF, KR, SW, SM

LF called this meeting to discuss our ongoing concern with our accounts for 22/23 and the new minimum wage requirement.

### Accounts

LF reported that Zero, our accounting programme is still not correct and there is still a problem with the input of data.

eg. The Post Office should be around £1,120 but on Zero its saying £760. It is also showing a £12,292.23 profit pre-tax this year saying we have a 5% profit. This is incorrect.

Take payments terminal should have a code of its own not just under general.

LF is trying to find out from Bryony at Chalmers when we are getting accounts so we can sign them off and arrange an AGM.

### Shop management

Till Showing deficient at the end of the day, sometimes pennies but can be £'s.

New button on the till for spending of gift vouchers because using the Voucher button we use for papers making it confusing for accounting.

LF wrote a report on unpaid hours per year for evidence for Corporation Tax.

7176 hours of volunteer hours per year if this was taken at a minimum wage that would equate to £74,774

Minimum wage has increased to £11.44 per hour.

Claire's currently on £10.43 per hour. It was agreed to put her wage up to £11.50.

Ann currently on £12.80 It was agreed that this will remain the same at this stage.

LF will email Abby from Rock Solid advising her to increase Claire's wages to go to £11.50 per hour

P60 still waiting for Ann's. Claire has received her P60.

LF & KR to sit with Ann & Claire outside working hours to discuss the daily workings of the shop and their responsibilities.

Meeting closed.

## Stoke Shop Community Shop Meeting 19 April 2024

### 1. Apologies

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

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

#### Finance

Chalmers Accountancy have now completed our 22/23 Accounts. These come with notes that need to be addressed including being owed a VAT refund. There are a number of discrepancies which cannot be reconciled with the cash control account showing -£5782 and will be carried forward to 23/24 accounts. We made a loss of £206, which they attributed to a drop in takings, a second paid employee and use of a paid bookkeeper. CT600 for HMRC will be filed by Chalmers. **Action: Directors to check through accounts and advise LF of anything they are unsure about by Wed 24 April with the aim of signing off.**

LF has submitted additional information which includes the amount of volunteer hours totalling 7,176 unpaid hours and under the Peterhead principle it has been agreed we do not need to pay any Corporation Tax for 22/23. We will however have to complete this information for the next accounting period too.

Chalmers bill is £3,444 of which they kindly capped for us. But are unable to continue as our accountant in the future due to the fact the job was not what they had been led to believe and they do not have the manpower.

Bookkeeper Louisa from Rock Solid cost approx. £6,000 Louisa is now leaving Rock Solid to return to being a Sole Trader again. The Committee have no faith in her and are therefore still looking for a replacement. **Action: LF to speak to Trudy Cronin again to find out her situation. If she is unable to take this on LF will call another Directors Meeting.**

### 4 Finance / Budget

Total in current account as of 19.04.24: **£40,815.93**; Savings: **£13,649.16**



## 4. Shop management, stock & equipment

TalkTalk new contract started in March. KR noticed we had been charged for 2 lots of broadband March and April and has reported to TT. They will adjust our bill accordingly from the next invoice in May. Records in accounts email.

Minimum wages – Rate increases in April 24 and will affect Claire's wages - complete

Easter Bunny Hunt – was successful. AD will keep Bunny for next year

Milk – There has been more complaints about Bruton milk not lasting and some had to be removed from sale. Bruton are aware and refunded. Action: to be monitored – ongoing

Someone has filled the Laundry liquid refill with fabric conditioner – Action: ask Volunteer to double check the labels

Ice Cream chest freezer – A replacement freezer will cost around £1000 – on hold

Gift Voucher – Gift Vouchers have now got a separate button to the normal Voucher button used for newspapers on the final till screen to improve transparency with bookkeeping.

Youngs – orders must be put in on a Monday which is unfortunately when Ann or Claire are not working. The managers can be putting items on the system during the week but it will rely on the Supervisors on Monday to put the order in when LF is away. Action: managers

## 5. Volunteers

Peter Hulett is stepping down from the 10.30 am shift on Friday however Gary Findlay is taking this one on.

June Ridout is stepping down from the 07.30 am shift on Thursday so will need to find a regular replacement.

SM remains unable to do her regular Monday and Thursday shift because of a serious injury. Earliest return is start of June, tbc subject to fitness

## 6. Marketing, communications & shop events

Village Newsletter & Hambook May ¼ page – including BH opening times, respect for staff & the need for more help to keep the shop open Action KR

Facebook - Lyn has gained access to Facebook but does not know the password. KR said the password is possibly saved on her computer.

## 7. Health & safety

Health & Safety risk assessment. Katherine has discussed this with Claire; Ann Davison to feed back to Katherine any amendments to Risk assessment. This document will then be added to Volunteers training manual. **Action AD to feedback to KR**

## 8. SSHCSL Members & governance

AGM :We must have 22-23 finance report before we can progress. Still awaiting accounts to file with the FCA so we can present Income/Expenditure report to Members at the AGM **Missed our required date. KR will give 21 days notice when we have signed off 22-23 accounts and prepare what she can beforehand so we are ready to go. Action: KR**

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

## 9. Any other business

Shop Lifting – We had a shop lifter who took at least 4 cans of cider from the shop without paying. When LF checked the CTV it was apparent he had removed other items from the shop. LF has reported to the police

Verbal abuse – A customer has been in the shop and verbally abused one of our volunteers. This is not the first time this customer has been rude to a member of staff. LF has advised the customer that his custom is no longer welcome. However if he does return and is disrespectful to any staff member they are to tell a Manager/Supervisor immediately using the panic button. **Action: all**

May Fayre – we are not having a stall this year but have purchased an advert in the May Fayre Programme. However it was agreed we will donate some bottles of water and wine for the bottle stall. – carried forward to next meeting.

## 10. Date of next meeting **9 May , 1645**

## Stoke Shop Community Shop Meeting 7 May 2024

### 1. Apologies

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

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

#### Finance

Chalmers Accountancy have now completed our 22/23 Accounts. These come with notes that need to be addressed including being owed a VAT refund. There are a number of discrepancies which cannot be reconciled with the cash control account showing -£5782 and will be carried forward to 23/24 accounts. We made a loss of £206, which they attributed to a drop in takings, a second paid employee and use of a paid bookkeeper. CT600 for HMRC will be filed by Chalmers. **Action: Directors to check through accounts and advise LF of anything they are unsure about by Wed 24 April with the aim of signing off. Accounts approved by Committee acknowledging there are areas for improvement, increase in prices and extra paid staff. £5782 rolled over to 23/24. Possibly due to waste which was not recorded in the first year of trading.**

Louisa still hasn't answered the queries Chalmers requested for the 22/23 accounts and still don't have the 23/24 accounts from Louisa. **KR to ask Louisa for completion date of 23/24 accounts**

Bookkeeper Louisa from Rock Solid cost approx. £6,000 Louisa is now leaving Rock Solid to return to being a Sole Trader again. The Committee have no faith in her and are therefore still looking for a replacement. **Action: LF to speak to Trudy Cronin again to find out her situation. If she is unable to take this on LF will call another Directors Meeting. Trudy is unable to help in the foreseeable future due to her current job. KR & LF have signed the new contract with Louisa at 'Best Kept Books' but only have to give 7 days notice when we find a new bookkeeper**

A bookkeeper at Stanchester has expressed interest to do a few paid hours. **Action: KR to contact**

## 4 Finance / Budget

Total in current account as of 19.04.24: **£40,815.93**; Savings: **£13,649.16** **account info to be updated at next meeting**

## 4. Shop management, stock & equipment

Milk – There has been more complaints about Bruton milk not lasting and some had to be removed from sale. Bruton are aware and refunded. **Action: to be monitored – ongoing**

Someone has filled the Laundry liquid refill with fabric conditioner – **Action: ask Volunteer to double check the labels**

Ice Cream chest freezer – A replacement freezer will cost around £1000 – on hold

Youings – orders must be put in on a Monday which is unfortunately when Ann or Claire are not working. The managers can be putting items on the system during the week but it will rely on the Supervisors on Monday to put the order in when LF is away. **Action: managers**

Freezer 1 door has blown again and the temperature is now temperamental. It is not covered by the guarantee due to the fact the replacement door was fitted by volunteers.

## 5. Volunteers

Lisa Wenborn is giving up her Tue afternoon shifts. She will work until the 30 July to give us time to find a replacement. Lisa has kindly stepped up to cover Supervisor shifts on the Tue afternoon over the past few years and her extra contribution has been very much appreciated with dwindling Directors who do the current Supervisor shifts. Moving forward the Committee to look into the feasibility of other Volunteers doing Supervisor shifts and how it would work with cashing up. **Carried Forward**

Lynda McCulley wishes to step down as Volunteer Representative when we can get a replacement. The Committee are grateful for Lynda's valuable contribution to the shop and being a very supportive member of the Committee.

SM remains unable to do her regular Monday and Thursday shift because of a serious injury. Earliest return is start of June, tbc subject to fitness

## 6. Marketing, communications & shop events

Village Newsletter & Hambook June – to include Bookkeeper vacancy

Facebook - Lyn has gained access to Facebook but does not know the password. KR said the password is possibly saved on her computer.

## 7. Health & safety

Health & Safety risk assessment. Katherine has discussed this with Claire; Ann Davison to feed back to Katherine any amendments to Risk assessment. This document will then be added to Volunteers training manual. Action AD to feedback to KR

## 8. SSHCSL Members & governance

AGM : **KR will give 21 days notice when we have signed off 22-23 accounts and prepare what she can beforehand so we are ready to go. Action: KR - Complete.**

Letter sent by email and delivered by hand to members on 04-05-24. The date of the AGM is 24 May 24 at 6pm in Stoke memorial hall. Nomination forms are behind the till. Members have until Sunday 12 May to submit if they wish to stand. The Directors agreed to dismiss the requirement for rotation at this AGM due to the fact there are only 4 remaining

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

## 9. Any other business

Shop Lifting – We had a shop lifter who took at least 4 cans of cider from the shop without paying. When LF checked the CTV it was apparent he had removed other items from the shop. LF has reported to the police

Verbal abuse – A customer has been in the shop and verbally abused one of our volunteers. This is not the first time this customer has been rude to a member of staff. LF has advised the customer that his custom is no longer welcome. However if he does return and is disrespectful to any staff member they are to tell a Manager/Supervisor immediately using the panic button. Action: all

May Fayre – we are not having a stall this year but have purchased an advert in the May Fayre Programme. However it was agreed we will donate some bottles of water and wine for the bottle stall. – carried forward to next meeting.

## 10. Date of next meeting **16 May 1645**

## Stoke Shop Community Shop Meeting 16 May 2024

Present: Lyn, Katherine, Sue M, Simon Hulber,

### 1. Apologies

Ann, Sue W, Lynda McCulley

### 2. Minutes of the last meeting

Approved

### 3. Matters arising

#### Finance

Louisa still hasn't answered the queries Chalmers requested for the 22/23 accounts and still don't have the 23/24 accounts from Louisa. **KR to ask Louisa for completion date of 23/24 accounts. No data as yet. KR has sent Louisa everything she need to complete the accounts and will give her a deadline**

A bookkeeper at Stanchester has expressed interest to do a few paid hours. **Action: KR to contact. Unfortunately they cannot handle all that is involved in this role.**

A previous volunteer Rachel may have a contact who would be interested in being a Bookeeper. She will ask them to contact us if interested

### 4 Finance / Budget

Total in current account as of 16.05.24: **£38725.33**; Savings: **£13,663.74**

### 4. Shop management, stock & equipment

Milk – There has been more complaints about Bruton milk not lasting and some had to be removed from sale. Bruton are aware and refunded. **Action: to be monitored – ongoing**

Someone has filled the Laundry liquid refill with fabric conditioner. This has now happened a second time – **Action: remove Laundry Liquid from shelf and put a sign saying to request it and it can be filled directly from the back**

Ice Cream chest freezer – Ask Sue W to put on Marketplace or Freecycle to remove asap

Youngings – orders must be put in on a Monday which is unfortunately when Ann or Claire are not working. The managers can be putting items on the system during the week but it will rely on the Supervisors on Monday to put the order in when LF is away. **Action: managers. To get as much price mark products as possible**

Freezer 1 door has blown again and the temperature is now temperamental. It is not covered by the guarantee due to the fact the replacement door was fitted by volunteers. **KR had an engineer out who has cleaned the filters and the temperature has stabilised.**

KR to Ask Simon to check through the florescent light bulbs and dispose of the ones that do not fit

## 5. Volunteers

Lisa Wenborn is giving up her Tue afternoon shifts. She will work until the 30 July to give us time to find a replacement. Lisa has kindly stepped up to cover Supervisor shifts on the Tue afternoon over the past few years and her extra contribution has been very much appreciated with dwindling Directors who do the current Supervisor shifts. **Lisa will continue on an adhoc basis**

Moving forward the Committee to look into the feasibility of other Volunteers doing Supervisor shifts and how it would work with cashing up. **Carried Forward**

Lynda McCulley wishes to step down as Volunteer Representative when we can get a replacement. The Committee are grateful for Lynda's valuable contribution to the shop and being a very supportive member of the Committee. **Action: SM to meet with LM to discuss. Lynda has agreed to stay on as rep but may need to step down when her grandchild is born.**

SM has returned to Thursday shift to see how she gets on. She will return to alternative Monday afternoon shifts after 25 June.

## 6. Marketing, communications & shop events

Village Newsletter & Hambook – to include Bookkeeper vacancy & Ice Cream

Facebook - Lyn has gained access to Facebook but does not know the password. KR said the password is possibly saved on her computer. **Action: KR to look**

## 7. Health & safety

Health & Safety risk assessment. Katherine has discussed this with Claire; Ann Davison to feed back to Katherine any amendments to Risk assessment. This document will then be added to Volunteers training manual. Action AD to feedback to KR & SM to take a look

## 8. SSHCSL Members & governance

AGM : KR will give 21 days notice when we have signed off 22-23 accounts and prepare what she can beforehand so we are ready to go. Action: KR - Complete.

Letter sent by email and delivered by hand to members on 04-05-24. The date of the AGM is 24 May 24 at 6pm in Stoke memorial hall. Nomination forms are behind the till. Members have until Sunday 12 May to submit if they wish to stand. The Directors agreed to dismiss the requirement for rotation at this AGM due to the fact there are only 4 remaining. **No Nomination to date therefore We are varying the rules to allow nominations up until and on the evening in the hope that we will get someone to stand**

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

## 9. Any other business

May Fayre – we are not having a stall this year but have purchased an advert in the May Fayre Programme. However it was agreed we will donate some bottles of water and wine for the bottle stall. – Agreed 24 bottles of water and 6 bottles of wine

Holidays: We have an overlap of holidays of supervisors.

Lyn 10 June – 23 June, Sue 11 June – 25 June

## 10. Date of next meeting **Proposed meeting Thursday 6**

**May 16 45**



# Stoke Sub Hamdon Community Shop Committee Meeting

Friday 7<sup>th</sup> June 2024

## 1 Present

Katherine Rake, Sue Menzies, Sue Wright, Lynda McCulley, Ann Davison Lyn Foley.

## 2 Apologies

## 3 Matter Arising

- a) Book Keeper Louisa Wilcox has been asked by Katherine Rake to complete her work by the end of June 2024. There are 3 days of accounts cash sheets missing. **Action LF to find and send to Louisa.**
- b) Trudy Cronin has continued to express an interest in the book keeping role. **Action KR and LF to meet with Trudy to discuss role and to show her how things currently work**
- c) Fluorescent lights flickering **Action KR to ask Simon Hester to check bulbs**
- d) Ice Cream Chest freezer to be removed as no takers on freecycle or Marketplace. **Action Sue Wright**
- e) Laundry Liquid to have notice on it for supervisors to refill. **Action Ann**
- f) Facebook admin needs to be looked into. **Action Lf to get together with KR to look at it.**
- g) Health and Safety risk assessment document. **Action Ann Davison and Claire Davies to review document and feed back to Katherine Rake and Sue Menzies any changes.**
- h) Feedback from AGM was for a suggestion box to be placed in the shop for comments and suggestion on Operational matters. **Action Sue Menzies**

## 4 Budget and Finance

The current total of funds in the bank accounts

Current Account £35,891.93

Savings account £13,679.31

## 5) Shop Management , Stock and Equipment

Milk – still has some issues restocking is adhoc and rotation is still an issue. It is imperative that all supervisors are aware and ensure that anyone who fills the chiller should be prompted to

Freezer 1 door that has blown Simon Hester thinks it is ok as the outside glass is not cold, temperature of freezer is now holding since the filters were cleaned.

Youngs- Managers to continue to develop an order ready for sending off Monday pm.

## **6 Volunteers**

Lynda McCulley will look at the possibility of developing a social event for the volunteers she will also continue sending round informative emails to volunteers.

## **7) Marketing , Communications and Shop events**

Given the outcome of the AGM and the request for more information on job roles Lyn has come up with a number of roles that are required to be filled in the shop. The list is not exhaustive but is a start.

From the AGM it was decided to put a notice in the window making people aware that we need help.

Hambook and Newsletter entries to relay the same message.

## **8 Health and Safety**

As per matters arising

## **9 SSHCSL Members and Governance**

AGM minutes to come. [Action Sue Menzies](#)

## **10 Any other Business**

**Date of next meeting Proposed 27<sup>th</sup> June 2024 delayed to 11<sup>th</sup> July 2024**

# Stoke Sub Hamdon Community Shop Committee Meeting

Friday 4<sup>th</sup> July 2024

## 1 Present

Katherine Rake, Sue Menzies, Sue Wright, Lynda McCulley, Ann Davison Lyn Foley, Catherine Fraser, Alan Brimecombe, Gary Findlay

## 2 Minutes

Approved

## 3 Matter Arising

- a) Book Keeper Louisa Wilcox has been asked by Katherine Rake to complete her work by the end of June 2024. There are 3 days of accounts cash sheets missing. **Action LF to find and send to Louisa – completed. LF to send Spreadsheet for Mar-June 24/25 to Louisa.**
- b) Trudy Cronin has continued to express an interest in the book keeping role. Trudy has looked at the accounts and believes the £5K loss showing is due to Louisa doing a financial dump of invoices she has not reconciled. It is believed most of these are Bookers  
**Action KR and LF to meet with Trudy to discuss role and to show her how things currently work – Meeting went well with LF, KR, EH with Trudy Cronin. Agreed £16 per hour for 4hrs a week. TC to provide us with a contract to sign**
- c) Fluorescent lights flickering **Action KR to ask Simon Hester to check bulbs – SH will put new bulbs 8/9 June**
- d) Ice Cream Chest freezer to be removed as no takers on freecycle or Marketplace.  
**Action Sue Wright**
- e) Facebook admin needs to be looked into. **Action LF to get together with KR to look at it. Suggested Moira logs on from shop computer to access it.**
- f) Health and Safety risk assessment document. **Action Ann Davison and Claire Davies to review document and feed back to Katherine Rake and Sue Menzies any changes. SM completed. AD & CD to review too.**

## 4 Budget and Finance

The current total of funds in the bank accounts

Current Account £37,940.61

Savings account £13,679.31

## **5) Shop Management , Stock and Equipment**

Milk – still has some issues restocking is adhoc and rotation is still an issue. It is imperative that all supervisors are aware and ensure that anyone who fills the chiller should be prompted to – Ongoing – Milk sales have gone down however Bruton minimum order is only £10

Youngs- Managers to continue to develop an order ready for sending off Monday pm. Everyone to put what stock is low on the board. Managers to fill in the orders and LF & KR to add any additional and send on Monday.

Ice Cream Freezer – we are not considering a new Ice Cream freezer for the storeroom. There is concern over raw meat products being in the same freezer as the ice creams. LF has a small freezer she will get tested and bring into the shop for possible storage of the raw frozen meat. **Action – LF**

Smiths – No longer supply the sticky labels for returning the black box. **Action – All Managers & Supervisors to cut out the barcode on delivery sheet to return a box.**

Request for boxes of Chocolates – this is still an issue as we cannot source any through a wholesaler and they are expensive if we buy through a regular shop and we cannot claim back VAT – Ongoing

Norcotts – New supplier. We will trial 2 flavours. Elderflower cider & Strawberry & lime.

## **6 Volunteers**

Lynda McCulley will look at the possibility of developing a social event for the volunteers she will also continue sending round informative emails to volunteers. Ongoing. SM to help LM to organise an event in September

## **7) Marketing , Communications and Shop events**

Hambook and Newsletter – Full Hambook page. To include shorter hours on Sunday

## **8 Health and Safety**

As per matters arising

## **9 SSHCSL Members and Governance**

AGM minutes to come. **Action KR**

## **10 Any other Business**

Spending Gift Vouchers – if the cashier clicks the button without putting in an amount it takes the whole amount of the bill not just the gift voucher amount.

Gift Vouchers are not showing in reconciliation.

Helen Granger, one of our crafters has stopped making earrings. If anyone knows any other crafters who makes homemade products and who are interested in a bit of window space to sell them please let SM know.

Next meeting: Thursday 25 July 4.45 pm

# STOKE SUB HAMDON COMMUNITY SHOP

## Directors Meeting

25 July 24

Present: Lyn Foley, Katherine Rake, Sue Menzies, Catherine Fraser, Alan Brimscombe, Gary Findlay

Apologies: Sue Wright – agreed for Directors to Co-opt in her absence

Aim: to co-opt new Directors onto SSHCS Committee

After a discussion with Catherine, Alan and Gary the current Directors voted.

Alan Brimscombe was proposed by Sue Menzies & seconded by Lyn Foley

Gary Findlay was proposed by Katherine Rake and seconded by Lyn Foley

Catherine Fraser was proposed by Sue Menzies and seconded by Lyn Foley

## Stoke Community Shop meeting 15<sup>th</sup> August 2024

- 1) **Present:** Lyn Foley, Ann Bartlett, Lynda McCulley, Sue Wright, Gary Findley, Alan Brimmecombe, Catherine Frazer, Katherine Rake, Sue Menzies
- 2) **Minutes approved** 5<sup>th</sup> July 2024 and 25<sup>th</sup> July 24
- 3) **Matters arising**
  - a) Sue Wright disposed of old ice cream freezer at a cost of £34 plus paperwork.
  - b) Face book administration needs to be changed. **Action LF**
  - c) Website updates are done regularly but may need to be more visible. **Action KR to discuss with Martin Herrod**
  - d) Wood for the new shelving is in the garage of LF house, this needs to be taken to Tony Menzies but this needs to be accessed. **Action LF**
  - e) New labels need to be printed for Smiths (newspaper) returns. **Action SM**
- 4) **Finance and budget**
  - a) Trudy Cronin our new book keeper is in discussion with Louisa Wilcox re handover of information. **Action TC**
  - b) Trudy needs to get to grips with payroll to discuss with Emma Herrod . and Jodie **Action TC**
  - c) Lloyds bank still has not sent Trudy bank card. **Action TC** to chase
  - d) TC to ask Louisa about Cash Control, Bank Control and Petty cash sections on xero. **Action TC**
  - e) Bank Balance as of 15/8/24 £37,151.38 Saving account £13,706.98
- 5) **Shop management, Stock and Equipment**
  - a) AB had been approached by a customer asking if we could do a loyalty card. It was felt generally that this would reduce the profit margins even further and given the reduced income it was felt that this was not feasible at this time.
  - b) Discussions around a “new in “ shelf might be helpful
  - c) Discussion around supplying fresh meats was held. it was decided to go to local butcher to ask if an ordering system could be put in place. And to find out what was available **Action AB**
  - d) A discussion was held around the stocking of different pies to those ordered at bakery Roy-al. so it was agreed that someone should research this . **Action CF**
  - e) Norcotts Cider had approached the shop to stock flavoured cider. It was agreed to stock 3 flavours. As a trial. **Action AB**
  - f) Claire Davies and Peter Hulett have been trying to work on an ordering system. **Action LF** to find out more
  - g) EPoS system has many report functions Kenny to be asked what it can do. **Action KR and AB**

- h) Youngs are increasing prices and are short of some stock.
- i) Maintenance of fridges and freezers were discussed. A list of equipment for testing was asked for –**Action AB**
- j) A maintenance contract for the cleaning of fridges and freezer filters would cost, but AB thinks this could be done in house – **Action AB**
- k) It was discussed whether a till prompt could be added to jog volunteers to ask about ages of people who want to have energy drinks, cigarette, tobacco or alcohol .**Action GF and KR** to ask Kenny
- l) The purchase of reduced stickers was discussed. To be researched **Action LF**
- m) Discussion around getting rid of the herbs and spices section, taking crafts out of the window and looking at the newspaper sales to see if they are worth selling . **Action SM, GF, CF**

## 6) Volunteers

- a) LM to step down from the committee and as the volunteer rep however she is prepared to step up as a supervisor. Training needed .**Action AB**
- b) LM and SM to organize a Boules or Pig Racing afternoon/evening for volunteers sometime in September. **Action LM and SM**
- c) Handbook is still to be completed Lisa and Lynda have done a lot to it. But it needs finishing.-**Action KR**

## 7) Marketing, Communication and Shop Events

- a) KR said she has a ¼ page in the August Hambook. Kr also reported that Ruth who develops the Hambook has offered the shop free space to try to help the financial position of the shop, which the committee are very grateful for.
- b) KR wants to step back from the admin work as this is taking a lot of her time. No one on the committee wish to take on this task. It was discussed asking Lisa Wenborn to help out with annual AGM info.Lisa has said she does not want to do minutes of meetings.
- c) It was discussed about issuing share certificates to the members of the shop. Lisa may be approached to design one.
- d) A discussion re Unique Selling Points (USP) was discussed. **Action CF** (pies)

Date of next meeting 12th September 2024 17:00 Fleur de Lis



## Stoke Community Shop Minutes 12<sup>th</sup> September 2024

1) **Present** Lyn Foley, Katherine Rake, Gary Findley, Catherine Frazer, Alan Brimmecombe, Trudy Cronin, Ann Bartlett, Sue Menzies

2) **Apologies** Sue Wright

### 3) **Matters Arising**

- a) Facebook administration to be discussed with Moira Hulett and Emma Herrod . Done
- b) Wood to be taken from Lyn's Garage. Done
- c) Shelving to be made by Tony Menzies. Done
- d) Sue Menzies to source labels to print on for Smith's

### 4) **Budget and Finance**

- a)Trudy had tried to correspond with the previous bookkeeper with little satisfactory outcomes
- b) Trudy has now spent time with Emma Herrod to understand payroll
- c) Trudy now has bank card and is processing Lloyds payments.  
Bank balance to date £38,235.67
- e) Trudy has requested that she makes up the floats and does the shop banking.
- f) Trudy went through the profit and loss sheet for the previous 6 months which indicated an operating loss of £3,200
- g) Discussion and agreement that a newsletter entry to highlight this to the community should be done. **Action LF**
- h) Shop needs a new accountant. **Action TC and LF**
- i) FCA to be contacted to say accounts will be late **Action LF**
- j) GF has done analysis of transactions for the last 6 months. Noting a substantial decrease in footfall resulting in decreased revenue. A table of weekly financial comparison with previous year to be put up in the stockroom **Action GF**

Trudy would like to thank Katherine, Emma and Lyn For spending time with her to understand the shops financial processes.

## 5) Shop Management, stock and Equipment

- a) Waste product book has gone missing Google docs document has to be completed for the accountants . Book found
- b) Right hand Freezer Door on freezer 1 has blown with ice building up on the inside of the double glazed window. This is not effecting the efficiency of the freezer. Replacement needs to be found. **Action LF**
- c) Reduced stickers to be bought
- d) Fresh Meat from McAdam for xmas need to be thought about and a delivery service. **Action Ann**
- e) Thorner's Pies to be considered for the shop and researched and ordered. **Action CF**
- f) The poor choice of greetings cards was questioned by CF. It was agreed that she could talk to the reps about getting more suitable cards and researching other suppliers. **Action CF**
- g) Kenny who manages the EPOS system needs to be spoken to re reports and till prompts **Action KR, AB, GF**
- h) It was noted that we are running out of pens with the shop logo. We need more **Action SW**
- i) New suppliers of bread was discussed. New ones to be sort. **Action Ann**
- j) Food hygiene was a concern for CF so she wants to work with Ann and Claire to see how this can be managed **Action CF, Ann, Claire**
- k) Fire Drills As health and safety rep Sue Menzies wanted fire drills to be done on every shift once every six months and sign off in the fire drill book. (updated 16.10.24)

## 6) Volunteers

- a) More are needed there are local difficulties recruiting.
- b) Volunteer social seems to be no further forward and unlikely to happen anytime soon
- c) Handbook is ongoing

## 7) Marketing, communication and Shop events

- a) Halloween window to be done before SM goes away.
- b) Newsletter article stating the financial state of the shop
- c) ¼ page in the Hambook

Date of next meeting 17<sup>th</sup> October 2024 5pm

## Stoke Community shop Minutes 18<sup>th</sup> October 2024

1) **Present** ; Lyn Foley, Katherine Rake, Gary Findley, Alan Brimmecombe, Catherine Fraser, Trudy Cronin, Sue Wright, Claire Davies

2) **Apologies** Ann Bartlett, Sue Menzies

### 3) Matters Arising

- a) Newsletter entry thanked customers for their support, asked community to continue engaging with us, and said we're sourcing new products and posting on facebook
- b) New accountant was appointed Milstead Langdon of Yeovil
- c) FCA Contacted to say the accounts would be late
- d) GF continues to put up weekly financial comparison on the chart in the stockroom.
- e) Replacement doors for freezer 1 needs to be found LF has contacted in the makers Interleven. No Quote received as yet.
- f) Thorners Pies now ordered for the shop and selling well.
- g) CF has made contact with new card supplier and is waiting to talk to old suppliers.
- h) Volunteer Handbook has been completed by KR and has been emailed to all Volunteers. It's is stored in the shop Google drive and there is a copy in the Volunteer folder in the shop. This document can be updated as required.
- i) Halloween window was done by Sue Menzies.

### 4) Budget and Finance

- a) Trudy has been liaising with the new chartered accountant to start the auditing process for 23-24 accounts.
- b) There is an issue with Cashback not being processed through the till correctly. Discussion on how best to tackle this . Action Ann B and CD to talk this through with the volunteers. Process is in the handbook.
- c) The bank balance is £ 35,679.92 Savings £ 13,729.90
- d) VAT owing = £900, which will be paid by DD.
- e) Trudy is now managing the floats, New floats are in the cloth bags, please ensure that the takings at the end of the day are **not** put back into the cloth bags.
- f) Trudy is working with Montacute Post Office for floats and money deposits.
- g) Barclaycard require verification of Directors. Action LF to ask Karen Pang

### 5) Shop Management, Stock and Equipment

- a) Freezers Door (right hand) is frosting between the panes of glass which is making it difficult to see the products. Action LF to chase quote for new doors.

- b) Thorner's pies have been received well so the decision was made to continue to sell them
- c) All new products should be advertised on Facebook. Emma has now managed to give access to the Shop site to Ann B and CD
- d) Telephones are not working properly they are very crackly.
- e) Ann B continues to have difficulty in filling some shifts so another shout out is going on for those volunteers who work ad hoc.
- f) Sue Wright will order more logoed pens for the shop as they are running out.  
Action SW
- g) Remembrance window to be done on Sue M's return from her holiday. Action SM
- h) Cleaning rota etc. continues to be developed. Action CF, Ann B, Claire Davies
- i) Reorganising the shop and stockroom was discussed .Action GF, Alan B..
- j) Cleaning up the computer stock listing was discussed. Action KR, Alan B

## **6) Volunteers**

- a) Xmas was discussed
- b) Volunteer social had been agreed to be a buffet and skittles do in the Fleur  
Action LF to talk to proprietor of the Fleur.
- c) Two of our long standing volunteers have stood down. LF suggested that the Committee should send a bouquet of Flowers to Moira Hulett and a bottle of whisky to Peter Hulett as thanks for their help and support since the shop opened. Action LF
- d) New Handbook is to be sent out to all Volunteers. Action KR

## **7) Marketing, Communications and Shop Events**

- a) Hambook advert Action KR
- b) Newsletter entry to include Stir up Sunday, Cake Sale for Children in need Action KR
- c) Facebook site to advertise Children in Need cake sale and to ask for bakers.

## **AOB**

None

**Date of next meeting 21<sup>st</sup> November 2024 in the Fleur de Lys**

## Stoke Community shop Minutes 21<sup>st</sup> November 2024

1) **Present** ; Lyn Foley, Katherine Rake, Gary Findlay, Alan Brimecombe, Catherine Fraser, Sue Menzies, Sue Wright, Claire Bidwell, Ann Bartlett, Trudy Cronin.

2) **Apologies** None

### 3) Matters Arising

- a) The quote for the freezer door was in excess of £500. In view of the fact that it has lasted less than 2 years it was decided not to purchase a replacement at this time.
- b) The Xmas rota has been covered with both Ann and Claire and volunteers and directors all stepping up. There will be reduced hours for several of the holiday days but the shop will only be closed on Christmas day.
- c) There has been a request for work experience from Jule's son which we have been pleased to accept.
- d) SM has volunteered to do the Christmas window display, thank you very much.
- e) SM is also organizing the Christmas social which will now take place in All Saints' Hall as the pub is busy with Christmas functions.

### 4) Budget and Finance

- a) The VAT quarterly payment was made to HMRC on 10<sup>th</sup> November and we are up to date with PAYE/NI tax. The current account is at £36,898.35 and the Savings account is £13,742.31
- b) Barclaycard are still requiring verification of Directors. We have sent everything they have asked for but they are still raising new queries. CF has requested a confirmation of identification from an accountant which has been supplied as well as confirmation of nationality. We seem to be falling between two companies' requirements as Take Payments are requesting sight of passports but Barclaycard say that is not necessary
- c) Till Takings & Cash Back: Overall, the takings for October were higher than in previous months. What brought the profit down was the spend on Purchases, which was approximately £3k more than in the preceding months. TC is particularly concerned that there was a further increase in stock purchasing of more than £700 in November. Discussion followed with reassurance that this was mainly for Christmas stock and would hopefully be reflected in higher sales figures over Christmas.
- d) TC has been checking the Cash back during the past few weeks and there are still a few issues. ACTION: All managers/supervisors to support volunteers at till

- e) The Chartered Accountant Chalmers is now ready to start and TC has sent an invitation link to facilitate access to our Xero accounts. There are a few documents requested, such as bank statements, payroll information and the Stocktake valuation, which I am able to provide. Any other requests will be directed to you, via LF.
- f) TC has retained 2 x £2 coins and a 50p piece which may be worth more than their face value. TC will investigate through Lawrence's auction house and report back.

## **5) Shop Management, Stock and Equipment**

- a) The Thorner's pies were advertised on Facebook and showed an immediate response so we will continue to post on Facebook although only CB is able to do this at present.
- b) LF has purchased new telephones for the shop as the old ones were not working well.
- c) CF has spoken to Peter from Fairytale Cards who has changed the range of cards he is supplying, however these do not include age cards for children which has been adversely commented on by customers.
- d) CF has also spoken to Gillian from original posters cards and chosen a different card range for the card spinner which should come in January. A new franchisee takes over her round next year on her retirement.
- e) Cleaning rota etc. continues to be developed.

## **6) Volunteers**

- a) AB continues to have trouble filling some shifts so we need to think of ways to encourage new volunteers as well as rewarding those we already have Xmas was discussed

## **7) Marketing, Communications and Shop Events**

- a) Hambook advert was sent in by KR
- b) Newsletter entry was sent in by KR

## **8) Health & safety**

No updates

## **9) SSHCSL Members & governance**

- Katherine Rake and Sue Menzies stood down as Directors by email on 19 November 2024. Katherine with effect from 1 January 2025 and Sue with effect from 19 November 2024.
- Katherine has offered to continue to do occasional supervisor shifts, as needed, and will continue as Company Secretary till a replacement found. Sue Menzies will continue to do her regular supervisor shift on a Thursday and to dress the window.

## **10) Any other business**

- Simon Hulber has offered to do some videoing for the shop
- May try to move around the ice cream fridge to free up space for the newspapers behind the door

## **11) Date of next meeting**

**24<sup>th</sup> January 2025 in the Fleur de Lys at 5pm**