

HOUGHTON & WYTON COMMUNITY SHOP LTD
MINUTES OF THE MANAGEMENT COMMITTEE MEETING
 15th October 2020 at St Mary's Centre at 7.30 p.m. (Month 7)



Committee Members Present:-

Helen Boothman (HB Chair)
 Paul Boothman (PB)
 Anthony Garside (AG)
 John Mills (JM)
 Bill Skinner (BS)
 Ann Utley (AU)

Also Present:-

Angela Passant (AP) (Minutes)

	Agenda Item	Action
	<i>Section 1 - Governance</i>	
1.	<p>Welcome and Apologies for absence: Lesley Craig and Ian Chapman</p> <p>Declarations of interest: There were no declarations of Interest</p>	
2.	<p>Signing of Minutes of last meeting : Draft Minutes of the meeting held on 19th September 2020 were approved with the following changes:-</p> <ul style="list-style-type: none"> • Item 5 - Removal of number of resolutions • Item 8b) Should read ‘The Policy and arrangements were agreed in principle subject to minor amendments.’ • Item 9a) The first two lines should read ‘ AU reported to the Committee that several activities were planned to pilot updates on the system. A further meeting of the working group was planned to develop a project plan.’ • Item 9e) should read ‘ AG advised that a number of decisions would be made in October meeting in order to prioritise the next phase of premises improvements.....’ • Item 9f) The first line should read ‘ • The final two sentences should read ‘JS was thanked for his updated information on interest donations, which were in excess of £3k. This would remind those who had not yet made a decision.’ 	
3.	<p>3a) Committee Action Log – updated All completed actions were noted together with those actions that remained outstanding.</p> <p>3b) Matters Arising There were no matters arising from the previous minutes that were not included on the agenda.</p>	

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4.	<p>Chair's Report</p> <p>4a) Governance Day HB confirmed the final arrangements for Governance Day on 23rd October and for completeness, would circulate the terms of office of all Committee members. (Note - action completed on 16th October)</p> <p>4b) COVID The traffic light queue management system was working well on the whole, with some variation in approach by some staff members. IC to reinforce the message to all members of staff to ensure consistency of approach when operating the lights.</p> <p>4c) QR Codes After some discussion, it was agreed that, as they were not mandatory for retail outlets, no action to be taken currently but the matter would be kept under review.</p>	IC 7/557
5.	<p>a) Final arrangements for Special Members' Meeting (SMM) JM reported that the arrangements were complete and that the voting papers had been sent to members. It was pleasing to note that some responses had already been received.</p> <p>5b) Finance Report including Capital Expenditure AU presented the Financial report and after some discussion, it was agreed that AU would add the forecast figures (previously reported on the weekly flash reports) to compare with actual figures and the budget. The forecast was agreed in principle subject to how actual performance has been against the forecast since July 20 when it was last reviewed in detail. AU/PB to prepare a draft plan and timetable for the completion of next year's annual plan for discussion at November meeting. AU would review the potential year end tax position for the November meeting. AU suggested that, as the expenditure forecast contained an amount for a Christmas staff and volunteers party, which was unlikely to take place, some other form of recognition would be appropriate. This was agreed. BS was asked to consider what form this would take and advise the Committee at the next meeting. AG outlined the bids for capital expenditure on premises that had not been agreed. After some discussion it was agreed that AG progress with the first three items (replacing the irreparable fire door, additional shelving in stock room and replacing the dummy door) and to research the replacement of the back-room chiller box. If the chiller could be in place by 1st December, in order to meet the Christmas demand and remained within the agreed budget of £6200 AG was given approval to purchase and arrange for installation.</p> <p>5c) Solar Panel Installation After considerable investigation by AG and JM, it was recommended that the solar panel project be deferred due to the payback period being 11 years (as stated in the Premises Report). It was agreed that if a suitable grant was available the solar panel project would be reconsidered. This meant that only the roof repair project costs would be included in a future budget.</p>	<p>AU 7/558</p> <p>AU/PB 7/559</p> <p>AU 7/560</p> <p>BS 7/561</p> <p>AG7/562</p>

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Section 2 - Operations		
6.	<p>6a) EPOS AU reported that with thanks to our volunteer the data cleansing was progressing with the vast majority of products now allocated to the correct reporting category and the next meeting would finalise the project plan.</p> <p>6b) Retail Report IC was thanked for his report. The general options were discussed regarding the feasibility of preparing a 'fresher' quality range of sandwiches and felt to be worthy of further investigation over the coming months, with the possibility of a two stage approach beginning first with piloting additional bought in variants to test demand and moving to in house production later if viable. It was agreed to include this as part of next year's annual plan. IC /Retail Group to investigate alternative suppliers for stage one and report back.</p> <p>BS advised that the Village Calendar would be available shortly and it was agreed that a price of £6 would be charged, with 2 for £10. BS was asked to organise the relevant publicity.</p> <p>Refill product offering: A proposal had been received from the new Refill and Zero Waste Shop in St. Ives for Our Shop to act as a satellite station offering a convenient drop off and pick up service for household and beauty products. Customers select from a range of refillable branded lines and drop off their empty containers with an order form at Our Shop. These would be collected each day, refilled and returned to Our Shop for people to collect the following day The Refill Shop would pay a flat fee to Our Shop for each order. This was received positively and felt to fit very well with the values and strategic goals of the organisation. IC/HB were asked to investigate further and work through the logistics of the proposal.</p> <p>6c) PO Report GC was thanked for her report. It was pleasing to see performance holding up and it was expected we would experience a busy Christmas period with a large number of parcel transactions given Covid-19 and the inherent difficulties of families meeting up this year.</p> <p>6d) Volunteers' Report BS was thanked for his report and the contents noted.</p> <p>6e) Premises Report This was covered under 5b) above.</p>	<p>IC/Retail Grp 7/563</p> <p>BS 7/564</p> <p>IC /HB 7/565</p>
7.	<p>Customer Survey Results A summary of the results from the recent market research was circulated and discussed. It once again showed a positive picture when compared to the</p>	

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	<p>previous study which took place in 2018 and broadly confirmed the actions already set out in the strategic and annual plans.</p> <p>Special thanks were made to Roger Hall, Alison Meadows and Marc Skinner for their help in compiling, implementing and analysing the results from this years' survey. HB was asked to circulate an electronic copy. (Note: action completed 16th October)</p> <p>The meeting heard that Our Shop was also taking part in a wider Community Survey being considered by the Parish Council and covering aspects of quality of life here in the village through community wellbeing, availability and access to services, participation in village organisations and events etc. Our Shop plays an important role in many of these aspects, but it will be useful to understand more about how well it delivers and where/if it can play an even greater role.</p>	
8.	<p>Disciplinary and Grievance Policies and Procedures</p> <p>The paper circulated by the People Group was discussed and approved without amendment.</p>	
9.	<p>Sustainability Policy</p> <p>As a result of discussions at the previous meeting, (6/544 on Action Log) committee members were reminded to pass any comments to JS for inclusion in the final document to be approved at the November meeting.</p>	ALL 6/544
10.	<p>Any Other Business</p> <p>There was no other business.</p>	
Section 3 - Strategy		
11.	<p>Date of the next meeting - 9 a.m. - 21st November at St Mary's Centre and to include:-</p> <ul style="list-style-type: none"> • Update by H&W Community Trustees • Capital Expenditure – progress on agreed programme (AG) • Annual Plan Timetable <p>Dates of future meetings for diaries:-</p> <p>Thursday 17th December – 7.30 p.m. Saturday 16th January 2021 – 9 a.m. Thursday 18th February – 7.30 p.m. Saturday 20th March – 9 a.m.</p>	