

HOUGHTON & WYTON COMMUNITY SHOP LTD
MINUTES OF THE MANAGEMENT COMMITTEE MEETING
 21st November 2020 via Zoom (Month 8)



Committee Members Present:-

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

Also Present:-

Angela Passant (AP) (Minutes)

	Agenda Item	Action
	Section 1 - Governance	
	Community Fund	
	<p>At the request of the Committee, Guy Morton (GM) and Simon Summers (SS) joined the meeting via Zoom to update the Committee on the activities of the Community Fund (CF), following circulation of their report of 24th October. SS advised that the total distributed to date was over £1,200. Houghton foodbank appeared to be well-stocked from the Shop box. Questions on the report were invited:-</p> <ul style="list-style-type: none"> • What were the Trustees’ plans regarding the timing and contribution level required for next year as H&WCS Ltd were now considering next year’s budget. SS replied that the current situation made forecasting very difficult, however, the Trustees would be operating the fund at two levels – one for COVID related issues (the demand was reducing) and other supportive activities such as gap year students’ projects. • It was suggested that local clubs may need support sports and festivals. • Would there be an opportunity to offer capital grants such as mobility scooters? Demand could be ascertained from GP surgeries. SS agreed and this would be considered by the Trustees. A reserves policy was needed but a spending pattern needed to be identified before a reserve could be set up. • How was the grant application form going to be publicised? SS advised it would be in Shop window, Parish Magazine and Parish website. <p>SS agreed to provide the Committee to provide an aspirational document for the Committee meeting on 17th December. incorporating the questions/suggestions.</p> <p>AU advised that a similar document would be helpful in March, to inform Shareholders for the AGM in April 2021. SS/GM circulated a grant application form just prior to the meeting and invited committee members to</p>	

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	send any comments or observations to the trustees.	
1.	<p>a) Welcome and Apologies for absence: Ian Chapman</p> <p>b) Declarations of interest: There were no declarations of Interest</p> <p>c) Additional Topics for Committee's Attention</p> <ul style="list-style-type: none"> • JS – rolling share programme – this was to be considered as part of the annual plan timetable. JM suggested that applications could be accepted at any time but that the shares would be issued on quarter day. This was agreed. • BS – suggested that committee members take turns in writing the Shop's newsletter – People Group to bring proposal to next meeting 	People Grp 8/566
2.	<p>Signing of Minutes of last meeting : Draft Minutes of the meeting held on 15th October 2020 were approved, subject to minor corrections at item 2 with reference to 9a and 4b).</p>	
3.	<p>3a) Committee Action Log – updated All completed actions were noted together with those actions that remained outstanding. 5/540 - JM suggested a prioritised programme of rolling out audits which would be brought to December meeting and which would commence with Retail Operations.</p> <p>3b) Matters Arising There were no matters arising from the previous minutes that were not included on the agenda.</p>	
4.	<p>Chair's Report The Chair reintroduced the Business Calendar which had been updated as a result of decisions/actions made on the Governance day and would remain a live document. Any comments on the document to HB.</p>	ALL 8/567
5.	<p>5a) Annual Plan Timetable and Budget Assumptions 2021 The Finance and IT Committee had met the previous day to review the current assumptions for 2021 contained in the 3 year Strategic Plan taking into account the impact of COVID on current trading. PB presented a summary of the outcome of these discussions and the key changes proposed:</p> <ul style="list-style-type: none"> • Reserves to be increased • The cost of roof panels had been removed as they did not appear to be viable and this would increase utility costs • Cost of credit card usage needed to be increased due to COVID driving increased use of credit cards • Tactical timing of capital expenditure needed to be reviewed • The very successful recent share issue would be reviewed and a rolling programme of share offers would be set up. JM/JS to provide AU with estimates for next year's offer. <p>Turning to turnover, a cautious approach was needed since the average size of</p>	JM/JS 8/568

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	<ul style="list-style-type: none"> • Committee Diversity <p>It was agreed that the People Group would bring proposals to Committee to move this forward, but in principle it was agreed to try to increase the committee by a further two committee members to fill the skills gaps previously identified but mindful about other diversity issues eg age</p> <ul style="list-style-type: none"> • Minute Process <p>AP outlined the process that had been agreed. It was also necessary to ensure there was a clear summary of decisions made and that the timing needed to be followed.</p>	<p>People Group 8/573</p> <p>ALL 8/574</p>
Section 2 - Operations		
<p>6.</p>	<p>Reports for Information- all taken as read</p> <p>6a) Finance</p> <p>AU advised the committee that the forecast sales for 2020 had been increased to £771K in view of the trend analysis. However, decisions needed to be made in regard to CAPEX and revenue expenditure. After some discussion regarding priorities and planning, it was agreed the purchase of the following (total £7,050 approx) in line with items identified in the Premises report:-</p> <ul style="list-style-type: none"> • New upright shop floor freezer • Vacuum cleaner • Shop laptop for use by book-keepers • Tablets x 2 for Shop use/ordering • EPOS scales x 2 • Complete refurb of back kitchen and store • Replacement windows (previously planned for 2021) • Refit of the St Mary's centre office • Additional display fixtures <p>Stocktake would take place on 31st December (Thursday) in line with Govt COVID rules at that time. All offers of help to PB.</p> <p>6b) EPOS update</p> <p>AU advised that all the categories had been loaded onto EPOS and will be reviewed by IC/PB for accuracy. Protocols regarding the update of product information were to be agreed. AU proposed some consultancy spend to resolve some of the current issues with Xero and to facilitate the planned integration of EPOS with the accounting system. However it was essential that developments during 2021 included EPOS being used to drive ordering. Analysis had identified the need for ongoing training of staff and volunteers on EPOS to reduce errors and take into account new ways of working i.e. the use of electronic scales.</p> <p>6c) Retail Report</p> <p>IC was thanked for his report. It was reported that 2 new members of staff had</p>	<p>AG 8/575</p> <p>ALL 8/576</p> <p>IC/PB 8/577</p>

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	<p>been appointed (16 hours each per month) to cover weekends and were in the process of induction and training. It was pleasing to note that the calendar sales had now broken even.</p> <p>BS advised that the delivery service on Tuesdays and Fridays will include the Christmas meat and meat and wine orders.</p> <p>6c) PO Report Giorgia was thanked for her report. Her comments regarding the impact of Hartford store Post Office were noted, together with the delays when a large number of parcels needed posting. It was agreed, in principle, that if need be, (with agreement from staff) the PO would remain open on Mondays through lunch when the majority of the parcels from individual customers could be managed. An extra hour per week would be factored into payroll calculations and would have a minimal impact on budget.</p> <p>6d) Volunteers. BS was thanked for his report and after some discussion it was suggested that this year, in line with COVID rules, arrange the Christmas ‘thank you’ gift and card (party bag) for staff and volunteers. In previous years, the staff meal in January had cost in the region of £25 per person. It was agreed that the People Group would consider other virtual means of celebrating and would report back to Committee on actions taken.</p>	<p>People Group 8/578</p>
<p>7.</p>	<p>Sustainability Policy This was agreed with one minor change.</p>	
<p>8.</p>	<p>Items for Next Meeting’s Agenda</p> <ul style="list-style-type: none"> • Feedback from the shareholders’ meeting (5 mins) – JM/JS 	
<p>9.</p>	<p>Any Other Business</p> <p>9a) JS asked that committee members send him any items for the shareholders’ newsletter including a summary of any investments/photos</p> <p>9b) The timings regarding 2021 rolling share offers would be put onto the website to clarify the position to current and potential shareholders</p> <p>9c) Due to the weather, the door would be closed when necessary and staff advised accordingly. Committee members’ observations were that this did not deter shoppers.</p> <p>9d) COVID – a reminder would be placed on Facebook and the website reinforcing the message of customers using hand-sanitiser upon entering the Shop.</p>	<p>ALL 8/579</p> <p>JM/JS 8/580</p> <p>IC 8/581</p>
<p>Section 3 - Strategy</p>		

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10.	<p>Date of the next meeting 7.30 pm on 17th December 2020 (venue to be advised) and to include:-</p> <ul style="list-style-type: none">• Feedback from shareholders’ meeting (virtual) - JM/JS (5 mins)• GDPR and CCTV policy reviews – JM/IC/AP (10 mins)• Annual Plan, Committee Vision for Shop – ALL (15 mins)• Retail Audit Schedule – JM – (5 mins)• Financial Reserves review and recommendation – AU (10 mins) <p>Dates of future meetings for diaries (venues to be advised) :- Saturday 16th January 2021 – 9 a.m. Thursday 18th February – 7.30 p.m. Saturday 20th March – 9 a.m. Thursday 15th April – 7.30 p.m. Saturday 15th May – 9 a.m.</p>	
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