

FINAL DRAFT - 11/07/20

Minutes of HOTV Shop Sub-committee, 9th July 2020, 8 pm Virtual Meeting via Zoom

1 Present: Mike Blair, Jo Bown, Marilyn Clarke, Carolyn Dauncey, Dave Evans, Heather Venn. Sally Taylor attended for the item on finance.

2 Apologies: None

3 Preamble

This was the first meeting of the HOTV Shop Sub-committee. It was convened as a result of the decision at the Management Committee meeting of 29th June to appoint Heather as chair and accept her brief for the group (item 6.2 in the minutes). The committee members are: Heather Venn (Chair), Mike Blair (Vice-chair), Dave Evans, Marilyn Clarke, Carolyn Dauncey (Manager), Jo Bown (Manager).

Heather will feed back to David Crabbe on financial matters. Nick will post the minutes of the Sub-committee on the appropriate page of the web site.

It is worth reminding all concerned that, under the brief agreed on 29th June, it is important that all contact with the managers on official HOTV business is done through through the Chair of this committee, or Vice-chair if the Chair is not available.

Heather explained that one purpose of this first meeting was to establish a methodology for the Shop Sub-committee, and how it relates to the Management Committee. It needs to be an open and honest meeting where everyone feels free to say what they feel.

4 Finance

Resolutions agreed by the Sub-committee:

4.1 The treasurer does not need to be involved in the collection of data, but does need to be given the relevant information to analyse, and to produce reports and forecasts for the Management Committee. The treasurer needs to concentrate on the vital 'bigger picture'.

4.2 Sally will use the proforma for the day log and input to Xero. She will update the weekly spreadsheet to show invoices due for payment by BACS and send to Graham by the end of each Monday.

4.3 Rather than David dealing with income, and Sally handling the outgoings, including invoices, Sally, as originally agreed, will take on all the comings and goings. It will then also be easier to keep track of items such as cashback and key charging, which need to be recorded, but are not significant in trading

figures.

4.4 Sally will continue her work on ironing out the inconsistencies that have been entered in to Xero, so that she can deal with the whole spectrum. One example is the need to spend time validating company entries, especially where they are duplicated, eg Miles/ Miles Tea, when the company name is A J Miles. She will also rationalise the organisation of purchases, wages, and other expenses within Xero. She will also sort out the default VAT values, cost of sales, etc for the various suppliers and set up a user friendly system that will self fill when starting typing.

4.5 The Sub-committee see no problems using cash for payments, as long as a paper trail is in place. A receipt book will be used for cash payments made from the shop till to suppliers, with copies in till and booked. Using cash at wholesalers' premises saves a 1½ % bank charge. We are insured for cash in transit whether it be to a bank or a wholesaler.

4.6 Gross Profit Margins will remain at the discretion of the managers [*see item on Pricing*].

ACTION: Heather to provide feedback to David

5 Sundries

Cleaning materials/ till rolls/ sprays, etc are, at present included in Cost of Sales figures. This will be corrected. Not a lot of money but we need to follow correct procedure.

6 Stock Levels

This depends on various factors, including storage space available, and will vary from product to product, both in terms of sell by dates and lead times for different items. Jo & Carolyn are currently investigating lead times for Christmas stock, but would probably be looking to stock some items likely to be bought as gifts from early November. This will remain the responsibility of the managers.

7 Pricing

The managers are currently working on a 30% Gross Profit Margin, although this obviously does not apply to lines which are stocked as attraction items rather than for profit - tobacco (traditionally 4 - 5 %), along with stamps and newspapers.

Orders of price marked goods often have the best GPM, but these need to be checked when shopping at Bookers. The ability of managers to spot bargains at the wholesale level can make a real difference to shop profits. For this reason it would not usually be feasible for volunteers to undertake this role on their own.

Orders not price marked, but with accompanying RRP, eg Holleys, are checked, prices being adjusted if the GPM seems to be too low. A market value decision is taken on goods without an RRP.

8 EPOS

There is no specific date for more training, but this is available if necessary. In the meantime the managers are using it for their present needs, having made good headway on stock input. The need for further training depends on what parts of the system will be used. For example, feedback from Broughton suggests that it might be easier, and more efficient in a small shop, to use a manual, hands on, form of stock control rather than use EPOS. In the 7 weeks before the move to the Oak, decisions need to be taken as to what parts of the system will be used in the new premises.

David Crabbe wishes to raise some policy points on the use of EPOS.

Action: Heather to follow that up with David

If EPOS is to be used by anyone other than the managers (who will be assigned as 'administrators' of the system), roles will need to be defined and various accesses allocated by the administrators - till, stock input, financial statistics, etc. If others are using the till we may need the option of individuals logging on and off. At present this is an unpracticable and lengthy process.

Action: Mike will look in to the possibility of a 'one click' change of user system.

It was agreed that this is a decision for the managers, and will depend on how and when volunteers may be used in the new premises after lockdown.

9 Volunteers

The government guidelines have not changed, so while we are in SIAB the use of volunteers also remains unchanged. There are always cleaning, shelf filling, and delivery slots to fill. It may also be useful for a volunteer to travel in a separate vehicle to Bookers to assist Jo.

Action: Jo & Carolyn to liaise with Marilyn about requirements for volunteers

It might be possible to train up a few volunteers to enable them to provide cover in the shop, either for short regular periods during the day, or some whole days to cover sickness and occasional days off. Rather than invite people to suggest themselves for this role, it was felt that a better approach would be for the Managers to select any possible candidates after seeing them operating in the shop as volunteers.

If volunteers were ever left in the shop without a manager present, there should always be at least two.

Mike is liaising with the Ops group re the move to the Oak. Volunteers will be needed, but not necessarily just those at present on the 3 Rings system. Lawrence Baldwin has offered to help with his van.

Action: Mike will liaise with Carolyn & Jo re the necessary sequence of events and will continue to plan the move with the Ops group. Heather to ask Graham to mention need for 'moving' volunteers in August update.

10 Staff Hours

Our present business model had not been anticipated, but it definitely works. The committee also recognised the extra unpaid hours the managers put in as part of their commitment to the community project. However, the system depends on neither Jo nor Carolyn being ill or taking any holiday. Jo has other work commitments in the village, and Carolyn also has to take care of her floristry business in Bristol.

Action: All to think of ways of sorting this issue. [Check with other Community Shops?]

11 Pensions

These will be backdated as per advice from the accountant.

12 Required Training

Carolyn has done 'Level 2 Safety & Hygiene for Retail'. Just one person needs this certificate. If food is prepared on the premises, Jo & Carolyn will both need to complete Level 3. We don't need a specified first aider, but do need a process for keeping the 1st Aid box up to date. The Shop Manual will be reviewed when the shop moves to the Oak.

The committee emphasised that all necessary training needs to take place and be paid for. It is unclear as to whether this is a shop expense and should go through the till, or be invoiced.

Action: Carolyn & Jo to check with Sally

13 Covid

Carolyn & Jo reported that customers are generally understanding and will follow any requests made about distancing. There is new signage.

It was agreed that sanitising gel would be placed outside the shop door

Action: Marilyn to ask John Clarke to make a suitable holder.

14 Planning for New Premises

We are now working on the assumption that vacant possession on the Oak will be obtained on 31st July, and work will start around the 10th August. This will give a few days to reassess the needs of the shop and how it will fit into its new space. We still don't know how the spaces will link together. Questions were raised about other options, such as blocking off the exit to the Square. It was decided, however, that as this was a 'work in progress', and we will tackle things as they evolve.

Mike will continue to liaise with the Ops group and will ensure that Carolyn and Jo are included in all the ongoing planning. There will also be the need to push for more money if the shop needs it. £9,300 may be unrealistic, and comments re extra funding by Graham may lead to some flexibility.

The conclusion of the Sub-committee was that we have one shot at 'Getting it Right' - there is no second chance. We have to present a new shop that will grab people's attention, get them talking, and make them want to shop there. Penny pinching at this stage will be detrimental to the whole project. Until the pub is refurbished, the Shop is the Flagship of HOTV. The whole project will be judged on the Shop's looks, approach, and performance.

Action: The Sub-committee will push for more resources if they are needed.

15 Keyholders

At present, Jo, Carolyn, Dave & Sarah (for emergencies), Marilyn (for volunteers's use), and possibly Ian. Others should be in the safe. We need to show that we have a recording mechanism for the location of keys.

Action: Mike will check whether Ian has a key, and check in safe for the remainder. Jo, Marilyn and Dave will let Mike know the number on their keys.

16 Business Plan

There was unanimous praise for a 'superb piece of work'. Jo & Carolyn are continuing to add detail, especially in terms of the business model based on two managers and maximum use of volunteers.

Action: All to read and comment on details to Jo & Carolyn. Plan to be officially approved at next meeting.

17 Next Meeting

Tuesday 21st July, 7.30 pm

Meeting closed at 9.45 pm