

**West Tytherley Village Store Association
Management Committee Meeting
Monday 12th January 2009 at 7.30pm**

Present:

Richard Gribble (Chairman)

Pat Cockman (Treasurer)

Clare Burton

Jenny Knowles

Beverley Mackay

Charlotte Boxall (VIRSA)

1. Apologies:

Received from: Barry Whitlock and Lorne Campbell.

2. Minutes of previous meeting

The minutes of the last meeting, having already been circulated and agreed, were signed.

3. Matters arising:

- a. Post Office, no progress has been made, no reply received to our proposals.
- b. Clearance of the area behind the shop is still to be done. Clare will check.
- c. Welcome Pack is awaiting modification.

4. VIRSA

Charlotte Boxall was welcomed by the Chairman and thanked for her attendance.

She commented after her visit to the shop and discussions with Clare ref:

“Making Local Food Work”.

- a. There needs to be good communication between the shop and its customers both existing and potential to ensure awareness of local produce and its stock availability. (Local food is defined as being produced or grown within a 30-mile radius).
- b. Sales data is needed to establish which lines are selling and the margin on space used relative to sales. We would need a new till for this.
- c. Shop layout needs attention to induce sales, this is dependent on the refurbishment.
- d. Charlotte will contact the Coop with a view to re-establishing the previous contact.
- e. Survey Results (Local Food survey conducted in December 2008)

There was a general discussion about the survey results. It is not possible to document all the discussions but some issues are noted below:-

It was noted the number of completed and returned survey forms was disappointing, 47 out of 350 issued; however, whilst disappointing this was not unexpected by some.

26 responses thought the shop opening hours ought to be increased. This is considered by the committee but thought not practical in view of the cost involved and the difficulty of obtaining staff to do it.

It was agreed that home deliveries (especially of bulky items) could be made if needed, but this service had not been taken up in the past.

However, the results would be used to prepare a business plan later.

5. Manning status for weekends.

Saturdays are currently covered, whilst some uncertainty remained regarding Sundays. Richard to discuss with Liz Dowding.

Weekdays are currently staffed adequately but some additional cover is needed for sickness and holidays.

6. Any other Business

The principle of monthly accounts was discussed. There are two issues here:

1. Monthly accounts are not always settled in good time leaving the shop with a cash flow problem.
2. Due to the change in Post Office hours, monthly accounts are being settled using cards rather than cash leaving the shop short of ready cash.

Consideration was given to the removal of the “accounts system” or changing this to weekly rather than monthly. It was agreed to remain with the monthly system for the current period and request customers to settle their accounts within a reasonable timeframe. Should this not be effective alternative arrangements would have to be introduced.

Clare reported that the floor covering inside the door is deteriorating and will have to be replaced. It was agreed any action would be delayed until any refurbishment later this year.

Stocktaking will be on Sunday 8th February.

7. Date of the next Meeting

Monday 23rd February 2009 at 7.30pm

8. Next Meeting

There being no further business, the meeting closed at 9pm

Signed.....

Chairman