

	<p>necessitate a higher daily average sales figure than the £150 per day figure to ensure a break-even position at end of year.</p> <p>Further data analysis would be undertaken once the store had been trading for 3 months to review sales trends by popular items, variance in daily transactions and other useful metrics.</p>	DS / JL
3	Whitley Stores Operations Key Issues	
	<p>- Volunteers</p> <p>AC updated that support to date from volunteers had been excellent. Feedback from the recent volunteer drop-in session suggested that volunteers were enjoying their time in the shop and not experiencing any significant problems. There were one or two gaps in the rota each week, but these were generally covered by other volunteers dropping in. Feedback received from the Spindles team suggested that some aspects of the operating manual and volunteer could be improved such as undertaking refunds, searching for good on till etc.</p> <p>It was agreed to run a training session for the Spindles Café team so they were fully aware of the processes that shop volunteers would be undertaking daily (to help ensure they were able to offer support).</p> <p>It was agreed to ensure a logical and consistent naming convention when entering items onto the till system.</p> <p>Overtime it was intended that a groups of senior volunteers would be identified who would be able to provide advice and assistance to the broader group.</p> <p>- Ordering and Delivery Process</p> <p>The ordering process had been documented and circulated to the group. A review of the pricing and suppliers list was also being undertaken. It was felt key to draw in support from the Spindles café team in this area to ensure that every delivery was accurately logged into the till system on the day of delivery using a Good Received Notification process. DS would be developing this process before handing it over to the Spindles team.</p> <p>- Management Services</p> <p>A list of tasks that would be requested from the Spindles café team had been discussed prior to the meeting. In addition discussion took place regarding clarifying routes of communication of the spindles team. MM would be available in the store each Monday PM for any issues to be fed back to the Steering Group. The on-call rota should be used for any urgent items that required immediate input. A whats-app group was suggested for any less urgent queries. A monthly meeting with the landlord should take place to manage the overall relationship. DS had agreed to attend an upcoming Spindles team meeting.</p>	<p>AC / NH</p> <p>CY</p> <p>DS</p>

	<p>- Product List / Pricing Review</p> <p>CY asked all members to provide a sanity check on the product / supplier list. The aim was to ensure that there was logic to the items grouped against each supplier (including achieving the best price).</p> <p>The planned pre-ordering process was ready to launch, with the help of two dedicated volunteers. This would commence the week following the opening event. It was also noted that arrangements were in train for selling cakes baked in the village.</p> <p>It was agreed to connect to Marianne Tinnion to prepare promotions for Halloween and Christmas.</p>	<p>ALL</p> <p>AC/MM</p>
4	Communications and Engagement	
	<p>- Opening Day Arrangements</p> <p>AC discussed the arrangements for the forthcoming opening day, which would include samples of local produce, attendance by 3 local suppliers, a ribbon cutting ceremony.</p>	
5	SWCH Governance	
	<p>NH noted the key dates that had been circulated. SWCH steering group would meet each month. A weekly operational catch up would continue to take place. A provisional date had been set for the AGM of Tuesday 5th July 2022.</p> <p>NH reminded the meeting that SWCH was expected to have in place a membership strategy to ensure it maximised its communication and engagement of members in lines with our status as a Community Benefit Society. A template version of such a strategy had been circulated and NH committed to drafting this into a version for SWCH for discussion and agreement.</p> <p>The SWCH Model Rules and Code of Conduct had been circulated for information to all steering group members.</p> <p>NH stated that the group had been rightly focussed on the daily and weekly operational running of Whitley Stores over the previous weeks since opening. The group should be proud that the store was now operating successfully and providing a much needed service to the village. NH was keen for the steering group to look ahead to the next 6 months and think about the key developments we would like to see. Further discussion would take place on this at the November meeting.</p>	NH
6	Any Other Business	
	Discussion took place to check trading standards arrangements for selling locally made honey and preserves	JL

7	Date of Next Meeting	
	Tuesday 2 November 2021	