

Shaw & Whitley Community Hub
 Minutes of the Steering Group Meeting Held on
 Tuesday 2nd November 2021

Present:	
Nathan Hall (Chair) (NH)	
Alison Candlin (AC)	
Charlotte Yates (CY)	
John Lister (JL)	
Dom Szanto (DS)	
Martin Moorshead (MM)	

No.	Item	Action
1	Welcome and Apologies	
	NH welcomed everyone to the meeting.	
2.	Minutes of the Meeting Held on 5th October 2021	
	<p>Minutes of the meeting held on 5th October had been agreed prior to the meeting and circulated to all members.</p> <p>Actions not picked up elsewhere on the agenda were discussed:</p> <ul style="list-style-type: none"> - AC would be briefing the Spindles team on 15th November regarding the training that volunteers working at Whitley Stores are given. - Introducing a naming convention for items on the till and implementing this was an outstanding action - A product list review had been undertaken to identify the preferred supplier for each item stocked at Whitley Stores. A review of pricing of all items was now required. 	<p>CY</p> <p>CY</p>
3.	SWCH Ltd Management Accounts Review (October 2021)	
	<p>A detailed report had been circulated prior to the meeting. In summary, sales at Whitley Stores had continued the trend of month-by-month revenue increases, with total sales of £5002.87 (Sep £4119.40) and a gross margin of 31% (Aug 26%) and a gross profit of £1,548.61. A total of £150.26 was discounted, however, this was a reduction on the September figure (£217). Of this, £55.90 was wastage (Sep £132). Average sales trend is almost identical to September with the highest sales occurring on Saturdays.</p>	

	<p>Cash receipts for sales were £5002.87 and SWCH made an operating profit of £403.65 in September 2021, which compares to an operating loss of £655.65 in August 2021. Cash position is healthy with a total of £27,126 in bank and at hand (Sep £27,478).</p> <p>Some areas for action were highlighted by DS.</p> <ul style="list-style-type: none"> - Many sales of newspapers and milk are single purchases, but low margin. - Fresh fruit and veg (excluding donations) are neither profitable nor big sellers and are frequently discounted or wasted. Consideration should be given to whether to continue to sell them, or to find an alternative solution (e.g. sharing purchasing with the Pear Tree). - Management support of £360 was paid to Barbastelle (the landlord), however there is currently no breakdown of how this is made up <p>It was agreed to discuss with the Pear Tree an approach to sharing purchasing of fresh fruit and veg.</p> <p>It was agreed to find a better place, within the store, to stock the pre-order newspapers. Currently these were placed on a table in the café. JL would put in place some racking inside the store that could accommodate the pre-order papers.</p> <p>NH would discuss with Barbastelle ensure that any management support charges were clearly itemised and invoiced for.</p>	<p>NH</p> <p>JL</p> <p>NH</p>
<p>4.</p>	<p>Ordering Process Discussion and Agreement on Actions</p>	
	<p>Discussion took place regarding the current process for product ordering. It was felt that the process for ordering the key regular daily/weekly items was bedding down, with Cath Harris supporting the placing / amending of these orders. However, the attempt to use daily updated data from the back-office system to inform the amendment of these regular orders had not worked and was agreed to be overly ambitious for a small shop. The proposed idea of using a GRN process had not worked.</p> <p>Instead, a regular process through each week of in-store checks would be needed to inform any required amendments to the standard orders. It was agreed that these could be undertaken on a Monday by MM and an a Friday by Jo Moorshead. The Spindles team could be asked to undertake this duty on a Wednesday.</p> <p>Ordering other items, that were not part of the regular ordering process, would need to be owned by different individuals to keep on top of each month.</p> <p>The ordering procedure would be documented and circulated so that process and responsibility was clear. This would also need discussion</p>	<p>CY / MM</p>

	with Karen Baker / Tom Skinner to confirm the Spindles team role in this process.	NH
5.	Other Operational Issues	
	<p>A process for capturing and reviewing actions written in the shop red book was discussed and agreed. A volunteer (Julia Matthews) had agreed to write these into a spreadsheet that would be reviewed weekly by members of the steering group.</p> <p>A meeting to discuss Christmas stock and promotions would take place to ensure preparation were made by the final week of November.</p> <p>It was agreed that a process for assessing, choosing and launching new products should be developed over the coming months. Lots of individuals had approached members of the steering group asking about stocking items. The group felt that due to space constraints, and the need to maintain a consistent offer in the shop, that the steering group needed to more tightly control this area in the future.</p>	<p>AC</p> <p>AC</p> <p>NH</p>
6.	SWCH Governance	
	<p>NH reminded the group that an agreed strategy for engaging our membership was a requirement of the society rules. This was about ensuring that 'membership' remained at the heart of the enterprise, whereby the society continues to grow membership and engage its members.</p> <p>NH had prepared a draft strategy that had been circulated prior to the meeting. This was discussed.</p> <p>The membership strategy was agreed.</p> <p>Key next steps involved ensuring space on the SWCH website and within Whitley stores to explain how to apply to become a member of SWCH. Volunteers would also be encouraged to promote membership.</p> <p>Secondly, opportunities would need to be taken continually through our comms approach to remind the community that we are a membership organisation and how they could join.</p>	<p>NH</p> <p>AC</p>
7.	Communications and Engagement	
	An update had been circulated to steering group members regarding the recent CAWS meeting that NH attended on behalf of SWCH,	

	<p>This had included an update on the Middle Farm housing development which was planned to include space for businesses such as a post-office, and other community focussed services. SWCH would keep a watching brief on this development as it progresses.</p> <p>A Question had been raised at the CAWS meeting about whether a post-office was part of the future plans at Whitley Stores.</p> <p>It was also noted CAWs were also starting planning for a Jubilee Summer Fete and NH had agree to discuss Whitley Stores involvement in this.</p>	
8.	Any Other Business	
	No items were discussed.	
9.	Date of Next Meeting	
	Tuesday 7th December 2021	