

Shop Management Meeting Minutes 2nd April 2025

Present - Jo Anderson, Helen Harding, Paul Harding, Wendy Reid

Next Meeting – 16nd April 9am

1. Dishwasher –

- a. Plumbed in and workable. **JA** to try it out and once confident, she will produce a procedure for volunteers. The message to volunteers is that the dishwasher will help take away some of the burden of washing up.
- b. We do not need the stand which was originally sold to us. **PH** to visit Peter at TnT to discuss refund and hopefully smooth out any animosity. It is clear they are not happy that we are returning the stand or that we aren't using their "non environmentally friendly consumables"!
- c. We emphasised the fact that messages to volunteers won't go out until we are totally happy with the procedure.

2. Donated Containers and Food Hygiene – Jo is increasingly concerned with the hygiene of the donated food containers. Some are not cleaned properly and others not dried properly. We have had sprouting chia seeds returned to us because the jar was wet! The EHO recommended we use the correct dosage of washing up liquid for sterilising these containers but that would be 100ml for ½ a sink-full of water, which is not viable. There were concerns that not having these would decrease turnover and also decrease the impact on saving plastic. The following has been decided:

- a. Once the alternative procedure is complete, we will no longer take donated plastic food containers from the public or volunteers. However, **JA** will investigate if some of the stronger plastic ones from other retail shops e.g. Bridges can go through the dishwasher and therefore be accepted. Donated glass jars and lids will be put through the dishwasher and therefore sterilised. Containers for cleaning will still be accepted and cleaned out as before but training to volunteers is that these must be washed **after** any food items (scoops, large sweet jars etc) or in a separate bowl of water.
- b. **JA** is to investigate an alternative source of paper bags so that we have a range of sizes that are strong enough for purpose. These will replace the use of donated plastic food containers. Bags will be free of charge and displayed on the counter so customers know they are available if they do not bring an appropriate container. **JA** to investigate a way to display paper bags. We considered not taring the bag, to cover costs, but this would affect stocktaking and be confusing for volunteers. We therefore will review at the end of month to see if any prices need to be increased to cover cost of the bags.
- c. Wendy suggested the above should go hand in hand with "education" to customers on alternatives to replace plastic containers. **WR** to speak to Gourmet Grocer about providing butter as a refill in their new shop. **JA** to investigate other storage bags which we could sell alongside the display of paper bags and plan a promotion around these. **JA** to create appropriate social media posts.
- d. **JA** to remove the "Did You Know" sign on the pillar and this area could be used for the storage bags?

3. Stock-taking – End of year stocktake was completed on Monday 31-3-25 but the process was onerous for JA and PH, in particular. The plan next year is to have more teams of people doing the weighing. Jo will enter the figures as she easily spots discrepancies, with probably one volunteer reading out the figures to her.

4. Drop and Collect - The consensus amongst us is that there are too many changes in the shop at the moment and we need a period of consolidation for all the volunteers. **JA** is to amend the questionnaire to state we are looking at "long term plans". As we are aiming to attract customers who cannot shop with us at the moment, we feel phase 1 should be a late-night opening on a Thursday evening, giving our normal service, and suggest the shift would be 6-8pm including time to close the shop – so opening hours from 6 to 7:30pm. Thursday evening would coincide with opening hours of Juniper and Vine, so time to go off for a glass of wine afterwards! Hopefully the questionnaire will introduce some new volunteers willing to be trained for the evening slot and resolve the evening opening times. We could also liaise with other retailers who may be interested in having a Thursday evening opening. We propose that "Drop and Collect" is put on hold until phase 1 has been evaluated.

5. Bridges - Morgan and Lianne are going to liaise with Jo about possibly having a vegetarian week or sharing recipes, after discussions with them about offering more vegetarian and vegan options.

6. **Recipes** - **JA** is going to make some of the recipes and give samples to volunteers! **WR** is to provide different recipes using Tofu. Malcolm from Roundhill is sending a recipe for a lentil lasagne.
7. **Website** – You cannot have changing photos on the mobile. Atm the first picture is James but we feel this is rather serious. **JA** to choose a different one or swap them around.
8. **Volunteer Refresher Training** – **WR** is planning to add questions to the food hygiene quiz this week and **HH** will summarise key training points from the “First shadowing guidance notes”. **WR** and **HH** will then liaise to put this out to volunteers.