

The Green Gram Steering Group Meeting

on Wednesday 24th August 2022

Location: Via Zoom

Agenda

1. Apologies for absence
2. Approval of minutes
3. Volunteer update
4. September newsletter
5. Strategies for growth
6. AOB
7. Date of next meeting

The Green Gram Community Shop - Minutes of Meeting

Date: Thursday 24th August 2022

Venue: Via Zoom

Present: Helen Harding, Louise Tonkin, Phil Cheesman, Jo Cheesman, Jo Anderson

1. Apologies for absence: Wendy Reid. JA has removed KW from contact groups as not responding to messages/attending meetings. **JA** to check if we can co-opt mid-year.
2. Approval of minutes of meeting on 27th July 2022 and matters arising: minutes approved unanimously, matters arising as follows:
 - a. **JA** to check if filler will be ok for repair of damaged plasterwork near handbasin.
 - b. Insurance covers us for sampling at events.
 - c. Cashing up slip has been changed to weekly version. Leave in drawer with cash until Saturday pm, HH will take for banking
 - d. Document version tracking: **Paul** has begun to organise document control register so most recent versions are always used. Old documents to be archived in Dropbox. KW & Ruthi have been removed from Dropbox access.
 - e. Clare at Forest Edge Pottery has offered to supply sign for archway. Myriad donated spare toys. Fordingbridge Print vinyls not yet paid for as correct invoice not yet received.
 - f. FGL Green Friday- HH to check **Chris** Calder is aware. Insurance covers us to give samples.
3. Volunteer update from Chris Calder: The number of volunteers actively helping in the shop now stands at 36 which does include a couple of people I am still following up with regard to training. My aim is to meet all the volunteers and I am making good progress on that front.

Once the holiday period is over (ie the beginning of October) I will be asking all volunteers to sign the Volunteer Agreement. In terms of new volunteers, we now have a good system with a training checklist and a process to get people on the What's App group with access to the rota. The training checklist for Lead Volunteers has also proved worthwhile and I think will be very useful in demonstrating to people who are less confident of their abilities that they can in fact take on that role. I would hope that towards the end of the year to be able to explore avenues to bring in more volunteers. The issues around stock – how to store it; how to find it – are well known as are the issues involving technology. As we move into the Autumn, I think it would be useful to think about doing something social for volunteers as well as providing some training about the products. The question of heating for the shop also needs to be addressed!

Paul has passed hygiene pointers to JA, **JA** to mention on WhatsApp groups. LT suggested refresher sheets. **JA** to look at infra-red heaters.

4. September newsletter: all to collect photos & ideas for content. Any suggestions for autumn soups. Start collecting nice jars to make your own presents. **JA** to investigate Christmas stock. **LT** to provide walnut recipe. **PC** to provide walnut pesto & walnut bread recipe. **JC/PC** to check with friend re producing tree of thanks.
5. Strategies for growth: See HH's recommendations at foot of minutes.
 - a. Epos- **JA** to contact Just1Swap re epos and check if Plunkett recommend a system. Ideally we need to have end of day reporting, inventory tracking, and ability to export to Xero.
 - b. Shop hygiene- Compensating the Cheesmans for electricity for washing. **JC** to contact WR re energy usage . **LT** to look at grant possibilities. **JA** to forward information on NFDC grant.
 - c. Stock storage- **PC** to check for second hand knagglig crates. **JA** to organise castors.
6. AOB: Gourmet Grocer now has coffee grinder. Keep eye on how that goes. Paul is adapting the share form for use as a general membership form.
7. Next meeting- Thursday 22nd September 8pm

Strategies/Considerations for Rapid Growth

1. **The need for 2 robust, reliable EPOS systems.** Probably the most important factors are reliability, ease of use and having good support available. Paul H is researching what is available.
 - Clare at the Gourmet Grocer has a system called **County EPOS** which she strongly recommends. A Rep. is coming to the shop on Wednesday.
 - Jo A has come across **EPOS Now**. We are having an on-line demo on Tuesday
 - Paul has spoken to Zettle to see if they have any other options. Card reader is Bluetooth only. They can supply an iPad mounted but not hardwired.
 - Ingenico seems a common, solid card-reader in use down the High Street
 - Louise has also offered suggestions eg **loyverse**
2. **Shop Hygiene –**

We are suggesting we have a **Shop Hygiene sub-committee** (hopefully with Jo C and Wendy involved?) who oversees

 - the shop cleaning

- the washing
- monitoring that there are enough cloths, towels etc
- emptying of the main bin, compost bin and recycling (not containers that are being returned).
- Cleaning any excess containers brought in by customers – shop volunteers may not have time to do all these
- Organising a rota so that these things get done (Mark emptied the compost bin last week which was rather furry!!)

3. Finding stock when serving and for re-stocking

We are going to trial labelling the shelves with the general category e.g. fruit, chocolate etc. If the labels are stuck on with something like Blue -Tack then they can be moved as needed.

4. Dealing with heavy sacks and large SESI containers

Re- stocking during volunteer shifts and receiving deliveries is becoming a problem and particularly with the heavy sacks and SESI 20 litre containers. We have a manual handling policy but need to include in the volunteer procedures that people are NOT to lift unless absolutely happy to do so. The proposal is:

- Get more crates (Jo A is measuring!) so that the heavy sacks can be placed in these in the stock room as well as for serving. Additional shelving so crates can go underneath.
- Purchasing more plungers and taps for the SESI containers so they can be used where they are. i.e shortly after the delivery an “able-bodied person” will put the containers in a place where they can be used for serving, if another container runs out.
- Removing the large Professional detergent containers from the shelf so that the spare (about to run out) SESI containers can be put on the shelf ready.
- When receiving deliveries the volunteers need to make sure the delivery driver puts the stock in a safe place in the stock room (i.e not a trip hazard) so that they can be moved when someone strong is able to do so.
- Making everyone aware that there is a trolley to the left of the table in the stock room.

5. Re-stocking – a lot more re-stocking is having to be done by volunteers during shifts (rather than just Jo doing it) because of the substantial increased turnover.

- We are stream-lining the stock control sheets to make it easier to find products by grouping the products into categories. They will be in the new red folder.
- We are suggesting that we have a weekly session for re-stocking when the shop is shut (maybe Sunday or Monday). If Jo is able to purchase more sweet jars and plastic boxes then new batches can be decanted into these so that they are readily available. Doing re-stocking out of hours will take pressure of volunteers and also it means you can concentrate whilst doing the process.

6. Cashing up at the end of the day -When distracted this can take an age and we think it is putting off volunteers wanting to be a lead and doing afternoon shifts. 20 minutes seems to be the shortest time we have ever taken to get out of the shop!

- Do we definitely have to count all the cash at the end of each day or could we take out the cash shown on Zettle and put to one side and then do a cash count at the end of the week? Once we return from holiday HH will take cash for the week, record it and pay in to the PO, probably on Monday.
- Simplify the form more and put in columns so that the money lines up. People are sometimes making mistakes because they shift columns (my maths teacher hat on!).
- Once we have a change book from the Co-op we should be able to control the change more and therefore not get silly amounts of 1 and 2p's!

7. Other volunteer considerations – We need to be really mindful of putting any extra responsibilities on to volunteers and remembering that some volunteers will be doing a shift just once a month. Volunteers now need to know a large number of procedures and with an increasing number of products they also need increased knowledge for serving in the shop. Shifts are getting much busier!

8. Suggested Sub-committees, who will feedback to the main committee

- Expansion/shop strategy – JA, HH, PH
- Shop Hygiene – (JC, WR)??
- Volunteer sub-committee – CC, HH
- Finance – LT, JA, HH
- A grants sub-committee so we can apply for a lottery grant and Hampshire grant (due October) in the first instance, so that we can pay Jo A to be in the shop!
- Marketing sub-committee – hopefully all the above will then be in place so that we can cope with the demand!!