

# Minutes of Ilstington Village Shop Association Ltd Annual General Meeting

Tuesday 29<sup>th</sup> April 2014

Present: Alan Hobbs, Sue Norris, Su Wheaton, Emma Schramm, Rachel Heathman, Kirsten Day, Paul Hughes, Phil Gibson, Brian Major, Barbara Major, Kate Hobbs, Debbie Dunkley , Becca Reece, Adrian Patch, Mo Longstreet, John Longstreet, , Adam Fairs, Vicky Norris, Anna Fairs, Rob Parkinson, Anne Parkinson, Maureen Presland, Colin Butler, Sue Patterson, Ian Patterson, Erica Williams, Susan Harris, David Harris, Angela & Paul Brassley

Apologies: Val Ransom, Karen Smith, Gill Trevelyn

Welcome by Chair and introduction of committee.

Register of attendees confirmed.

Minutes of 3rd AGM approved

Chairman's report including– Attached

Secretary's report – Attached

Treasurers Report - Attached

Accounts accepted.

RESOLUTIONS – requested show of hands

1. The Society shall disapply section 4 of the Friendly & Provident Society Act which requires the appointment of an auditor.
  - Proposer by Treasurer seconded by Sue N - All in favour
2. The Membership fee for 2011 shall be set at zero.
  - Proposer by Treasurer seconded by – Racheal H All in favour

Rule Change proposed concerning the Community Fund. \_ All agreed and discussed the need of a sub-committee

Committee members –There have been no further nominations for committee members so the present committee were nominated and seconded at a previous meeting.

Managers Report – Attached power point

Open Forum – Thank you to all committee for work they have done.

Coffee Area – We are waiting for a builder to agree amount and time. Question was asked as to whether we will keep the area in the shop. Yes for now.

Suggested a box in the shop for suggestions? We will consider – who would manage this. We will discuss at committee meeting.

Other suggestions of extras the shop can do – Discount or free coffee if shop leaflet bought in? – Leaflets are still work in progress.

Arrival Hampers for holiday makers. – This would need to be arranged by the people who own the property. Shop would need to offer the service.

## REPORTS

### **Chairmans report**

#### **2014 Chairmans Address**

#### **Overall performance**

The first full year of trading has been exciting and very successful. We were not quite sure how we would fair once the euphoria of opening had passed – would customers tire of our range of goods? would volunteers drift away? How would our turnover hold up? I am pleased to say that on all counts the shops performance has continued to exceed expectations.

Turnover predicted in our pre opening cashflow at around £100K has almost doubled

We are seeing new customers all the time and all that use the shop say that

the range of goods is fabulous ,

that the layout is uncluttered and interesting and

the atmosphere is friendly.

Many of these comments have been made by other community shop groups and one new shop in particular has asked if we will provide them with advice!!

And all this made possible by our intrepid band of volunteers, a wonderful shop manager and of course our customers.

### **Changes during last year**

During the last year there have been no major changes we have been fine tuning the facilities,

the wine shelves have been extended,

new display cabinet bought for seasonal goods,

new chiller bought for salad etc.

Down in the store room shelving area has been maximised with now every available nook and cranny utilized.

We have had a couple of panics when the freezers broke down – luckily we spotted the problem early and were able to distribute some of the products around a few local freezers and very little was lost.

And once or twice we have had problems with the computers.

During the year we have held several tasting sessions to get customer views on new products – I am not sure how valuable these were from a marketing point of view but they always turn into very enjoyable social occasions.

### **Plans for 2014**

The scope for changes in the shop are now quite limited - short of expanding into the village hall. However we are planning to develop a small coffee area outside next to the entrance steps . It is a little sun trap and already several customers, walkers and bikers have taken to sitting on the village hall fire escape steps with their teas and coffee. Due to the estimated cost of the work we were planning to use decking however the Parish Council did not like this idea so they have contributed £1400 so we can make a proper paved area. Work is due to start imminently and no doubt it will be a good excuse for an opening celebration!

A second major change being planned by the management committee is the employment of an assistant manager. The extraordinary success of the shop is obviously having a considerable effect on the number of invoices, bank transactions, stock control, ordering, planning displays and training. An assistant manager working about 10hours a week will help spread the responsibility and provide some resilience. We will advertise for someone during the next couple of months.

## **Challenges for 2014**

Many other community shops we have had contact with have painted the picture that after two to three years shop performance can start to decline. Complacency sets in, Customers become bored with the range of goods. Volunteers drift away and the shop is no longer the interesting friendly place it was.

We need your help to make sure this does not happen to your shop!

We will continue to keep interest high with new ranges of products – if there is anything you would like us to try please say and we will investigate.

Are there any new services that you think the shop could offer?

Emma will continue to keep us all on our toes by changing the locations of things – It is quite fun playing hunt the papers, biscuits or pasta

We are always looking for new volunteers. People move on and we need replacements.

Please come along and try – the till really isn't daunting and it is great way to meet people and find out what is happening in the village!

And last and most importantly we need our customers to continue to use the shop and spread the word.

Thank you for your support long may it continue.

## **Secretary Report AGM 2013**

Welcome. My role still includes minute taking, shareholder administration and volunteer rota. We meet once a month to discuss various issues.

Shareholders – 3 new a total of 205 (less deceased members)

Volunteers – 54 on our records. In the past year 8 have left but 9 have joined. We have 2 young people doing Duke of Edinburgh award. We always need volunteers and we will continue to hold social events to encourage and thank our volunteers.

Website – we have a facebook account so please LIKE.

Plunkett Award – we are going to enter again this year so need some customer feedback.

We now have a short notice list. Thank you.

We aim to produce a monthly article in the Parish Magazine every month. If anyone is interested in writing this please talk to me after.

Ilington Village Shop Association

Treasures Report 2014

The year ended 31<sup>st</sup> December 2013 represented our first full twelve months of trading and was without any start up costs or income and I feel that we are doing alright.

You all have a copy of the financial statement in front of you so I do not intend to go through them in detail, although should you have any questions on them I will do my best to answer them, but what I would say is that they look quite healthy. Our turnover is greater than perhaps any of us expected for a full 12 months and has resulted in a profit after tax of more than £9000. Although the fact that a community venture such as ours still has to pay £2500+ in Corporation tax does grate a little bit!!!!

In addition to this the balance of cash we have in the bank is growing which means that our cash flow is fine and that we are able to meet all of our financial commitments when they become due.

This therefore means we are now in a position to pass some of our surplus back into the community as we said we would and this process has already begun.

The healthy position that we find ourselves in has not happened by accident. It has resulted from the hard work of the committee and volunteers that allows the shop to operate and from all the people who choose to use it and this is the only way that we will continue to flourish. Provided people still continue to volunteer or buy their goods from us there is no reason that I can see, that we will not to continue to thrive in the coming years. So thank you to you all.

Finally I would like to thank Derek Lockett, our accountant, for all his help, advice and software support over the last year.

Paul Hughes

Treasurer

29<sup>th</sup> April 2014