

# Minutes of Ilstington Village Shop Association Ltd Annual General Meeting

Wednesday 21<sup>st</sup> June 2017

Present: Alan Hobbs, Sue Norris, Helen Tate, Rachel Heathman, Kirsten Day, Paul Hughes, , Emma Schramm, Kate Hobbs, Jenny Prior, Anne Parkinson, Rob Parkinson, Dennis Presland, Maureen Presland, Ian Patterson, Sue Patterson, Val Ransom, Phil Limb, Julie Boulton, Joan Robinson, Dickie Fairier, Barbara Major, Joyce Townsend, Sheena Felton, Sarah Woodman, Tim Woodman, Karen Smith, Judith Wright, Paul Martin, Anthea Martin, Sue Halpin

Apologies: Susan & David Harris, Chris Handley, Penny Young, Carole Lewis, Val Wheelhouse, Phil Gibson, Angela Brassley, Paul Brassley

Welcome by Chair and introduction of committee.

Register of attendees confirmed.

Minutes of 2016 AGM approved - proposed Sue Norris, Second Emma S

Matters arising from these were Parish notice boards to advertise AGM – Done

Chairman's report – Attached

Secretary's report – Attached

Treasurers Report - Attached

Accounts accepted. Phil Proposed and -----Seconded.

RESOLUTIONS – requested show of hands

1. The Society shall disapply section 83 of the Co-operative and Community Benefit Societies Act 2014 which requires the appointment of an auditor.
  - Proposer Treasurer Second Emma S  
ALL shareholders AGREED
2. The Membership fee for 2017 shall be set at zero.
  - Proposer Treasurer second Rachael H  
ALL shareholders AGREED

## Nomination of Management Committee

The present Management Committee are: - Alan Hobbs, Su Wheaton, Paul Hughes, Sue Norris, Kirsten Day, Phil Gibson and Rachael Heathman, all have indicated that they are willing to serve a further year and their nominations have been received as follows. We have 2 new members proposed\*.

Name of Nominee	Proposed by	Supported by
Alan Hobbs	Sue Norris	Emma Schramm
Su Wheaton	Alan Hobbs	Kirsten Day
Paul Hughes	Phil Limb	Alan Hobbs
Sue Norris	Kirsten Day	Paul Hughes
Kirsten Day	Rachel Heathman	Sue Norris
Rachael Heathman	Kirsten Day	Phil Limb
Phil Limb*	Sue Norris	Alan Hobbs
Emma Schramm*	Paul Hughes	Rachael Heathman
Phil Gibson - Honorary Member	Alan Hobbs	Sue Norris

We would also like to propose that Phil Gibson who has supported the shop right from the beginning is made an Honorary Member of the Association.

Proposed Alan Hobbs Seconded/supported Dennis Presland

Although the positions on the committee are taken for this year we would welcome people to join us at our committee meetings and to consider joining us as members next year. If you would like to join the committee please

OPEN FORUM – during and after the reports

- Question about the loan – this is now paid and there will be £400 less paid out each month
- 

## REPORTS

Managers Report –

**2013 Sales**

**(Jan – December) £179,794**

**2014 Sales**

**(Jan – December £194,548**

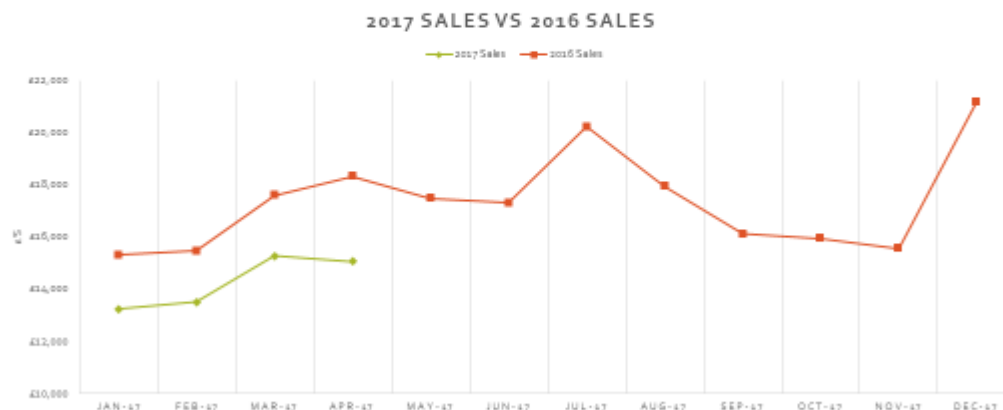
**2015 £201,592**

**2016 £191,392**

### **Sales Comparison 2015-16**

<b>2015</b>	<b>2016</b>	
<b>£201,592</b>	<b>£191,392</b>	<b>-£10,200</b>

## Sales figures so far this year.



## Similar Pattern

- As you can see...the sales pattern looks to be very similar between this year and last, but with a consistent gap of about two thousand pounds.
- However this does mean we are building up a cumulative deficit.
- Major sales groups which perform consistently well are Bakery, Newspapers and Magazines, Meats and Fish, and general Grocery.
- Unsurprisingly 'wastage' is higher for fresh produce such as fruit, veg, milk and bread. Ordering these products is not an exact science and, although we usually are quite accurate with our guestimates, there are always fluctuations in sales which cannot be predicted.
- Our wastage total for the first quarter is £687.12
- We now are able to utilise software which analyses our data enabling us to better understand spending patterns so that we can optimise our ordering to avoid wastage as much as possible.

# What have we done to try to improve footfall in the shop?

## Ideas

- We are constantly striving to ensure that we have the products that best match our customers needs and requirements
- We have recently improved our pricing software which enables us to be more in control of what we charge.
- We endeavour to make links in the produce we buy so that component parts of many meals are obtainable in the shop.



## Action

- We try to involve customers through surveys and through discussion about products they would like to see. (Our bread survey led us to order more multi-seed bread.)
- As a result we have actually reduced many prices or not adhered to the RRP but have charged less than recommended.
- E.g fruits scones, clotted cream, fresh strawberries
- Tortilla wraps, mince, salsa, guacamole, salad
- Beef joints, Yorkshire puddings/mix, stock cubes, fresh veg.

# And....

## Ideas

- We listen to customers comments and requests.
- We research many grocery outlets and do price and stock comparisons.
- We continue to be an active member of our community.
- We use volunteers wherever possible so that the shop is always staffed by familiar, friendly faces which strengthens community links.



## Action

- Wherever possible we try to order in that product.
- We are able to provide a wide range of goods at the best prices we can find.
- Mince pies and mulled wine at Christmas. Free teas for voters. Community grants funded.
- Customers come in, not just to buy but also to be able to exchange pleasantries and information.

## **Volunteers. ....our life blood!**

- We have a fantastic team of volunteers.
- Although we have over 60 people signed up, it is our core volunteers, who number about 30, who ensure that the shop is staffed throughout the week.
- There are 76 slots that need filling during the 7 days- and some of those slots require two people to be present- so this equates to about 85 slots in total.
- We are always looking to welcome new volunteers. There are many different elements to helping in the shop such as serving customers, shelf filling, stock taking, date checking and store room tidying. If any of this appeals please do speak to us. Thanks!

## **Chairman's Report 2017**

Before I start the report I feel that we must remember Brian who passed away a year ago and I know we all would like to offer Barbara our continuing condolences and support.

Brian was one of our founder committee members and was the brains behind the designing and construction of the village hall extension which included the new meeting room and our beloved shop. Many of the features can be attributed directly to him. After the opening he was continually looking for improvements with the design of an improved storeroom, an outside coffee area and racking for the fruit and veg. His pictures and cards still brighten up the place reminding us of his very special brand of humour. He will always have a special place in the shop.

### **Report - 18th July 5th Birthday**

As far as the shop is concerned on 18th July this year we will have been open for 5 years – we are planning a party in front of the shop please do try to come along

### **2016 management changes**

It has been quite a year with many changes.

To start the year Emma our long standing shop manager decided that she needed to restart her career which involved leaving the shop . We were all very sad to see her go seeing as she had been instrumental in setting up the shop originally and had overseen the shop's success. However at her original interview for the job she did explain that after two years she would probably be wanting to move on. So on the positive side holding on to her for 4 years seems like quite a bonus for us!

Next we must thank Anne was able to step into the breach and as assistant manager did a marvellous job - keeping us on the straight and narrow until help in the form of Helen our new manager could be recruited.

### Our new manager Helen

Helen joined the team as shop manager in September and was also looking to change career and take up a new challenge and running a small village shop as opposed to a school certainly provides that. But to make things even trickier

the management committee dreamt up a further complication by arranging for the shop till and back office computer systems to be changed. This was supposed to be a three day affair but 6 weeks later we were still ironing out small problems. Needless to say we all coped very well and customers and volunteers were all very understanding about the disruption. We have got to give a special thank you to Ian and Su Wheaton for their help in introducing the new till relatively painlessly - now it is running is a great improvement.

### 2016 Shop performance

Overall our shops is performing well above the levels of other comparable community shops but this year we have seen a slight drop in turnover compared with the highs of 2015. Economically times are becoming tougher in the retail sector everywhere. It is now even more important for the community to continue to give the fantastic support it has so far given to its village shop. We need to get the word around that the shop provides good value for money in a friendly and helpful atmosphere

### This next year

Maintenance will probably be one of our major activities over the next year starting with refurbishment of the shop floor which has become rather grubby. We will then be looking at refreshing the paint work and replacing some of the fixtures and fittings that are becoming tired and unreliable.

Due to these added expenses and our falling turnover we feel that making a community award this year would be inappropriate. Our first priority must be investment in our shop to provide a good service to our customers ensuring that our stock is always exciting and competitively priced, by maintaining a pleasant and friendly shop environment attracting more customers as to Ilsington Village Shop becomes a place to visit and use!

### Your shop needs your help

Our Shop relies on a good management team, volunteers and customers and your continued help in in all of these roles is absolutely essential for our continued success

The management team most of whom have been working to make the shop a success for nine years needs an injection of new energy. I for one would like to step down from my role as Chair after this next year but fully intend to continue as a helper. If you fancy getting more involved please come along to one of our monthly meetings - meet the other members of the committee and get involved in how the shop is run. We would love to see you.

Volunteers are the main stay of our shops success and new volunteers are always welcome. Please come and join in it easy, interesting and great fun! It's a great way to get to know the community.

Customers are the vital part of the organisation providing the income that makes our shop function– with a greater income the shop can become even more competitive with lower margins, it can diversify the products stocked and ultimately do more good work for the community.

Please use your shop, come in and spend your money , and remind others to do so – if the thing you want is not available or you have any suggestions please tell us. All requests are investigated.

Birthday party

Lets make the next five years in your village shop more successful than the first. Please help us. And please come along to our 5th birthday party on 18<sup>th</sup> July

## **Secretary Report AGM 2017**

Welcome, it is fantastic to keep receiving such great support of our shop.

In the past 5 years we have seen quite a few changes but the wonderful continual community involvement has stayed steadfast. Sadly we have lost a few shareholders but our volunteers are steady at around 60. Some stubborn gaps every week but Helen and Anne emails usually get results. We certainly need more help when our regular volunteers and staff go on holiday. We are always happy to hear from people who want to help and will train them up until they are confident. We will continue to encourage people.

Here are the details of the community award last year.



# *Ilington Village Shop Community Award*



## RESULTS OF THE COMMUNITY AWARDS 2016

**Ilington Shop Community Awards 2016** were announced at the Community Market. Seven organisations from the Parish applied for funds.

- **Friends of Simms View** –We are seeking funding to hire the Ilington Meeting Room, to purchase resources sufficient to host a craft activity for up to 20 people. **£250 awarded**
- **Ilington Bowling Club** – The Bowling Club is asking for funding to support and enhance its bowling provision by purchasing new equipment **£500 awarded**
- **Ilington Community Initiative** – We want to purchase an Automated External Defibrillator to be placed on the outside wall of the Village Hall for easy public access. £1000 requested - **£600 awarded**– plus £250 from Hastoe Housing and £150 from Simms View Rally
- **Ilington Pre-school** - Ilington Preschool is requesting funding to support the development of Mindfulness and Sensory Processing activities.. **£250 awarded**
- **Ilington Table Tennis Club**- To provide a Table Tennis Club for all the community aged 10 and above. **£400 awarded**
- **Liverton Village Hall** - We would like funding for a 'Community Flag-Making Workshop' at Liverton Village Hall. **£500 awarded**
- **IPFARA** – Ilington Playing Field and Recreational Association requested funding toward resurface and access to courts. –**£500 awarded**

**Total £3000**  
Awarded

## Friends of SIMMS VIEW awarded £250



On behalf of the Friends of Simms View, I have been asked to write and express our delight at receiving the generous donation of £250 from Ilington Village Shop. This enabled us to host a very enjoyable Christmas Activity followed by our annual Christmas Party. The money enabled us to hire the village hall meeting room and provide good quality resources with which to make a Christmas cinnamon candle and Christmas baubles. More importantly it enabled additional people to join in and this serves as a very important ice-breaker to welcoming new faces to our gatherings.

With all our thanks to the shop shareholders, volunteers, customers and those responsible for making the awards without whom the shops success would not result in this wonderful gift.

Best wishes,

*Anna Parkinson*

Anna Parkinson



## Ilington Bowling Club awarded £500

Dear Sue and the Ilington Village Shop

I'm writing on behalf of the Ilington Bowling Club to thank you for your most generous grant which will enable us to revitalize our equipment and facilities - and thus hopefully our membership too!

It is very kind of you to support us and we appreciate it very much indeed.

We look forward to being able to support the 'Shop' where possible and are always happy to provide a venue for social events for volunteers etc.



We want to purchase an Automated External Defibrillator to be placed on the outside wall of the Village Hall for easy public access. £600 awarded.

Basic life skills and AED skills organised in the hall for the community





Please could you thank the committee for the kind donation of £250 for the Preschool.

The Preschool workers have decided to spend the money on Kidizoom Duo Camera

These are fantastic cameras that can be easily used by the children to enhance their learning. In addition, they can connect to the school Interactive Whiteboards allowing the children to share pictures with their friends. Finally, the children can record dialogue about their pictures to the cameras.

We cannot wait for them to arrive (hopefully should be soon) and the children are looking forward to sending you photos!!

Tammy Docking



#### ILSINGTON TABLE TENNIS CLUB

Awarded  
£400 to  
purchase  
equipment to  
set up a new  
table tennis  
club in the  
village.



3 tables, new nets,  
bats and balls



On behalf of IPFARA I confirm receipt of the cheque from the Village Shop Association, with thanks.

We are now in a position to proceed with the project for re-surfacing of the tennis/netball courts and creating disabled access for the bowling, tennis and netball area.

Kind regards

Marion (Egford)  
Treasurer  
IPFARA

I am also involved as promoter for Villages in Action. Unfortunately this has stopped for the time being due to funding cuts. Watch this space.

Thank you again for your amazing support.

Illington Village Shop Association

Treasurers Report 2016

As I come to sit down to write this year's report I feel that we can reflect on another very successful year's trading

I say that, in spite of the fact that as you can see from the accounts that have been distributed amongst you, our turnover for the year fell from £201,000 in 2015 to £191,000 this year. This has in turn impacted on our profit resulting in a profit before tax of £2690 and after tax of £2363 (Don't get me started on us paying tax!!!!)

The fact that, in these difficult times, and we not alone is recording a reduced level of sales in the retail sector, we are still able to make a profit is testament to the hard work of not only Helen and Anne, Helen and the committee but to greater extent the role that you our volunteers play in our venture and your continued commitment is really appreciated

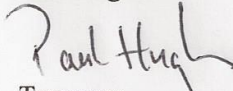
We are still in a healthy financial position and are still able to pay all of our creditor invoices as soon as they become due

However, perhaps for this year, we may not be in a position to make any donations to local good causes but that next year we should be in a position to re-consider this decision

As I have said previously, for as long as the local community and holidaymakers continue to support us, buying from our, it seems ever increasing range of goods the future of your shop should be assured thus allowing us to continue to provide, not only this service but the ability to offer further funds to local good causes in the future

I think that the financial sheets that you have given are pretty self-explanatory but should you have any questions or comments regarding them please feel free to make them known

Paul Hughes



Treasurer

Illington Village Shop Assoc Ltd

**21st June 2017**