

Minutes of Ilington Village Shop Association Ltd Annual General Meeting

Tuesday 21st May 2013

Present: Alan Hobbs, Sue Norris, Su Wheaton, Rachel Heathman, Kirsten Day, Val Ransom, Kate Hobbs, Sylvia Thomas, Les Thomas, Karen Smith, Adam Fairs, Rob Parkinson, Debbie Dunkley, Val Wheelhouse, Alan Wheelhouse, Rita Wyrill, David Halpin, David Underwood, Katherine Bainbridge, Claire Nichols, Susan Harris, Paul Hughes, Angela Brassley, Emma Schramm, Erica Williams

Apologies: Penny Young, David Harris, Brian Major, Barbara Major

Welcome by Chair and introduction of committee.

Register of attendees confirmed.

Minutes of 2nd 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 Rachel H - All in favour
2. The Membership fee for 2013 shall be set at zero.
 - Proposer by Treasurer seconded by Sue N – All in favour

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 -

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

We are hoping to gather names and numbers of volunteers who are happy to help at short notice. Please see Sue.

More discussion about incentives for volunteers needed. We do arrange social gatherings. What more could we do? Reports from other shops say the first 3 years is the easiest to get volunteers. We haven't had to close yet.

Coffee Area – Although it does not bring a lot of revenue we want to keep the space in the shop and are looking at an outdoor area too. It was suggested that we could do an offer of coffee/tea and cake or cream teas. There was a suggestion of a notice board advertising cafe and glasses for people to have cold drinks. Management will discuss these suggestions in more detail.

Plans for next year – We are starting to think about donations to the community. Forms and procedures will be discussed and a separate meeting will be held to involve shareholders.

REPORTS

Chairmans report

AGM 21st May 2013 Chairman's report

As you can imagine there has been considerable activity in the shop since our last AGM in April 2012. For three months we were busy transforming a building site into a fully functioning shop. Among other things we still had to finalise the shop layout, negotiate donated shelving courtesy of the Coop, specify which refrigeration we required and most importantly recruit our shop manager. The time was quite hectic and to some extent it is only in the last couple of months that we have started to feel that things are becoming more relaxed.

We were very pleased to be able to recruit Emma Schramm as shop manager during June 2012 and she along with Kirsten Day have been largely responsible for the stocking of the shop in a way that complimented the excellent building design created by Brian Major. I think everyone will agree that we have a shop to be proud of!

The shop opened its doors on 18th July with a splendid, well attended opening ceremony. Tony Beard, the Widdecombe Wag cut the ribbon bringing to a conclusion three years of community effort to create a community shop. A video of the opening ceremony has been posted on the shop web site. The web site is one to be proud of and is well worth a visit - lots of interesting information and soon to be updated with events and shop special offers. We have Su Wheaton to thank for this!

Running the shop for the last 10 months has been a huge learning curve for all involved. Our amazing band of Volunteers have all been trained and have had considerable patience

and determination whilst taming the TILL that seemed in the first instance to have a mind of its own. It is no mean feat to be serving in the shop with a queue of customers and an EPOS system that appears to refuse to do as it is told! On more than one occasion several of the queuing customers, who are undoubtedly also volunteers, have lent a hand and have gone to the other side of the counter and had a big discussion about how to resolve the problem. Luckily as time goes on it seems as though the TILL is becoming more friendly and is actually making life easier.

It is not only the Volunteers who in the early days had to battle with the technology. The back office system seemed to be reluctant to be tamed. Stock control, invoicing and accounts have all required considerable effort to master but after many helpful visits from our system support consultant, David Conway, and accountant Derek Lockett it now does, on the whole, what we expect. It is great to be around when Emma comes out of the office clutching another graph illustrating some new aspect of shop performance showing how brilliantly we are doing!

Probably our biggest test occurred earlier this year with the breakdown of both of the freezer units in quick succession. Some food was lost but the majority was saved - it transpired that commercial refrigeration is not as robust as we would have hoped. The breakdowns were due to compressors being blocked with dust requiring a professional to clean them. Needless to say we now have a maintenance contract to prevent the problem occurring again.

An area we all underestimated was the paperwork associated with running the shop. Initially we started keeping track of invoices and receipts using a spreadsheet but after couple of months it was clear that the volumes of paperwork we were dealing with required a commercial system. An accounting package has now been purchased courtesy of our accountant, with another learning curve and enormous effort entering backdata but we are now up and running and reaping the rewards.

But the last 9 months in the shop have not all been problems and hard work. Serving in the shop is fun, learning about products, meeting new faces, and there is a camaraderie building up between volunteers. We have organised social events, tasting sessions for new lines, and get togethers such as late night shopping at Christmas.

Other notable events include:

Success in attaining the 'Big Lottery Awards for All' grant – This has been achieved through the endeavours of Su Wheaton and we were awarded £7200 used largely to purchase the EPOS and accounting systems.

We have been awarded 5 stars for food hygiene which you can see proudly displayed on

the door.

And our latest success is that we have been shortlisted for the Plunkett Foundation Community shop awards in the category 'Contributing to Community Life' - we are on a shortlist of three. All will be revealed on 26th June – the 1st prize is £500 and will generate lots of publicity for us. Whatever the outcome of the award we can congratulate ourselves that we have done extremely well in getting this far

Before this meeting I had a quick review of the overall shop performance compared with our business plan predictions used to secure our grants and it is too our credit that so far we have achieved over 90% of our objectives. One very positive objective was to be open for as long and on as many days as possible –so far we have only shut on Christmas Day!! Something locals and tourists alike find very helpful.

Our Financial target has been well and truly exceeded which is a very good measure of the success of the shop and I think all will agree it has had a significant and very beneficial impact on life in Ilstington.

Secretary Report AGM 2013

Welcome. It has been an amazing year and something I feel very proud to be part of.

One of my jobs is to register the shareholders and not much has changed over the past year as we have been so busy running the shop. We gained 29 shareholders in 2012 and it is still possible to become a share holder to show your support and making sure you have a say in how the shop is run as well as being able to vote on resolutions. We now have a total of 202 shareholders.

Volunteers – We presently have 53 volunteers helping in our shop from the ages of 8 to 80 (including the committee). Help varies from occasional, once a month to 3-4 hours per week on a regular basis. So far we have not had to close the shop. It is fantastic to see such support and have already held several social events to say thank you to our volunteers and plan to continue these events.

In the future we need to add to our list and also hopefully encourage some volunteers to put their names on a list for short notice help, either by phone, email or text. If you are available please come and see me at the end.

We are also hoping to train a few more people to open and close the shop and to become members of the management committee as although we are all happy to continue for another year it would be good to see fresh faces in the future.

We are planning to a monthly article in the parish magazine and keep people up to date with what is going on in the shop

We are invited to an awards ceremony 26th June to see if we have been successful in winning an award for our enhancement to community life - we certainly have done this, so wish us good luck.

Finally thank you to volunteers, shareholders and customers of the shop, may it long continue.

Islington Shop Association Ltd

Treasurers Report 2013

On 18th July 2012 after a long period of planning and fund raising Islington's' new village shop opened for business. This was a venture that was new to all of us and none of us really knew how it would progress but the last six months have turned out better than perhaps any one could have hoped.

The shop is flourishing and is being use by both locals and visitors to the area, as you can see from the healthy state of the accounts that we have distributed. These show that in the less than six months in which we have been trading we have produced a profit of nearly £16000.00.

This is however not the full picture as this includes grants and other income which may not be available in this year. Having said that this still leaves an operating profit for the period in excess of £3000.00

Although we are and have to operate as a business our aim is not to maximise our profit as we are first and foremost a community venture designed to provide a service to the community, for which we have been nominated for the Plunkett award of which no doubt you are all already aware.

As part of our funding conditions and constitution and linking in with what I have just mentioned we will, at some stage in the future, be distributing some of our profits back into local groups and projects and as a committee will commence discussions of how this will operate in the near future.

We have all learnt a lot about operating a shop in the preceding six months, for me it was that you cannot run a venture of this nature without the appropriate accounting package. We started without one but it very soon became apparent this would not work as I seriously underestimated the number of invoices that we would process each month. Since we have been running with one, the accounting aspect of the business is very much easier and I feel that we are fully in control of this aspect of the venture. No doubt the other committee members will have learnt their own lessons of what is required to 'run a shop'

Our shop has thrived, not only because of the work of the committee but because of, firstly the time and efforts given by all of our volunteers, no matter how many hours a week they are able to give to us and secondly in the way that people come through our door to spend their money with us rather than going outside of the village. Long may it continue, as without customers and volunteers the shop would just not survive.

Finally I would like to thank Derek Lockett our accountant, who couldn't be here this evening for all the help, advice and software support he has given us, since we have opened.

Paul Hughes

Treasurer

Ilington Village Shop Association Ltd

21 May 2013