

MINUTES OF Ilsington Village Shop Association Ltd

15th Annual General Meeting

Wednesday 1st July 2025, 7.00pm for 7.15pm start.

Venue: Ilsington Village Hall Meeting Room

AGENDA

1. Welcome by Chair (Rachael Heathman)

2. Register of Attendees by Secretary.

Present: Rachael Heathman, Alan Coles, Jane Turner, Fiona Coles, Amy Luxton, Karen Mills, Anne Villis, Sue Chapman, Kirsten Day, Hilary Jarvis, Karen Smith, Alan Hobbs, Chris Sheldon, James Luxton, Maureen Presland, Dennis Presland, Graham Westlake, Laurie Dunkley, Debbie Dunkley, Catriona Pinnington.

Apologies: Claire Powlesland, Alison Gilbert, Belinda Hayes, Angela and Paul Brassley, Barbara Major.

Register of attendees confirmed.

3. Approval of Minutes of 2024 AGM (posted on Village Shop website)

Proposed - Kirsten Day

Seconded – Jane Turner

Accounts to January 2025 approved by Alan Coles- All agreed no audit.

4. Chairperson's Report – below

Good evening and welcome to the 15th shop AGM.

In the last year the shop has continued to maintain a healthy turnover but with that comes an added workload for Amy and Fiona, placing orders and receiving of stock, so the Committee agreed that another member of staff was required. We have been incredibly fortunate throughout the last 13 years to have received successful applicants from the village and close communities. Last year was no exception and we were delighted to invite Karen to join the team as a second Assistant manager, just in time for

Christmas thank goodness as it's always incredibly busy! Karen has fitted in seamlessly, providing to be a huge asset to us all, a warm welcome to you this evening Karen.

There are many different aspects to cover when running a shop, the appliances and equipment that need to be repaired and replaced from time to time-last year some of the fridges and a small under counter freezer were purchased. A lot of time is invested in sourcing these items, ordering and overseeing delivery, which doesn't always go smoothly, thank you to Alan Coles who takes on these challenges.

Our appreciation goes to the financial committee, who continue their good work keeping us on the right track.

Chris, our cleaner, retired towards the end of last year so our staff and Volunteers have taken over the task of cleaning and are doing an excellent job, thank you to you all.

There is always so much going on in the shop it's important to keep our Volunteers informed and reminded regularly of changes to procedures and practices with regular emails from Amy, Fiona and Karen. There's also the monthly Newsletter produced by Belinda, who had a very busy few months with newsletters, the new shop leaflet and our beautiful shop banners, with the help of Claire and Sammi Blackhurst. Thanks to all three of you, we greatly appreciate your time and expertise.

Also thank you to Paul for the Shop Talk article in the Parish magazine, always interesting and illuminating.

The Village Hall ad more Solar panels and batteries fitted, and thanks go to James, Amy's husband for his knowledge, work and commitment to green energy. The shop is benefiting hugely.

Jane has taken on the role of Secretary this year, with Fiona taking the minutes of our meetings and typing them up, thank you both, no mean feat when you are both already doing so much for the shop.

Our shop would not be the wonderful community hub that it is without our staff, Amy, Fiona, Karen and Hilary who does our bookkeeping. They go above and beyond in their roles, even doing extra voluntary hours to ensure the smooth running of the shop.

To the Committee members, Volunteers and of course, our customers, without whom we would not exist, thank you all.

5. Manager's Report – below

Shop Manager's AGM Report 1st July 2025

Report for the financial year 1st Feb 2024 - 31st Jan 2025

A) Introduction

I have now been the manager for 2 and a half years and am still really enjoying it. I have fantastic support from Fiona and Karen who always work so hard for our wee shop. We all work really well together, and we enjoy sharing ideas especially over a cuppa!

B) What's New in the Financial year 1st Feb 24- 31st Jan 25

*More extended hours – expanded our later opening to Mondays as well – thank you to Karen Smith for supporting this.

*New leaflet – with the new opening hours sorted we designed and produced a new Ilsington Village Shop leaflet. A huge thank you to everyone involved, particularly Belinda for all her hard work.

*New banners – we have four new banners to display throughout the year which look amazing. Again, thanks to Belinda for all her time on this and to Sammi who had them made for us and for all her advice.

*Fibre internet – New phones and much better internet! Yippee!!

*Solar panels and Batteries - Considerably more solar panels were installed on the village hall roof in January '24 and then 3 x Tesla power walls were installed in June '24. This investment by the village hall has allowed us to work with them to ensure our combined community assets of the hall and shop are much greener and therefore is saving the shop a lot of money on electricity, also providing us with power during power cuts to keep the fridges and freezers running to avoid wasting food or closing the shop.

*Fridges – 4 x new fridges installed September '24. A few teething issues with delivery and installation but after this they have been working well so hopefully ensuring long term viability of our essential equipment.

*New local flowers – Julie from Haytor Vale now supplies beautiful bunches of flowers grown in her garden.

*Post Office Van – the outreach post office service on Mondays and Fridays in the shop was stopped by the post office in August 24. Graham has continued as a shop Volunteer. We now have a post office van outside the shop for 2 hours on a Monday run by the lovely Lucy. We believe footfall has dropped in the shop because of these reduced hours but unfortunately despite writing to the post office and MP the decision was not overturned. Please use the post office van or we could lose that too.

*New products – several local new products including Salcombe Gin, Forest fungi from Dawlish, Salcombe beers, Hylsten sourdough bread from Buckfastleigh, Filberts snacks (nuts/olives etc) made in Somerset.

*New flower trough – thank you to Rachael and Kirsten for organising this and keeping it looking lovely. It brightens up the shop front so much.

*The best new thing in the shop this year..... Karen!!! Last summer illustrated to us that we don't have enough contingency to run the shop should Fiona and I be unavailable plus Fiona especially must work a lot of extra hours to cover my holidays. So, the Committee decided it was time for another member of staff so we advertised in September and had several applicants. The Committee appointed the wonderful Karen who started in November and has been a huge asset to the team. Her retail knowledge, hard work and wonderful team spirit has made her an invaluable asset to our shop.

C) Events 2024

Community Shop Meetings

We are still attending community shop events with members of committees from other Devon community shops. I've learnt so much and collected so many great ideas by listening to how other community shops do things.

Volunteers Events

*April 2024 - Everyone brought a plate of food and we provided drinks. It was great to catch up with the volunteers. Volunteer event took place later in 2024 – brilliant quiz hosted by Fiona.

*The Big Green Week – we attended the Big Green week event in the village hall showcasing our local and green products.

*Summer show stall – show went ahead but the weather wasn't very kind. We had a good presence at the event but not many sales and are adapting our plans this year to be simpler but still have a presence to promote our community shop.

*Xmas get together with Friends of Ilsington School– a great fun event, could have been better attended but very fun and festive.

*Christmas sales were very good again this year and we are just about to send our (non-fresh) Christmas orders to our suppliers.

D) Volunteers

We have a wonderful team of volunteers without whom the shop would not exist. They work tirelessly stocking shelves, collecting stock, delivering orders, unpacking orders,

cleaning as well as serving at the till. We have 63 Volunteers on our current list and we are grateful to all of them for the time they give to our community shop.

We have lost several Volunteers this year due to illness and house moves so if you know anyone how isn't already a Volunteer but might like to be one then please do mention it to them.

E) Community support and communication

We continue to send out monthly Volunteer newsletters and quarterly customer newsletters – many thanks to Belinda.

We try to post on Facebook twice a week to keep our customers updated and interested.

We have distributed our new leaflet around the parish to homes and businesses.

We have adverts in Manaton, Widecombe and Ilsington Parish magazines.

We continue to do deliveries on a Thursday and are happy to do any more as needed.

We stock local crafts – cards, candlesticks, bags etc

We always try to look out for those who are vulnerable/at risk in our little community, helping where/how we can and the shop is a hub for our community where people can not only shop but come in or call for help, catch up with friends, local news and it makes me very proud to serve the community in this way.

Due to making some profit the year before we were able this year to receive applications for our Community grants. Everyone who applied was granted their request and they were the Bowling club, Ilsington Village Hall, Friends of Ilsington School and Twiglets toddler group.

During this financial year we also applied for the Shop & Deli awards – collated a lot of useful information and customer testimonials, we can discuss the results at the next AGM!!

That's all from me except to say my own personal thanks go to:

The whole Shop Committee for all their enthusiasm and support. But most especially to Kirsten for all her support and many hours on the shop floor/helping with ordering. And to Jane for her many hours both working the shop and driving to and from Macro in Exeter to ensure the shop shelves are always full and for taking on the Secretary role as well.

Karen and Fiona for all their hours of hard work and for being so kind, patient and flexible to allow me to truly balance my work and family life. I am so grateful for this.

And a final huge thank you to all our wonderful Volunteers for being so much fun to work with and for giving up their free time to support our community shop.

6. Treasurers report including receipt and acceptance of accounts and balance sheet – below

Treasurers Report for AGM Tuesday 1 July 2025

The Report and Unaudited Accounts for the year ending on 31 January 2025 are attached for approval at the AGM.

Turnover of £265.0k was £39.7k ahead of the £225.3k achieved in the prior year. This increase has continued the strong growth in Turnover we achieved in 2024 which was £34.8k better than 2023.

The Shop achieved a gross profit margin of 23.9% marginally ahead of the 23.8% achieved in the prior year. The prior year margin was achieved despite the significant and regular cost increases experienced across all stock items following the invasion of Ukraine affecting raw materials and energy costs. Whilst these have slowed, we are still seeing regular cost increases in the goods supplied to the Shop.

Administrative expenses of £57.5k showed an increase of £10.8k over the prior year. Given the strong trading the Shop has experienced over the past two years we have added an extra member to the team (Karen Mills) to support Amy and Fiona and provide cover for holidays/unexpected management absences. Payroll costs represent £5k of this increase.

In addition, we have reached an agreement with the Village Hall to benefit from the power generated by the Solar panels. It is estimated that in the year since the additional panels and batteries were installed, the Shop has benefited from a reduction in usage of 9.7MWh or £2.9k. The Shop has also benefited from continued power supplied by the batteries when power cuts have been experienced.

As part of this agreement the Shop now pays the total Electricity bill for both the Hall and Shop. The current Electricity contract has just been renewed and the Shop will see reduced Electricity costs going forward with Day rates 18% and Night rates 31% lower than the contract that expired at the end of June. I would like to thank James Luxton for his efforts on this topic.

The Shop made a Profit before Tax of £9.3k up by £2.0k on the £7.3k achieved in the prior year. The Shop Committee are very pleased with the continued strong trading performance and would like to thank the Management team of Amy, Fiona, Karen and Hilary and all of our volunteers for their continuing efforts in ensuring our Shop thrives.

The Tax charge for the year was nil (2024:nil).

The year end accounts show a healthy Balance Sheet with Cash at Bank of £56.2k and Shareholder Funds of £72.2k.

I am pleased to report that Turnover in the period to end June 2025 is marginally ahead of the prior year despite footfall being marginally down with continued strong margin and cost control.

As always there are two Resolutions that need to be voted on:

1. The Society shall disapply section 83 of the Co-operative and Community Benefit Societies Act 2014 which requires the appointment of an auditor.

(This means that instead of paying a large sum of money for an audit, the Shop is able to use the services of a separate accountant to provide an Accountant's Report.)

Rupp & Fraser who have provided the Accountant's Report since the Shop opened have stepped down following the well-earned retirement of Ian Fraser. We will be appointing their replacement over the coming months.

2. The Membership fee for 2025 shall be set at zero.

(Everyone who has paid for a share in the Shop is not charged an annual fee to renew it.)

7. Resolutions – members to vote - approved

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 Kirsten Day , Treasurer Alan Coles. All Shareholders approved

2 The membership fee for 2024 shall be set at zero.

*Proposer Sue Chapman, Treasurer Alan Coles. All Shareholders approved.

8. The present Management Committee are:

Rachael Heathman, Alan Coles, Jane Turner, Hilary Jarvis, Kirsten Day, Alison Gilbert, Claire Powlesland, Belinda Hayes, Sue Chapman, Anne Villis.

2025 Nominees

Name of Nominee	Proposed by	Supported by
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Rachael Heathman Chair	Amy Luxton	Alan Coles
Alan Coles Treasurer	Kirsten Day	Anne Villis
Jane Turner Secretary	Sue Chapman	Anne Villis
Kirsten Day	Graham Westlake	Anne Villis
Belinda Hayes	Kirsten Day	Jane Turner
Alison Gilbert	Sue Capman	Anne Villis
Claire Powesland	Alan Coles	Karen Mills
Sue Chapman	Amy Luxton	Graham Westlake
Anne Villis	Sue Chapman	Kirsten Day

No objections from shareholders.

If anyone is interested in joining the Shop Committee please contact Jane Turner, Tel 01364 661788, Email jane@njturner.com by 15th July 2025

9. AOB, Q & A and close of AGM

Laurie Dunkley (Bowls Club secretary) thanked shop for Community grant in 2024 to Ilsington Village bowls club.

Kirsten Day thanked shop management and all Volunteers for everything they do.

Meeting closed at 8.15pm