

Minutes of Ilington Village Shop Association Ltd

Annual General Meeting

Wednesday 26th June 2019

Present: Sue Norris, Anne Parkinson, Rob Parkinson, Jenny Prior, Sue Cunningham, Barbara Major, Val Ransom, Helen Tate, Su Wheaton, Karen Smith, Dennis Presland, Maureen Presland, Sue Halpin, Chris Handley, Helen Hughes, Rachael Heathman, Emma Schramm

Apologies: Susan & David Harris, Alan & Kate Hobbs, Paul & Angela Brassley, Penny & Steve Young, Kirsten Day, Paddy Kerwyn (arrived during the meeting), Alison Gilbert

Welcome by Chair and introduction of committee.

Register of attendees confirmed.

Minutes of 2018 AGM approved - proposed Chris Handley Second Helen Tate.

Thank you to Helen, Helen and the shop committee for making the shop a pleasure to volunteer and shop in – From Susan and David Harris. Also thank you to Paul Brassley for his contributions to the Parish Magazine.

Chairpersons' report – below

Secretarys' report – below

Managers' Report - below

Treasurers Report - below

Accounts accepted. Rob Parkinson proposed -----Seconded Karen Smith

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 2019 shall be set at zero.
 - Proposer Treasurer second Rachael H
ALL shareholders AGREED

Nomination of Management Committee

The present Management Committee are: - The present Management Committee are: Su Wheaton, Sue Norris Kirsten Day, Rachael Heathman, Chris Handley, Alison Gilbert, Emma Schramm

Name of Nominee	Proposed by	Supported by
Su Wheaton	Sue Norris	Emma Schramm
Emma Schramm	Kirsten Day	Chris Handley
Chris Handley	Racheal Heathman	Alison Gilbert
Sue Norris	Emma Schramm	Kirsten Day
Kirsten Day	Su Wheaton	Rachael Heathman
Rachael Heathman	Alison Gilbert	Sue Norris
Alison Gilbert	Chris Handley	Su Wheaton
Paddy Kerwyn	Emma Schramm	Kirsten Day

The management committee will vote on positions at next committee meeting.

OPEN FORUM –

- Bank charges. Discussed the charges made by using the card machine. The committee are looking into alternatives to reduce our costs.
- A question about the viability of other community shops. Are they closing or still working well around the country? The committee don't know but will make some enquiries.
- Discussion around the other community benefits of having a shop in the village including the notice board, candy vouchers, parish magazine collection, parish show and other event tickets. Agreed this is all great for our community.
- Sales are strong but there are always higher costs to deal with.
- Question concerning shareholders. Suggested that we encourage more shareholders as this may add to volunteers and a sense of belonging to the community from new residents.
- Signs – It was suggested that we have more signs at the top of the road from the moors, a notice on the Haytor board and by the Moorlands hotel. Costs would need to be looked into.
- We are planning to introduce some eco-friendly items into the shop including plastic free and biodegradable items.
- Charitable giving – the shop has continued to make small contributions to the community through raffle prizes and ensuring we thank volunteers through social events.
- Thank you from the shareholders to the committee.

REPORTS

Chairpersons Report 2019 –

Hello and good evening. My name is Su Wheaton. For those of you who do not know me, I have been a member of the Ilington Village Shop Committee since it began in 2008. Traditionally the chairman's report gives an overview of Village Shop Life, an insight into what happens behind the scenes when we take our shop aprons off and a report of the changes that have occurred since our last AGM.

Changes to the Committee

Although myself, Kirsten, Sue and Rachael have been on this committee since the beginning, this is the first time in ten years that our committee has a new chairman and so in terms of changes, having Alan step down is probably one of the largest. His is a very big pair of wellies to fill. Of course he is still working as a volunteer and so we do still get to see him. I would like to introduce the rest of the committee - Chris is our Treasurer. Alison Gilbert and Paddy Kerwin have also joined our happy band but sadly they can't be with us tonight. Last but by no means least, I would like to welcome back a strangely familiar face. Emma, our previous shop manager has come back to the fold and has now replaced Phil Limb as Vice Chair.

Shop Performance

The last year has seen a record number of shops closing nationwide – for those that like figures, in 2018, over 2400 shops closed - 40% more than in 2017. This is not due to people refusing to shop any more, but rather to people's shopping habits changing. More and more are choosing to shop online which has resulted in big high street names biting the dust as well as many small, independent shops. Faced with such doom and gloom, I am happy to report that we are still here. And that is a very big deal. Chris will give you all the nitty gritty, but essentially, although our turnover is slightly up, we made a small loss in the last financial year, however it is much smaller than the previous year's loss which means that we are back on an upward curve. This is great news, but we can't be complacent.

Last year we worked hard on tightening stock control, being tougher on stock margins and trying hard to listen to our community to make sure we are pleasing as many people as possible. You may remember receiving a shop questionnaire that was hand delivered to everyone in the local area. Paul Brassley was the mastermind behind it. (Many thanks, Paul) From the replies we learned that you wanted an improvement in the quality of our fruit and veg, and an increase in the range of products sold. I hope you'll agree that we have succeeded with this. However, without doubt, the main reason for the questionnaire was to remind everyone that the shop is still here and to keep it in people's minds. Likewise, I hope those of you who receive the Parish Magazine have been enjoying reading the regular pieces about the shop. Thanks must also go to Paul again for these little gems. As we go forward into the year ahead, by far the biggest thing that you can all do to help keep the shop open is to sing its praises to everyone who will listen. There is nothing more powerful than word of mouth.

Community Award

Sadly there can be no community award again this year. I know how disappointing this is for all of us, but it would be a mistake to put the shop even more into the red so that we can help others who are struggling. We must remember that we are a business first and a grant fund second.

On a positive note, we are still making small donations to local events requesting raffle donations, and we are still fulfilling our pledge to support community events such as Villages In Action. And despite large expense bills due to our air conditioning failing several times and a faulty freezer, I hope you have all noticed the smart new ice cream freezer in the shop, which will no doubt now guarantee that we will have the coldest Summer on record. Ever. And on that note, may I just point out that ice creams are for life, not just for Summer, and can work as a wonderful post-gym treat, or a reward for finishing an exam. Even if it's raining.

Volunteers

Volunteers are the backbone of our shop. Without them we cannot function. Prices are kept down in the shop because of volunteers - many of whom are here in this room, who give up their time to help out. I am constantly amazed that when the shout goes out, someone, somewhere manages to step up to the plate. Our shop has been open for seven years now and in that time has only had to close on a few occasions due to no one being able to man the decks. But the bank of volunteers is constantly changing, and we are always looking for new recruits. When regular helpers are on holiday or ill, it can be a big cause for concern, in particular having people to open or close the shop. With this in mind, we have made the decision that from 1 August this year, we will be closing the shop at 7pm instead of 7.30pm each week night. We are hoping that by closing the shop slightly earlier, it will encourage more people to join the closing up rota as it means people will still have time to go out and enjoy themselves AFTER they have closed up the shop.

There are so many ways that you can help out in the shop – it's not all about the till. Whether you can spare an hour a week to do a bit of cleaning or checking sell by dates, an hour a fortnight to help with putting new deliveries away, or even an hour a year to do some counting at the year end stock take, every single minute you donate will be gratefully received and directly benefits the community by keeping our shop open. But always remember, if you can't be a volunteer, then be a customer. Actually, ideally be both, because your shop needs you! And can I just finish by saying thank you from the bottom of our hearts.

Secretary Report 2019

Welcome and register attendees

- Shareholders – 196 at present. Although not all are contactable as people have moved away and not given forwarding details.
- Volunteers always needed and we hope to encourage through regular events organised by the shop. We really need extra help in the store room, which is essential making sure we don't run out stock.
- Villages in Action is back on track and a chance to bring events to the village supported by the shop. A Family theatre company is due later this year.
- We would like to be able to give back to the community with grants next year but with rising costs we need to put the running of the shop as priority.
- It's great to have a regular Parish Magazine article to keep people in the area thinking about us and hopefully reminding them to use and support the shop.

AGM Managers Report 2019

You may wonder why stock availability changes and some key products have fluctuated during the year.

The shop uses many suppliers

Holleys Bookers Redmoor Bookers Sladesdown Cox and Laughlin to name a few of our regular food suppliers

When I started West Country supplied our fruit veg and milk

Quality was variable and deliveries unreliable

Had to order milk by 9.30 a.m. for next days delivery...always guessing which could lead to either no milk or loads of milk being thrown away

Trialled Pipers for fruit and veg and Longmans for our milk

Things were okay for a while but despite reassurances that no delivery was too small Longmans imposed a £30 a day minimum order

They then changed delivery to 3 times a week and put the minimum up to £50

We were not able to meet this requirement.

Thankfully Pipers were able to take over the dairy side of things and we can order up to 5 pm for the next day's delivery

Reliable delivery and good quality

Then Bookers which is our main grocery supplier decided to impose double the amount of the minimum order.

We could not order £1000 of grocery stock from them each week so we had no choice but to seek an alternative wholesaler so went with Bestways. This led to a period of stock shortages, as well as over stocking, the loss of some favourite lines and new lines needing to be introduced.

We tried using bookers for manual collection, Bestways and Martins for delivery but it was simply an impossible task to keep track of 3 sources each providing £100s of stock.

After struggling for about 6 weeks we were thinking that we might need to return fully to bookers but only order every other week..then Bestways increased their minimum order amount which sealed their fate!

We now do have a large order from Bookers fortnightly

It does mean to you have be aware of how fast each item sells and try to make predictions for the next 2 weeks.

It also means we have a very congested stock room on the day of the delivery which takes a number of hours to sort out. It is not ideal but I think with a lot of support from volunteers we are making this system work.

A brief word about volunteers...

First of all, thank you all for everything you contribute towards keeping the shop open and stocked. Sometimes I feel it is almost a miracle that we have been able to keep open especially when the weather has been atrocious and when we have volunteers away on holiday which seems to coincidentally happen at the same time! But on almost every occasion you come through and support the shop. So again, a huge thank you.

This year we have lost regular openers and closers. As there is only a small pool of people trained to do these specific jobs it does at times put an extra burden on these good folk.

We also seem to not have as many 'emergency' gap fillers. This again places more burden on those who every week do regular slots and then support us by filling extra one-off gaps.

The bottom line is we are always looking to train up volunteers and hope that some of those would have the capacity and willingness to train to open and close the shop as well.

Treasurers Report 2019

Treasurers report for the Year ended December 2018

The shop has done slightly better this year with increased sales. We hope to continue this into the next year and we are trying to make ourselves more profitable by cutting costs rather than increasing prices. The increase in sales this year is over £7,000.

Well done all our lovely volunteers who go above and beyond the call of duty to make sure our customers go home happy and return frequently.

We have managed to cut most of our costs but this is still work in progress and there are several areas remaining to be renegotiated.

Our credit card charges have increased substantially in the past year. This is due to our increasingly cashless society and we are hoping to renegotiate a better contract later in the year when our existing contract comes to an end.

We also have large telephone and internet charges and are again looking to renegotiate later in the year.

The electricity costs charged on by the Village Hall increased substantially when they renegotiated their contract. This is a fixed term contract but hopefully the shop will have some input when the contract is next up for renewal.

Thanks for your support

Chris Handley Treasurer