

Minutes of Ilington Village Shop Association Ltd

Annual General Meeting

Wednesday 17th June 2020 via ZOOM!

Present: Sue N, Su W, Ian W, Angela B, Paul B, Kirsten D, Brett D, Fiona C, Anne V, Carole S, Belinda, Katherine, Chris H, Richard H, Alan H, Kate H, Richard B, Helen H, Paul H, Alison G, David H, Susan H, Nicky K, Paddy K, Rachael, H, John H, Emma S, Mark S.

Apologies: Sandra B, Jenny P, Andrea A, David A, Barbara M.

Welcome by Secretary.

Register of attendees confirmed.

Minutes of 2019 AGM approved - proposed Su W seconded Rachael H.

Welcome everyone thank you for joining our very first zoom AGM. We hope we will be able to meet in person next year.

I confirm we have a quorum of shareholders attending in order for us to continue with the meeting.

I would first like to introduce Su Wheaton our chairperson who will give her report for our financial year up to 31st Jan 2019.

Chairpersons' report – below

Secretary's report – below

Managers' Report - below

Treasurers Report - below

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 All Shareholder agreed

2. The Membership fee for 2020 shall be set at zero.
 - Proposer Treasurer 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, Paddy Kerwin. New members have come forward.

Name of Nominee	Proposed by	Supported by
Su Wheaton	Paddy Kerwin	Sue Norris
Sue Norris	Emma Schramm	Alison Gilbert
Emma Schramm	Chris Handley	Su Wheaton
Kirsten Day	Alison Gilbert	Kirsten Day
Rachael Heathman	Su Wheaton	Sue Norris
Chris Handley	Kirsten Day	Paddy Kerwin
Alison Gilbert	Sue Norris	Chris Handley
Paddy Kerwin	Su Wheaton	Emma Schramm
Fiona Coles	Katherine Bainbridge	Helen Hughes
Anne Villis	Alison Gilbert	Katherine Bainbridge
Carole Smith	Helen Hughes	Su Wheaton

No objections from shareholders. Amendment to increase numbers is with FCA. The management committee will vote on positions at next committee meeting.

AOB –

Request for a new notice board. This is in hand. We have received a grant from Hastoe Housing for £250 and are looking at our options.

Thank you to Chris H for hard work to increase margins and fix problems.

Thank you from shareholders and committee to everyone involved and proud of everything Katherine has done during these unusual times.

Chair report

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 Ilsington Village Shop Committee since it began in 2008.

If you'd have told me last year that I would be doing my Chairman's report on something called Zoom from my own home, I would have laughed out loud. Just one example of the many changes that we have had to implement in these strange and unprecedented times. So let me begin by saying welcome, all those intrepid Zoom users who have joined us this evening for our very first Zoom Ilsington Village Shop AGM.

Changes to the Committee and Staff

This year there have been no changes to our Committee members but a big change to our staff members. We had to say goodbye to Helen Tate, our shop manager, who had been with us for three years. She was there at the introduction of our new till system and was key to training all our volunteers on how to use the new till – no mean feat indeed. We gave her a good send off with gifts, cards and flowers to show how much we appreciated all that she had done for our little shop. Helen was kind enough to give us plenty of warning as to when she was leaving and this enabled us to advertise for a new manager. We had a lot of very competent and great applicants apply for the role, but one stood out above all the rest. Only one had that spark. And so it was that Katherine Bainbridge joined our team as our new Shop Manager. You'll hear more from her later.

I'd also like to bring to your attention that Chris, our lovely Treasurer, would like to step down from her role at the next AGM, but still remain part of the Committee. This means that we are looking for a new Treasurer now, who can be trained by Chris and shadow her during the year ahead before taking on the role next June. Chris has worked very hard to whip our accounts into shape and to make sure that our shop figures are as good as they possibly can be and that our accounting methods are both simpler and futureproof. More importantly, Chris, helped by Derek, our accountant, has set in place some daily processes that ensure that Katherine and Helen Hughes can keep a firm control of things and so the role of Treasurer is much easier than it ever has been. If you, or anyone you know would like to find out more about what is involved in being our Treasurer, please email either myself or Sue Norris, our secretary.

Shop Performance & Community Award

Last year, I told you that despite making a small loss, our sales were on an upward trend. This year I am very happy to tell you that the upward trend has continued and the shop has made a small profit! Chris will give you all the details but I am over the moon to be able to tell you that for the first time in four years, the community award is back. We have a total grant amount of £600 available and will be opening up our application process very soon with online forms on our website available to any charity within the Ilsington Parish. The full list of selection criteria is also available on our website. This year we have also donated £100 to support the Villages in Action Theatre performance in our Village Hall.

Covid-19

Technically, this AGM covers 2019 but I suppose I can not go without mentioning the C-word. Covid-19 has meant that through a terrible and bizarre twist of fate, our little shop, having been overshadowed by larger stores and overlooked by many for so long, has suddenly been thrust into the limelight. Almost overnight, our shop became an emergency service and our lovely staff and volunteers are now keyworkers on the front line of what can only be described as a war against this devastating virus. Implementing government regulations that continue to change every week has been difficult. I'm not going to lie to you. There has been a considerable amount of swearing and on more than one occasion some running around like headless chickens. But I think you will agree that all of the changes we have introduced have meant that our staff, our volunteers and our customers are as safe as they possibly can be. Yes, it would have been easier to lock the door and walk away, but all of us were adamant from the very start that we wanted to keep the shop open because now, more than ever before, our shop is quite literally a lifeline for

the village and surrounding Parish. My dearest hope is that it remains so in the months ahead as lockdown slowly eases.

Thank You

I'd like to finish off by saying some thank yous:

Thank you to our Shareholders for supporting us over the last 12 years.

Thank you to Paul Brassley for the marvellous pieces about Village Shop Talk in every Parish Magazine. Apart from this month's magazine as we have to thank Angela Brassley for that one!

Thank you to Derek Lockett, our Accountant, for his continued support and help.

Thank you to Helen Hughes, our lovely admin lady.

Thank you to our Volunteers, without whom we would not even have a shop.

Thank you to my long suffering Committee members who work so hard to keep everything afloat.

And of course, thank you to Katherine Bainbridge, our new Shop Manager who has absolutely had a baptism of fire and yet has dealt with every new change, every new regulation and every new challenge that we have thrown at her in the last few months and done it all with a smile on her face (even if she was gritting her teeth underneath!) Rest assured we are in very safe hands with Katherine and she has so many exciting ideas for the future of our shop, so watch this space.

SECRETARY report

My role as secretary and a volunteer has changes slightly over the years and my main role is to ensure minutes are taken at meetings and to send our annual FCA report as well as dealing with any amendments to our rules. I also keep the shareholder record. At our last AGM it was suggested that we advertise that members of our community are able to become a shareholder of the Ilington Village Shop at any time. I revised the shareholder form and we have had them available in the shop, we also put up an advert. Although we haven't had any new shareholders between 2017-2019 we have since encouraged a few new people who will be recorded in 2020 accounts and hope to encourage more.

This year we have received nominations for more people to join the committee and we would like to increase the maximum number of committee numbers from our current 8 to 12. We believe this will give us more hands and minds to distribute tasks to as well as having new ideas and fresh eyes to the current committee, who all wish to stay on this year. **I would appreciate a vote agreement to this proposal and will then send an**

amendment to FCA. Please would you raise your hand on the screen if you agree. ALL AGREED

Finally my involvement in Villages in Action continues and we hope that we will bring some fantastic entertainment your way in the not too distance future.

Thank you all for coming this evening and for your continued support of our amazing village shop.

Manager Report

A Little Bit About Me

My name is Katherine and I am your new shop manager. Hopefully you have all had the opportunity to meet me by now, but for those who have not, I live in Ilsington not far from the shop with my husband, daughter and son as well as two crazy dogs.

I am very passionate about our community and love to have a job that is rewarding as well as a challenge – this I have certainly had over the last few months.

I accepted the role as manager in January working alongside Helen for several weeks, February started off amazingly well and I settled very quickly into my hours and my new role.

However, things dramatically changed in March and that's when the challenge really began!

I will now give you an overview of all that has been happening since my new role started to include sales figures past and present.

Lets start with the sales -

YOY Sales Growth

- 2018 +4.48%
- 2019 +4.34%

Currently our year end finishes in Dec 2019, but just to give you a sneaky glimpse into next year's AGM report and figures:

- YTD 2020 +33.6%
- In the lockdown period March to May 2020 +52.6% with reduced trading hours
- Sales of £72.8k vs £47.7k in same period in 2019

New & Regular Suppliers

We currently use many local suppliers some of which I'm sure you've heard of before, but whilst I've also tried to stay loyal to these suppliers I've now also cut out the middle man and gone direct to the manufacturer themselves, where they can now offer me a great reduction in cost on our products leading us to pass this discount onto the customer.

What with the recent changes in the shop and current Covid situation I have struggled to source many products, for example: flour, cereals, pasta, rice and tinned tomatoes.

Due to this we have substituted many products and even bought in sacks of dried goods to bag up and sell just so we can keep stock on our shelves.

Every day is different, but we've never given up on sourcing the products and have spent hours sourcing products as replacements as well as new lines to go on our shelves.

Here are a selection of some of our new suppliers for you to look out for:

- Bay tree
- Eco range – No plastic to include Two farmers Crisps
- Sandford Cider – Based at Crediton
- Utopian Brewery – Bow Devon
- An Increased range on Gin – Tarquins from Cornwall
- River Teign Shellfish
- Britannia Fresh fish from Beesands
- Organic Lettuce
- Jon Thorner's Pies & Meat

I'm very keen to keep as local as possible with our suppliers and every time each new product arrives, it is introduced to everyone by display signs inside the shop and also advertised on our Face Book page. And speaking of Facebook....

- In January when I first started the shop had 338 followers. This has now increased to 486, reaching 1000 views per hit. We also get a lot of lovely comments from our customers online.
- I will continue to grow our page and monitor its growth.
- Because I am in the shop every weekday, I am able to photograph stock as it arrives and post it straight on Facebook. But this can backfire on me sometimes because I get customers coming into the shop asking for things that have literally sold out within hours!

The last 5 Months

A few words about the last 5 months –

- When I first took the job as manager, I felt it was very important to get to know my volunteers as well as my customers. My first job was to get as much feedback as possible from everyone and this enabled me to make some small changes and one of the most important issues raised was our fresh produce pricing, or rather lack of it!

- The feedback I received was that customers were always unsure what prices they were going to pay at the till, this was actually easily resolved by having a discussion with our supplier, Pipers, in setting weekly fixed costs. From this we can then set the price for the week and with the new blackboard now fitted outside the Shop, costs can be updated on a weekly basis. Currently, this is working perfectly.

- I introduced a cake Thursday – the cake was supplied by a local resident which we purchased and sliced to sell. It took off and became a hit for the shop, bets were taken as to what cake we would receive and how quickly it sold. The most popular being Lemon cake and it sold within 2 hours. Sadly this came to an end when Covid hit!

- We've had some great displays in the shop selling some great products. First came Mother's Day where we had some lovely Clovelly soaps, chocolates and great quality wines.

- Shrove Tuesday – Pancake ingredients with a great recipe book to help create those scrummy pancakes.

- Easter – so many lovely Easter eggs which sold out almost instantly.

- Spring Cleaning - a wide range of cleaning products to help get that house nice and clean. Whilst we had this display up, Covid had hit our shop so as you can imagine, Bleach and Anti bac sprays just flew off the shelves.

Just so that you are all aware, Father's Day is fast approaching, and we have a great range of Clovelly for men and a selection of the ever popular Otter Ales, Sandford Cider and now the top selling lager – Utopian. I say top selling as we sold out of this local product within 5 days. How amazing! Yet another great local product we can offer our customers.

Covid & how it has impacted the shop

- When Covid first hit, the committee and myself worked hard to find ways to keep ourselves, our volunteers and our customers safe.

- Sadly we lost approximately 50% of our volunteers mostly due to self-isolating or being over 70.

- We reduced our opening times, I increased my work hours and a lot of measures were put in place: a one in one out system was set up, daily deep cleaning of the whole shop, and pre-orders and home deliveries were introduced. Numbers of home deliveries range from 2 – 18 per day. These have now decreased a little, however pre-orders are still carried out daily.

- Life has changed in the shop, but the community has pulled together and before I knew it I had a huge amount of local residents offering to help keep the shop open. This was anything from shelf filling, putting orders together, working the till and carrying out deliveries. Although we lost a lot of volunteers due to Covid restrictions, we also gained a lot because people were

unable to go to work, or even leave the village, and were suddenly available to help. Many have really enjoyed being part of the shop life and I'm really hoping a percentage will stay when things get back to normal.

- We've also gained a lot of new customers. Many didn't realise what we have to offer in our shop and their feedback has been amazing, so I am hoping we will keep some of our new customers too.
- By developing a good relationship with our local fresh produce suppliers, they have never let us down throughout these trying times and obviously it is our customers who have benefited from this. I am constantly sourcing new fresh products as well as keeping up to date with seasonal produce.

Supporting Our Community

- Ilstington United Charities are known locally for assisting people living within our parish with grants and annual vouchers to spend in our shop and Liverton stores. Over the years they have donated thousands of pounds to our parishioners by giving generous amounts of vouchers to be spent on essential items. Sadly, when Covid hit us in March, there was a need for Ilstington United Charities to support our residents again. People suddenly found themselves out of work and without income and without any idea of when they would be allowed to work again. I have been working on a weekly basis, alongside the charity, helping them identify parishioners that require the support from the charity. In the past 3 months we have had approximately £1K of vouchers spent within our shop.
- Alongside this, there has still been a generous amount of food bank items donated to our shop. We have many residents who donate money on a weekly basis for purchasing food bank items. This has always been spent wisely and is gratefully received.
- What became apparent when Covid first hit was that we had several families, couples and single residents who suddenly found themselves struggling to stretch their money. Families weren't able to purchase even a packet of biscuits or a bottle of squash - just those little extra treat items. After much consideration and discussions with the Committee and the kind parishioners who donate money, we made the decision to set up our very own small food bank bags. One for families, one for a couple and one for a single occupant. The bags were not just essential items but those extra treat items.
- Our food bank bags have been distributed on a weekly basis until quite recently when customers are now informing us that life is slowly becoming easier for them. The donated money will now go back to being spent on items for the main food bank.

Finishing Off

- Lastly I would like to take this opportunity to say a huge thank you to the Committee in supporting me in my new role, my amazing Volunteers for everything they do in making my job so enjoyable and pulling out all stops in covering the shifts and lastly our Customers who continue to support our lovely shop.

Ilington Village Shop Treasurer's report for year ended 31/12/2019

This may be the last ever June AGM, unless we are very quick with the yearend figures, as the FCA have agreed to change our year end from December to January.

This now coincides with our VAT period and we will be like many retail businesses that have a January year end.

It will make it easier to keep the stock levels optimum for the Christmas and Candy voucher season for which the village and shop are grateful.

It will also make the stock easier to count and input as it will not be inflated by Christmas and New Year special purchases.

Now to the year end. You will have received a pdf of the profit and loss account for the year and will see that we made a pretax profit of £5,047 and an after tax profit of £4,125. Our gross profit margin has increased from 17.8% to 19.6%.

The profit margins are checked to see that the shop can continue to operate but remains competitive with the high street.

I will try to analyse the main differences in the report.

Salaries are slightly less as no hand overs.

Electricity, light and heat, up as the village hall, who supplies the shop with electricity, signed a new contract which was significantly more expensive and doesn't end till the middle of next year. We are discussing with the village hall whether it would be better for the shop to have its own supply but due to Covid this is currently on hold. This would cost the shop in the region of £1,000 to install, but indications are that the payback could be as little as 3 years and the shop would have full control of its costs.

The telephone was up as BT had increased the prices but as promised at the last AGM we renegotiated the contract at the end of its term and 2020 will see a significant decrease in charges.

Bank charges are for credit card use increased again, but at the end of the contract we negotiated better terms. The cost was due to come down in 2020 however in recent months we have become a cashless society so I can't foresee what this may do to the shop's costs.

Repairs and maintenance were down as we instructed a new contractor who seems more able to deal with our equipment efficiently and at a lower cost.

The big one is depreciation where we show a reduction of £1,800. This is because many of the original purchases and subsequent improvements to the shop have been written down to zero. Our only major new purchase this year was an ice cream fridge. Every major purchase or building improvement is written off over several years and therefore can significantly impinge on the accounts for subsequent years. Fixtures and fittings written down over 5 years and Office equipment over 3.

Since the year end we have received a grant from Teignbridge which is helping towards improvements resulting from Covid. The improvements include new screen, hand sanitisers, masks, new baskets both in and out and a better professional cleaning company. The current enhanced cleaning regime costs more, but will continue after Covid increasing the annual cleaning costs.

That's all from me but before I finish, we have two resolutions to vote on – VOTED AND AGREED.