

Minutes of Ilington Village Shop Association Ltd

13th Annual General Meeting

Wednesday 26th July 2023

Ilington Village Hall Meeting Room

Present: Sue N, Rachael H, Claire P, Kirsten D, Alan C, Kirsten D, Katherine B, Alison G, Hilary J, Sue Chapman, Melanie K, Amy L, Chris S, Belinda H, James L, Jane T, Sarah W, Jennifer P, Emma S, Angela B, Paul B, Kate H, Alan H, Maureen P, Dennis P, Mo L

Apologies: Fiona C, Sue H, Mary S

Welcome by Secretary.

Register of attendees confirmed.

Minutes of 2022 AGM approved - proposed Kirsten seconded Alan.

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 2023 shall be set at zero.
 - Proposer Treasurer All shareholders agreed

The present Management Committee are: Emma Schramm, Sue Norris, Kirsten Day, Rachael Heathman, Alison Gilbert, Anne Villis, Claire Powesland, Alan Coles, Belinda Hayes.

2023 nominees-

Name of Nominee	Proposed by	Supported by
Rachael Heathman	Kirsten Day	Jane Turner
Sue Norris	Jane Turner	Alan Coles
Jane Turner	Alison Gilbert	Claire Powesland
Kirsten Day	Rachael Heathman	Sue Norris
Alison Gilbert	Belinda Hayes	Anne Villis
Alan Coles	Sue Norris	Belinda Hayes
Claire Powesland	Alan Coles	Rachael Heathman
Belinda Hayes	Claire Powesland	Kirsten Day
Sue Chapman	Sarah Woodman	Kate Hobbs
Katherine Bainbridge	Emma Schramm	Angela Brassley

No objections from shareholders.

AOB –

THANK YOU very much to Emma and Anne who are stepping down from the committee.

Comment about suggestion board – Really good, thank you.

Gratitude to the committee for all the work they do.

Mentioned the hall and shop grounds – Garden project on Saturday need volunteer

Chairman's Report 26th July 2023

Thank you for joining us today. I will share a brief overview of the significant events of the last year. This report covers January 2022 until January 2023 which all feels like a long time ago now. At the start of that time we were still dealing with COVID and the challenges of masks and screens in place to safeguard the health of our staff and customers.

No sooner had COVID faded than we noticed price increases and a growing need for volunteers, which became an area of focus for our team. April brought further concerns about price increases and potential impacts on our suppliers, prompting us to navigate these challenges with diligence and care. This has proved a massive ongoing issue for us for over a year now and is likely to continue for the foreseeable future.

On a more positive note we introduced the Village Shop Trophy, recognizing the achievements of school children within our community and in the summer, we celebrated the shop's 10th birthday with a stall at the Ilsington Show.

July marked a change in our leadership, as Su W stepped down as Chair, and I stepped in. Unfortunately I wasn't able to commit the time to the role that it deserved and I am very thankful to Alan and the other committee members who took on the reins temporarily

In October, we awarded a community grant of £600 to support the school and Twiglet pre-school as well as keep-fit initiatives in the village. It has always been lovely to share the prosperity of the shop with other local groups and I hope we will be able to return to this in the future.

As the year drew to a close, we appointed Amy as our new manager, who joined us on January 9th, 2023. We are all very grateful for Katherine's hard work and dedication as she took the shop through COVID and out the other side. We were all pleased to have one final Christmas with our helpful Elves!

Thanks to the hard work of Belinda our newsletter continued to flourish, serving as a vital means of communication for the volunteers to find out about new products and initiatives as well as a helpful training tool

Behind the scenes the committee has been working hard to maintain the sustainability of the shop for the future, with a huge amount of work focussing on improving the shop margin and profitability. We also introduced a committee rota to address weekend queries efficiently and to ease some of the load for our paid members of staff.

Personally, I wanted to say that it has been a pleasure to work with such a wonderful group of people and I am sorry that I will be stepping down from the committee but I am looking forward to seeing what the future holds for the shop over the next ten years.

In conclusion, I must acknowledge the support of each member of our community, volunteers, staff, and customers alike, who make the Ilsington Village Shop a special place. It has been a pleasure to work with such a wonderful group of people and I am sorry that I will be stepping down from the committee but I am looking forward to seeing what the future holds for the shop over the next ten years.

Thank you once again for your presence and commitment to the success of our beloved Ilsington Village Shop.

Ilsington Village Shop Manager's Report 26th July 2023

1) Introduction

Good evening everyone! I think I know most of you now but in case I am Amy Luxton the Ilsington Village Shop Manager since Jan 2023. I will therefore mostly report on events since then!

I have settled well into my new role having been a volunteer for over 6 months at the shop before this. I am enjoying getting to know you all and the ways of our wee shop. I would especially like to thank Fiona for all her support, advice and being so flexible to allow me to fill this role around my commitments to my family. Thanks to Katherine also who did lots of training with me before she

finished and to all the shop committee and volunteers who have made me very welcome and continue to help me every day!

2) Supplier Information

The main change was our move this year from Total Produce (now DOLE) to BDF for our fresh fruit/veg and milk. On the whole this has been a very positive move, the quality of the fruit and veg and the service is much better. We have had a few issues with timings of deliveries and currently with the milk pergolas which we hopefully have resolved.

We are using a mixture of wholesalers (Youings, Bookers and Macro) for our big shops. A huge thank you to Jane who does the majority of this for us! Also thanks for Sue Taylor who does our click and collects at bookers! Fiona and I spend quite a bit of time price comparing to get goods at the best price (including offers at supermarkets)

We continue to use our previous suppliers e.g. hunts, cready carver, cox and Laflin butchers, britania shellfish, holleys etc

New Local suppliers:

Sarah Macintyre cards and books, Fleurs Ceramics, Woodturning, handmade hedgehog cards, Local Ingsdon Honey, Tracey Elliot Reep kids books.

Promoting and expanding our local gift products range seems to be working well and we are keeping our costs down but having as much of this as possible on a sale or return basis.

3) Late night Opening

We started opening later Tues-Fri a few months ago and so far it has been well received by the community who seem to be supporting it and using the service and we hope this continues into the winter months. A big thank you to all the volunteers who are doing these later shifts.

4) My Own Aims

My main initial aim has been to get to know our customers and volunteers and learn the way the shop runs and where to order all our products from (we have a lot of suppliers!).

I am trying to be as efficient as possible with our costs. E.g. altering the air con system to use less electricity, buying bulk items for shop use e.g. tea bags/hand soap etc. and not ordering products too soon. It's a hard balance between so not having stock sitting in the stock room too long before it reaches the shelves (so we don't end up wasting it) and not running out of things the customers want to buy! Sometimes sourcing products is an issue even when we've had them before.

I am also very conscious of the increasing costs for everyone at the moment and we have introduced some more budget ranges notable Jack's (owned by bookers/Tesco) e.g. meals, kidneys beans, fresh pasta, garlic bread. I am also trying to ensure we are being as efficient with our costs as possible including.

The committee have also been v proactive with the products ideas boards, ideas to improve the aesthetics outlook of the shop (still in the pipeline)

We are struggling at present to find suppliers of eco products, many of the ones we already have we are struggling to get. I am keen to start a refillable service for washing up liquid, washing liquid, liquid soap e.g. Ecover, but the outlay for these is quite high so we have not pursued this at present.

5) Communication with Customers

Unfortunately we didn't have a very good response rate to our survey (25 back out of 300ish?) but there was some useful information on the ones that were returned.

I am trying to update the Facebook page at least once a week with either a new product or an offer or annual events like father's day, pancake day etc. And also with opening hours for bank hols etc. I'm not a big social media person so hopefully this enough.

Aiming to sort new shop brochures for holiday lets/hotel etc and update website

Continue to have a volunteer newsletter, monthly parish mag article and now have collected customers' info for a customer newsletter a few times a year.

6) Events

I was training in the run up to Christmas and Katherine and Fiona had another very successful festive period in the shop including lots of hampers, the school children singing carols and the late night shopping event with the band. I wasn't part of the organization of these but enjoyed joining in with them when I could.

Unfortunately our stall at the summer show had to be cancelled but thank you to everyone who help with our preparation for this. We have still put up some of the offers we were going to do including "Wine of the Month"

7) Volunteers

We have a volunteer event in the pipeline for September with date and details to be confirmed soon.

We have lost some regular volunteers due to job changes, house moves and other commitments. We have had 2 new applications since I started but one has commitments though the summer and the other has been unwell so we are in need of more volunteers to fill gaps or take on regular weekly slots. Another two people have collected forms this week!

8) Community Support

We continue to provide deliveries but there are only two now left since Covid which continue on a regular basis. We are happy to do more on Thursdays if requested.

We continue to stock greetings cards from the primary school and local crafts as much as possible and as many local (Devon) suppliers as possible.

We are a community hub for information (e.g. broadband, events times etc.), sales of tickets for village events e.g. Summer show Party, Jazz Night, but most importantly we provide support, a listening ear and friendship to anyone in the community who might need it.

Treasurers Report for AGM Wednesday 26th July 2023

The Report and Unaudited Accounts for the year ending on 31 January 2023 are attached for approval at the AGM.

Turnover of £190.5k was £22.6k down on the £213.1k achieved in the prior year. This decrease continued the trend experienced in 2022 following the relaxation of the Covid lockdowns and a return to normal shopping habits.

The Shop achieved a gross profit margin of 19.4% vs 20.9% for the same 12 month period. The slight reduction reflects the significant and regular cost increases experienced across all stock items since the invasion of Ukraine.

Administrative expenses of £47.5k showed an increase of £3.0k over the same 12 month period in the prior year. This was predominantly explained by Salaries up by £1.8k as a result of the full year effect of the increased hours and rates of pay implemented last year and £1.2k of refurbishment costs for the Shop.

The Shop made a Loss before Tax of £11.1k compared with a small profit of £0.8k in the prior year. Last years' result benefitted from £1.2k of Covid related grants and improved Sales and margins as a result of the tail end of Covid restrictions. The Tax charge for the year was nil (2022: nil).

The yearend accounts show a healthy Balance Sheet with Cash at Bank of £41.5k and Shareholder Funds of £55.5k.

I am pleased to report that we have seen an increase in Turnover in the period to end June 2023 with overall results broadly consistent with those experienced in the same period in 2021.

Alan answered questions regarding energy prices increasing, Peterhead principle, which has not been declined and will mean we should not have to pay corporation tax in future and pointed out improvements to the shop over the year 22-23. No grant will be awarded this year.

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

1. The Society shall dis-apply 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.)

2. The Membership fee for 2023 shall be set at zero.

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

Short discussion about whether we should charge a fee to shareholders going forward. The shop would prefer to be able to manage via sales to make the shop self-sustaining. Further discussion may happen at our committee meetings.

Unanimous vote in agreement.