

Minutes of Ilsington Village Shop Association Ltd

12th Annual General Meeting

Wednesday 13th July 2022

Ilsington Village Hall Meeting Room

Present: Sue N, Su W, Kirsten D, Fiona C, Alan C, Belinda, Katherine, Alison G, Rachael H, Emma S, Sue H, Claire P, Anne V, Barbara M, Colin, Angela B, Paul B, Fiona P, Kate H, Alan H, Jane T, Maureen P, Dennis P

Apologies: Jennifer P, Hilary J, Melanie K.

Welcome by Secretary.

Register of attendees confirmed.

Minutes of 2021 AGM approved - proposed Kirsten seconded Fiona.

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 2021 shall be set at zero.
 - Proposer Treasurer All shareholders agreed

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

2022 nominees-

Name of Nominee	Proposed by	Supported by
Sue Norris	Alison Gilbert	Alan Coles
Emma Schramm	Anne Villis	Alison Gilbert
Kirsten Day	Rachael Heathman	Sue Norris
Rachael Heathman	Belinda Hayes	Anne Villis
Alison Gilbert	Kirsten Day	Su Wheaton
Anne Villis	Emma Schramm	Belinda Hayes
Alan Coles	Sue Norris	Rachael Heathman
Claire Powesland	Alan Coles	Emma Schramm
Belinda Hayes	Su Wheaton	Claire Powesland
Jane Turner	Claire Powesland	Kirsten Day

No objections from shareholders.

AOB –

Chairman's Report 13th July 2022

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 pinnies off and a report of the changes that have occurred since our last AGM and during the previous financial year.

Changes to the Committee

I am very pleased to announce that there have been no changes to our shop committee in the last year – still the same rogue's gallery! However, we have had a change to our staff members as the lovely Helen Hughes who has been our admin assistant for three and a half years had to leave to fulfil a very important new role as a doting Grandma to little Martha and of course we all send both her and Paul lots of love. We advertised for a replacement member of staff and were very lucky that Hilary Jarvis joined our Shop Family last November. She is doing a fantastic job juggling our accounts, our paperwork, our Treasurer, our Manager and our Accountant who lives mostly in France. Quite frankly I am surprised that she is still with us....but I am also eternally grateful!

Shop Performance & Community Award

This year we have had several large expenses at the shop. These include our lovely two new fridges which are not only more efficient to run but also display our stock beautifully. We also

had to have a new aircon system fitted which was expensive but necessary and considering it is on 24 hours a day, we knew that even though it is serviced regularly, it has a finite life span. And, of course I cannot forget our wonderful new vegetable and fruit rack that R B Engineering made for us to match our other outside display units. It is amazing not to have to fight with Alan's tarpaulin any more every night, which did a great job and despite being only a temporary measure, served us well for ten years, but I'm afraid it did absolutely nothing for my arachnophobia! So thank you, Richard, the new veg rack is very much appreciated.

In the previous year we were delighted to give £600 to the Ilslington Bowling Club to improve the facilities at the club for the community. Ilslington Bowling club is a valuable resource offering opportunities for healthy sport and friendly social interaction.

This year our sales, as expected, have returned to pre-covid levels. We knew that after the pandemic people would return to previous shopping habits of using large supermarkets, and particularly shopping online. But that being said, we have still made a small profit of £800 and Alan will give you all the nitty gritty in a moment. So I am delighted to announce that our total grant fund available for this year is again £600 and our application process is now open for any charity within the Parish to apply for a helping hand grant. There are application forms available on our website and you will also find the full list of the selection criteria on the website too.

This year we have also donated several raffle prizes – both hampers and gift tokens – to various local charities and we will continue to support as many people and events as we are able.

Volunteers

I often hear it said that volunteers are the backbone of a community shop. But in actual fact, they are the heart. Without volunteers, our shop literally could not survive. Don't get me wrong – Kat, Fiona and Hilary are very important too, but if we had to employ them full time over all the hours that the shop is open – seven days a week – our prices in the shop would be a great deal higher than they are now. We are already very aware that Covid has left many parishioners struggling to make ends meet and therefore we are desperate to keep good quality produce at affordable prices for everyone and we can only do that because we are blessed with such brilliant volunteers.

However, our list of volunteers is constantly changing, and we are always looking for new recruits. Within a very short space of time, we have recently lost 9 of our regular volunteers. This is not because they did not enjoy being at the shop, but instead we have sadly had illnesses, people changing jobs and people leaving the area. You will perhaps have noticed the increase in emails that are being sent out showing the gaps in the rota. It is a very real concern, which is why we are contacting everyone who already volunteers to perhaps consider doing a double hour shift instead of a single hour or even consider working the same hour each week on a regular basis until our bank of volunteers increases again. I know it is a big ask and you already do so much, but every single minute of time you donate is so gratefully received and directly benefits the community by keeping our shop open. But as I always say, if you really can't be a volunteer, then be a customer instead!

Thank Yous

I'd like to end with a few thankyou's: Thank you to our Shareholders for supporting us over the last 14 years. Thank you to Paul Brassley who for 4 years has been creating the marvellous

pieces about Village Shop Talk in every Parish Magazine. Thank you to Derek Lockett, our accountant, for his continued support and help. Thank you to Hilary, our new lovely admin lady. Thank you to our volunteers, without whom we would not even have a shop. Thank you to my amazing committee members who tackle every problem with a huge smile, a sarcastic remark and a very large glass of wine. And of course, thank you to our wonderful Shop Manager Kat and Assistant Manager, Fiona, who both work so hard to make Ilsington Village Shop the best little shop in Devon, with the biggest heart.

SECRETARY report 2021

Thank you all for coming.

We currently have 194 shareholders. A few new ones and a few no longer with us. Anyone wishing to become a shareholder can get an application from myself or the shop. I will remain as secretary this year and as a committee we will continue to meet every 6 weeks to ensure we are communicating and supporting staff and volunteers to run our amazing shop.

Ilsington Village Shop Manager's Report 13 July 2022

1. Introduction

Good evening everyone! I am now well into my third year as shop manager and I enjoy my role now just as much as I did when I started back in 2020. Every day is different in our lovely shop, with daily challenges (always easily resolved!), lots of laughs, and of course making new friends along the way.

2. Supplier Info

I would like to start by updating you all on our suppliers over the last year. We were informed by Booker's wholesalers – our weekly grocery supplier - that they would no longer be able to deliver to us unless we spent £1K a week. This is not do-able for us as a small shop. Kirsten, myself and Fiona spent many hours talking with a different wholesaler –Bestway's from Exeter, setting up a new account and starting the ball rolling with our deliveries. However, it was not as simple as that as we have a fair amount of stock that is only available from Bookers. We tried to reduce the stock from Bookers but that proved difficult as many stock items were top selling products. We currently now order fortnightly from Bestway's and alternate with Bookers. We have a lovely volunteer who does a Bookers shop for us at present and this is working well. Fingers crossed all will continue to work well for us!

We introduced a few local suppliers to our shop this last year and they are as follows -

Chloe Bakes – Based in Ashburton, Chloe specializes in Celebration cakes and very kindly supplied us whilst School House Bakery had a break from Baking.

Tor Coffee – This is our very own Branded coffee sold as filter and bean to cup and it has been a successful product to date.

Eco range – We extended our Eco range which included us now selling paper bags stamped with our shop logo and we have received great feedback on this.

Lastly and most importantly I promised last year that I would introduce refillable Milk. Well we are now a year in, and I am pleased to say that after a slow start when we sold anything from 2 to 4 litres day, we now sell a minimum of 13 litres a day and some days we sell 2 x pergals which is the equivalent to 26 litres. And I am also pleased to say we are one of the cheapest suppliers around! This is a terrific addition to our shop.

3. Events

Last November we had a brilliant tasting evening. The thought behind the evening was to get our lovely volunteer team together and to also encourage them to bring along friends or relatives in the hope they will volunteer in the shop too. We had approximately 40 attendees who enjoyed a good catch-up whilst tasting some of our lovely products. It was great to see so many of you and from there we gained a few new volunteers to our team as well.

We also had one lovely Christmas late night shopping. We were joined by the primary school choir singing Christmas carols then later in the evening we had Spectrum Band playing festive songs whilst everyone enjoyed a glass of mulled wine and a tasty mince pie. The evening was wonderful and an event I would like to continue to do in the future.

Last Christmas was another immense success for the shop. Yet again Fiona produced some amazing hampers for our customers. And we also carried out 76 pre-orders for customers to collect the day before Christmas Eve. As busy as it was with boxes everywhere in the shop, it was so much fun and so rewarding and great for sales too, of course!

4. Supporting the Community

As you know, the shop has always been a community hub and never more so than this last year when we had Ilsington Primary move right next door to us whilst building work was carried out at the main school. We had a few teething issues with parking etc. but once they were ironed out, we got on like a house on fire and I can now say that we have a really close relationship with the school. In fact I was presented with seasonal canvas pictures to put up in our shop which look amazing and I hope you have all noticed them. And when recently I was asked if we would consider helping the school raise some funds, I obviously agreed and suggested that as general cards are a winner for us, all the children should design a picture to create into a gift card and then the best entries could be printed for us to sell. I received an email asking me to judge the winning cards, and in the two and half years I have worked here, that job was one of the hardest things I have had to do, as they were all amazing!!

If you look at our general cards shelves, I think you will agree with me that they are simply perfect and they are also selling very well.

Now we are on the other side of covid I am still finding we are the 4th emergency service. We continue to run weekly deliveries to our residents, and they still love to support our shop and love to support local. As a community shop the shop team and myself are here to support the community, it is the most important part of the shop ethos. We not only supply local produce, but we also supply sympathy, kindness, care, resolve customer technical IT issues for our older residents and lastly, not forgetting most importantly friendship.

This leads me to the work I do with -

5. United Charities

Even though I thought we had come out the other side of covid and everything would go back to normal – whatever that is - sadly, for some residents things will never be the same. In our parish I regularly see customers struggling to make ends meet. I am the shops point of contact for United Charities and my role is discovering any resident that I feel can be supported financially whether that is through receiving Candy vouchers or financial support. Confidentiality is most important, and I like to think that I can continue to support our struggling residents by making a difference to those in need.

6. Finish off

I would like once again say what an honor it is to be part of such an amazing team. I am extremely lucky to be able to “play” shops daily. To me it is not a job, it is all about friendship, reward and making a difference! Thank you to all our lovely committee and hardworking volunteers.

Treasurers Report for AGM Wednesday 13 July 2022

The Report and Unaudited Accounts for the year ending on 31 January 2022 are attached for approval at the AGM. As you may recollect the financial year end date was changed last year to 31 January so we are comparing a 12 month period against the 13 month period to 31 January 2021.

As we all know 2020 was an exceptional year because of the Covid pandemic. Following the lifting of restrictions we have seen a return to normal levels of sales and we are experiencing increased costs with Electricity and the purchase of stock items.

Turnover of £213.1k was £55.6k down on the £268.7k achieved for the 13 months to 31 January 2021. If we exclude January 2020 the YOY comparison for the same 12 month period shows a decrease in Turnover of £41.2k. This decrease is attributable to the exceptional level of sales experienced during the Covid lockdowns.

The Shop achieved a gross profit margin of 20.9% vs 21.7% for the same 12 month period.

The prior year results benefitted from two Covid related grants totalling £11k which have been used to purchase a new Till and back office accounting software and replace the air conditioning unit, Freezer and two Refridgerators.

Administrative expenses of £44.5k showed an increase of £6.4k over the same 12 month period in the prior year. This was predominantly explained by Salaries up by £3.5k as a result of the full year effect of the increased hours and rates of pay implemented last year. Depreciation increased by £1.4k as a result of the Capex purchases mentioned above which replaced fully depreciated assets

The Shop has generated a Profit before Tax of £0.8k compared with £25.9k for the 13 month period. Last years result benefitted from £11k of Covid related grants and the additional months trading and improved Sales and margins as a result of Covid. The Tax charge for the year was nil (2021: £4.1k tax charge).

The year-end accounts show a healthy Balance Sheet with Cash at Bank of £52.7k and Shareholder Funds of £66.6k.

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.)

2. The Membership fee for 2022 shall be set at zero.

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

Unanimous vote in favour of both resolutions.