

# Minutes of Ilington Village Shop Association Ltd

## Annual General Meeting

**Wednesday 7<sup>th</sup> July 2021 via ZOOM!**

Present: Sue N, Su W, Ian W, Kirsten D, Brett D, Jennifer P, Fiona C, Alan C, Belinda, Katherine, Richard B, Alison G, Rachael, H, John H, Emma S, Mark S.

Apologies: Barbara M, Anne V, Carole S, Liz B, Helen H, Paul H, Claire P, Chris H, Angela B, Paul B, Val R, Sue H, Susan H, David H

Welcome by Chair.

Register of attendees confirmed.

Minutes of 2020 AGM approved - proposed Kirsten seconded Fiona.

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

**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

### Nomination of Management Committee

The present Management Committee are: - Su Wheaton, Sue Norris, Kirsten Day, Rachael Heathman, Alison Gilbert, Fiona Coles, Emma Schramm, Anne Villis, Carole Smith and Alan Coles

2 New members have come forward. Fiona Coles will step down as is now employed and Carole Smith will step down.

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

No objections from shareholders.

#### **AOB –**

There was some disappointment in not holding the AGM face to face this year but the committee took the decision to hold it one zoom for a number of reasons.

We are still planning to hold a thank you event for volunteers later in the year.

Thank you Kat for all your hard work.

Thank you all committee and volunteers.

Message from Susan Harris – attended towards end of meeting – I would like to take the opportunity to thank all of you on the committee, as well as Katherine, for another amazing year for the shop. You've been so responsive to the needs of the community during the pandemic, and the shop has gone from strength to strength in terms of its comprehensive stock and interesting and appealing new lines. We're going to miss Ilsington Village Shop very much when we leave!

### **Chairman's Report Ilsington Village Shop AGM Wednesday 7 July 2021 7pm**

1. Introduction Hello, good evening and welcome. It's lovely to see so many shareholders who have braved these new-fangled technologies to be here tonight. For those of you who do not know me, my name is Su Wheaton and I have been a member of the Ilsington Village Shop Committee since it first began in 2008.

2. Changes To the Committee and Staff I have been chair of this committee for 3 years now and it is my job to let you all know about the changes to both our committee and our staff. Starting with the committee, this year we are saying goodbye to Chris Handley, our previous Treasurer, who worked so hard to whip our accounts into shape. However, we are pleased to announce that she will soon be back volunteering in the shop and it will be great to see her again. We are also saying goodbye to Carole Smith, but yet again, we are extremely lucky in that Carole may be leaving the committee but is happy to continue as one of our volunteers. This evening we would like to welcome some new faces to the committee. Firstly, Alan Coles who stepped into the role of Treasurer last September and luckily for us, maybe not so luckily for him, has been thrown into the deep end with a new till system and back office system as well as doing

our accounts, of course. Alan has been a volunteer at the shop for a long time and we are so grateful for his knowledge and his help. More new faces on the committee are Belinda Hayes and Claire Powlesland, both of whom have excelled as volunteers and will be brilliant additions to the Shop Family. Welcome, ladies! Finally, Fiona Coles is also stepping down from the Committee. Fiona has been a volunteer for a long time and has been a huge asset to the shop during the pandemic. She has gone above and beyond the call of duty and devoted many hours to volunteering and learning how to run every aspect of the shop. The reason that Fiona is stepping down from the committee is because we do not allow members of staff to be “official” committee members and as of last Thursday, Fiona has now become a member of staff at the shop. She is our shiny new assistant manager who will give Katherine some much needed support as well as all of the volunteers. And I hope you will all join me in welcoming her into her new role.

3. Shop Performance & Community Award Last year, as you may remember, we donated £600 to the community. £200 each went to Twiglets Preschool, Ilsington Cricket Club and Haytor Hearts Netball Club. We also donated £100 to the Villages In Action Theatre Group. This year I am delighted to tell you that our figures are up again and we have decided to put £2000 into the grant fund. Alan will give you more of the details in a minute, but we will be opening up our application process very soon with online forms available on our website for any charity within Ilsington Parish to use. You will also find the full list of the selection criteria on the website too. I can’t tell you how happy this makes me.

4. Covid-19 To say that it has been a difficult year, is a huge understatement. We were actually having a committee meeting (via Zoom, I might add) on the night that the Nation went into lockdown for the very first time. Something that none of us could ever have imagined happening in our lifetimes. That evening, things suddenly got very real and very scary, very quickly. You will have heard me speak about my committee and staff as being my Shop Family. Well, that night, when the whole world seemed to be going to Hell in a hand basket, it was my Shop Family who all agreed that we would do everything we possibly could to make sure that we kept the shop open to provide food and care for the whole Parish. At that time, none of us knew how we would do it, but we just knew that we had to try. And try we did. Whether that was delivering food and papers to parishioners who were unable to even leave their homes, traipsing from shop to shop trying to find produce to put on our shelves when everyone else had run out of stock, arriving at the shop at 6 in the morning to begin trying to box up fruit and veg for our customers, furiously training new volunteers to replace those who were self-isolating, and handing out lifeline packages to those who suddenly found themselves without an income and mouths to feed. We avidly watched every Government announcement and followed every regulation – no one in the shop, one person in the shop, two people in the shop, face masks off, face masks on, one metre apart, two metres apart, screens up, screens down, sanitise your hands and do the hokey cokey, that’s what it’s all about! Our poor volunteers – many of whom are here tonight – have read every emailed new instruction, sighed heavily, sworn quietly and just got on and done the job. I could not be prouder of them and what they have achieved. And I think you will all agree that we didn’t just try and keep the shop open, we absolutely succeeded and the proof is that we have £2000 to give back to our community.

5. Thank Yous This is my annual opportunity to say thank you to everyone who makes the shop the wonderful place that it is: Thank you to our Shareholders for supporting us over the last 13 years. Thank you to Paul Brassley for the marvellous written articles on Village Shop Talk in the Parish Magazine. Thank you to Derek Lockett, our Accountant, for his continued support, help and patience. I do hope that next year if we can have an AGM in the hall, you will all get to meet him. Thank you to Helen Hughes, our lovely admin lady who works quietly in the background making sure our paperwork and invoices are ship shape. Thank you to the best Shop Volunteers in the County, without whom we would not even have a shop.

Thank you to my long-suffering Committee members who work so hard to keep the shop running smoothly and to keep their chairman sane. Most of the time. Thank you to our shiny new assistant manager, Fiona Coles, who has been employed for approximately 6 days now and because she has signed a contract, will never, ever, be allowed to leave now! And thank you, of course, to Katherine Bainbridge, our Shop Manager who has worked tirelessly to make our shop the huge success that it is. She has proven herself to be admirable, capable and entertaining and fully embraces the ethos of the Committee and the Shareholders by making the shop not just a convenience store in the middle of a village, but a community hub that provides care, information, help, groceries, education, love and the very best local ice cream money can buy!

6. The Future As we speak, the Government looks as if it is going to lift all Covid restrictions in 12 days' time. In Devon, at least, things may be able to go back to "normal". There really does seem to be light at the end of the tunnel and the fact that our shop has made it through the pandemic and out the other side is something we should all be very grateful and very proud of. The future is definitely rosy, all be it a highly sanitized rose, and Katherine tells me that the shop is now not big enough for all the exciting things she wants to do. Goodness knows what that means but watch this space!

7. Nomination of Management Committee The current committee is: Chair: Su Wheaton Vice Chair: Emma Schramm Secretary: Sue Norris Treasurer: Alan Coles Kirsten Day Rachael Heathman Alison Gilbert Anne Villis Claire Powlesland Belinda Hayes Although the main positions for the upcoming year on the committee are full, if anyone is interested in joining our happy family, you are more than welcome. Please drop us an email at the shop email address or contact our Secretary, Sue Norris for more information. Now it's time to open the floor to all of you – does anyone have any thoughts or suggestions for the coming year?

## **SECRETARY report 2021**

Thank you all for coming. I confirm I have registered the attendees and have very little to report this year in terms of shareholders. New committee members became shareholders last year and will again this year and this is always available for anyone to pay £5 and hold an interest in the shop. I have become aware of the emails I am getting returned where people have not informed me of changes so I will look in to this and always ensure we have posters on the shop notice board where important shop information or AGM invites can be seen. I am still involved in Villages in Action and hope to bring this back to the village next year.

## **Ilseington Village Shop AGM 7 July 2021 Managers Report**

1. Good evening I'm well into my second year of managing our lovely shop. It's been a very interesting time, and I am sure most will agree, it has also been a very challenging time for myself, the committee, and the volunteers! However, hand on heart, I can honestly say what a complete pleasure it has been, and the difference the shop has made to our local community has shown in our sales figures, reviews, and the feedback we receive on a weekly basis. I'd like to start off with a recap on some of the lovely new products I've introduced over the last year. There have been many and I know I will miss out lots, but the ones that had the greatest impact on our sales last year are –

2. Products School House Bakery – Sue is based in Manaton and she approached me last April asking if we would be interested in stocking her lovely produce. I jumped at the chance of having delicious fresh cakes in our shop! Her produce took off and she was delivering 3 times a week, however come Christmas, Sue admitted she had been struggling to keep up with orders and decided to have a break. Sadly, we lost her awesome cakes for the first part of this year but with her having a break, she realised she missed our sales and our lovely shop. We negotiated a deal whereby she delivers once a week a set amount of products, and this is currently working perfectly for both of us. Dartmoor Whisky – Distilled in Bovey Tracey, this is a very well-known product in the area now and we are up against a lot of local businesses who are also selling this whisky. But saying that, we will sell at least a bottle a week, sometimes more, and it has proven to be an extremely popular product for our shop, with locals as well as visitors to the area purchasing it. Utopian Beer – Based in Bow, Devon, this product was recommended to me by one of our lovely volunteers, and Wow what a great Lager it is! It's our highest selling drink and customers are hooked! We have many who now order a case at a time. Cards – These have always been popular but it was not until our recent stock take that I realised just how popular they were. They are our 4th top selling product. So knowing this, Kirsten and I make it our mission to keep the shelves fully stocked and continue to source wonderful new cards for everyone to enjoy. Gluten & Vegan Free Products - are on the increase. We have always tried to stock these products, but recently we are getting asked for them more often and as we like to keep our customers happy, we are gradually increasing our range. Shelf space is becoming more difficult, however we will continue to make room for it. And lastly - Dartmoor Ice Cream – Based in Princetown, they are a small company not stocked in many retail shops but they were happy to supply us. If you have not tried their delicious ice cream, well then you are definitely missing out! Make a trip to the shop and give it a try - you will not be disappointed. As you can see, I'm very keen to support our local companies, although I do still understand that we need to stock all essential items and at a reasonable price. I spend many hours researching and costing up to make sure new products are viable. I also maintain a great relationship with my local fresh goods suppliers as they often go above and beyond in helping me out, which I really appreciate. One of my fresh goods suppliers is currently working with me on setting up Refillable Milk Bottles which hopefully will be available very soon.

3. Christmas - Christmas was something I really wanted to make an extra special effort with, as I knew what a hard year it had been for everyone. I carried out 4 weeks of late-night shopping which was a big success - we offered mince pies and mulled wine and customers were able to have a good mooch around the shop. We also had a local band on one of the evenings, something which will happen again this year. We created the most amazing hampers, which our incredibly talented Fiona wrapped beautifully. We also did preorders, veg boxes, turkeys, and meat boxes from Cox & Laflin. All were a great success.

4. Events Last year we were incredibly lucky to be able to have the shop birthday party. I held a gin tasting session in the millennium garden where volunteers were invited for drinks and nibbles. It was a lovely event and hopefully we will be able to have another soon.

5. Marketing Our Facebook page has grown well over the last year. When I started, we had 338 likes - this is now currently 573 with at least 1900 hits for most adverts placed on there. I introduce new products and do my best to update the page on a weekly basis. Instagram is also now being used although I feel most people seem to use Facebook. Over the last year we have continued to have great displays for special events in the year – Christmas, Easter, Mother's day and Father's day. I cannot take the credit for the displays themselves as Fiona spends many hours creating them for me, however we do work together on what we feel would be suitable for the shop.

6. Covid - Covid has been difficult to manage in the shop and we have had to make sure all our procedures worked, not just for the customers but for my team of volunteers to. To remain open we had to ensure a clean, safe environment. Our shop is professionally deep cleaned 3 times a week and on the days in between, myself and the closing team carry out a further deep clean at the end of the day. This system

works extremely well. In fact we had an impromptu visit from a Covid Compliance Officer who carried out a full inspection of our shop and gave us top marks and a glowing report.

7. Volunteers - Last year saw us lose several great volunteers due to being vulnerable and self-isolating. I was extremely lucky to have parishioners who had been furloughed, step in and help keep our shop open. Several have stayed which is great, as many of our old volunteers have decided not to return now that the restrictions are being lifted. Over the last year we have carried out local deliveries to our vulnerable, self-isolating parishioners, and we continue to offer that service every Friday. We have found that this special service works well within the community as several regulars feel unsafe shopping at supermarkets these days.

8. United Charities - I continue to work alongside Ilstington United Charities. We have helped many local families who have needed support during these tough times and we will continue to monitor the needs in our Parish. Donations to the food bank continue to come in although the huge immediate need seems to have receded due to furlough ending and people now returning to work.

9. And Finally! I'd like to finish off by saying what a pleasure it has been over the last year to work with an amazing committee and my team of volunteers. I could not do my job without them and they have made my job so much more enjoyable and fun. This last year has not been easy. It's been challenging, challenging work, but also rewarding and everything I wanted from my position, so thank you to you all for your support. I look forward to updating you all in 2022.

## **Treasurers Report for AGM 7 July 2021**

The Report and Unaudited Accounts for the 13 month period ending on 31 January 2021 are attached for approval at the AGM. As you may recollect the financial year end date was changed to 31 January so we are comparing a 13 month period against the 12 month period to 31 December 2019.

As we all know 2020 was an exceptional year because of the Covid pandemic but I am very pleased to report that Kat and her team of volunteers have produced an exceptional set of results for the Shop in these trying times.

Turnover of £268.7k for the 13 months showed an increase of 38% or £74k over 2019. If we exclude January 2021 the YOY comparison for the same 12 month period shows an increase in Turnover of 28.4% or £55.3k. This represents an average daily sales figure of £685.

Trading saw a big increase from just prior to the March 2020 lockdown with customers stocking up and continued for a number of months as customers shielded/self isolated.

The Shop achieved a gross profit margin of 27.5% vs 24.4% in the prior year as a result of new stock items attracting better margins and improved margin control.

The Shop applied for and secured two Covid related grants totalling £11k some of which has been used to purchase a new Till and back office accounting software. As part of this change we moved from Worldpay to PaymentSense which will reduce ongoing credit card processing charges. Since year end we have purchased two new Fridges which have enabled us to improve selling space and reduce wastage of Fruit and Vegetables in the warmer weather.

Administrative expenses of £42.6k for the 13 months showed an increase of 29% or £9.6k over 2019. If we exclude January 2021 the YOY comparison for the same 12 month period shows an increase in expenses of

12.9% or £4.2k. This was predominantly Salaries up by £3.2k for the 12 month period ending December 2020 as a result of increased hours necessitated by the increased trading. The balance of the increase was Cleaning costs of £1.1k as result of additional cleaning as a result of Covid.

The Shop has generated a Profit before Tax of £25.9k an increase of £20k over 2019. This increase is explained by the £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 £4.1k (2019: £0.9k).

The year end accounts show a healthy Balance Sheet with Cash at Bank of £59.4k and Shareholder Funds of £65.8k.

Trading levels since year end have reduced but are still ahead of pre-Covid trading.

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 2021 shall be set at zero.

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