

Minutes of Ilington Village Shop Association Ltd

14th Annual General Meeting

Wednesday 17th July 2024

Ilington Village Hall Meeting Room

Present: Suzi Norris, Rachael Heathman, Claire Powlesland, Alan Coles, Fiona Coles, Alison Gilbert, Hilary Jarvis, Sue Chapman, Amy Luxton, Chris Sheldon, Belinda Hayes, Su Wheaton, Jane Turner, Sarah Woodman, Graham Westlake, Angela Brassley, Paul Brassley, Kate Hobbs, Alan Hobbs, Maureen Presland, Dennis Presland, Karen Smith, Sue Halpin, David Halpin

Apologies: Kirsten Day, Val Ramson, Jennifer Prior, Barbara Major, James Luxton

Welcome by Secretary.

Register of attendees confirmed.

Minutes of 2023 AGM approved - proposed Su seconded Rachael

Accounts to January 2024 approved by Alan – All agreed no audit

Chairpersons' report – below

Treasurers Report – below

Managers' 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: Kirsten Day, Rachael Heathman, Suzi Norris, Alison Gilbert, Claire Powlesland, Alan Coles, Belinda Hayes, Sue Chapman, Jane Turner

2024 nominees-

Name of Nominee	Proposed by	Supported by
Rachael Heathman	Sue Chapman	Jane Turner
Kirsten Day	Rachael Heathman	Suzi Norris
Alison Gilbert	Belinda Hayes	Fiona Coles

Alan Coles	Suzi Norris	Belinda Hayes
Claire Powesland	Alan Coles	Rachael Heathman
Belinda Hayes	Claire Powesland	Kirsten Day
Sue Chapman	Sarah Woodman	Kate Hobbs
Jane Turner	Alison Gilbert	Claire Powesland

No objections from shareholders.

AOB –

Thank you very much to Suzi Norris who is stepping down from the committee and her role as Secretary for the past 16 years. Great appreciation to Suzi for the time and commitment given to the Shop over this long period – you will be hugely missed.

Will surplus funds be offered to the Community – yes Community Awards will be in operation this year. Applications to the Shop by 30th September 2024

Would the shop still like ‘home grown vegetables’ to sell on – yes please!

Could the shop look at better identifying new people who move into the village – give vouchers, share holder certificates, any contact with Airbnb properties – will discuss at next Committee meeting

Chairman’s Report 22nd July 2024

Good evening, thank you for joining us tonight for our AGM

This report covers January 2023 to January 2024

Amy joined us as shop manager in early January 2023 and soon started looking at and updating many of our policies and procedures, such as the Volunteer Handbook, Health and Safety and Age Related sales to mention a few.

Amy was also keen for us to look into rejoining the Plunkett Foundation who provide practical advice and business support for community ventures, this has already been of help when looking into making the Shop more profitable.

A Financial Management Committee was set up out of Committee members which has proved to be invaluable having improved the Shop’s finances considerably, ably carried out by Amy and Fiona and our wonderful customers who heeded our pleas to use the shop a little more, which makes all the difference.

In May we celebrated the coronation of King Charles with a Tea Party in the Village Hall, the Shop was involved it was a great success enjoyed many.

I would like to thank the new Village Hall Committee who have been a great support to the Shop, looking into and obtaining more solar panels and batteries from which the Shop benefits hugely with reduced electricity costs.

Many thanks to Amy's husband James, who finds the time to assist with computer related problems for which we are truly grateful

Our Volunteer Newsletter continues monthly to inform and remind our Volunteers. There is now also a Customer Newsletter every few months, thank you Belinda a great effort appreciated by us all.

We also have the 'Ilsington Village Shop Talk' in the Parish Magazine, written by Paul Brassley with information, interest and humour – always the first article I read! Thank you Paul! I believe both have proved vital in increasing our volunteer base and customer base and therefore profits.

Unfortunately we were unable to attend the Summer Show last year due to the bad weather – but we will be there this year.

In November we hosted a Volunteer Social in the Village Hall which was a good opportunity for the existing and new volunteers to meet and have a chat.

The Christmas event was a great success in collaboration with the Village Hall Committee, hopefully to be repeated this year, along with the Christmas Tree Festival in Widecombe.

Hilary joined us in 2022 as book keeper, she has taken on more duties this year as Derek Lockett our accountant has retired. Thank you to Derek who has been with us from the beginning.

Ilsington Village Shop Manager's Report 17th July 2024

1) Introduction

I have now been the manager for 18months and am really enjoying it. I have fantastic support from Fiona who always work so hard for our wee shop. We work really well together and I enjoy sharing ideas and working with her.

Thank you to the fabulous shop committee for all their support over the past 12month. They helped me settle in so well and all work so hard. A big thank you of course to Suzi Norris who has personally helped me a lot especially when I first started and has been so kind. And she has worked so hard and given so much of her time to our wonderful shop and as a member of the community and now the shop manager I am very grateful.

2) Supplier Info and Products

We changed our milk and fruit/veg supplier from Dole to BDF and have been very happy overall with the quality, value for money and service they provide and the volunteers have adapted well to the later delivery times.

We are very fortunate to have a wonderful volunteer who does our larger cash and carry shop almost every week, a huge thanks to Jane as the shop would be quite empty without her hard work! Also to Sue and Ian who do this for us when Jane isn't available.

This year we now have a new wholesaler (Youings) who will deliver for a minimal fee and they have been very helpful and we are now having weekly deliveries from them also and products are at very competitive prices.

3) Late night opening

The later openings from Tues-Fri have been well received by the community and are helping to increase the footfall and therefore income of the shop. We have now expanded this to Mondays as well so we are open to 8-6.30pm Mon-Fri

4) Budget control and wastage

Fiona and I try our very best not to run out of products in the shop, we feel the best way to encourage people to shop here is if we have the things they need locally. However it is a fine balance between this and wastage of unsold products. Our hardworking volunteers are doing a great job with date checking and we aim to reduce products in advance if we've got an ordering a bit wrong to prevent waste and ultimately reduce any financial loss for the shop.

5) Community Shop Meetings

With the help of Plunkett and Youings we have now attended 3 community shop events with members of committees from other Devon community shops and including hosting one here in the village hall. I've learnt so much and collected so many great ideas by listening to how other community shops do things.

6) Events 2023

Table top sale – we had stall at the table top sale in September

Volunteer Event Sept 2023- This event was really successful and we had another one in April. Everyone brought a plate of and we provided drinks. It was great to catch up with volunteers new and old alike.

Summer show stall cancelled due to the weather – hoping for better this weekend!

Xmas get together with the village hall – a great fun event and good sales on our stall.

Christmas sales were very good again this year and we are just about to send our (non fresh) Christmas orders to our suppliers.

Widcombe Xmas Tree Competition – we entered an Ilsington village shop Xmas tree and received a rosette

7) Communication with the community

We have a new leaflet in progress

We sent out a Volunteer newsletter every month – a big thanks to Belinda

We send out a Customer Newsletter from the email list we have collected

We post events, products and information on Facebook approx. twice weekly

We have Adverts/Articles in Manaton, Widecombe and Ilsington Parish magazines.

8) Volunteers

We have a wonderful team of volunteers without whom the shop would not exist. They work tirelessly stocking shelves, unpacking orders, cleaning as well as serving at the till. We have 63 Volunteers on our current list and we are grateful to all of them for the time they give to our community shop.

And if you know anyone who isn't already a volunteer but might like to be one then do mention it to them as we can never have too many volunteers especially when people are away on holiday.

9) Community support

We still do deliveries on a Thursday and are happy to do any more as needed.

We stock local crafts – cards, candlesticks, bags etc

We are the hub of the community – where else can you buy milk, catch up with your friends news and buy a ticket for the summer show after party!

We look out for those who are vulnerable/at risk in our little community, helping where/how we can and a few people have said we are like another emergency service so it makes us very proud that many see us as being more than just 'the Village Shop'

Treasurers Report for AGM Wednesday 17th July 2024

The Report and Unaudited Accounts for the year ending on 31 January 2024 are attached for approval at the AGM.

Turnover of £225.2k was £34.8k up on the £190.5k achieved in the prior year. This increase has reversed the trend experienced since 2022 following the relaxation of the Covid lockdowns and the return to normal shopping habits. I am pleased to report that Turnover of £225.2k is ahead of the £213.1k achieved in 2022 and represents a significant improvement on the disappointing result achieved in 2023.

The Shop achieved a gross profit margin of 23.8% vs 19.4%. The prior year margin reflected the significant and regular cost increases experienced across all stock items following the invasion of Ukraine affecting raw materials and energy costs.

Administrative expenses of £46.7k showed a reduction of £1.4k over the same 12 month period in the prior year. This was predominantly explained by reduced Electricity costs of £1.8k.

The Shop made a Profit before Tax of £7.3k compared with a Loss of £11.1k in the prior year. This is a significant turnaround in trading performance as a result of improved Turnover attributable to increased footfall, strong margin and cost control. Last year's loss included £2.9k of shop refurbishment and an overcharge on Electricity recouped during the current year.

The Tax charge for the year was nil (2023:nil).

The year end accounts show a healthy Balance Sheet with Cash at Bank of £47.0k and Shareholder Funds of £62.9k.

I am pleased to report that we have seen an increase in Turnover in the period to end June 2024 compared with the same period last year as a result of increased footfall with continued strong margin and cost control.

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 2024 shall be set at zero.

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