



**BISHOP WILTON
COMMUNITY SHOP & CAFE**

ANNUAL MEMBERS' MEETING

Monday 29th November 2021 7.30pm
Bishop Wilton Village Hall

AGENDA

1. Establishing quorum & welcome
2. Chairman's report for past year
3. Treasurer's report
 - Accounts for year ending 30th June 2021
 - Resolution to appoint reporting accountants
4. Members' questions
5. Community reserves
- Refreshments break**
6. The year ahead - our challenges and possibilities
7. Election / declaration of new Management Committee members
8. Final members' questions



CHAIRMAN'S REPORT

Thank you to all...

- our members
- our volunteers
- our customers
- our staff



CHAIRMAN'S REPORT

Management Committee changes during the year

- We said goodbye to
 - Louise Butcher
 - Sally Smith
- We said hello to
 - Emma Stamford
 - Rory Innes



CHAIRMAN'S REPORT

Membership report

- We have now 240 members – 5 new in 2021
- Significant behind the scenes work with the change of Society Secretary.
- Communicating with members



CHAIRMAN'S REPORT

Volunteers report

- 77 Active volunteers
- The seen and unseen roles
- 8000 volunteering hours in last year
- Working through Covid
- Socials: Strollon-teers, Velo-teers, Christmas Party
- New volunteers coming on stream...
- ...always looking for new volunteers



CHAIRMAN'S REPORT

Employment of paid staff

- Sue Dixon
- Ruth Mardall

Casual workers

- Archie Rowland
- Ellie White
- Sophie Warburton



CHAIRMAN'S REPORT

Products in the shop...

- Bishop Wilton Branded
- Lots of new local products added
- Fresh fruit and vegetables
- Gifting
- Tasting!
- Thank you...



CHAIRMAN'S REPORT

Design

- Look & feel of the shop
- Bishop Wilton design 2021
- Expanding the branded product lines
- Stay true to our values and our brand



CHAIRMAN'S REPORT

Cafe report

- Cafe re-opened
- Outside seating area
- Halloween events
- Christmas events
- You can use the hub too!



CHAIRMAN'S REPORT

Housekeeping report

- Temperature Loggers
- New awning
- Storage and shelving
- Cleaning team
- Maintenance team
- Health & safety



CHAIRMAN'S REPORT

Community & Hub report

- The heart of the community
 - here to help
 - new residents
- Workshops
 - organised by the shop
 - organised by you
- Please use the space – it is yours!



BISHOP WILTON
COMMUNITY SHOP & CAFE



TREASURER'S REPORT

Treasurer's report - presentation of accounts

BISHOP WILTON COMMUNITY SHOP LTD STATEMENT OF INCOME AND RETAINED EARNINGS YEAR ENDED 30 JUNE 2021

	£	
Sales	222,949	
Purchases	<u>165,162</u>	
Gross profit	57,787	25.9%
Wages	20,902	
Depreciation	6,642	
Other expenses	<u>12,672</u>	
Profit on trading	17,571	7.9%
Donations	375	
Lottery grant	2,000	
Interest receivable	108	
Profit before tax	20,054	
Tax on profit	<u>1,348</u>	
Profit for the financial year	21,402	



TREASURER'S REPORT

Treasurer's report - presentation of accounts

BISHOP WILTON COMMUNITY SHOP LTD STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2021

	£	£
Tangible fixed assets		54,016
Current assets		
Stocks	9,805	
Debtors	1,672	
Cash at bank and in hand	55,478	
	66,955	
Current liabilities		
Trade creditors	2,559	
Social security and other taxes	1,739	
Other creditors	9,461	
	13,759	
Net current assets		53,196
Net assets		107,212
Called up share capital	49,660	
Profit and loss account	57,552	
Members funds		107,212



TREASURER'S REPORT

Auditors /Reporting Accountants

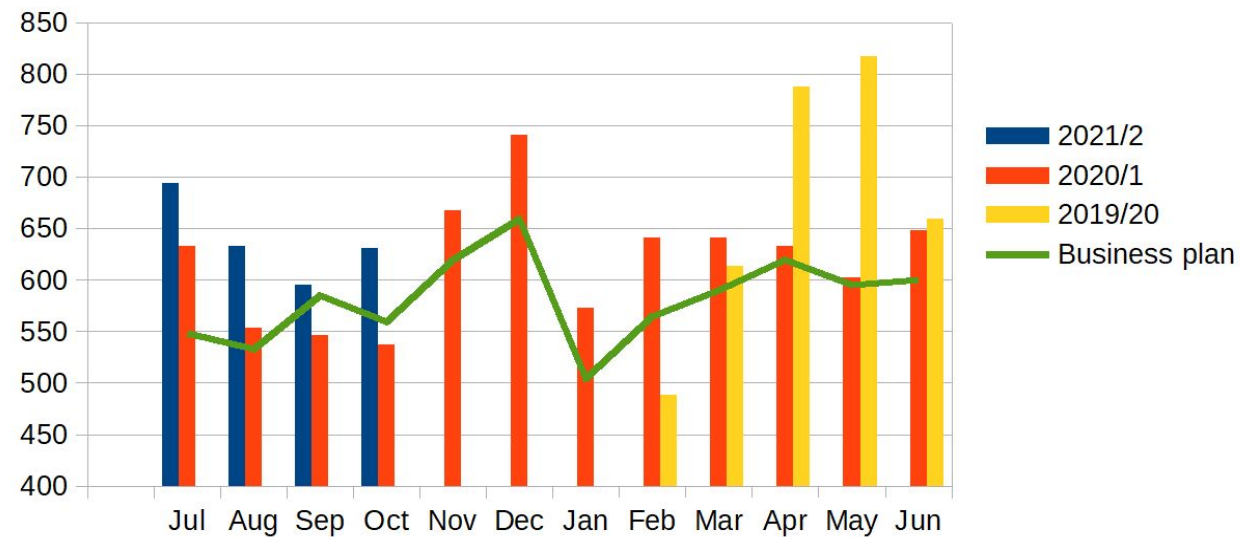
- Resolution to disapply appointing auditors
- Resolution to appoint David Cadwallader & Co as reporting accountants

TREASURER'S REPORT

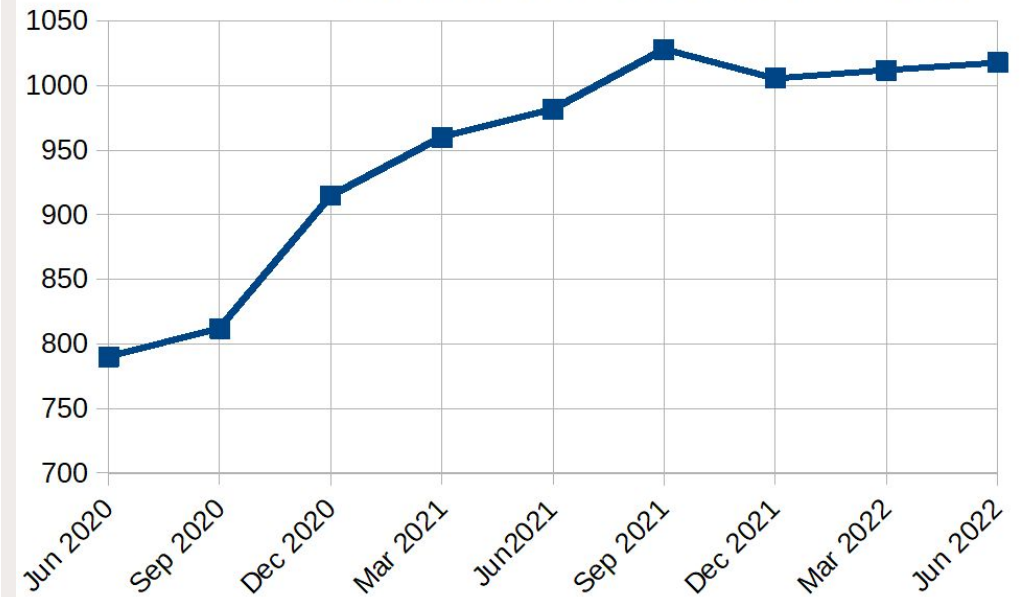
Sales & products

Sales per day £

Shop and cafe



NUMBER OF PRODUCTS IN STOCK



TREASURER'S REPORT

Forecast for next 3 years

BUSINESS PLAN

	2020/1 Actual	2021/2 Forecast	2022/3 Forecast	2023/4 Forecast
Sales	223	210	220	231
Purchases	165	154	162	170
Gross profit	57	55	58	61
<i>Gross profit %</i>	25.9%	26.4%	26.4%	26.4%
Wages and overheads	40	46	49	51
Trading profit	17	9	9	10
<i>Trading profit %</i>	7.9%	4.4%	4.2%	4.2%
Add Depreciation	7	8	9	10
Less capital expenditure	5	5	7	8
Less stock increase	3	0	1	1
Trading cashflow	16	12	11	12

COMMUNITY RESERVES

BISHOP WILTON COMMUNITY SHOP LTD RESERVES REQUIRED 30 JUNE 2021

	£'000	£'000
Bank and cash per accounts		55
Working capital fluctuations and safety net		11
Potential maximum available		44
Contingencies to cover:		
Possible tax payments due	12	
To cover downside trading risk next 3 years	2	
Unexpected equipment spend	10	
Possible share withdrawal requests	10	
Building reserves fund	5	
		39
Available funds		5

COMMUNITY RESERVES

BISHOP WILTON COMMUNITY SHOP LTD PROPOSED USE OF AVAILABLE FUNDS

Volunteer thank you discount

5% discount on most things in shop/cafe for active volunteers (including committee members) for first 9 months of 2022

Estimated cost £2,250

Will test impact on attraction/retention and also on sales

Christmas 2021 voucher for customers

For every household in parish and regular customers we identify outside parish £10 off when spend £20 in single transaction 1 December to 31 December

Estimated cost £1,750

To thank existing customers and encourage new ones to try us.

Will include leaflet also encouraging membership/volunteering with the voucher delivery

Donation to local “projects” fund

Proposed to work with parish council to see if we can set up a “body” to receive funds from shop and other sources and consider bids from projects to assist the local community

Proposed donation £1,000

**I look to the future because
that's where I'm going to
spend the rest of my life.**

George Burns



How can we keep the shop & cafe sustainable?

Will sales stay strong enough?

Will volunteers stay with us?

Has COVID made us viable?

How can we futureproof the shop & cafe?



Resource Model

Are we operating the shop the right way?

- How many people do we need?
- Shift pattern & resourcing right?
- Staff vs. volunteers mix
- Could we make our processes easier?
- Do we have the right tools?



Current resource challenge

We have:

- circa 65 volunteers
- 500 local residents
- a high % of volunteering

However:

- Shift gaps
- Pressure on current volunteers
- Potential closing periods

**LOOK CLOSELY AT
THE PRESENT YOU
ARE CONSTRUCTING:
IT SHOULD LOOK
LIKE THE FUTURE
YOU ARE DREAMING.**

ALICE WALKER

ZERODEAN.COM

Can we survive without volunteers?

£70,000 annual cost to switch to staff model

£10,000 annual profit

Two main options

**Add more
resources to
the current
model**

**Change the
model**

We want your opinion



Potential options

1. Push for more volunteers
2. Free up shop manager by reducing admin overhead
3. Reduce volunteers per shift
4. Reduce opening hours
5. Change volunteer engagement model
6. Use current profit to staff gaps & hard shifts

1: Push for more volunteers

Continue with the current approach and source more volunteers.

To do this we would need to:

- Be more active in recruitment
- Work on boarding & retention
- Target new residents
- Work experience & other groups?

Pros

- More community involvement
- Limited change to current model

Cons

- Recruitment & training
- Management overhead
- Pool getting smaller

2: Free up shop manager

Reduce the admin burden on shop manager to free up time to support.

To do this we would need to:

- Increase volunteering for admin
- Potentially reduce suppliers, new stock and stock range
- Explore new simpler POS system to simplify back office

Pros

- Highly visible shop manager
- Better focus for shop manager
- Less volunteer heavy

Cons

- More admin volunteers
- Potential IT investment
- Reduced stock range

3: Reduce volunteers on select shifts

**Reduce to one volunteer per shift.
Shop manager still BOH.**

Pros

- Less volunteer heavy
- Preference for some volunteers

To do this we would need to:

- Have one in shop, one on call
- Increase training for volunteers
- Review volunteer recruitment
- Assess risk

Cons

- Not as much fun on shift
- Busier shift
- Less time for housekeeping
- Volunteer retention?

4: Reducing opening hours

Either reduce opening hours or shut occasionally.

To do this we would need to:

- Select opening times that are less profitable - or hard to resource
- Change opening hours
- Ad hoc close the shop

Pros

- Less volunteer heavy

Cons

- Less consistency for customers
- Pressure on volunteers
- Lower sales
- Lower customer satisfaction
- Less revenue from visitors

5: Change volunteer engagement model

Move from weekly sign-up to new model - such as agreed shift pattern.

Pros

- Consistent rota completion
- Less volunteer management

To do this we would need to:

- Research & design a new model.
- 1:1 with current volunteers.
- Different agreement with volunteers.
- Review volunteer selection.

Cons

- Volunteer commitment
- More formal
- Less volunteers?
- Less community involvement

6: Pay staff for gaps & hard to fill shifts

Use the profit we have to use ad hoc staff to fill shifts.

To do this we would need to:

- Have ad hoc team
- Target particular shifts
- Spend our profit
- Culture shift

Pros

- Gaps filled
- Less pressure on volunteers
- Jobs for locals

Cons

- Culture shift
- Limited funds to protect us
- Management & process

Discussion & feedback!

Discuss these five options.

Prioritise 1 to 6.

Other ideas?

1. Add more volunteers
2. Free up shop manager
3. Reduce volunteers on select shifts
4. Reduce opening hours
5. Change volunteer engagement model
6. Use current profit to staff gaps & hard shifts

We are always open to ideas

You can:

- Speak to a committee member
- Email us
- Feedback box in shop
- Add in day book
- Present idea at committee meeting



ELECTION OR NEW COMMITTEE MEMBERS

Current committee

- No current committee members are due for re-election this year
- Minimum number is 3 and maximum 12 on the management committee
- We have received one nomination to join the Management Committee
- Caroline Fuller