



**BISHOP WILTON
COMMUNITY SHOP & CAFE**

4th ANNUAL MEMBERS' MEETING

**Thursday 23rd November 2023 7.30pm
Bishop Wilton Village Hall**

AGENDA

1. **Welcome & apologies**
2. **Chair's report**
3. **Shop Manager's report**
4. **Volunteer report**
5. **Report from Bishop Wilton Community Trust**
6. **Questions**
7. **Treasurer's report**
 - **Accounts for year ending 30th June 2023**
 - **Resolution to appoint reporting accountants**
 - **Review of current year**
 - **Resolution on June 2023 reserves position**
8. **Secretary's report & Membership Strategy**
9. **Management Committee elections and declarations**
10. **Final member questions & close**



CHAIR'S REPORT

Thank you to all...

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



CHAIR'S REPORT

We won the
East Riding of Yorkshire
Council - Chairman's Award
for Community Group of
2023!



CHAIR'S REPORT

Big changes during the year

We said hello on our committee to...

- Sue Bond
- Ruth Mardall

We said goodbye to...

- Sue Dixon



CHAIR'S REPORT

And a big hello to our new paid staff!

- **Anna Taylor - Manager**
- **Emily Rispin - Assistant Manager**

Casual workers

- **Matt Mardall**
- **Bethany Bartle**
- **Rob McCoy**
- **Ellie White**



CHAIR'S REPORT

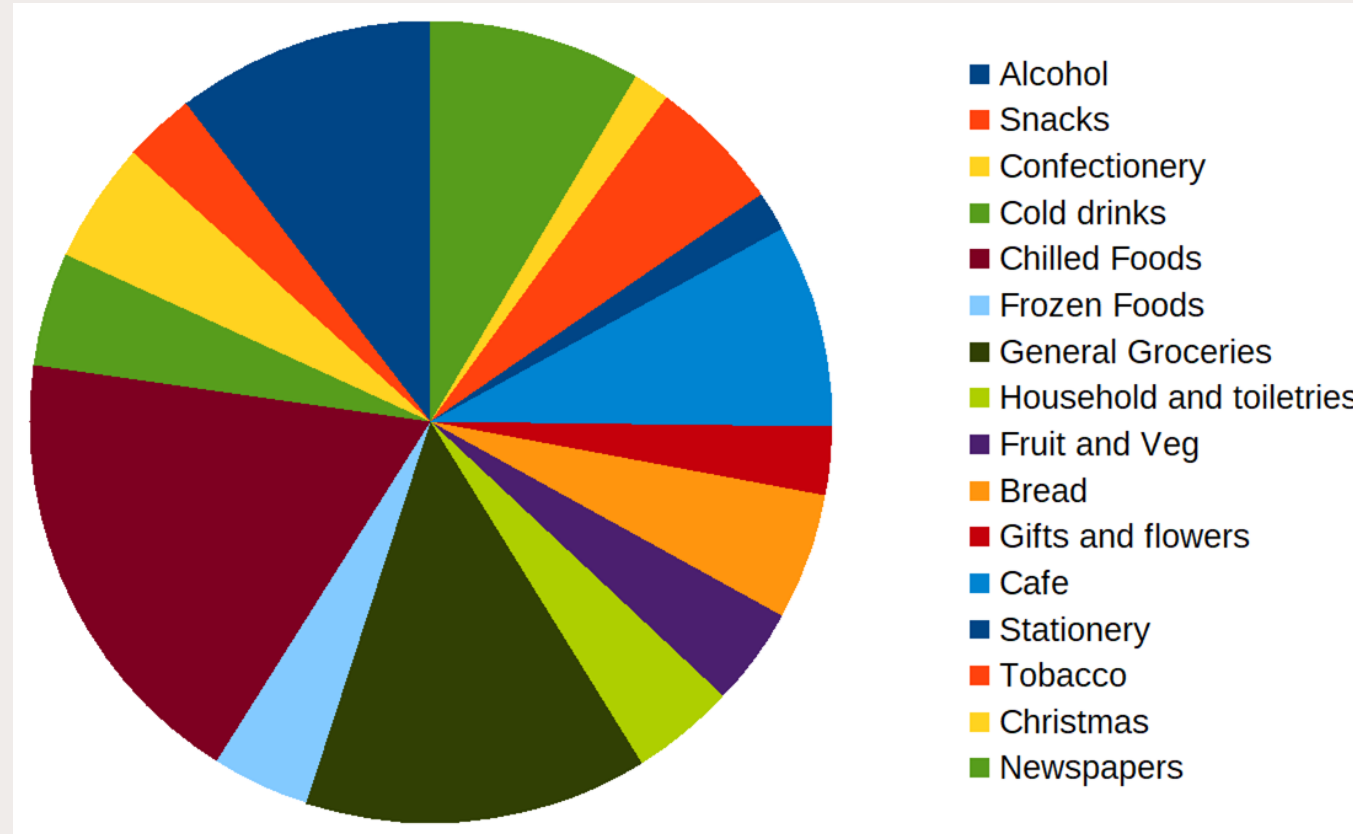
- What about the long term future of our shop?
- Are we now through the honeymoon period?
- How do we avoid becoming a victim of our own success?
- Emergency shop closures avoided...just
- How do we make it a shop for all?
- What kind of shop will we have / do you want in 5 years time?



MANAGER'S REPORT

Products: 1061 products in stock

Sales by category:



MANAGER'S REPORT

Most profitable products

1. Up 2



2. Up 4



3. Up 7



5. Non mover



4. Non mover

Across all products any price increases restricted by as much as possible

JISP - 3000 scans / £1,425 customer savings / scanner / £150 for shop / regular commission for each JISP product sold

MANAGER'S REPORT

Cafe

- **Increasingly becoming a destination for cyclists and walkers**
- **Current offering: drinks and cakes - proving very popular!**
- **Record sales this August**
- **Development restricted due to:**
 - **Space**
 - **Needs to be manageable alongside shift tasks**
 - **Needs to be quick and simple to avoid queues at till**



MANAGER'S REPORT

Community hub

- **Busy pumpkin carving again this year**
- **Mince pies outside the shop after carol singing**
- **Smaller groups can use the tables for meetups**

**How will you use the space?
It is here for you to use!**



MANAGER'S REPORT

Design & branding

New additions:

- **Jute Bags - larger size and long handles**
- **Tea towel - new design featuring a hare**
- **Christmas bauble - half of profits to People's Pantry**
- **Gin glasses now with chocolates!**
- **English and whole grain mustards**
- **Sweetcorn Relish**



VOLUNTEER REPORT

- **Thanks to all volunteers in all roles**
- **Thanks to Emma for managing the rota**
- **Things that went well....**
- **Things that didn't go well....**
- **Stats**





VOLUNTEER REPORT

Front of house shifts

	A/S/O	A/S/O	A/S/O
	This year	2022	2021
Shifts filled by volunteers:	561	592	628

New front of house volunteers 7 (19)

New non-FOH volunteers 1 (4)





VOLUNTEER REPORT

How do we get from this.....

The screenshot displays the ThreeRings volunteer management interface. At the top, there is a navigation bar with 'Overview', 'Rota', 'Directory', 'Comms', 'Filestore', 'Wiki', 'Stats', and 'Admin'. A search bar and user account options are also present. Below the navigation bar, there are filter options for 'Select All Rotas Showing' with checkboxes for various roles like 'Cleaning', 'FOH Rota', 'Shop Manager', etc. A 'Volunteer List' button is visible on the right.

The main area shows a weekly rota for December 2023, with columns for each day from Monday (04 Dec) to Sunday (10 Dec). The rows represent different time slots: 'All Day', '08:00 - 10:30', '10:30 - 13:00', '13:00 - 15:30', '15:00 - 15:30', '15:30 - 18:00', '17:00 - 17:30', and '17:30 - 18:00'. Each cell in the grid contains either a '(On Call Volunteer)' button, a '(FOH Rota)' button, or a specific volunteer's name (e.g., '(K) Ruth M', '(K) Paula G', '(K) Emma S') with a '[sign up]' link. Some cells also indicate '(Cashing Up)'. The interface includes navigation controls like 'Jump to: < Previous Today Next >' and a 'Week View' dropdown.



VOLUNTEER REPORT

....to this....

Three Rings							
Overview Rota Directory Comms Filestore Wiki Stats Admin							
<input checked="" type="checkbox"/> Select All Rotas Showing: <input checked="" type="checkbox"/> Rota Names 1 <input checked="" type="checkbox"/> Cleaning <input checked="" type="checkbox"/> FOH Rota <input checked="" type="checkbox"/> Shop Manager <input checked="" type="checkbox"/> Cashing Up <input checked="" type="checkbox"/> On Call Volunteer <input checked="" type="checkbox"/> Stock Taking <input checked="" type="checkbox"/> Booker <input checked="" type="checkbox"/> Phone Back Up <input checked="" type="checkbox"/> Christmas Changeover							
<input type="checkbox"/> Hide extra sign up spaces <input type="button" value="Save as My Default"/> <input type="checkbox"/> Drag-and-drop! <input type="button" value="Volunteer List"/>							
Shifts: Yours Understaffed							
Jump to: « Previous Today Next » Date... Week View							
	Monday 06 Nov 2023	Tuesday 07 Nov 2023	Wednesday 08 Nov 2023	Thursday 09 Nov 2023	Friday 10 Nov 2023	Saturday 11 Nov 2023	Sunday 12 Nov 2023
All Day	(On Call Volunteer) (K) Anna T	(On Call Volunteer) (K) Anna T	(On Call Volunteer) (K) Emily R	(On Call Volunteer) (K) Anna T	(On Call Volunteer) (K) Anna T	(On Call Volunteer) (K) Louise B	(On Call Volunteer) (K) Anna T
08:00 - 10:30	(FOH Rota) (K) Ruth M Sara Sm	(FOH Rota) (K) Jan D (K) Mark D	(FOH Rota) (K) Michele L Christine S	(FOH Rota) (K) Simon L (K) Mark D	(FOH Rota) (K) Ruth M (K) Col P	(FOH Rota) (K) Paula G (K) Sue B	(FOH Rota) (K) Sue B (K) Paula G
10:30 - 13:00	(FOH Rota) Matt Mo (K) Claire G	(FOH Rota) Michelle W Leave Blank	(FOH Rota) (K) Phil W (K) Emily R	(FOH Rota) (K) Jan D Leave Blank	(FOH Rota) Ashley W (K) Ruth M	(FOH Rota) Jean C Caroline F	(FOH Rota) Jean C (K) Sue B
13:00 - 15:30	(FOH Rota) (K) Frances S Leave Blank	(FOH Rota) (K) Claire G Leave Blank	(FOH Rota) Andre B (K) Phil W	(FOH Rota) John B Leave Blank	(FOH Rota) (K) Jan D Leave Blank	(FOH Rota) Bethany B < IB Sarah J	(FOH Rota) (K) Louise B Robert S
15:00 - 15:30							(Cashing Up) (K) Louise B
15:30 - 18:00	(FOH Rota) Judith P (K) Col P	(FOH Rota) (K) Col P Leave Blank	(FOH Rota) (K) Simon L (K) Emma S	(FOH Rota) (K) Emma S Leave Blank	(FOH Rota) (K) Simon L Leave Blank	(FOH Rota) Bethany B < IB (K) Emma S	
16:00 - 21:00					(Christmas Changeover) (K) Anna T (K) Emily R (K) Claire G [sign up]		
17:00 - 17:30						(Cashing Up) (K) Emma S	
17:30 - 18:00	(Cashing Up) (K) Col P	(Cashing Up) (K) Col P	(Cashing Up) (K) Emma S	(Cashing Up) (K) Emma S	(Cashing Up) (K) Claire G		

VOLUNTEER REPORT

Volunteer Retention

- **Keeping existing volunteers**
- **Why do people stop volunteering?**
- **How can we encourage people to stay with us?**
- **What can we do better?**



VOLUNTEER REPORT

Volunteer Recruitment

- **Need to constantly recruit**
- **What are we looking for?**
- **What can we offer in return?**



VOLUNTEER REPORT

Can you help?

- **Could you be one of our volunteers?**
- **Could you book a regular shift(s) in advance?**
- **Would you do a solo shift with a manager / committee person upstairs?**
- **Ask friends and neighbours to consider volunteering?**
- **Be an ambassador! Talk to people about the shop and being a volunteer**



VOLUNTEER REPORT

Finally....let's have a conversation

- **We'd love to hear your feedback**
- **What suggestions do you have to encourage volunteering?**
- **If you've stopped volunteering, can you tell us why?**
- **Let us know what we get right and what we don't get right**



BISHOP WILTON COMMUNITY BENEFIT TRUST



BISHOP WILTON
COMMUNITY TRUST

Established 1st September 2022

4 Trustees:

- **Martin Butcher (chair)**
- **Ingrid Haywood**
- **Simon Laycock**
- **David Lord**

BISHOP WILTON COMMUNITY BENEFIT TRUST



BISHOP WILTON
COMMUNITY TRUST

The Trust is for the benefit of the residents of the Parish of Bishop Wilton, for...

- **The advancement of education**
- **The advancement of citizenship or community development**
- **The advancement of the arts, culture, heritage or science**
- **The advancement of amateur sport**
- **The advancement of environmental protection or improvement**
- **Any other charitable purpose agreed by the Trustees**

BISHOP WILTON COMMUNITY BENEFIT TRUST



BISHOP WILTON
COMMUNITY TRUST

- **Income to date**
- **Grants Awarded**
- **Ongoing Contributions**
- **Going Forward**

Questions?





PRESENTATION OF ACCOUNTS

BISHOP WILTON COMMUNITY SHOP LTD
STATEMENT OF INCOME AND RETAINED EARNINGS
YEAR ENDED 30 JUNE 2023

	2022/3	2021/2	
	£	£	Change
Sales	261,203	236,235	11%
Purchases	192,991	174,655	
Gross profit	68,212	61,580	11%
<i>Gross margin %</i>	26.1%	26.1%	
Wages	27,750	26,528	
Depreciation	7,672	7,442	
Other expenses	16,657	12,200	
Profit on trading	16,133	15,410	5%
<i>Profit on trading %</i>	6.2%	6.5%	
Donations	53	2,115	
Lottery grant	2,000	2,000	
Interest receivable	1,756	473	
Profit before tax	19,942	19,998	0%
Tax on profit	0	0	
Profit for the financial year	19,942	19,998	



PRESENTATION OF ACCOUNTS

BISHOP WILTON COMMUNITY SHOP LTD STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2023

	£	£
Tangible fixed assets		44,034
Current assets		
Stocks	12,764	
Debtors	2,718	
Cash at bank and in hand	101,967	
	117,449	
Current liabilities		
Trade creditors	3,452	
Social security and other taxes	2,805	
Other creditors	9,814	
	16,071	
Net current assets		101,378
Net assets		145,412
Called up share capital	47,920	
Profit and loss account	97,492	
Members funds		145,412

AUDITORS & ACCOUNTANTS



Vote: Resolution to disapply appointing auditors

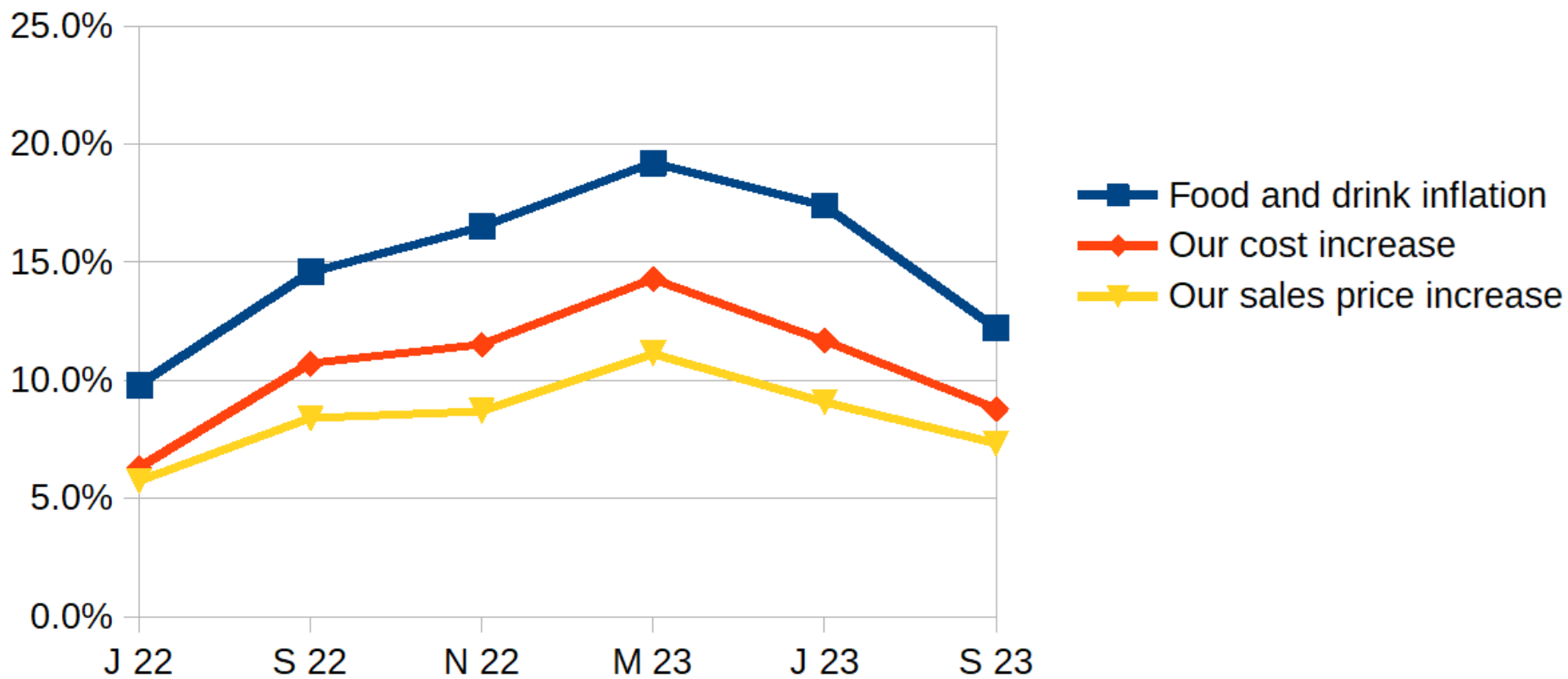
**Vote: Resolution to reappoint David Cadwallader & Co
as reporting accountants**

PRICES



INFLATION

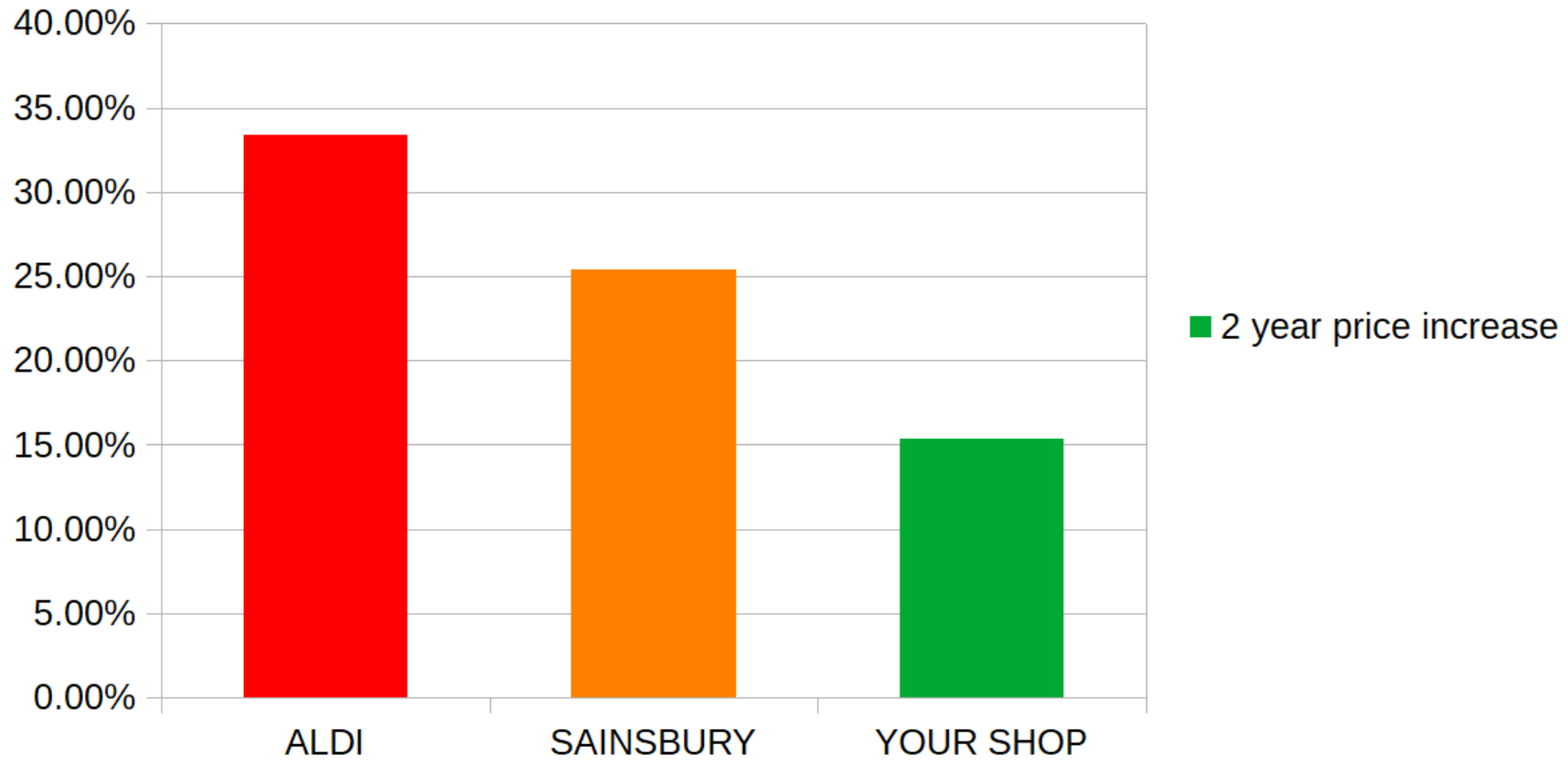
Annual increase



PRICES



PRICE INFLATION COMPARISON

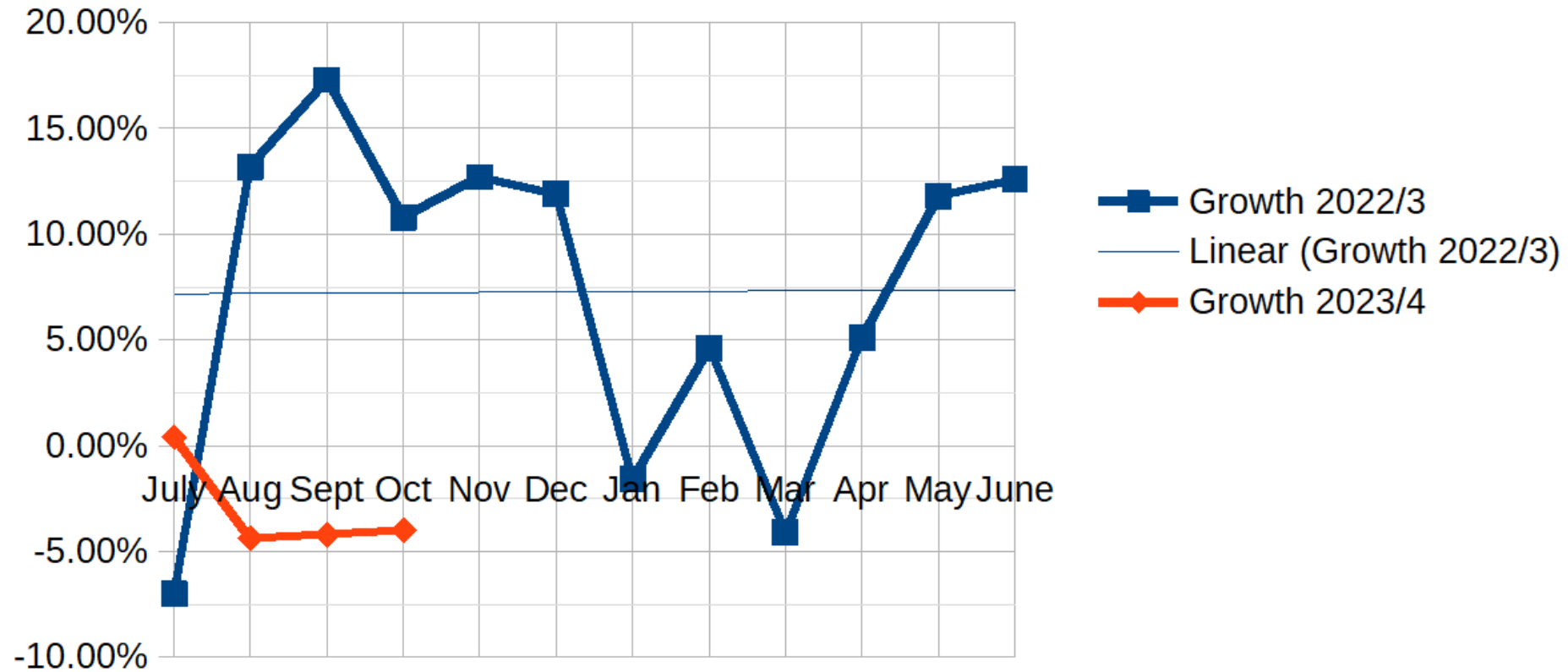


SALES TRENDS



SHOP SALES GROWTH

Compared to prior year



SALES TRENDS



RECENT TRADING COMPARISON



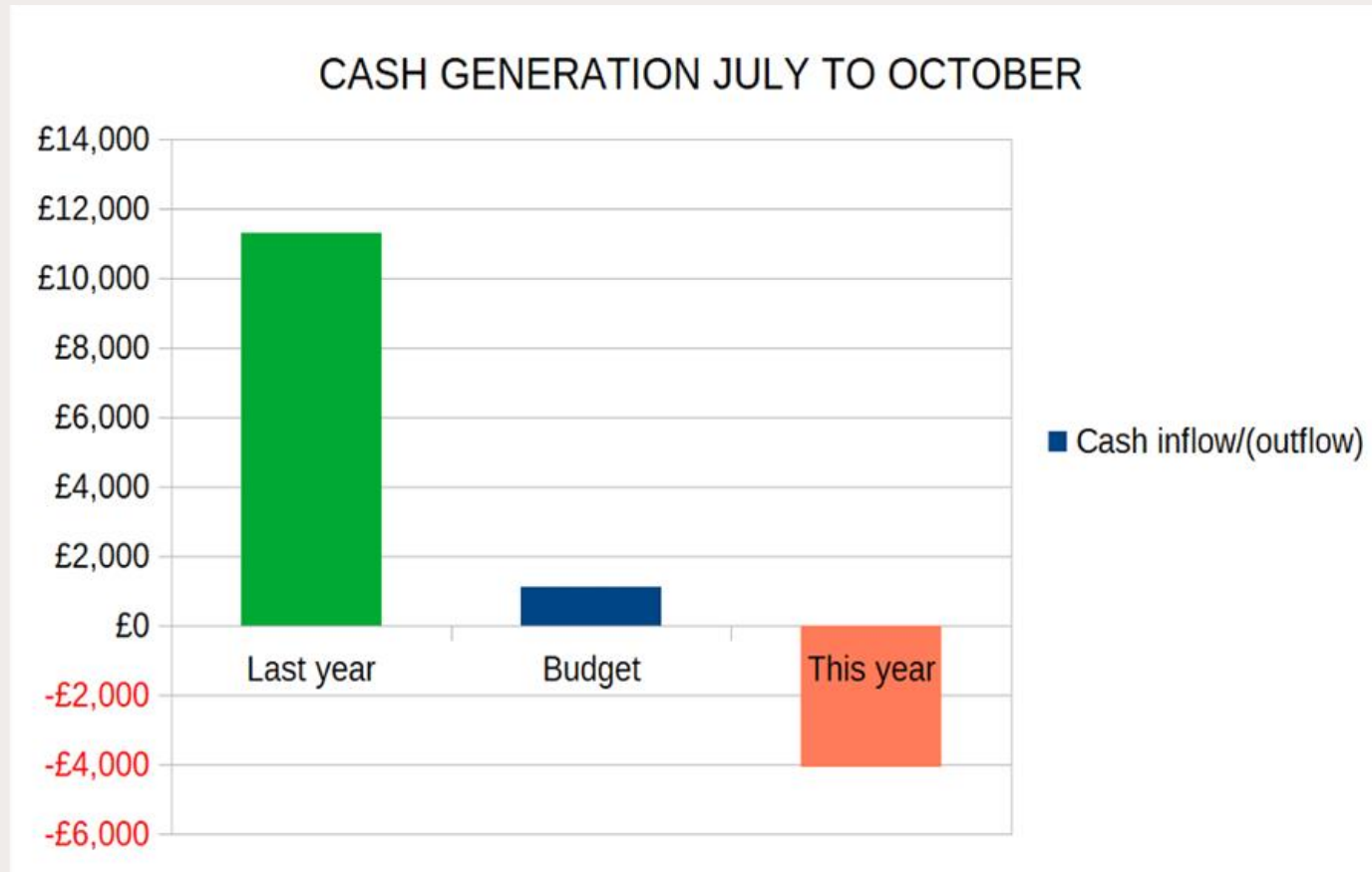


UPDATED PLAN FOR 2022/23

	2022/3 Actual £'000	2023/4 Budget £'000
Sales	261	272
Purchases	193	204
Gross profit	68	68
<i>Gross profit %</i>	26.1%	25.0%
Wages and overheads	52	68
Trading profit	16	0
<i>Trading profit %</i>	6.2%	0.0%
Add Depreciation	8	8
Less capital expenditure	3	4
Working capital movement	1	1
Interest	2	2
Donations	1	
Trading cashflow	21	5

SO FAR THIS YEAR

Sales below budget by £4,500





NEXT STEPS

- **Keep prices as low as possible**
- **Community Survey**
- **£10 December Voucher**
- **£1 Voucher for January**
- **More on price perception**
- **Continuing JISP**
- **More marketing/business development**
- **Power of Community Use**
- **Ambassadorship**

RESERVES



BISHOP WILTON COMMUNITY SHOP LTD RESERVES REQUIRED 30 JUNE 2023

	£'000	£'000
Bank and cash per accounts		102
Working capital fluctuations and safety net		16
Potential maximum available		86
Contingencies to cover:		
Possible tax payments due	12	
To cover downside trading risk next 3 years	11	
Possible share withdrawal requests	10	
Major capital expenditure	50	
		83
Available funds		3

Questions?



VOTE



Vote to agree the proposed use of reserves as at June 2023.



MEMBERSHIP STRATEGY

We have a membership strategy - key components:

- **Current numbers - 248**
- **Membership encouraged**
- **Held for a minimum of 3 years**
- **Members are stakeholders in the shop**
- **Voting one member one vote**

Members can have as little or as much input as they wish.

MANAGEMENT COMMITTEE - ELECTIONS & DECLARATION



Current committee

- **Minimum number is 3 and maximum 12 on the management committee**
- **Three of the current eight current committee members are standing down at this AMM: Sue Bond, Emma Stamford and David Gaskin.**
- **David is standing again.**
- **We have received two additional nominations to join the Management Committee: Jo Denton / Deri Reed-Thomas**



VOTE

1. **Vote to agree that voting for elections to committee (existing and new) will be done as a block vote.**

1. **Vote to support the election of the following nominations:**
 - **David Gaskin**
 - **Jo Denton**
 - **Deri Reed-Thomas**

FINAL THOUGHTS.....

- What about the long term future of our shop?
- Are we now through the honeymoon period?
- How do we avoid becoming a victim of our own success?
- Emergency shop closures avoided...just
- How do we make it a shop for all?
- What kind of shop will we have / do you want in 5 years time?



Can you be an ambassador for our shop?

- Promoting use of our shop - more local customers
- Promoting service in our shop - as regular volunteers
- Promoting ownership of our shop - more local members





**BISHOP WILTON
COMMUNITY SHOP & CAFE**

**4th ANNUAL MEMBERS'
MEETING IS NOW
CLOSED!**

Thank you for coming