

## **MINUTES OF 4th ANNUAL MEMBERS' MEETING (DRAFT)**

### **BISHOP WILTON COMMUNITY SHOP LTD**

**23rd November 2023 7.30 pm**

**Bishop Wilton Village Hall**

#### **Attendees:**

Colin Pollock (Chairman), David Gaskin (Treasurer), Ingrid Haywood (Secretary), Annina Diston (Committee), Emma Stamford (Committee), Caroline Fuller (Committee), Ruth Mardall (Committee), Sue Bond (Committee), Anna Taylor (Shop Manager), plus 28 other members (available on request).

Apologies: Anne Sumpner, Roy Sumpner, Sarah Wilson, Simon Laycock, Claire Morrish, Mark Danby and Jan Danby.

#### **Establishing quorum and welcome**

A quorum was declared with a minimum of 25 members reached and the meeting opened at 7.30pm. Colin thanked everyone for coming. He then introduced the Committee and Anna Taylor as the new Shop Manager.

#### **1. Chairman's report on the last year**

Colin thanked members, volunteers, customers and the Management Committee. All of whom make it possible to have a thriving community shop. Winning the East Riding of Yorkshire Council 2023 Chairman's Award for Community Group was a wonderful highlight this year. It was a tremendous achievement for all concerned. He thanked particularly Emma Stamford and Sue Bond who are stepping down from the Committee at this meeting. He welcomed new managers Anna Taylor and Emily Rispin and thanked Sue Dixon, the former manager, who left during the year.

#### **2. Shop Manager's report**

Anna provided an update which included details of the wide range of goods we sell, our best selling and own branded products, the favourable cost comparisons with other local stores, the success of the Cafe and the pumpkin carving workshop. She also encouraged other hub activities.

#### **3. Volunteers' Report**

Ruth presented the report on shop volunteering. She thanked volunteers in all their varied roles without whom the Shop would not run as efficiently as it does. She also thanked Emma for her work as Volunteer team leader over the last two years and for managing the rota - a role which takes considerable time.

Ruth highlighted the commitment of our wonderful volunteers who have ensured the shop stayed open in full for 364 days last year - although at times it has been touch and go to fill shifts at the last minute. We have lost some volunteers this last year and some are not able to do as many shifts. Overall the number of volunteer shifts has

been declining over each of the last two years. We have not been able to recruit as many new volunteers in the last 12 months compared to the year before. Our volunteer strategy is both to support retention of existing volunteers as well as recruitment of new ones. We need to encourage people to book shifts more in advance if possible. Members were asked to come up with ideas for our volunteer strategy, especially better ways we can run the shop to make it more volunteer friendly. She asked for feedback about volunteering - either to herself, the Committee or shop managers. Members were encouraged to act as our ambassadors by promoting volunteering through their family, neighbours and friends.

Members offered comments and ideas including more communication and feedback between Management Committee and members, the possibility of moving away from Three Rings to a new system, the flexibility of shifts on Three Rings and whether overlapping shifts might make things easier for some people.

#### **4. Report from Bishop Wilton Community Trust**

Colin welcomed Martin Butcher to the meeting and asked him to present a short update report on the work of the Bishop Wilton Community Trust. Martin explained the charity has four trustees - himself, Simon Laycock, David Lord and Ingrid Haywood. They meet twice a year to consider grant applications for the benefit of Bishop Wilton Parish. So far £1000 has been given to the School for phonics books, £800 towards the sound absorption panels in the Club Room of the Village hall, £375 to the Bishop Wilton Baby and Toddler Group and £330 for St Edith's to carry out an asbestos survey. In the next two years Halifax Estates will match anything the Shop puts into the Trust up to a maximum of £1500 per year. Other possible ideas are a wildlife picnic area, a second defibrillator, bird boxes and activities for teenagers.

#### **5. Treasurer's report**

David presented the accounts for the financial year to 30 June 2023 and the performance since then and plans for the current year. The main points were:

- Another excellent performance in the financial year ending 30 June 2023 with stronger trading and significantly lower electricity costs than anticipated with good level of reserves already built up after only 3.5 years
- After 2 years, we now seem to be through the worst of food and drink inflation. Over that period the shop has consistently not passed on many cost increases so that our price increases have been restricted to about half of the average supermarket increase. As a result more and more of the shops products are a similar price and in some cases much cheaper than many supermarkets
- The plan for 2023/4 was set for break even trading profit based on sales growth from modest price increases only and increased costs following the appointment of a part time assistant manager
- There has been a noticeable sales decline since the end of the financial year, with around 11% less products being sold in the shop than the prior year. As a

result after 4 months of the current year sales are around £4,500 below plan and there has been a small cash outflow.

- It is hard to be sure what is causing the recent sales decline. It is across lots of product categories and does not appear to relate to volunteer/employee spend. The Committee are concerned that there could be a risk of some growing complacency in the wider community about the shop being always there and open.
- Plans to arrest this decline include keeping prices as low as possible, a community survey in the new year, a December £10 off and January £1 off voucher, more communication to deal with price perception and continuing with the JISP scan and save promotion which enables discounts for customers at no cost to the shop
- David explained that the more the community uses the shop, the cheaper prices can be for everyone and encouraged members to be ambassadors in the wider community for the shop.

A vote was taken on a resolution not to appoint auditors. This was passed unanimously on a show of hands. A vote was then taken to appoint David Cadwallader & Co as reporting accountants. This was passed unanimously on a show of hands.

David then detailed the Committee's proposals for managing our community reserves as at the end of June 2023.

A vote was taken to agree to the proposed reserves position and to donate £1,500 to the Bishop Wilton Community Trust. This was approved unanimously on a show of hands.

Members then asked questions including would a loyalty or membership card be an option or a cafe loyalty card?

## **6. Secretary's report & Membership Strategy**

Ingrid reported that there are 249 members as of today's AMM. The membership strategy is to include as many as possible from the local community.

Members were asked to inform the secretary should they change email address or name and postal address so the committee can keep them informed of the shop's developments.

## **7. Management Committee elections and declarations**

The following Committee members were required to step down this year as per their current terms of office and the Society Model Rules: David Gaskin and Emma Stamford. Sue Bond has also decided to step down from the Committee. Ingrid thanked the Committee members for their work during their term of office.

Ingrid advised that David Gaskin had declared he was seeking re-election to the Committee at this AMM. Two new candidates are also seeking election to the

Committee this year: Jo Denton and Deri Reed-Thomas - making a total of 3 candidates for election.

A vote was taken to propose that all three candidates should be voted for 'en bloc'. This was passed unanimously with a show of hands.

A vote was then taken to approve the list of three candidates for election to the Committee. This was passed unanimously with a show of hands.

### **9. Final members' questions and close**

Colin closed the formal part of the meeting by reiterating one of the themes from the presentations - that of asking members to act as our community 'ambassadors'. While the Management Committee and Shop Managers can do much to promote the shop on a day by day basis, we know that individual members can also be very influential with their friends, neighbours and family in promoting membership, volunteering and of course shopping.

The meeting closed at 9.15pm

*The 2022/23 annual accounts are available on request from [bishopwiltonshop@gmail.com](mailto:bishopwiltonshop@gmail.com)*