**ST GERMANS COMMUNITY SHOP**

**ANNUAL GENERAL MEETING**

Wednesday 1st November 2023

**1. Present :** 19 persons attended, 18 of whom were shareholders

**2. Apologies:** Mr & Mrs Stroud, Mr & Mrs White, Mr & Mrs Rowden

**3. Matters arising from previous minutes:** There were no issues from the previous minutes.

The minutes were approved unanimously

**4. Chair’s report – Lesley Banyard**

Firstly, thank you all for coming along.

Thank you to Jennie for her enthusiasm and commitment to our shop.

Thank you also to our hard-working committee, whose work behind the scenes maintains the shop and its fabric and equipment.

And most importantly a big thank you to all our lovely volunteers without whom we

would have no shop at all.

This year we have been lucky enough to recruit three new PO volunteers and two

new shop volunteers and I am pleased to say for once, that we are full to capacity for

the time being.

I can’t tell you how happy that makes me to know that the shop can continue to

thrive and grow.

Our advertising campaign where we asked residents to do just one thing, i.e. buy

one item a week from us has had a positive impact and we have seen an increase in

both footfall and buying. This message was achievable and encouraged the

community to help without pressure to spend.

We continue to review our marketing strategy but are very aware how important it is

not to send too many messages.

Despite the continuing challenges that we all face at home, the same challenges

face the shop. with rising prices in both food and electricity, we are managing to

hold our own thanks to continual prudent searching for best deals in all areas.

We have also been working hard to identify items that are not working efficiently and

either switch them off or most recently starting to replace them for more energy

efficient items.

The committee continually looks for ways to reduce costs and improve our efficiency.

Despite the financial climate in which we are operating, thanks to our Post Office

activities we have still managed to make a small profit which later during the AGM

we will be asking as usual for your vote and agreement that we may use this to give

back to the community for the benefit of all.

During this last year Covid has once again impacted on our ability to run the shop.

Volunteers have been absent and we have all had to step up to cover them.

We continue to keep our covid measures in place. We have not removed the

screens and our increased air flow through the shop is very effective. We also have

kept our hand sanitising station.

**Looking at this current year and its impact on our shop.**

The closures of both Downderry and Crafthole has brought its own challenges

especially to our Post Office. With the prospect of Christmas looming and the

amount of traffic we expect to flow through our PO we have started to advertise the

potential difficulties customers might face.

For example, overseas parcels now require not only a customs label but a

computerised one as well, this significantly reduces the speed to which we can

operate and we have asked for patience and also that customers recognise that they

most likely will have to wait in a queue over the busy Christmas period.

**5. Treasurers Report – Jon Banyard**

Referring to the Profit & Loss sheet

Shop turnover increased by £23500 from last year - seemed to coincide with a leaflet drop to all the homes in the villages asking for a little extra support.

But it may have been more to do with inflation because you can see that our purchase costs have also risen by around 20,000.

We have tried to limit our prices for staples even when our suppliers were raising their’s

So, our gross profit rose by only £1,000 from £43,200 to £44,200

As far as expenditure went, the usual ups and downs, with energy being a big ‘up’ – over 100%. We have much lower rates agreed from Feb 24 onwards.

Worth noting that, this shop is supported by its Post Office earnings and has been for 2 years. Without them, we would run at a loss. It was interesting to note that immediately after the Law Lords found against the PO in the Horizon scandal, that our PO fees doubled.

Also worth noting that we earned £1,400 interest on our savings because the Bank of England tried to control inflation and the Govt tried some unusual fiscal policies.

Unfortunately, HMRC took £247 back by making us pay corporation tax on it for the first time.

As you’ll recall, we reduced our grant allocation from £5,000 to £2,000 which helped towards our net profit increase from £3,800 to £5,800.

Ending on some positive news - our average daily customers have increased to 95 in the year to date from 85 during the same period last year, our cash position is healthy at £104,000 and, next Feb, our electricity price falls to 29p so our energy costs will restore to normal.

**6. Grant Amount Approval**

It was proposed that we donate £5,000 to local causes.

The proposal was unanimously approved. Request for applications will be sent out

**7. Re-election of Committee**

The existing Committee all stepped down.

Election of Officers.

Chairman – Lesley Banyard

Treasurer – Jon Banyard

Secretary – Penny Thorne

Committee members – Kay Beeby (post office rep) Michael Gilford, Deb Hoskins, Stephen Beeby

All were elected unanimously with no objections

**8. Audit decision**

A systems audit has been undertaken previously – which showed all our processes were robust, so it was proposed that we do not require an audit to be done this year.

A question was raised by Martin Reed regarding needing to have full confidence in the accounts and so requiring an audit. The committee clarified that the accounts were sent to our registered accountants ATC and not just done in house. This was accepted and he was reassured with no further queries raised

The proposal not to have an audit this year was accepted unanimously

**9. AOB**

Gina Evans thanks the committee for all their hard work. She felt that any profit should be spent on the staff (heating etc) and shop before any grants were given out

Martin Reed asked regarding how much donation of produce to shop.

Jennie replied that we do receive donated produce from time to time and it is sold at a favourable price suggested by either Jennie or the donor.

Sue Williams asked how the stock is managed.

Jennie outlined that she monitors stock and where items are selling, they are re-ordered. However, if we have an item that is not selling it will be discontinued. Any requests for new items are followed up so the list of stock items is always evolving.

Sue Cousins questioned how training occurs and if new regulations are passed onto volunteers.

Jennie and Lesley explained that there is ongoing training for volunteers which is co-ordinated by Jennie. Volunteers sign off what training they have had

Any new directives such as H&S legislation are put into policies and volunteers informed. There are H&S manuals in place and volunteers have to sign off when have read them

The PO has strict training processes which are followed by all PO volunteers~~. they have~~

We have 2 DOE people working in the shop at present.. All guidelines are followed and training is in place

There were no further points raised

The meeting was closed at 20.15