

Annual General Meeting for 2 years ending 31st December 2020

Wednesday 7th April 2021 Zoom call

Minutes

Introduction and Apologies

Present: Officers and committee: Roger Holmes, Charles Maxwell, Mayonne Coldicott, Isabelle Cousins, Len Davis, Harry Glover, Nick Houston, Bruce Milne, Kerry Weeks,

Staff: Ollie Robertson, Christine Oliver, Valerie Bowers and Clive Bingle.

Minutes Secretary: Kate Molloy

35 Residents of Frensham and Dockenfield.

Apologies: Jenny Carter, Alison Latter, Paul & Lynne Curtis

Approval of prior minutes:

The minutes of the AGM for the year ending 31st December 2018 were unanimously approved by the meeting and signed by Roger Holmes as being a true and accurate record.

Proposer: Colin Hall

Secunder: Charles Maxwell

Treasurer's Report and Approval of Accounts

The Treasurer's report on this occasion covered two years, ending 31.12.19 and 31.12.20.

In the year to 31.12.19 sales were almost level at £186k despite the shop being on very restricted trading for 2 weeks during the shop conversion. The net loss for that year of £8,515 reflects significant costs for the refurbishment, alongside those that were capitalised.

Sales for 2020 increased by 62% to £302,496 and the gross profit increased from £48,596 to £75,048. Profit after tax for 2020 was £7,378.

The net income from the Post Office was a reported loss of £17,768 . However, the Post Office undoubtedly brings footfall into the shop and it is impossible to quantify the amount of trade the shop generates from the Post Office customers. In 2020 the shop had a lot of expenses on safety measures during the pandemic and also there were one off costs relating to the recruitment of the new shop manager. Maintenance costs fell from £10,704 to £2,353 which was a positive.

The cost of new air conditioning unit and fencing has been capitalised this year and the depreciated value of Equipment and Fixtures and Fittings figure is now £18,948.

The estimated Corporation Tax liability for the year as a result of the loss carried forward from last year is £NIL.

The accounts for the two years to 31.12.19 and 31.12.20 were unanimously approved:

Proposed; Len Davis

Secundered; Colin Hall

Manager's Report

Ollie introduced himself and explained that he has enjoyed getting to know everyone and being welcome by such a close community has been a privilege. He explained some of the initiatives that he has put in place since joining; such as the £20 curry deal in conjunction with Sprinkle of Saffron. Ollie emphasised that he is keen to listen to customer feedback, and this resulted in new products being introduced and our chilled offer expanding to fresh pasties, pies and locally sourced dairy products. The bakery offer is also something Ollie wants to expand in, as it is one of the strongest performing categories.

Questions to Ollie.

Neil Mumford posed a question about social distancing, asking if now would be the time to increase the amount of people in the shop to three. Neil also mentioned about the amount of people behind the shop counter saying sometimes there's more people behind the shop counter than there are customers in the store. Going forward people need to be aware of social distancing when crossing over shifts; as well as making sure there is three people behind the counter at all times. Going back to increasing the amount of people in the shop I think this is a good time with everyone getting vaccinated and summer on the way, we can have the door open at all times to let fresh air in which will lower the risk of anyone catching anything.

Ollie and the Chairman noted that this was something that the Committee kept under active review.

Bridgette Wilson also had a question about wastage and making sure we are not getting too much fresh meat and vegetables.

Ollie explained his approach to managing wastage and the attention it receives. There was a proposal to gather food waste as animal feed (although subsequent investigation indicated that this would not be permitted)

Chairman's report

The Chairman started his report by remarking that while there will have been many notable events in the 25 years of the shop's operation, the last two years will have been as notable as any. 2019 saw the culmination of 3 year's work with the refurbishment and little did we realise just how valuable these changes would be in the impending lockdown. Inevitably this would start while Paul was on a well-earned holiday and very quickly a home delivery service was organised that would make close to 1,000 food deliveries to those shielding, as well as supplying newspapers to 60 homes. There were many thanks to be made, to Paul, who was recognised with a SW Surrey Community Heroes award, to all FVS staff who stayed on the front line throughout and to Martin and Claire Beer and everyone else that made it possible.

The shop finished 2020 with a turnover of £300k, that was "beyond our dreams". As a result of the return to profitability, the Chairman was pleased to report that the Committee intended to resume the "Give Back" programme to local causes.

The Chairman noted that the challenge is now to sustain and build on this level of trading and we are delighted to welcome Ollie our new manager to pick up the baton from Paul.

The Chairman noted another transition, in the handing on of responsibilities from a group of long-standing Committee members; The Chairman proposed a vote of thanks for an exceptional record of service of Mayonne Coldicott, Len Davis, Harry Glover, Liz Glover and Nick Houston. They had been instrumental in the success of the shop not just in surviving but in achieving the platform on which we are able to build today. The Chairman noted that we were fortunate to be able to propose an extremely strong cohort of new Committee Members:

Penny Heard would take on HR, Paul Howard would take responsibility for IT as well as bringing a breadth of experience including as a volunteer. Callum Keaveny would take on responsibility for Marketing and Communication. It was then proposed that Claire Beer take on a new role to work with Ollie and Isi on profit management with the higher levels of trading, as well as bringing significant experience of volunteering.

The Chairman then explained that Kate Malloy would take on the role of Minute Secretary but a formal proposal of this would be held off until the next AGM – to check that this worked once Kate returned to work from furlough and to her intended studies. Each of the new Committee members introduced themselves.

The Chairman reported that it was intended to organise a Celebration event later in the summer, with a number of purposes, to Celebrate 25 years of the Community Shop and 10 years in its new premises, as recognition for the exceptional service of the retiring committee members and as a thank you for the special effort of all those involved in the home delivery initiative in the first lockdown. Kerry Weeks explained the proposed timing (September) and format in order to create a safe environment for as many as would wish to come together for the celebration (subject to the release of COVID restrictions). More details to follow.

The Chairman then invited feedback on the topic of the shop's Give Back; firstly, to help in selecting a shortlist for the current year Give Back and then to give guidance that would help in formulating if any changes might be made for future years. Those responsible for current year nominations were then invited to make a short 'pitch' to the meeting.

St Mary's church was voted the most with 93%.

Resurfacing of Hollowdene playground 79%

Waverley Homestart 61%

Marindin Hall and British Legion 43%

Covid 19 benches 39%

'Change of Scene' 18%

Phyllis Tuckwell 11%

Kinglsey Centre 11%

Wrecclesham Rangers India trip 7%

Attendees were then asked to give guidance re future Give Backs

92% supported focussing the Give Back on 3 to 4 causes – that might typically enable £1,000+ donations and works with token in Jars for voting.

When asked “How should the shortlist be selected and funds allocated?” 65% felt that it should be a focus for the AGM, inviting short presentation and using a poll to guide the selection of a shortlist, with a customer vote then used to allocate funds.

There being no questions for the Chairman, the meeting moved on to the formal business of **Committee Elections;**

Re-election of Chairman and Officers

The Chairman and officers were unanimously re-elected; Roger Holmes, Charles Maxwell, Isi Cousins, Bruce Milne, Kerry Weeks,
Proposer: Bridgette Wilson
Secunder: Claire Beer

Election of Claire Beer to the Committee

Proposer: Isi Cousins
Secunder: Martin Beer

Election of Paul Howard to the committee

Proposer: Nick Houston
Secunder: Brigette Wilson

Election of Penny Heard to the committee

Proposer: Mayonne Coldicott
Secunder: Charles Maxwell

A.O.B

Charles Maxwell proposed a vote of thanks to Roger Holmes for all his hard work.

There was no other business and the meeting was closed.