



Whiteshill Village Shop Lower Street Whiteshill GL6 6AN

01453 753247

wrvscafe@gmail.com

20th ANNUAL GENERAL MEETING

Monday 25th February 2019

MINUTES

Present

Ruth Kelly, Chairperson	John Dunford	Nick Quayle	Ivan Miletitch
Claire Deacon, Treasurer	Dorota Godby	Jenny Slater	Paul Davis
Joyce Ballinger, acting Sec.	Wendy Hayward	Neil Turner	Mary Dunford
Barbara Burchell	Celia Poole	Sally Weaving	

The Chairperson opened the meeting by welcoming everyone to the refurbished café and shop.

Apologies Jenni Gardiner, Adele Gerrard, Bob Kelly, Ian Nie

Minutes The Minutes of the AGM held on 27th February 2018 were read, agreed and signed.

Chair's Report Ruth Kelly read her report which is attached.

Nick Quayle queried whether there was enough money to install the box and the village defibrillator. Ruth thought that the Parish Council had this in hand.

The application to the Co-op for a grant of £2,000 has been deferred until next year.

Rules of the Shop Rules of the Shop had not been altered so they were ratified by a show of hands.

Annual Accts Claire presented the end of year accounts and read her report which is attached. There were no questions from the floor.
Claire thanked Ruth for her efforts and energy which brought applause from the floor.
Nick Quayle gave a vote of thanks to Claire for all her hard work.
Claire asked the meeting for their approval to spend the £1,500 net profit from 2018 on continuing refurbishment works. This was agreed with a show of hands.

Election of Five new members were voted on to the Committee. Details are shown on the attached sheet.

Officers Ruth welcomed the new Committee members.

A.O.B

- a) Nick suggested leaving the toilet door unlocked during shop hours. The meeting agreed to this and it would be implemented.
- b) Nick also asked if we could offer an alternative to sweets. After a discussion it was agreed that a selection of fresh fruit would be displayed with the sweets, although it was felt that it was not the responsibility of the shop to influence what children bought. Dorota suggested doing a survey.
- c) There had been complaints that it was too hot in the shop and Paul said that the thermostat on the overhead heater by the door was not working and we were waiting for Chris to repair it. It was suggested that the radiator temperature should be turned down to 19 deg. The water heater should be switched off at night.

There were no further comments from the floor.

Date of next meeting of the Management Committee

Monday 25th March 2019 at 7 pm in the shop.

AGM Chairperson Report Monday 25th Feb 2019

Opening remarks:-

Good evening and welcome to the 20th AGM of Village Shop Association for the trading year December 2017 to end of November 2018, it's a pleasure to see you all tonight in the refurbished café and shop.

Chairman's Report.

This last year has been an interesting and rewarding one, the refurbishment project continues to roll forward; as a result of this the number of people using the shop and café has increased.

The different types of activities in the café have developed. The numbers attending the Book Club, The Young at Heart Ladies Coffee Morning and the German Conversation Group are up, we have an after school club – The Baked Bean Club which caters for up to 10 children, the Open Book group from the church regularly use the café between their school visits, visiting football teams access the café on a Saturday morning,

plus the groups of friends and parents who pop in for a drink and snack. So all in all we are becoming quite a busy place, meeting lots of different customers.

There are exciting plans afoot working with the Parish Council to put a balcony on the end of the café. These are in the early stages at the moment, they will require another round of fund raising and is likely to cost between £15 -18K.

The village defib is to be sited at the front of the shop.

Fund raising;

We have secured an additional £10K from the BLF this is to be used re-roof the building, replace guttering and to treat and repair the wooden cladding. This will ensure the building will take us forward for the next 20 years.

There is an application in process with Tesco Bags of help, we have asked for £3,750, this is to landscape the front of the shop, purchase a bench and develop the signage.

The Co-Op has invited us to apply for a grant of up to £2,000. This has been deferred until later.

Once this round of fundraising is completed it will bring us to the end of the funding raising that was initially planned to complete the refurbishment project.

The Day to day business.

The card payment facility has proved to be beneficial to both the customer and to the business.

The pre-payment/top-up service has not been successful. We have been in discussion with the Financial Ombudsman in a bid to terminate the contract with Payzone. I can tell you that the situation has been resolved and the equipment has been removed from the premises.

The sale of the Arts and Crafts item has blossomed, with approximately 15 different people selling their ware through the shop. Many of the people who exhibit also sell item Stroud Market and Made in Stroud.

General sales in the shop continue at about the same pace, the popular items such as eggs, preserves, honey, milk, penny sweets sell well, there appear to be more people calling in for those odd items they have run out of or forgotten to purchase when doing a supermarket shop.

Newspaper sales have increased slightly, we no longer sell magazines unless they are pre-ordered.

The café has developed significantly.

The number of people coming in for breakfast has grown, some of these are from the pub, but we also get some regular visitors.

Coffee time attracts a lot of different people, some have become regulars.

Lunch time can be hectic, school holidays can add to this, particularly if the weather is good.

Afternoons attract different planned groups who meet in the café, as well as the parents collecting from nursery and school.

The after school rush usually lasts for about an hour, we are starting to have more people coming in with children for tea prior to post school activities.

There are days when the café takings comprise more than 20% of the days taking.

This is all really positive. It means that we are providing a community service.

It has also provided some challenges and makes quite a demand on the volunteers, especially if a volunteer finds themselves working alone in the shop and café. We would like to have two people on every shift. We are getting closer to achieving this.

I am impressed that 20 volunteers have completed L2 Food Safety e-learning. I am guessing that not many of you will have completed any on-line learning before. Pat on the back time, Well done to you all, a Real Achievement.

Events

For the second year we supported the village summer event. The shop and café were very busy as was the BBQ tent on the field. We took £1,100 and made over £800 on the BBQ. We beat the amount we have taken before in the shop.

A massive Thank You, to all of the volunteers who helped to set up, cook, sell, be there and clear up on the day. This is a big fund raising event for the shop and café.

We celebrated our 20th anniversary on 24th October by inviting people to an all-day tea and cakes.

This event was well attended, with people who were involved in the shop 20 years ago through to people who have only just been supporting the shop and café.

There is a centre page article in the Warbler.

It was a great opportunity for people to catch up and visit the shop and café for the first time since the refurbishment project has been in progress.

Volunteers

Without you we would not be able to have a community shop, your contribution is essential and very much appreciated.

That includes everyone, not only those on the rota, who cover shifts and take on extra roles and responsibility, but those who support the running of the shop and café who are 'off the rota', purchasing stock, managing the web page, completing odd jobs, helping with IT problems, advising about technical difficulties, being committee members.

We attracted several new volunteers during the year, welcome to you all. I hope you are enjoying being part of the "A" team or should it be the "V" team making an important contribution to this amazing community.

I want to say a special thank you to the volunteers who support the younger 14 to 16 year old DofE students, we currently have 5 as well as Charlotte who is now 17. It is a delight to observe you working with these young people. My observation suggests that you and they enjoy the experience. Keep up the good work.

So to the Management team; they form the management committee Mary, Sally, Joyce, Celia, Barbara, Adele, Claire and me, we continue to work hard to ensure that the shop and café operates successfully, together we bring a mixture of expertise, skills and experiences that make it all work. They are also tolerant, patient and understanding, without them we would not be where we are today. Claire is the detective amongst the team, she is able to make sense of what we attach and write on the end of day cashing up sheets and she is also the messenger telling us how the business is doing. You will be hearing from her in a moment.

Adele has stepped down as the secretary, my thanks to you Adele for your support, expertise and knowledge that have helped over the last two years to develop processes, to write policy and procedures, to design and produce forms, to ensure that we comply with change in legislation and much more.

Nick Bentley also stepped down as a committee member after many years of service. My thanks to you Nick for your support and advice, particular when we were planning the café refurbishment, but also for managing the voucher system and all those other jobs you have done.

Thank you management team, your continued commitment to the shop and café is amazing and I appreciate all that you do on a day to day basis.

These departures have created some vacancies on the management committee; to my delight we have 5 people who have expressed an interest in joining the “V” team. We will be addressing this after the Treasurer Report.

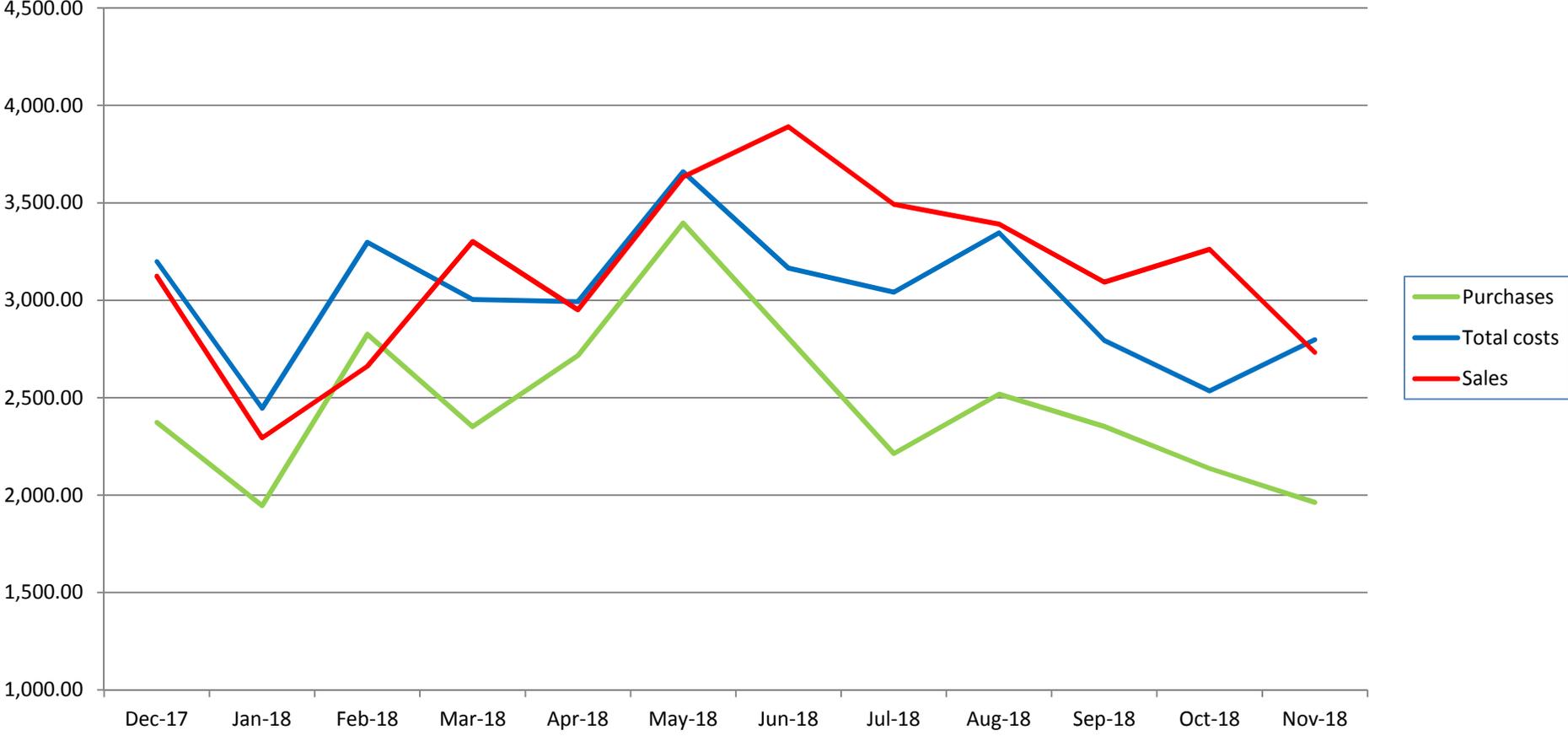
What next in 2019-2020?

- **Elect new members to the management committee.**
- **Re-roof and repair the building.**
- **Explore if other local community groups need a venue to use during shop hours.**
- **Review the social media activities and look to develop other networking opportunity.**
- **Work with the Parish Council on the potential balcony project, to include fund raising opportunities.**
- **Attract more volunteers.**

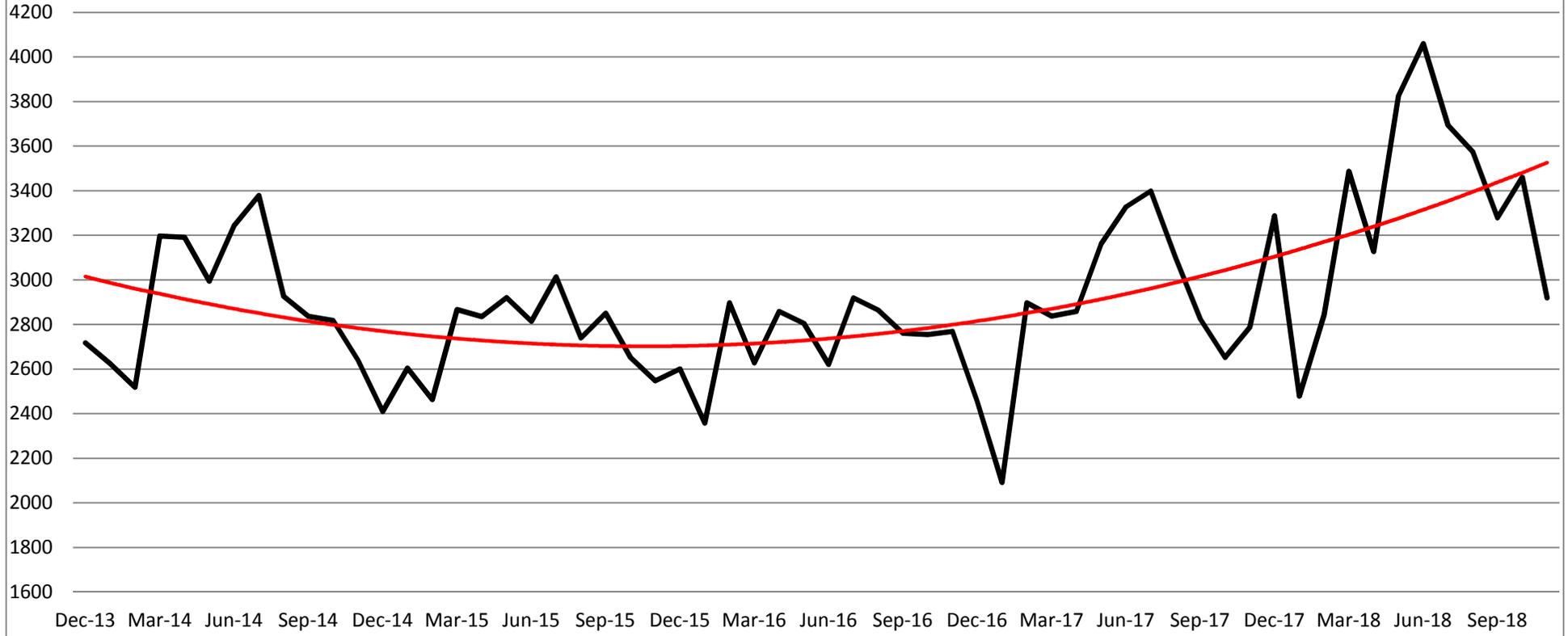
SO FINALLY a big thanks you to all of the volunteers for your time, effort and support to ensure that the shop and café continues to grow and prosper. Well done, it's been a great year. There is refreshment following the meeting, when we can perhaps raise a glass.

Are there any questions about this report?

Sales vs Total Costs



Monthly Sales - Dec 2013 to Nov 2018





RULES OF THE ASSOCIATION

- 1] The Association shall be known as the Ruscombe and Whiteshill Village Shop Association (the RWVSA), hereafter called "The Association", this being an Unincorporated Association.
- 2] The objectives of The Association shall be to:
 - operate and maintain a community shop
 - supply food, household requirements and everyday necessities
 - sell and exhibit arts and crafts made locally
 - provide a meeting place for residents and visitors
 - provide facilities to display information on local trades and skills
 - co-operate with other bodies having a like interest in The Association's objectives, consistent with the delivery of this Association's objectives.
- 3] All persons living within the local community will automatically be considered to be a member of the Association, as well as a person or body supporting the Association subject only to the agreement of the Management Committee. Members of the Association who attend the Annual General Meeting (AGM) have the right to vote.
- 4] The shop and café will be managed and operated by an elected Management Committee.
- 5] There will be an AGM of the Association which shall be held not later than three months after the end of each trading year.
- 6] An Extraordinary General Meeting of the Association may be called by a two-thirds majority of the Management Committee, or by 5 or more members concerned about the operation of the Association.
- 7] The office holders of The Association shall consist of a Chairperson, a Secretary and a Treasurer, who shall be elected at the AGM for the succeeding twelve-month period.
- 8] The direction and management of the Association shall be vested in a Management Committee consisting of the office holders and a minimum of 5 and a maximum of 12 other members who shall be elected annually at the AGM.
- 9] The Management Committee will meet monthly.
- 10] Should the number of members of the Management Committee fall below 5 during the year, a new member may be co-opted for the remainder of that year.

- 11]** As an officer of the Association, neither the Secretary nor the Treasurer of the Association are permitted to vote in Committee or at the AGM on matters for which they hold responsibility.
- 12]** At the discretion of the Management Committee, deputies for the officers of the Association may be nominated for the duration of the year.
- 13]** The quorum of the Management Committee will be deemed to be two-thirds of the members of the Management Committee present at the meeting and in the case of equality of vote the Chairperson shall have a second, casting vote.
- 14]** Members of the Management Committee who fail to attend three out of four consecutive meetings of the Management Committee shall be deemed to have resigned unless the Management Committee determine otherwise
- 15]** In addition to the powers mentioned in Rule 8, the Management Committee may:
- fill any casual vacancy amongst the office holders for the remainder of that operating year for the good management of The Association as it deems expedient
 - from time to time make sure such regulations and arrangements are consistent with the Rules and for the good management of The Association as deemed expedient
 - co-opt any member to give special help and advice for as long as it is deemed to be required
 - remain in power until new Members of the Management Committee for the ensuing year have been elected
- 16]** The Management Committee shall appoint an Executive Committee comprising the Chairperson, Secretary and other Committee members as required in point 13, to deal with urgent business relating to The Association. Any action taken by the Executive Committee shall be reported to the next full Management Committee Meeting.
- 17]** The accounts of the Association shall be presented at each AGM. Monitoring of the financial position of the Shop shall take place regularly and reported at the monthly management committee meetings throughout the year.
- 18]** The distribution of any surpluses occurring at the end of the Association's trading year shall be decided at the AGM.
- 19]** In the event that The Association is wound up, its assets shall be disposed of by tender, or at auction. All creditors shall then be paid so far as is practicable. Any outstanding surpluses shall be donated to the Whiteshill County Primary School, or to the Village Hall or to the Scouts and Guides Association, or divided amongst these and any other similar bodies, at the discretion of the AGM.
- 20]** The Rules of the association may be amended or added to at the AGM, provided that ten days' notice is given in writing to the Secretary. The members of the Association who attend the AGM have the right to vote. There must be a seventy-five percent majority to agree to such change. (The AGM will be publicised on the noticeboard in the shop, on the shop's Facebook Group page and on the Parish Council website.) All other matters shall be decided by a simple majority of these members present and voting.

To be adopted at the AGM in February 2018

Originally adopted at the association Annual General meeting on February 19th 2003