



ILMINGTON COMMUNITY SHOP * CAFE

MINUTES OF TENTH ANNUAL GENERAL MEETING OF ILMINGTON COMMUNITY SHOP LTD. HELD AT THE VILLAGE HALL ON 14TH MARCH 2024 AT 7PM

1. & 2. Introduction to the meeting

Mike Tremellen, wearing his Company Secretary hat, started the meeting by making sure that all those present had their glasses charged. There were 59 members present in the hall and 8 members who had previously apologised for not being able to attend and had given their votes by proxy to members present at the meeting. The lists of members in each of these categories are given at the bottom of these minutes.

Mike then laid out the following agenda:

1. Introduction to the meeting by Mike Tremellen, Company Secretary
2. To approve the Minutes of the 9th Annual General Meeting held on 21st March 2023
3. To receive and approve the Chair's Report for the trading year ending to 30th September 2023 (Mike, Chair)
4. Volunteer Survey (Astrid Matts & Sarah Beebee)
5. Surplus Funds Management Policy - Do the Members want to adopt this process? (Mike)
6. Vote on whether to accept the Chair's Report
7. To receive and approve the Treasurer's Report for the trading year ending on 30th September 2023 (Fiona Dakin)
8. To approve the Ilmington Community Shop Financial Statements for 30th September 2023 prepared by David Cadwallader and Co Ltd, the accountants retained by Ilmington Community Shop Ltd
9. To approve the Management Committee's recommendation that Ilmington Community Shop Ltd does not require the appointment of an auditor, as David Cadwallader and Co Ltd provide an 'independent opinion' on the accounts
10. Discussion on how we improve what we offer in the shop (Sophie)
11. To approve the Membership Strategy for Ilmington Community Shop Ltd and to elect members of the Management Committee to serve for three years (Mike, Company Secretary)
12. Answer questions that have been raised and close meeting

As Mike introduced agenda point 2, he asked everyone to vote on whether they approved the previous year's AGM minutes as he did not intend to do a presentation on them as they had been previously circulated. They were unanimously approved.



3. Chair's presentation

Mike, as Chair of the Management Committee, presented his report to those present. He opened by reiterating the purpose of the co-operative, namely:

The Society exists with the sole purpose to carry on business for the benefit of the Community. The Community is primarily the residents of the Parish of Ilmington.

The primary ways in which the Ilmington Community Shop & Café achieves its purpose are:

- **To provide the services of a village store and small café that has a positive environmental and social impact.**
- **To provide a meeting place and participative group venture that promotes community cohesion and helps to enrich the lives of the Community.**

The majority of what he said is captured in his previously circulated report that can be found on the following link:

<https://www.ilmingtonshop.co.uk/wp-content/uploads/2024/02/Chair-Report-2022-23-1.pdf>

The following item was not included in the report but was mentioned on the night:

We had a quick game of “play your cards right” where the audience had to guess whether the number of sales since we opened the shop and café were higher or lower than the one above. Here were the answers:

ILMINGTON COMMUNITY SHOP * CAFE

Play your cards right

Some numbers since we opened on 15th May 2015 (to end Feb 2024)

Number of days the shop has been open	3,203 days
Number of ½ dozen Egg boxes sold	9,602 boxes
Number of hours worked by Michele	16,347 hours
Number of cake slices we have sold	17,588 slices
Number of croissants baked	32,375
Number of newspapers sold	150,656
Number of supplier invoices processed	24,481



4. Volunteer's survey presentation

Astrid Matts and Sarah Beebee presented the aims and the outcomes from the survey of our volunteers that was conducted in August and September 2023.

Aims of the survey:

- Get a better understanding of how our volunteers view their experience with us
- For our current volunteers to have an opportunity to give us valuable feedback and suggestions
- To improve the experience for existing teams as well as new recruits
- To use the results in our forward planning

Methodology used:

- 90 questionnaires sent out in August via e-mail and hard copies.
- 30% responded. Good cross section from different mix of shifts, apart from 7-9am shift.
- Face-to-face conversations with people who preferred to talk.

What questions did the survey ask:

- Questions relating to time, frequency and location of shifts.
- Reasons for choosing to volunteer with us.
- Is volunteering enjoyable and rewarding?
- Would they recommend volunteering with us to a friend?
- How could the Management Committee and Managers improve the induction? A buddy? A handbook to take home? Practical till sessions? Shadowing before formally starting?
- What can the Management Committee and Managers do to improve the volunteer experience?
- General suggestions for improving the shop and café

What we learnt:

- Overall, the feedback was very positive!
- The main reason for volunteering was to support the village, shop and café.
- Others wanted to feel part of the community and meet and spend time with other people.
- Some wanted to contribute and learn new skills.
- Almost everyone said they would recommend volunteering with us to a friend.

What can we do better:

- Volunteers haven't always felt fully supported on their shifts.
- Many told us they want it to be more fun and sociable.
- We need more help with cleaning.



- Better support right from the start as well as more on-shift training and ongoing refresher training.
- Ensuring volunteers feel confident with tasks and know where they'll be working before each shift.
- Safeguard volunteer wellbeing by making sure that volunteers are happy and comfortable to carry out tasks.
- Ideas to improve our stock room
- Volunteer badges
- Simplify stock and order sheets, especially Drinkwaters
- Clearly display prices alongside products
- Ideas for our café menu
- Replace the shop counter top
- A designated area for reduced items
- Display work by local artists in the café
- Share emergency contact details

What did Astrid and Sarah do with the information:

- They expressed their gratitude to everyone who took the time to complete the survey.
- The responses were kept anonymous. A small group analysed the replies.
- A summary of findings was shared with the wider committee.
- We developed an action plan and work has already begun!

What has been worked on already:

- We now employ a cleaner once a week.
- When possible, new volunteers will have an experienced buddy and work with them during their first shifts.
- We are trialling a new shift rota allowing a 3rd volunteer to be on hand at busy times and if the volunteer would like the extra support.
- Michele has started volunteer refresher training sessions.
- Sophie, Michele and Laura are updating our volunteer handbook to reflect changes.
- Mike, Laura and Michele are streamlining our volunteer daily work sheets.
- Our managers are trying hard to ensure rotas are filled with volunteers who are happy and confident with their shift and that they know where they are needed before the shift starts.
- Improved communication:
 - When possible, Michele and Laura are doing handovers at the start and end of each new shift to better communicate any changes.



- The Management Committee and Managers are hopeful this will enable volunteers to raise any issues when fresh in their mind.
- It should also help our managers to ensure everyone gets the training they need to be happy and comfortable when working in the shop or café.
- The Management Committee and Managers invited feedback:
 - The Management Committee and Managers welcome all your suggestions verbally or in writing. We love your feedback!
 - We have reintroduced the suggestion box. We will log all your suggestions so the committee can consider and, when able, act on your ideas
 - If you prefer email, please use committee@ilmingtonshop.co.uk
 - Or of course, just have a chat to us.

5. Surplus Funds Management Policy

Mike presented the high level facts contained in the recently published Surplus Funds Management Policy that can be found via the following link:

<https://www.ilmingtonshop.co.uk/wp-content/uploads/2024/02/ICS-Surplus-Funds-Management-Policy-March-2024-For-Approval-by-Members.pdf>

This policy is still in line with the existing rules but allows for some greater process and guidance to the Management Committee to be applied when there is Surplus Funds available. The policy gives definitions to the balance of Working Capital and Future Capital requirements, Shareholder Repayments and a new ICS Fund setup to give Community Benefit in line with the Purpose of the Co-operative. Mike's final summary slide showing this inter-relationship is as follows:





There was a question about whether the ICS Fund would support an individual. Overwhelming feedback from members was that the fund should benefit the community rather than any one person and we should be wary of straying from our purpose.

The Surplus Funds Management Policy was voted on by those present and was unanimously approved and immediately adopted.

6. Chair's Report Vote

Members were asked to vote as to whether they approve the Chair's report which they did unanimously.

7. to 9. Treasurer's presentation

Fiona Dakin, as Treasurer of the co-operative, presented her report to those present. The majority of what she said is captured in her previously circulated report that can be found on the following link:

<https://www.ilmingtonshop.co.uk/wp-content/uploads/2024/02/Treasurer-Report-2022-23.pdf>

When Fiona had concluded presenting the Treasurer's Report, the members present voted unanimously to approve the Annual Accounts for the period to 30th September 2023.

<https://www.ilmingtonshop.co.uk/wp-content/uploads/2024/02/ICS-Unaudited-Accounts-2022-23.pdf>

Fiona described our current audit arrangements. We retain accountants David Cadwallader & Co Limited who give an independent expert opinion on the Accounts at a cost that is a lot lower than a full audit cost. They already give their professional opinion on our accounting and help us to report things in the correct way. The Committee recommended to Members that the Ilmington Community Shop Limited does not require an independent audit and the members present unanimously agreed.

All present voted unanimously to approve the Treasurer's Report.

10. Discussion on how we improve what we offer in the shop

Sophie then hosted a discussion about how we could improve what we offer in the Shop. She opened up by asking if everyone knew the different suppliers that we could order from and went onto state when orders could be placed at these supplier.

Suma
CO-OPERATIVE SINCE 1977

ILMINGTON COMMUNITY SHOP * CAFE
Did you know you can order from...

amisa
FALAFEL MIX

Barry THE BUTCHER
Pioneers of Fine Quality Meats

Vegetable Matters
Farm Shop and Cafe

Suma
MIXED HERBS

We're not as expensive as you might think

<p>Ilmington Shop £1.80 Tesco £1.85 ASDA £1.85 Waitrose £2.60</p>	<p>Ilmington Shop £1.25 Morrisons £1.60 Tesco £2.00</p>	<p>Ilmington Shop £2.65 Morrisons £2.65 Marks & Spencer £2.95 Ocado £2.75</p>
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Sophie also pointed out that the Community Shop is not as expensive as people might think.



The suggestions and questions that came from the members with regarding Improving our offer were:

- Stock more local things like fruit/apple juice.
- Why aren't our veg as fresh as Vegetable Matters? Carrots go over within a day. You can't rely on them for freshness. Do we need to waste more veg? Could you trial our veg against the same bought directly from Veg Matters or the supermarket?
- Sandwiches - better range of takeaway lunch options from the shop.
- When non-perishable products are nearing their best before date, could they go on 50% off and be sold sooner?
- Importance that this is a functional local shop, it's not Daylesford.
- Ground beneath the first step is more eroded and needs maintaining.
- Rethink policy on dogs in the cafe. The committee agreed to discuss and feedback.
- Sunday opening of the cafe - could we employ someone?
- Plant sales outside the front of the shop from time to time.
- Surplus fruit, veg and especially apples from the village - make it clearer that if you have excess you can offer it to the shop.
- Sign at the front indicating that there is customer parking at the rear of the shop.

The Committee agreed to look into these items and feedback on each of the ideas.

11. Membership Strategy and Management Committee elections

Membership Strategy

Mike, as Company Secretary, directed people to the previously-circulated Membership Strategy that can be found on the following link:

<https://www.ilmingtonshop.co.uk/wp-content/uploads/2024/02/Membership-Strategy-February-2024.pdf>

He reported that we currently have 475 members. The essence of the current Membership Strategy is to promote a share offer annually in the run up to the AGM, which allows people to be part of the co-operative, vote at the AGM and influence the co-operatives direction. The idea is to promote shares with a meaningful end date – in this case taking part in the AGM. The aim is to allow anyone new to the village to have the opportunity to join and become invested in the co-operative. It is not about raising money at this time.

Members were asked to vote as to whether they approve the Membership Strategy which they did unanimously.



Committee election

Becky Harvey is standing down at this AGM. Mike thanked Becky for being a fabulous member of the Management Committee for the last couple of years. He particularly thanked her and Aaron, her partner, for the recent work they had done on the planning permission application for the café car park surface change and the solar panels. There was a show of appreciation for Becky for all that she had done for the Committee.

Debbie Sarjant needed to stand for re-election as her 3 year term has run out. She said she was happy to stand again.

The re-election of Debbie was passed unanimously.

12. Questions and Close

Sarah Hobson mentioned that she had done the Christmas decorations for many years and would like to step back from doing them. Mike thanked her for her great work of the year's and promised that the Committee and Managers would try to get someone else for her to handover to.

With no further questions, Mike summed up and closed the meeting with the following sentiments:

- Great financial performance – Sales and Profit
- Our volunteers are just brilliant
- We hope you know that we are listening and acting on our volunteers and customers feedback to the best of our ability – please keep talking to us
- Please keep shopping in the Shop and enjoying the Café
- Thank you for your support

“Thank You for everything you do”



Attendees

(59 members)

Mike Tremellen
Debbie Sarjant
Sophie Welch
Sarah Beebee
Astrid Matts
Fiona Dakin
Laura Groves
Scott Reeve
Lizzie Haigh-Reeve
Sue Matthews
Mike Matthews
Michele Hall
David Shell
Rebecca Harvey
Jenny Daniel
Malcolm Lowe
Sheila Lowe
Sarah Tremellen
Carol Van der Spek
Alan Sarjant
Irene Sabin
Mary Brain
Gill Gray
Jeremy Snowdon
Diana Snowdon
Julia Hamer (Keith Hamer proxy)
Annette Collins
Wilf Buck
Mary Trotman
David Jackson
Ros Jackson (Alice Jackson proxy)
Alan Hessel
Clare Sharratt
Richard Sharratt
Joan Price
David Howitt
Amanda Hawkins
Keith Hawkins





Amanda Nolan-Durbin
Friedemann Gerhardt
Brian Meredith
Susan Brock
Liz Garton
Christina Wisdom
Julie Jones
Clive Allinson
Janet Allinson
Sue Clasper
Mike Clasper
Sarah Hobson
Jackie Prosser
Steve Prosser
Karen Peachey
Jenny Knill Jones
Liz Rutherford
Lindsay Martin
Susan Carr
Liz Hodgkin
Tim Allen

Proxy votes received from (8 members):

Keith Harmer to Julia Harmer
Alice Jackson to Ros Jackson
Heather Erridge to Mike Tremellen
Michael Lodge to Mike Tremellen
Judy Lodge to Mike Tremellen
William Tremellen to Mike Tremellen
Holly Tremellen to Mike Tremellen
Catherine Hilton to Mike Tremellen