

Hinton St George and Locality Rural Community Services Limited (HRCS)

Minutes of Annual Members Meeting

held on 2nd February, 2018
St George's Village Hall, Hinton St George

Present:

Management Committee:

David Clements - Chairman

Andrew Norton - Deputy Chairman (IT, website and communications and handyman)

Jeremy Rook- Treasurer

Jackie Bristow - PR

Judy Craig – joint minutes secretary

Les Farris - Newsletter

Nick Kirby – EPOS

Jean Roberts – joint minutes secretary

Salle Wroblewski – license holder

1	Chairman's Welcome	
	<p>The Chairman, David Clements, welcomed Members present and thanked them for attending and confirmed that a quorum was present. He outlined the information to be covered during the meeting, reminding Members that they had received copies of the signed accounts by email. Copies of these and the Committee Report to Members were also available at the meeting.</p> <p>An additional item had been added - members questions on the Annual Accounts before they are approved</p> <p>As there were 59 members present the quorum conditions were met (minimum 41 members needed), so the meeting could continue.</p>	
2	Apologies	
	<p>Committee: David Wheeler (Company Secretary), Keith Hurse (Post Office)</p> <p>17 apologies for absence were received from Members.</p>	
3	Approval of Minutes	
	<p>The Minutes of the last AGM held on 27th January 2017 had been circulated prior to the meeting. With no amendments the minutes were put to the meeting for approval: proposed by Derek Esp, seconded by Salle Wroblewski and unanimously approved by a show of hands.</p>	

	<p>Matters arising in Open Forum:</p> <p>Flyers had been delivered to Merriott, Lopen and Dinnington emphasizing value and merchandise of Our Shop; a difference had been noticed. Consideration would now be given to delivering flyers to Cudworth and Chillington.</p> <p>Plant sales – A small shelf had been built to the left hand side under the shop window. Donated plants were now being sold here.</p> <p>Supplier discounts for loyalty – Some suppliers were starting to give loyalty discounts.</p>	
4	Report to Members	
	<p>Overview for the year ending 30 September 2017:</p> <ul style="list-style-type: none"> • Improvements in the shop and upgrading of the Post Office have made a big difference, widening the range of produce, gift items, bags, aprons calendars and mugs, and a new pet food range was proving very popular. Jillian's unique ability to enhance the shop layout and merchandising had made a difference to our results. Shop windows had been let to an estate agent and an antiques dealer and the income contributed had boosted our revenue. • A successful Christmas Wine Tasting in the shop had been held. • "Near misses" in Countryside Alliance and Post Office Awards helped to broaden our customer base. • Another successful volunteers' BBQ with over 50 people had been held. • Stable staff and Management Committee contributed to a very successful year. 	
5	Financial report on the Annual Accounts for the year ending 30th September, 2017	
	<p>The Chairman presented the Annual Accounts for the year ending 30th September 2017. Copies of the Financial Statement had been emailed to members prior to the meeting and further copies were made available at the meeting.</p> <p>Profit and Loss Account</p> <p>Our position continues to stabilize with modest profitability and year on year growth.</p> <ul style="list-style-type: none"> • turnover was better than last year. Budget £201,417, 	

	<p>Actual £210,232.</p> <ul style="list-style-type: none"> • Gross profit margin declining. We will look into the reasons for this. Margin should be circa 24%. • Income from Post Office was down on last year but up on budget • Profit grew by 4% due largely to a 7.5% increase in shop sales and exceeding £200,000 for the first time. • operating expenses have increased ; • Trading profit was £14,072 up on budget by £1,298. • Grant from the Post Office was not received until after year end and this meant that the cash balance fell; • net assets for 2017 grew to £247,089 compared to £242,015 in 2016, up by £5,074. • The outstanding mortgage continues to fall.. 	
6	Operations Report	
	<p>We have enjoyed a stable staff team during the year and have been able to make a meaningful payment to our contracted staff through the Reward Scheme.</p> <p>Our product range and the quality of our merchandising has contributed to our increased sales and our customer base now extends over a wide area giving it 'destination' status.</p> <p>Health and Safety continues to be a standing item on the agenda of the Management Committee. No working days have been lost this year and we carry out an annual review of Health and Safety.</p> <p>Wastage continues to be a battle mainly because of sell by dates.</p> <p>Our Shop could not be run without our exceptional band of volunteers but we still need more and particularly those who will commit to regular hours, this would ease Jackie Bristow's task of managing the Rota system considerably.</p> <p>We have been able to replace three freezers this year due to the Post Office grant as well as, new counter, new shelving, lighting, external sign and new flooring. In addition to this we have had to replace the gas boiler in the flat as well as repairs to the bake-off oven and replacing a water heater.</p> <p>Regular income from the flat and garage are an important contribution to our finances.</p>	
7	Current priorities	
	<p>Data Protection - we have to keep data and are, therefore, required to seek consent from everyone we hold data on by May 2018. This data will not be disclosed to third parties without permission.</p>	

	<p>External redecoration - A quotation from Ian Pithers had been accepted; This work will be carried out this year.</p> <p>Regrettably we have to pass on price increases to customers in order to maintain our profit margin and the financial security of Our Shop.</p> <p>The Chairman told the Members that a new Chairman should be appointed as he had been in position for 6 years. This would be discussed at the next meeting.</p>	
8	Membership Report	
	<p>In the absence of the Company secretary, the Chairman reported that on September 30th 2017; there were 405 Individual and 19 Corporate Members. During the year there were 21 new members and 1 had died. An encouraging number of new residents have joined us. When a member dies their shares are often donated to the shop.</p>	
9	Elections to the Management Committee	
	<p>Elections to Management Committee</p> <p>David Wheeler and David Clements retired by rotation and offered themselves for re-election.</p> <p>Andrew Norton took over as Chairman and he thanked David Clements for his diligence and devotion and in particular his work in obtaining the Post Office grant. The meeting was then asked to elect David Wheeler and David Clements to the Committee. They were duly proposed and seconded and elected on a show of hands.</p>	
10	Members Questions on the Annual Reports and Accounts	
	<p>John Hansell asked how much was normally in the donations can when it was emptied... Jillian Fawcett said the amount was in the region of £800. This was often used to buy aprons, bags and extra items for the shop.</p> <p>Robert Heelis noted that HMRC no longer allowed tax to be paid at the Post Office. He asked how the Post Office earned its revenue. David Clements emphasized that every transaction no matter how small earned some revenue. He had taken up the matter of income tax payments with our local MP but no response had been received. He also pointed out that because our Post Office was a "fortress" design and therefore more secure and private to others in the area was becoming more popular to people and businesses outside the village.</p>	

	<p>Victor McWilliams asked how our profit was used. David Clements advised that two accounts were held one for day to day expenses, one a deposit account and an additional amount would be used to pay off some of our mortgage. It was hoped that we would also pay off loans from the community.</p> <p>Barry Tyler asked whether the building should be revalued. David Clements would look into this.</p> <p>Ann Matthews expressed concern about Data Protection and how this would be communicated in order to protect peoples' privacy. The chairman advised that this would be communicated by hard copy and not email in the first instance.</p>	
11	Resolutions	
	<p>1. Quorum - to give authority to the Committee to change numbers needed for a quorum. This resolution was proposed by Liz Tyler and seconded by Victor McWilliams and passed unanimously by a show of hands.</p> <p>2. To formally approve the Committee Report. This resolution was proposed by David Chapman and seconded by Emma Way and passed by a show of hands.</p> <p>3. To approve the annual accounts for year ending 30 September 2017. This resolution was proposed by Steuart Davidson Houston and seconded by Eric Burgess and passed by a show of hands.</p> <p>4 Reporting Accountants: To approve the use of the services of reporting accountants Cadwallers and dispense with a full professional audit for 2018. This resolution was proposed by Robert Heelis and seconded by Jophine Hardy and passed by a show of hands.</p>	
12	Other Issues	
	<p>Clare McWilliams suggested a new surface on the floor of the shop as the present one was looking warn and dirty. This would be considered by the Committee</p> <p>John Hansell expressed concern that funds from the donations can on the counter was not recorded. Jillian confirmed that this was recorded but it was recognized that a more formal process of signing should be introduced.</p>	
	<p>There being no further business, the Chairman asked for a round of applause for the outstanding contribution from Jillian. The meeting was then closed.</p> <p>.</p>	