

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

Minutes of the Annual Members Meeting

Held on 14th February, 2020
St George's Village Hall, Hinton St George

Present:

Management Committee:

David Clements - Chairman
Andrew Norton - Deputy Chairman
David Wheeler - Company Secretary
Keith Hurse
Jean Roberts
Jackie Bristow
Jeremy Rook
Les Farris

48 Members

1	Chairman's Welcome	
	The Chairman, David Clements, welcomed Members and thanked them for attending and stated that a quorum was present. He outlined the information to be covered during the meeting. Copies of the signed accounts and the Committee Report to Members were available at the meeting.	
2	Apologies	
	24 apologies received from Members.	
3	Approval of Minutes	
	<p>The Minutes of the last AMM held on 15 February 2019 had been circulated prior to the meeting. There were no amendments and approval of the minutes was proposed by Emma Way, seconded by Derek Esp and passed unanimously on a show of hands.</p> <p>Matters arising from previous Minutes:</p> <p>Actual cash flow continues to be broadly neutral; donations have, to date, ensured that it remains positive.</p> <p>Later figures to demonstrate the justification for increasing sales in budget; fortunately <i>Our Shop's</i> produce continues to sell well.</p>	

4	To present to Members	
	<p>Annual report of the Committee:</p> <p><u>David Clements presented the overview of the year:</u></p> <p>Successful marketing initiatives, thanks primarily to Jackie Bristow for all her hard work. There has been a significant increase in sales.</p> <p><i>Staff Changes:</i> Thank you to Julie Pearce for her short but welcome time as a permanent staff member and for continuing to help out when the shop is short staffed. In her place we have welcomed Kerri Julier. Until recently Saturday afternoon staffing has proved problematic; we are hopeful that new staff member Anne Galton will fill this slot successfully.</p> <p><i>IT Improvements:</i> the website continues to be improved and used.</p> <p><i>Tenancies:</i> consistent tenants for the flat and garage have ensured low maintenance costs this year. Repair costs have been minimal.</p> <p><i>GDPR compliance</i> continues to be improved, thanks to Linda Eardley.</p> <p>Annual Statement of Accounts for the year ending 30th September, 2019</p> <p><u>David Wheeler presented the Annual Accounts</u></p> <p>Copies of the Financial Statement had been emailed to members prior to the meeting as well as being available at the meeting.</p> <p>The highlights of the accounts were:</p> <ul style="list-style-type: none"> • Shop sales up 6.0% on the previous year and 2.48% up on budget; • Gross profit down slightly from 23.1% to 22.6%; • Net profit after depreciation and finance costs shows an increase from last year but slightly down on budget. • Once grants and donations were taken into account the profit was down from last year's £6,756 to £5,718 but up on budget of £3,807 • Shareholders' Equity up from last year to £260, 574 from £254, 836. • Operating expenses for the year were higher due to increased staff and administrative costs from £60,866 to £63,429; IT costs were higher due to the second till. • Monthly Shop Sales for the year are positive, following the 	

same pattern as former years but with higher peaks and smaller troughs.

The forecast profit before tax for 2020 is £5,309 down on £7,189 for the previous year but slightly up on the figure without donations of £5,129.

Donations, which are vitally important for cash flow, were down on last year but remain good. The prime source of donations this last year were from donations for frozen produce after freezer breakdown, plant sales and donations from the sales of Antiques in the window, in addition to loose change being put in the pot.

The Chairman reported on Our Shop Operations:

Our Shop: Jillian continues to improve range of produce. 'Cooks' products make *Our Shop* a destination, as do our wines - thanks to David Adams for the latter. The purchase of a new freezer has enabled a wider choice of Cooks frozen meals.

The sad news is that Jillian is advised that she intends to retire at the end of June. Our gratitude for all she has done for *Our Shop* is huge (and for individual customers who needed deliveries or support).

Our Shop water bills are significantly reduced thanks to Andrew Norton persistence.

New Website: this was not completed during the last financial year but is now up and running, due to the hard work put into this project by Mike Shaw and Jackie Bristow. We also need to thank Andrew Norton for running the former website since its inception.

Volunteers: *Our Shop* has a core of long-standing regular volunteers including some who work in the back office and are vitally important. Unfortunately, the number of volunteers who work frequently in the shop is falling; new volunteers are desperately needed to share the load. A weekly commitment helps the rota run smoothly. Another thank you to Jackie Bristow for continuing to manage this task.

Current Priorities:

- Increasing the number of volunteers, especially 'regulars' as mentioned above,
- Maintaining the higher gross margin to cover increasing wage costs and
- Succession planning.

How do we compare with other shops?

The Chairman presented a comparison of how HRCS was performing compared to other community-owned shops. It was recognized that our performance was above the average on all measures despite not having a café and the additional impact of supporting a considerable mortgage.

Flowers presented as token of appreciation

	<p><i>Our Shop</i> property income remains critical to the repayment of the mortgage.</p> <ul style="list-style-type: none"> • Turnover in top 20% (£257k against average of £257k) • Net profit this last year was in top 30% • Only 18% of shops have mortgages • Members - <i>Our Shop</i> is in top 10% • In top 30% for the number of volunteers- 60% of shops have a mix of paid staff and volunteers • In top 15% for staff employed - currently we have 8 • Only 75% offer contracts to their staff! • 55% offer Dof E work experience, including <i>Our Shop</i>. • 26% of shops own their own freehold as does <i>Our Shop</i>. • 41% have a café which we cannot do. • 60% have a Post Office <p>Membership Report</p> <ul style="list-style-type: none"> • 381 Individual and 17 Corporate members at 30/09/19 • 2 new members in the year (and more since) • New residents are encouraged to join and inevitable some are lost as our elderly Members die. • Membership communication continues by e-mail, Hinton Hound, our website and Facebook. 	
5	<p>Elections to the Management Committee</p>	
	<p><i>Leavers and Retirement by Rotation</i> Nick Kirkby, Salle Wroblewski and Mike Shaw have all resigned from the committee as they have left the village. Judy Craig and Les Farris have decided not to seek re-election; we are grateful for all they have done for the <i>Our Shop</i> and the committee.</p> <p><i>Nominations for Election</i> There are 7 retirements from the committee by rotation, 5 of whom have been nominated for re-election. 1 further nomination has been received from Pippa Reynolds. Pippa has valuable experience of merchandising and margin improvement.</p> <p><i>Election Process</i> 6 valid nominations have been received for 10 vacancies. As the number of candidates is less than the number of vacancies, the Chairman suggested en-bloc re-election to save time - no objections were raised.</p> <ul style="list-style-type: none"> • The election of Jackie Bristow, Keith Hurse, Andrew Norton, Jeremy Rook, Jean Roberts and Pippa Reynolds was proposed by Terri Hurse, seconded by Caroline Van den Berg and passed unanimously on a show of hands. 	

6	Members' Questions on Annual Report and Accounts	
	<p>Emma Way asked if the increase in <i>Our Shop</i> sales was due to Increased average spend or an increase in transactions? Unfortunately analysis is needed before this query can be fully answered.</p> <p>John Hansell asked how many people visited the website. Again, this could not be answered at the meeting but at the time of writing 2 days later, a detailed response has been sent to all members.</p>	Action JF
7	Resolutions	
	<p>1. To approve the Committee Report to members for the year ending 30 September 2019. This resolution was proposed by David Chapman, seconded by Robert Heelis and approved unanimously by a show of hands.</p> <p>2. To approve the Annual Accounts for the year ending 30 September 2019. This resolution was proposed by Clare McWilliams, seconded by Heather Morecombe and approved unanimously by a show of hands.</p> <p>3. Reporting Accountants: To authorize the Management Committee to dispense with a full professional audit for the year to 30th September 2019 and to appoint a Reporting Accountant at its discretion. This resolution proposed by Clive Thorne, seconded by Mick Atkinson and approved unanimously by a show of hands</p>	
8.	Open Forum	
	<p>David Chapman offered a positive statement to the members: he has been volunteering at <i>Our Shop</i> since its inception: "It's fun. Go for it!"</p> <p>Derek Esp continued the positive theme: Volunteering is a very good way to meet people - encourage/invite newcomers to the village to volunteer for this reason.</p> <p>Marguerite Aubrey pointed out that many people in the village travel a lot, thus their reluctance to offer themselves for a regular slot. The Chairman responded by saying that this was understood and "irregulars" were also extremely valuable, although regulars made the task of preparing the rota much easier.</p> <p>Judith Roper reminded us that students may be keen to volunteer as paid work for mid teens is hard to get these days. Possibly contact career advisers in schools and colleges.</p> <p>Ali Thorne wondered if donations would be increased if people giving could be named and thanked. Also to suggest that people remembered <i>Our Shop</i> in their Wills.</p> <p>Emma Way added to the above by suggesting that people may like to contribute with a gift towards paying off the</p>	

	<p>mortgage. Perhaps new people to the village could be invited to contribute to this cause as they cannot buy shares. The Chairman added to this by reminding us that once the mortgage is paid off, <i>Our Shop</i> profits would support other charities and causes in the village. He used this opportunity to thank Emma for the huge contribution she made towards getting <i>Our Shop</i> running efficiently in its early days. Clive Thorne enquired about the terms of the mortgage - it is now a fixed rate of 2.76% for 20 years with South Somerset District Council. Andrew Norton added that he believed that Hinton villagers would be willing to help pay off the mortgage.</p> <p>Jillian Fawcett reminded us that the family of a recently deceased Member are happy for <i>Our Shop</i> to retain her shares; experience shows that this is usual response of executors.</p>	
	<p>Andrew Norton thanked David Clements, yet again, for all his work and commitment. There being no further business, the meeting was closed.</p>	

Jean Roberts
16.2.2019