



# Lower Broadheath Community Shop

## Annual General Meeting

25<sup>th</sup> March 2021

7.30pm

Via Zoom



# Welcome to our Annual General Meeting



## **The Agenda for this meeting is:**

1. To give an overview of Chairman's Report and an update on recent shop activity
2. To give an overview of the Financial Report
3. To report on the results on the members votes that have been collected prior to this AGM

# AGM Housekeeping

- This meeting will not be recorded but a PDF copy of this PowerPoint will be added to the shop website
- All attendees will be 'muted' by us for the duration of the presentation, but there will be an opportunity to ask questions and comment at the end
- We will cover questions already posed via the voting forms during the presentation



# Reports are for Year Ended 30<sup>th</sup> Sept 2020

- Our Company (LBCS Ltd) has a financial year end date of 30<sup>th</sup> September
- This is our 3<sup>rd</sup> Financial Year of reporting, however it covers our first full year of trading (1/10/19 – 30/9/20), as we first opened our doors on 4<sup>th</sup> Feb 2019



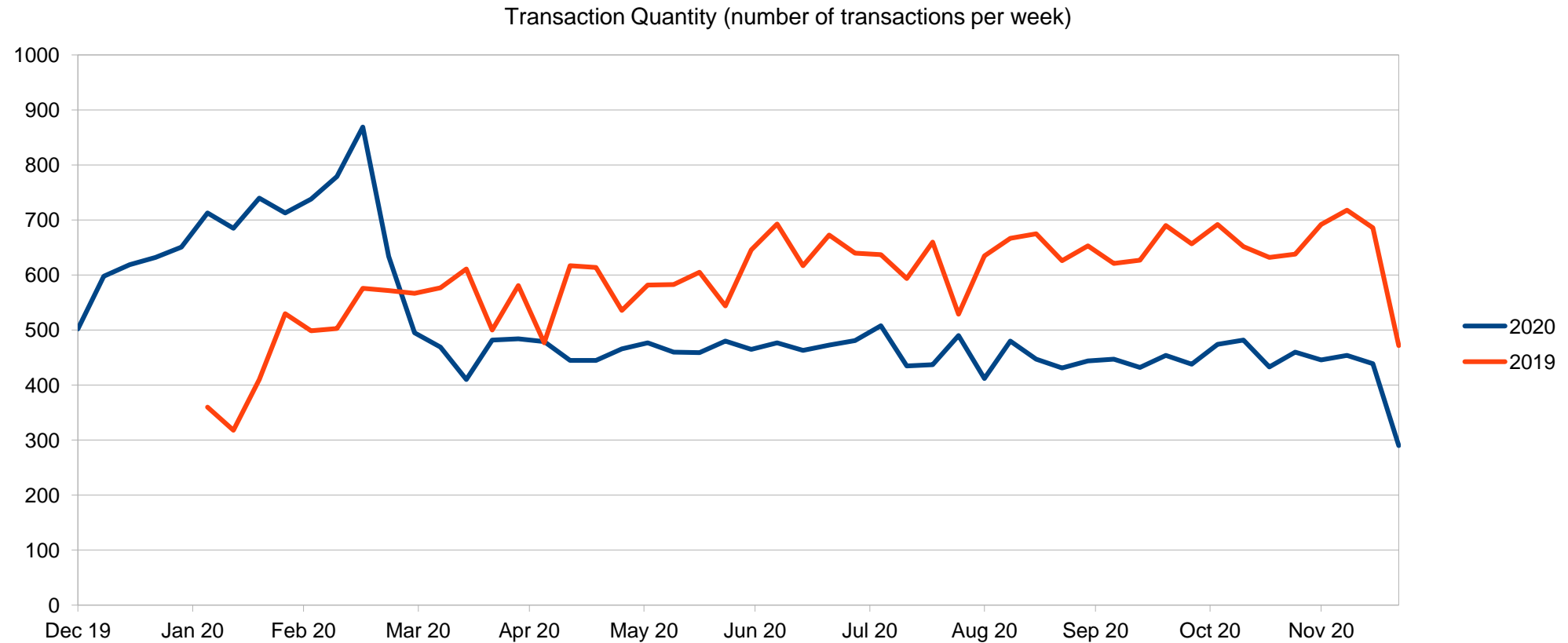
# Chairman's Report



## Headlines:

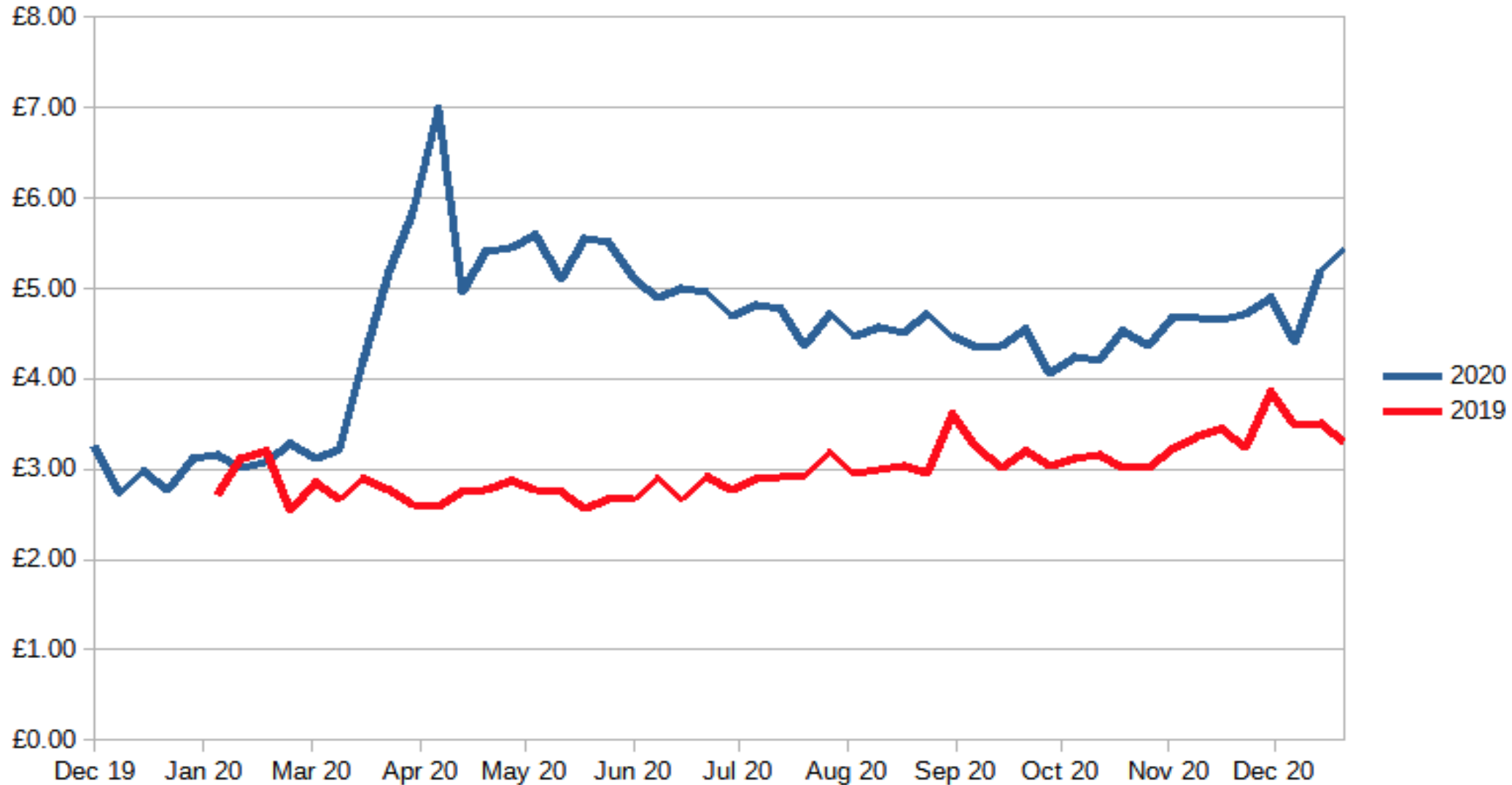
- For the first five months, we traded very much as planned and then in March 2020, Covid struck.
- We reduced our opening hours and saw a significant drop in available volunteers but stayed busy, and April saw our best months trading figures as people shopped locally.
- We have stayed open for the duration when many similar shops have not.
- Much work has been done to ensure we are meeting every changing guidelines and keeping Covid secure.
- We were helped by Covid related financial support MHDC and The National Lottery Communities Fund.
- Throughout the lockdowns we have offered free local deliveries or distanced collection options to vulnerable people and those self-isolating .
- You will see from the upcoming accounts we have ended the year with a profit of just over £11,000 in what has been quite an extraordinary period.

# 2019 / 2020 Comparison – Transaction Quantity



# 2019 / 2020 Comparison – Transaction Value

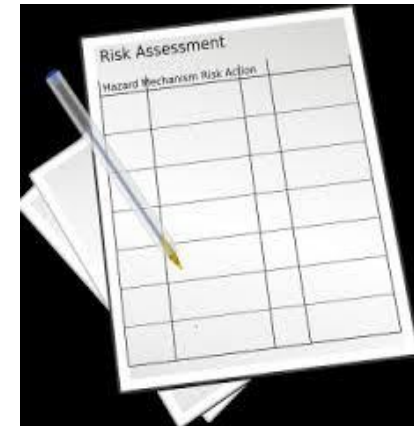
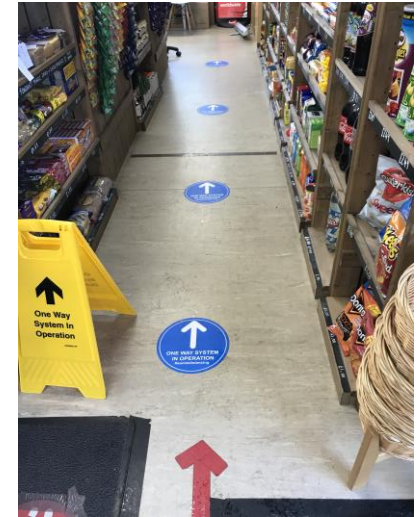
(Transaction Value, amount that was spent per transaction - more than 50% increase in ATV May- Dec 2020 v 2019)



# How we have adapted the shop during Covid

This has been an ongoing challenge due to constantly changing guidance, but below are a few things we have had to put in place in order to keep us all safe:

- Installation of screen between volunteers and customers (Shop and PO) and between volunteers behind counter
- One-way system put in place and newspapers moved to the back to help facilitate this
- Ensuring all volunteers and customers had access to hand sanitiser on entry
- Free masks available for those who have forgotten theirs
- Limiting number of customers in shop at any one time
- Enhanced cleaning and completion of Risk Assessments to ensure we are 'Covid Secure'
- Guidance to volunteers on mask wearing
- New signage outside, inside and on floor of shop
- New queueing system with spaced bollards outside in car park
- Rearrangement of stock filling to coincide with shop closure, to minimise impact of footfall in the shop
- Started and then increased our home delivery service to those in isolation, we still have regular home deliveries of around 8 – 10 a week
- This is an ongoing situation, and we are constantly reviewing how we can adapt to keep customers and volunteers safe, possibly looking at a traffic light system for the door.





# Some good news through Covid times...

- We received a Covid related grant from Malvern Hills District Council.
- We were successful in gaining funds from The National Lottery Communities Fund which enabled us to buy a new chiller, PPE equipment, leaflets and signage, increase manager time to deal with stock before and after opening hours and deal with home deliveries.
- The sum of the two awards above total around £15k which will be put to good use both now and in the future.
- We received a thank you letter from Lower Broadheath Parish Council thanking us for staying open and being an essential local service.
- Received a card from Lord Lieutenant of Worcestershire, on behalf of HM the Queen, thanking us for our contribution
- We have received various letters, cards and published newspaper articles from happy customers, many relying on us and our delivery service.
- Thank-you – keep them coming as they do cheer us up!



# Volunteer Report

- We are currently running with a skeleton crew of 20 volunteers, before Covid we had 73 volunteers
- Due to the distancing rules, we are unable to shop train lots of new volunteers at the present time, we have 6 new volunteers waiting to be trained
- We hope to increase our hours soon and to welcome volunteers back and provide some updated training
- We also hope to welcome in new volunteers, shop and PO, who we will then be able to train – watch this space! Anyone interested in PO volunteering can start immediately and train from home!
- In order to increase hours again, we will need more volunteers (ideally both new and returners!)





Accounts for  
Financial Year 3  
Sept 2019 – Sept 2020

## Profit & Loss Account



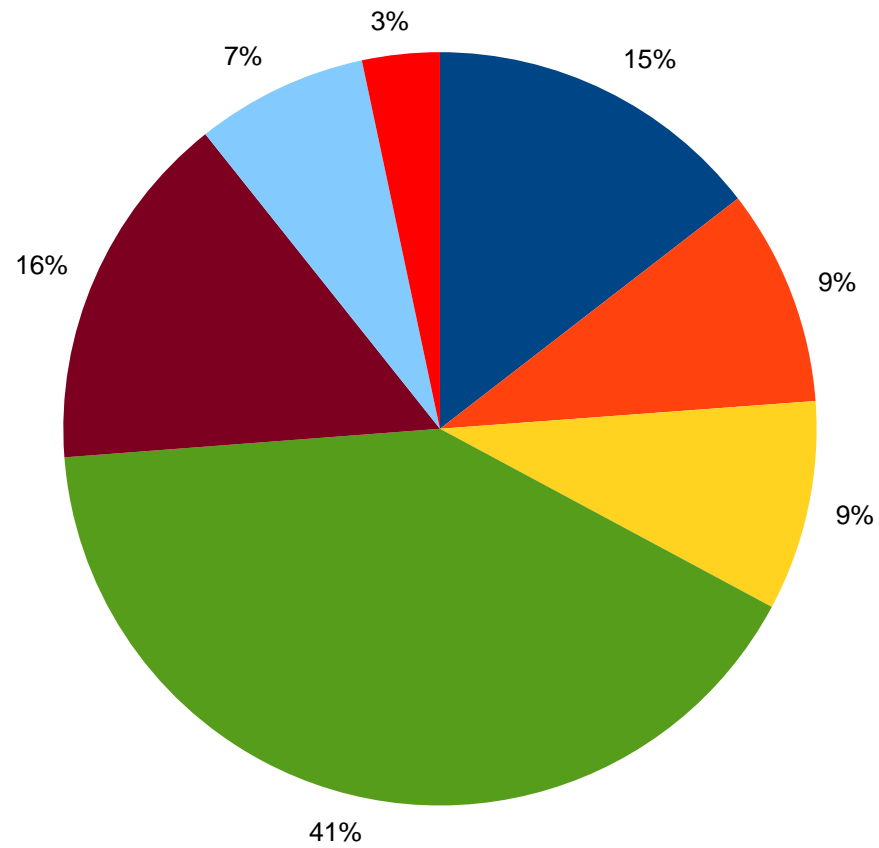
	2020	2019
Sales	121,743	59,323
Cost of Sales	(90,783)	(44,123)
Gross Profit	30,960	15,200
Costs	(37,669)	(24,135)
Other income	18,186	7,146
Profit	11,477	(1,789)

## Balance Sheet

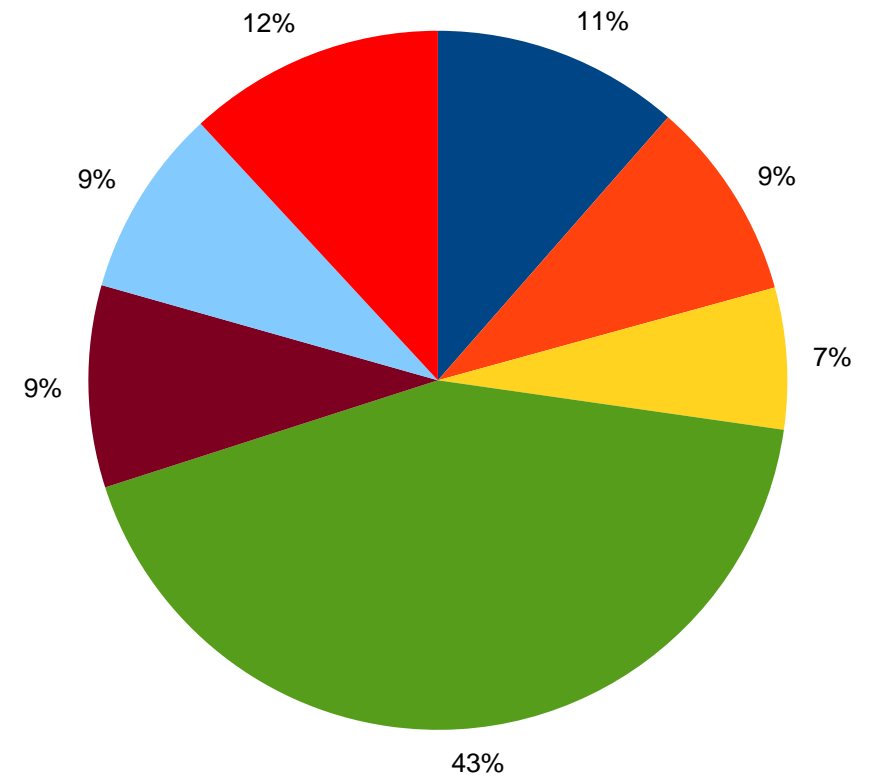


	2020	2019
Fixed assets	20,899	29,078
Stocks	7,620	4,815
Debtors	488	1,962
Cash & bank	40,260	23,195
	48,368	29,972
Creditors	(15,258)	(16,518)
Net assets	54,009	42,532
Members' funds	54,009	42,532

### Sales



### Gross Margin



- News & mags
- Dairy
- Bread
- Other food
- Alcohol & Tobacco
- Non food
- Post office

# Members were asked to vote on:



1. To receive and approve the Chair's Annual report
2. To receive and approve the Financial Report
3. To re-appoint David Cadwallader and Co Ltd as the Society's Independent Reviewer/Auditor and to disapply Section 83 of the Co-Operative and Community Benefit Societies Act 2014 (default requirement to conduct a full audit).
4. To elect a member of the Committee – Steve Smith
5. To amend Rule 5.1 of the Society Rules to increase the maximum number of members of the Management Committee from eight (8) to eleven (11)
6. To amend Rule 4.11 of the Society Rules to decrease the minimum required quorum for a members meeting from 10% to 5%

# Results of votes – all resolutions passed – thankyou!

Resolution voted on:	For	Against	Abstain	Total	% For
To receive and approve the Chair's Annual report	94	0	2	96	97.9%
To receive and approve the Financial Report	94	0	2	96	97.9%
To re-appoint David Cadwallader and Co Ltd as the Society's Independent Reviewer/Auditor and to disapply Section 83 of the Co-Operative and Community Benefit Societies Act 2014 (default requirement to conduct a full audit)	95	0	1	96	98.9%
To elect a member of the Committee – Steve Smith	96	0	0	96	100%
To amend Rule 5.1 of the Society Rules to increase the maximum number of members of the Management Committee from eight (8) to eleven (11)	93	1	2	96	96.8%
To amend Rule 4.11 of the Society Rules to decrease the minimum required quorum for a members meeting from 10% to 5%	87	2	7	96	90.6%



# Election of Officers



Our rules currently allow no more than 8 committee members

There are currently seven members of the committee serving their term:

Rachel Tedesco (Chair), Anthony Bedborough, Mark Glossop, Graham Hill, Victoria Howells, Monica Longley and Jessica Ronan.

Steve Smith was co-opted to the Committee since the last Annual General Meeting and therefore ceases to hold office as of this meeting, but he puts himself forward for re-election and he will make up the eighth committee member.

## Election of Officers (2)

In order to allow us more flexibility as we move into the next phase, **we seek to amend Rule 5.1 of the Society to increase the maximum numbers of members of the Management Committee from eight (8) to eleven (11).**

This is to provide the committee with the flexibility to co-opt members with specialist knowledge and additional expertise as and when required as we move forward with shop plans.

**We are in urgent need of a Secretary to join the Committee**, if you would like to talk this voluntary position through, please contact me the via [info@lowerbroadheathshop.com](mailto:info@lowerbroadheathshop.com)

# Quorum



**To amend Rule 4.11 of the Society Rules to decrease the minimum required quorum for a members meeting from 10% to 5%**

Given the uncertainties of the past year and in line with many other companies and societies, we seek to amend Rule 4.11 of our Society Rules to decrease the minimum required quorum for a 'members meeting' from 10% to 5%, to ensure that we get the required amount of votes, and presence in person (if required), to move shop business forward in the next few crucial years.

In future years, an AGM would have to be postponed if we do not get the required Quorum. At the AGM in 2020 (just before lockdown) we had 43 members in attendance (10% equated to 12.2%)

We have 353 shareholders / members, considerably larger than many similar societies, many of whom do not take an active part and may not be happy attending large gatherings in future.

# Questions posed prior to AGM

## **When does the committee hope to be able to extend the opening hours again?**

*We can't give an actual date but it is our intention to extend opening hours. The main issue is that we will need lots more volunteers to cover all the shifts, both for shop and PO. Any returning volunteers will need some training and obviously more so for new volunteers. As a committee we discuss this at every committee meeting and as lockdown measures reduce we will start to contact volunteers again.*

## **Could someone detail the change in income / sales linked with reduced hours during the lockdowns?**

*Change of income and sales due to lockdown, covered in earlier slides but in a nutshell we did not see a proportionate reduction linked to the reduction in hours, which is quite remarkable*

## **What work has already been undertaken into finding a more permanent location for the shop?**

*Again, as we move out of dealing with Covid this will become a priority, we plan to have a sub-committee looking at this issue and to look at potential options, we would welcome anyone to join this committee who feel they can be of help. Likewise if anyone knows of any land or options that we could investigate we would welcome that too.*

## **What does the committee want assistance with going forward?**

*We need to fill the Secretary position, we need volunteers coming back and new volunteers – spread the word, Jess is expecting and at the moment does a lot of our emailing and digital marketing, if someone has those skills that could help us on a temporary basis that would be great and would take the burden of it away from the committee! If anyone knows of a suitable plot of land central to the village?!!*

## **How much money did the Post Office generate for the shop during the year?**

*The PO remains a good income generator and is popular to both villagers and those outside of the village due to the availability of parking. Obviously, the PO has benefitted from a 5k per year grant that supports PO's in rural locations such as ours. The financial slides outlined just how important it is in adding to shop income.*

*The PO earned £4297 last year, plus £2500 for the six-months of grant, total £6797.*

*The expectation this year is about £5000 earned plus £5000 grant, total £10000, and so far cash discrepancies are about zero.*

# Comments from you...

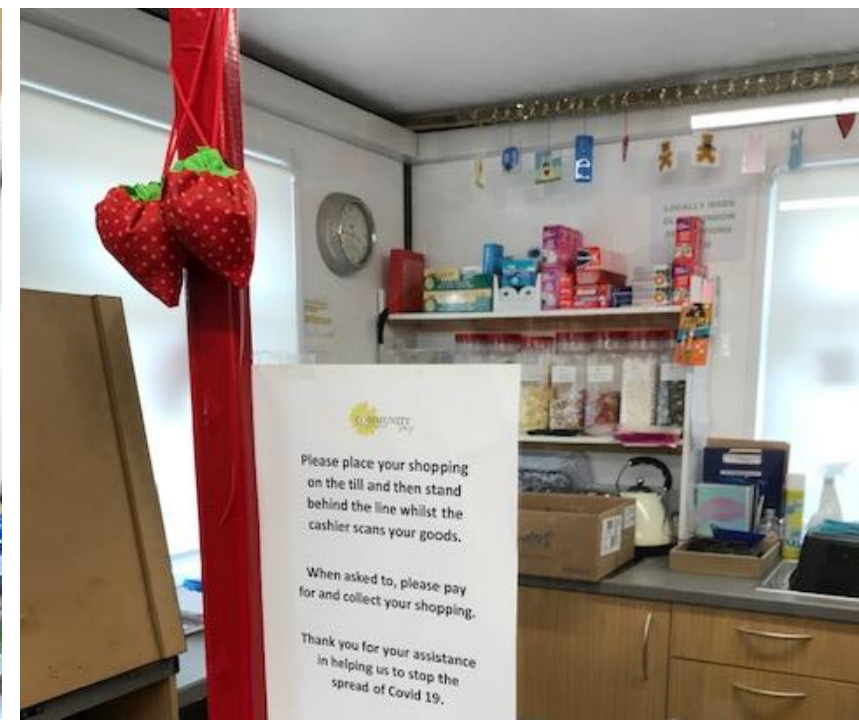


'Thanks for continuing to provide this essential service to the village'

'Thank you for all your efforts, much appreciated and valued'

'Great job you are doing, really appreciated!'

'Congratulations on a successful year in adverse circumstances'





lowerbroadheathshop



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