

# **Crowle Community Shop Limited**

## **(Trading as The Shop at Crowle)**

### **Minutes of the First Annual Members' Meeting held at Crowle Parish Hall on Sunday 30 September 2018 at 11.00am**

#### **1. Welcome and introductions**

Stephen Denne as Chairman welcomed all those present and confirmed that the meeting was quorate with well over 10% of Members attending. He introduced the members of the Management Committee, as well as Joan Goodman (Shop Manager) and members of the Shop Working Group.

Apologies for absence were noted from Paul Bussey, Diana and John Crabtree, John Hood, Karen Jones, Mary Rollason and Colin Wilson.

#### **2. Report to Members**

Richard Temple Cox as Vice-Chairman gave a report on 'key milestones in the journey' for The Shop at Crowle project, due to open for trading on 16 October 2018. Following the first meeting of the Shop Committee in November 2016, community consultation was undertaken and some 16 possible sites identified with planning consent secured for the Parish Hall site. Construction work commenced in February 2018 and a team of volunteers led by Paul Bussey had completed almost all the fit-out work.

Stephen Denne gave a report on membership strategy. The local community had responded enthusiastically to help fund the project, with over 160 private individuals from 8 villages and a dozen local organisations investing £30,000. Over £79,000 had been secured via grants. Special thanks were due to Crowle Parish Council and Crowle Parish Hall Trust. In addition, local businesses had provided subsidised advice, appliances and equipment. Going forward, the aim would be to build further support within the community by providing valued products and facilities, and customer feedback would be sought to ensure focus on this.

Members voted to approve the report.

#### **3. Financial Report**

In the absence due to ill health of John Hood, Treasurer, Stephen Denne gave a Financial Report. The accounts pages in the Annual Report comprised a snapshot as at the year-end of 31 March 2018.

It was noted that, due to the size of The Shop's operations, there is no requirement for The Shop's accounts to be audited independently. Many community shops do, however, commission an independent external professional review to confirm that statutory requirements have been met. The Management Committee proposed that, for this pre-trading period, no such review was needed. Neil Smith proposed that such a review would be good practice in future years.

Members voted to dispense with a full audit for 2017/8, to approve the accounts for this period, and to commission external reviews from 2018/9.

Stephen Denne then gave a report on financial performance. To date, this comprised mainly fundraising as noted earlier, and prudent investment in necessary items – typically involving 3 cost quotations (and sometimes many more) and using DIY labour as far as possible. In terms of trading outlook, the Management Committee was confident that The Shop would perform well by providing what people valued as ‘more than just a shop’ in an appealing and welcoming environment.

Members voted to approve the financial report.

#### **4. Making the Shop Work**

Sue Cole (Secretary) and Sandra Gellert (Head of Operations) gave a report on the work done to recruit and train volunteers to serve in The Shop. Some 60 volunteers had stepped forward, with training covering many topics including customer service, health and safety and food hygiene, and underpinned by a comprehensive Handbook setting out key policies and procedures. Trish Hartley had played a key role throughout.

Shop Manager Joan Goodman outlined the product strategy for The Shop, comprising a wide range of both ‘convenience’ items and exciting local products which were now starting to be put on the shelves. The opening day was fast approaching and customer feedback was eagerly awaited!

Members voted to approve the report.

#### **5. Management Committee 2018/9**

The Shop’s Rules require a minimum of 3 members on the Management Committee and a maximum of 12, to include a Chairman, Vice Chairman, Treasurer and Secretary. All 5 current members of the MC were willing to stand again, which it was felt would help with continuity.

Members voted to re-appoint all 5 MC members.

#### **6. Data Protection**

Members were reminded to provide their consents for The Shop to use their personal details, using the forms available, if not already done.

#### **7. Any Other Business**

A date for diaries: there would be a formal Opening Event on 18 November – all welcome!

The Annual Report to Members is available on The Shop’s website and from the Secretary.

The Chairman thanked everyone for attending, and the Management Committee and Shop Working Group and all other volunteers their hard work in bring The Shop to fruition, and all Members and other supporters for showing confidence in the project. The meeting closed at 11.50am.

Crowle Community Shop Limited

*Registered office:*

Blenheim

Netherwood Lane

Crowle

Worcester WR7 4AB