

# East Budleigh Community Shop



Serving Our Community

FSA IPS ACT 1965 Register Number 30475R

## ANNUAL REPORT - 1<sup>st</sup> October 2016 to 30<sup>th</sup> September 2017

This is the ninth AGM of the Community Shop. During 2018 it will achieve its tenth anniversary since it opened, so we plan to have a party to celebrate.

In this financial year, our footfall decreased to 55,780 (compared to 59,078 last year). This year, for the first time, we have had to increase our basic prices in order to cover the increase in wholesale costs. Our Loyalty Card continues to be extremely popular and encourages repeat shopping. 565 cards have been redeemed at a value of £8.00 each.

Our sales totalled **£197818** (£194,874 last year) and our gross profit was £36,301 (£41,162 last year) giving us a profit margin of around **18.4%** (21% last year).

This year, we had further major expenses. It was necessary to replace two freezers. These have been replaced with three upright models, which will be more energy saving than the previous models. We also expect to upgrade our shop software and shop Till within the next six months, as the existing version is now obsolete and not supported by our IT Support Service. This will be at a cost of approximately £2,000.00

Following a decision made at last year's AGM, it was agreed to donate up to £10,000.00 towards the refurbishment of the Village Green. After negotiation and in view of our own further capital expenses, a sum of £5,000.00 was gratefully received by the Village Green Committee. After meeting all our overheads, we achieved a **deficit of £4609** (surplus of £9,013 last year). The reason for the managed deficit was the decision to make donations to the Village Green and the Scarecrow Festival. Prior to this we were in credit. We also planned a reduction in our gross profit as we do not want our reserves to continue growing.

In addition, Members voted to increase our reserve from £8,000.00 to £10,000.00. The end of year stock-take revealed very few discrepancies and the total stock for end of year was £9,958.

This year our Committee was joined by Andrew Canning who worked tirelessly to fill the role of Volunteer Supporter. He spoke to all the volunteers and organised several training sessions/ refresher sessions in the shop. These were not well supported,

more due to the confidence of our Volunteer workforce than to a lack of interest. Andrew continues to represent the interests of the volunteers, as required and they all know that they can approach him about any shop matters.

The Committee has continued to support the Shop Managers and to ensure our legal obligations are met. Charles Abrams has once again produced a professional Shop Calendar, using photographs taken by the local wildlife photographer, David White. He also oversaw the new signage for the shop. Paul Smith continues to keep an eye on the finances. He has also installed new good quality shelving in the shop, following the re-siting of the new freezers, and dealt with an unfortunate breakdown of one new freezer, which was replaced under warranty.

John Tresidder has continued to act as Company Secretary and Vice-Chairman, producing minutes of our meetings and giving all round support. I have continued to give IT support to the shop and to co-ordinate our activities.

We have 56 experienced volunteers (including growers, bakers, cleaner uppers and committee members) - we currently have one young person working towards the Duke of Edinburgh Scheme, one regular young helper and one occasional young helper. Three other Duke of Edinburgh Scheme students have been assisted during the year. We continue to recruit new enthusiastic people when they move into the Village. Lesley Wensley and Liz Dearsley in particular have given office support to the Managers, enabling them to take their holidays. Alan Rainford continues as our Licensee and Julie Smith helps with stock purchases. We continue to receive praise from visitors and locals alike over the friendliness and helpfulness of our staff and the wide range of goods that we carry. Recently a shopper in a wheelchair remarked on how easy it was for him to access the goods in the shop.

Mel Ferrers and Anne Davies, our Managers, continue to organise Staff Rotas, Purchases and Sales, as well as training new volunteers and planning for the changing seasons. Their cheerfulness and expertise in buying goods goes a long way to making the Shop the success it is.

The Community Shop has become a vital asset to the Village and brought residents together. It is quite an achievement to be approaching our tenth anniversary in such a changing world, where many are turning to the Internet for their shopping. There is no substitute for buying goods "on the doorstep" from our cheerful volunteers and engaging in conversation with neighbours at the same time.

**Judith Venning, "Chair" of the Shop Management Committee  
January 2018**