



## **ROADWATER VILLAGE SHOP COMMUNITY BENEFIT SOCIETY 2018/19 ANNUAL REPORT**

This has been a very busy and successful year for the shop, with trading continuing to improve and work beginning on the building improvements and extension. It is hard to believe that in one short year we have achieved so much. Great credit is due to all the people who have given their time and support in so many different ways to move us forward so positively.

### **1. Membership and Shares**

- There are currently 283 members.
- Amount held in shares stands at £160,522.
- Share forms have been left in the shop, with two requested by and given to existing shareholders.
- Four members have passed away since the last AGM. Relatives of two of these donated inherited shares valued at £5,025. One spouse (a member) inherited £500 as shares.

As announced at the last AGM, new people wishing to become members can purchase “additional shares” at any time, on request. Existing shareholders may also increase their shareholding. In both cases SISR (Social Investment Tax Relief) is not applicable. This is only available for shares purchased as part of the 2018 fundraising initiative to purchase the shop and flat premises, for which we received special permission. CBS shares received in exchange for shares in the old company after its final closure are also not eligible for SISR.

### **2. Management Committee Items**

#### ***Management structure***

- Management Committee: This is the main decision-making body, meeting at least monthly. It comprises Rob Wetheridge as Chair; Mary Coles as Vice-Chair and Membership Secretary; CherryBird as Secretary, DebbieDennis as Treasurer, BeckyMillar as member.
- Shop operational team: Sarah Wetheridge, as Shop Coordinator, reports directly to the Management Committee and works with Nancy Marshall (volunteer rota); Julia Eggar (stock ordering); Annie Foster (fruit & veg.); Steve Eggar (health & safety); Hazel Benson (daily cash & staffing hours); Andrew Benson (maintenance & repairs); Angela Fine (newspapers and garden).
- Publicity: Ann Bernard manages and updates the website regularly, including restructuring this year to make it more comprehensive. Les Haworth posts regularly on Facebook about events and news. The Committee sends press releases to WSFP as appropriate and produces a newsletter two to three times a year. A flyer has been produced and delivered to new people moving in.

#### ***Documentation***

- The business plan was completed in December 2018 and uploaded to the website.
- A procedures & policies document was developed and is available on website in 6 sections:
  1. Financial Procedures including Tendering for Supply of Goods and Services
  2. Health & Safety
  3. Data Protection (GDPR)

4. Environmental Impact
5. Child Protection and Protection of Vulnerable Adults
6. Equal Opportunities

### **Staff and volunteers**

- There have been some staff changes during the year, and currently we have 8 paid staff, equivalent to 2.5 full-time staff. Two more people have received Post Office training (Debbie Dennis and Lynne Toms). Two paid youth also work on Saturday mornings, gaining work experience under supervision.
- Currently 55 volunteers help in the shop in various capacities, including six new people. They are a critical factor in the success of the shop. All volunteers receive basic health and safety training in lifting and handling plus fire safety.
- Staff salaries and contracts were reviewed and pay rates were increased, so that they are now above the legally required minimum wage level of £8.21 per hour.

### **3. Shop and Post Office Performance**

See separate accounts. The following points should be noted:

- Since installation of the new and more efficient EPOS system, our ability to monitor sales and prices and manage/ minimise waste has greatly improved, which has helped boost profits.
- As noted above, the large number of volunteers is an important factor in the success of the business, as it enables us to deal with a much greater number of local suppliers and thus increase our range of interesting and quality products.
- Customer numbers remain consistent with the previous year.
- Much improved PO system changes to our procedures have been introduced by our staff with advice from the PO area support manager. This has increased the efficient administering of some complex Post Office methods.

### **4. The Flat**

After the upgrading and redecorating, a tenant moved in on October 1<sup>st</sup> 2018 and is still resident.

### **5. Development Project for Renovations and Extension**

Our major achievement for the year is raising **£230,000** to pay for repairs, renovation and extension of the shop premises, with a change in shop layout and establishment of café. Donors include:

SSEF	£100,000
Reaching Communities (Lottery)	£ 80,000
Awards for All (Lottery)	£ 10,000
Fairfield Foundation	£ 10,000
St Luke's Mission Fund	£ 20,000
ENP partnership	£ 2,500
Donation	<u>£ 5,000</u>
Events	<u>£ 2,500</u>
<b>Total</b>	<b>£230,000</b>

As stated in our business plan and funding proposals, our vision in undertaking this development project is of a sustainable shop, owned and run by the community, serving every day shopping needs of residents and the wider rural community and enhancing the life of the village by acting as a social and information hub. It is also important to note that in purchasing the property we understood that substantial renovation work would be needed to bring it up to current safety standards.

Our aims are to:

1. Improve and expand the services provided by the shop in response to community needs, including widening the range of products, improving display facilities and increasing accessibility
2. Establish a café cum information/ social hub that enables local residents to socialise informally and complements activities in the nearby village hall. The intention is to contribute to a reduction in social isolation.
3. Increase energy efficiency in the shop and act as a model and information centre on reducing environmental impact.

Building work began on 2<sup>nd</sup> September. Based on a tender process the contract was awarded to Ware Construction (Sully's and Sweetlands also submitted tenders). Architectural drawings were compiled by Smith Roberts, with Peter Roberts providing considerable support in the processes of planning permission, selection of suppliers and the tendering and award of contract. The forecourt will be completed by Lynch, external railings by Allerford Forge.

For the final seven weeks the shop will operate from the downstairs village hall, with post office services continuing from those premises. Work is expected to be completed by end of November, in time for Christmas trading.

## **6. Overview of Future**

- Official opening of new premises planned in early December.
- Development work will begin soon afterwards to establish the café as a social/ community hub, including networking and self-support group meetings as desired.
- We will continue to encourage new member/ shareholders to join through networking, posters in the shop and making contact with new people as they move into the village.
- We are required to produce documentation of the social impact of the shop improvements, as part of the monitoring feedback to the major donors, SSEF and Lottery. Help will be needed with thinking through and monitoring the benefits of the development, both now and further into the future. The committee will be grateful for comments and suggestions about the type of services and groups they would like to see and any benefits they observe.

## **8. Thanks**

Many thanks are due to the shop staff and volunteers, garden helpers, website and Facebook operators, those who have helped gather information for funding proposals and of course customers. We are also grateful for continuing advice and support of Plunkett.