

Shaw & Whitley Community Hub
 Minutes of the Annual General Meeting Held on
 Tuesday 5th July 2022 via ZOOM

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| <u>Present:</u> | |
| Nathan Hall (Chair) | Dan Pike (Member) |
| Alison Candlin (Secretary) | Caroline Clifford (Member) |
| Charlotte Yates (Deputy Chair) | Mark Clifford (Member) |
| John Lister (Steering Group Member) | Stephen Whiteside (Member) |
| Dom Szanto (Treasurer) | Alexander Lunt (Member) |
| Martin Moorshead (Steering Group Member) | Melinda Adcock (Member) |
| Peter Ellis (Member) | Mary Ellis (Member) |
| Sara Whiteside (Member) | <u>Apologies</u> |
| Lesley Sibbald (Member) | Ann Harrison |
| Kirsty Jamieson (Member) | Bill Harrison |
| Claire Hall (Member) | Peter Richardson |
| Marianne Donohoe (Member) | Pippa Richardson |
| Bob Brownrigg (Member) | Shelley Ackland-Snow |
| Cecily Brownrigg (Member) | Paul Ackland-Snow |
| | Pam Drewitt |

| No. | Item | |
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| 1 | Welcome and Introduction | |
| | <p>Nathan Hall welcomed everyone to the meeting and opened with a reminder that Shaw and Whitley Community Hub was established with two main objectives:</p> <p>1 To open and operate a community shop to serve the villages of Shaw and Whitley 2 To initiate and support small community projects to benefit the villages of Shaw and Whitley</p> <p>The success in our first year of bringing back a shop to the village of Whitley has been very well received by the community and it is extremely rewarding to see how the shop has become part of village life once more, and particularly to see our volunteers enjoying their time in the shop and making connections across the villages.</p> <p>Nathan thanked all the volunteers, regulars in the shop, occasional helpers, and those helping behind the scenes – for all their work on behalf of Shaw and Whitley Community Hub and also thanked the 157 Community Benefit Society members for their support. Shaw and Whitley Community Hub is aiming to grow these numbers and has a membership strategy available on the Whitley Stores website.</p> <p>It was noted that our space is extremely small and cannot generate sufficient revenue to make it feasible to employ a shop manager. SWCH has an ambition to grow our business, increase our space and with that aim for greater revenues that will support a manager to further grow the business.</p> <p>Behind all the positives of the year, it was noted that there have been a number of challenges, including the challenge of sharing our space with two other businesses with different commercial aims and business models, and the challenge of not being able to have full control over our space, but that all in all it should be considered a tremendously successful first year of operation.</p> | |
| 2. | Presentation of SWCH Annual Accounts | |
| | <p>Dom Szanto shared the presentation circulated ahead of the meeting and appended with these notes. He detailed the funds raised from donations, the share offering and grant awards; went through the breakdown of set-up costs; and then reviewed the year's balance sheet.</p> <p>It was noted that, on paper, the accounts closed at a loss of £2176 but that this takes into account £3000 non-capital set-up costs. If these are discounted, our operating profit for the year would show as £949.</p> <p>On this basis, it was proposed by the Steering Group that SWCH should allocate £500 as a Grants Awards pot, in accordance with our Model Rules that financial surplus should be put back into the community.</p> <p>At this point, technical issues interrupted Dom's presentation.</p> <p><i>Please refer to the attached PowerPoint slides for further information or contact Dom with any specific questions at Treasurer@shawandwhitleycommunityhub.org</i></p> | |

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| 3. | Review of the Year at Whitley Stores | |
| | <p>Martin Moorhead presented a look back over the activity of the year, from an empty shop space as we gathered information from the villagers about what they would like the shop to sell, to the thriving and well-stocked shop we have today.</p> <p>He reflected on the steep learning curve for all on the Steering Group, who had come to this project with no retail experience and were very much thrown in at the deep end in learning what is required to set up a mini Tesco supermarket in a cupboard. The importance of understanding and complying with the necessary rules and regulations of Health and Safety, licensing and insurance was a vital part of setting up in a professional manner, followed by a period of training for our shop volunteers. The Steering Group were only ever just a step ahead of what we were training on, and Martin observed how far we have all come since then and how much everyone has learned.</p> <p>Opening day on 14 August 2021 had some teething problems (waiting for the milk delivery, hunting for the newspaper delivery) but the enthusiasm of the villagers on both sides of the counter set the tone for the year to come.</p> <p>The Steering Group has tackled the challenges of wastage on short shelf-life products, honing our offering to endeavour to minimise this. But the unexpected success of being able to offer surplus fresh fruit and vegetables from villagers' gardens proved to be a triumph. Our stock range continues to evolve as we learn from sales patterns. The current range of fresh bread and pastries is proving successful, and the cakes baked by volunteer Ish always fly off the shelves (like hot cakes!).</p> <p>Stocking for our first Christmas combined with the challenges of Covid restrictions was another steep learning curve, but a hugely successful trading period for the shop – followed by the surprising realisation that Veganuary is definitely a thing in Shaw and Whitley, as seen by the dramatic drop in Padfield Porkies sales through January.</p> <p>By Q3, we were able to begin to take stock of sales trends and it is clear that 30-40% of each week's revenue comes on Saturdays (with Saturday revenues regularly over the £300+ mark). The sales graph shows overall uplift in sales during the Christmas period and Easter, and highlights the days we were unable to be open. For Whitley Stores it is important to note that every day is equally important, no matter how many customers come through the door. As a Community Benefit Society, we are here to maximise benefit to the community and this could be by being open for someone to buy something they need without having to use their car to travel to Melksham or beyond, or it could be by being open to offer a villager a reason to leave their house that day or the opportunity for some social contact.</p> <p>We are learning the rhythm of the retail year and Martin also praised the work of our team of volunteers who have created such attention-grabbing displays in the window and within the shop to generate footfall and celebrate occasions throughout the year.</p> <p>We continue to focus on stock management to minimise wastage and provide customers with the products they want us to sell and Martin re-iterated Nathan's praise for our volunteers, who make it all possible.</p> | |

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| 4. | Appointment of Steering Group Members | |
| | <p>Nathan confirmed that all the existing Steering Group members were happy to stand for re-election:</p> <p>Nathan Hall Alison Candlin Charlotte Yates Dominic Szanto John Lister Martin Moorshead</p> <p>Members present confirmed by vote that they support all 6 members to stay on for the next year. It was noted that Specific roles and responsibilities within the group will be determined within the group.</p> <p>Nathan extended an invitation to all members to join the Steering Group at any time if they would like to be more involved in the running of the shop or the community benefit society behind it. New members can be co-opted to the committee at any time. He stated that we would particularly welcome some help with operational support, such as ordering and rota management, alongside help in answering emails relating to the volunteers rota.</p> | |
| 5. | Feedback on Community Grant Proposals | |
| | <p>Alison Candlin reiterated Dom's note that SWCH has £500 available to distribute in community grants. We have received three applications, all of which satisfy the eligibility criteria and details of which had been circulated to all members in advance of the meeting.</p> <p>These are:</p> <p>PAFOS (Parents and Friends of Shaw School) £500 donation towards large outdoor educational aid in the form of a historical timeline (total cost £1200)</p> <p>Whitley Cricket Club £475 for bench seating in the Away changing room of their pavilion Whitley Art Group</p> <p>£100 for materials and books to support group members and visiting members</p> <p>Alison advised the meeting that CAWS have generously offered to match the SWCH funding, bringing our available funds to £1000. This would enable us to fully fund the Cricket Club and Art Group applications, with a slightly lower figure to PAFOS, on the basis that they have other, independent fundraising activities in progress.</p> <p>The Steering Group proposal was to award: PAFOS £425 Whitley Cricket Club £475 Whitley Art Group £100</p> <p>Comments were invited from the meeting and the proposal was unanimously supported.</p> | |

| 6. | Questions from Members | |
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| | <p>Nathan invited comments and questions from all members, which are noted here below:</p> <p>What do you think is the most important learning point from the first year?</p> <p>Steering Group members responded individually stating:</p> <ul style="list-style-type: none"> -Having a clear and binding tenancy agreement -Don't underestimate the amount of work it takes to run a small shop -How enjoyable this has been -Expect the unexpected -Getting to know people -The importance of community support in being able to achieve your objectives <p>Is help still required with ordering</p> <p>Nathan confirmed that yes this is still an area that needs further support. Please let us know if you think you can help.</p> <p>Bob and Cecily Brownrigg wished to formally congratulate the Steering Group on all their achievements.</p> <p>Nathan thanked everyone for their kind comments and reiterated our desire for a face-to-face celebration as soon as it is safe and practical to do so. Caroline suggested maybe around the time of the anniversary of opening, in August.</p> <p><u>Further Comments from members were received on the meeting chat or via email in advance of the meeting:</u></p> <p>Message from Shelley and Paul Ackland-Snow</p> <p>Can we record thanks to the steering group for all their hard work the shop is a great success more people are becoming aware of it and pleased it's there. We will continue to support the shop. Can we suggest that The Hub Steering group are put forward for a business award? Think it's awarded by Melksham authority? You all deserve it !</p> <p>From Kirsty Jamieson:</p> <p>Many thanks to the steering group for all their hard work to make the shop so successful</p> <p>From Caroline Clifford:</p> <p>For us, as newcomers to Whitley in March 2021, it's been a wonderful way to become involved in the community and we are very grateful that you all got together as a Steering Group to get the shop established</p> <p>From Ann and Bill Harrison:</p> <p>So sorry that Bill and I won't be able to attend the AGM but we should like to pass on our thanks and congratulations to the steering group for their efforts and</p> | |

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| | <p>success. We do appreciate how much work this has been for you all but what a great first year!</p> <p>The meeting closed at 8.15pm.</p> | |
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