

The Braishfield Pantry AGM

9th October 2018 @ 6pm

Introduction

Good evening and welcome, to this, the first Braishfield Pantry AGM.

Our intention is to keep this meeting informal, allow us to share with you some Pantry information from the last year, share some of our thoughts and ideas for the future, and seek input and feedback from yourselves.

We will follow the agenda we previously issued, additionally all this information, is now posted within and extended report on the Pantry Web-site.

Financial Report

This brief report highlights the financial position of the Pantry. The Pantry has had to change its formal reporting period twice in recent years to align to the Hall Reporting and to meet the demands of Companies House, so year on year direct comparison is tricky. However, the commentary and figures here show that the Pantry is a viable concern and is standing on its own two feet more and more, albeit slowly.

A summary of 3 trading years is:

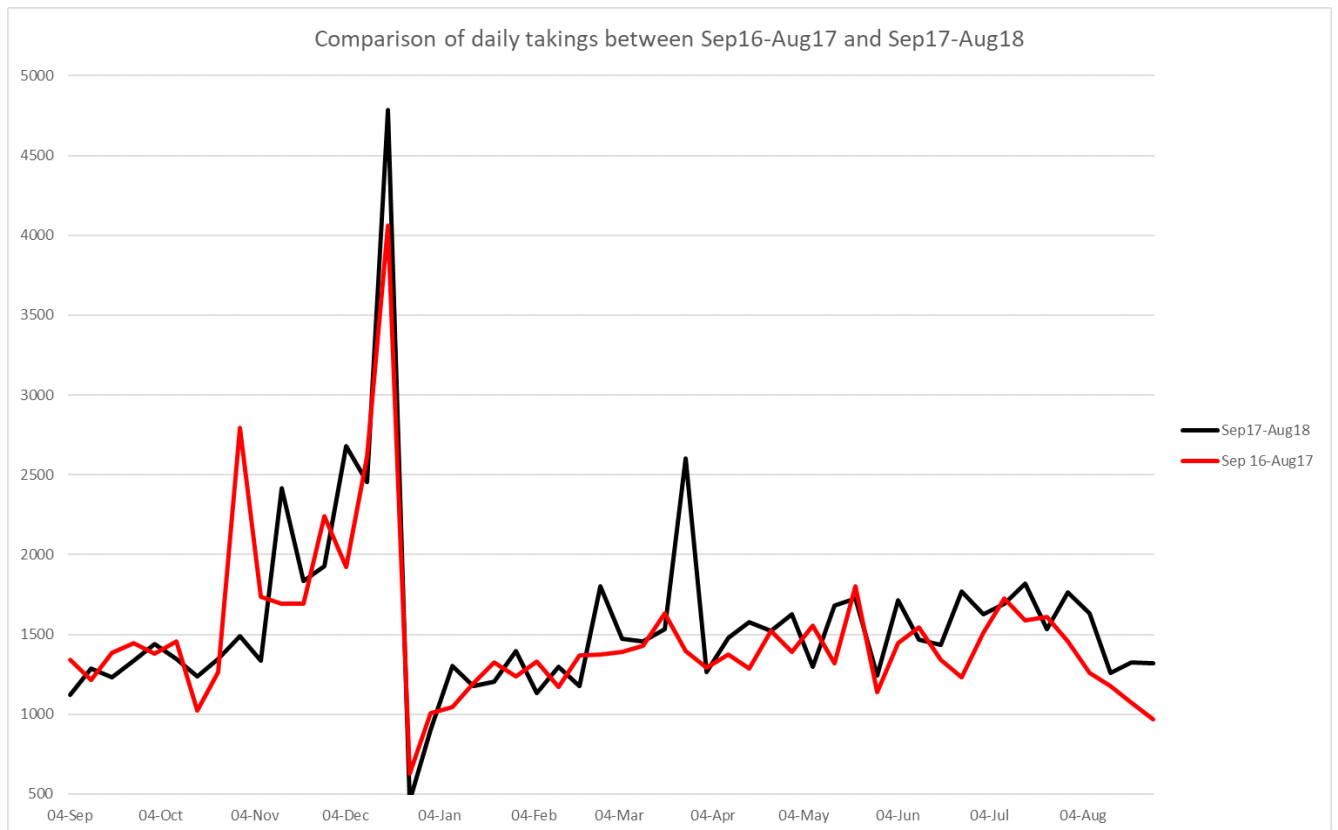
	Sales	Gross Profit	Overheads	Net profit
April 17 - Mar 18	71710	20759	18734	-287
April 16 - Mar 17	70746	21437	17103	2004
Dec 15 - Jan 16	48632	13503	11038	2466

Two points to note are:

- The net profit in 2015-2016 excludes the cost of electricity and depreciation. If these were taken into consideration then the year would have shown a net loss of %568.
- The drop in net profit in 2017-18 is accounted for by starting to pay rent back to the Hall, albeit at a marginal £350 pa, and an increase in the wage bill.

In the same year it is worth noting that Assets owned by the Pantry have increased from circa £3000 at the end of 2016 to just over £6000 in August 2018, with all assets purchased by the Pantry itself.

Sales are obviously key to the success of the Pantry and we continue to see an upward trend:



The main spike is around Christmas with November/December, accounting for around 24% of total sales. For the rest of the year the sales per day is around £246 for both 2016-17 and 2017-18. It is encouraging to note that in the period April-Aug 2018 the sale per day has crept up slightly to £248 and, with the opening of the Pantry on Wednesday afternoons, we have seen an increase in both sales and profit:

	April-Aug 2018	April-Aug 2017
Sales	31113	29489
Gross Profit	13,412	9,862
O/Heads	9,584	7,575
Trading Profit	3,558	2,251

The annual target for Trading Profit was £2159 but the Pantry is already ytd at £3558 actual v £446planned, and includes a one-off cost of £1000 for fees associated with setting up the separate company.

In summary, from a financial viewpoint the Pantry is doing well. The trading profit for 2018-19 is above the plan that was set, the Pantry now pays for all its bills and sales continue to be positive. The margins remain tight and a few poor months or poor sales in November/December could paint a very different picture.

Volunteers:

We are very fortunate to have nearly fifty volunteers helping in different ways to keep the shop running and taking responsibility for a variety of tasks ... not all of them glamorous! Thank you all.

The commitment and continuing involvement of the wider community in the Pantry's development have been praised by many customers, visitors and awards' judges. In just the past two years, you, our fabulous volunteers have earned accolades that recognise hard work and success. Last month, Hampshire Life magazine featured Braishfield Pantry in an article highlighting the positive impact of community shops that are striving to make a difference in rural areas. This followed on from the shop winning the 2016 Hampshire Life Food and Drink award in the 'Best Independent Food Shop' category and selected as TVBC's 'Doing Business Locally' winner in the 2017 awards. Well done indeed – these are your achievements.

Thanks, from the committee go to everyone in the extended team for the time and energy you invest so generously to ensure that the Pantry continues to flourish and operate as such a well-regarded social hub and handy local shopping destination. We have had super comments including feedback from the many walkers, cyclists and sports' groups who enjoy visiting us for health and recreation. Mention is always made of our brilliant volunteers, especially the banter and the great sense of humour.

Our enterprise couldn't operate without those undertaking the key support roles that include lots of 'behind the scenes' jobs. We value our helpers who organise without fuss the essential care and maintenance of the building and our equipment. Then, there are those to thank who regularly take on extra shopping runs and transportation of supplies; the quarterly stock-takes, regular deep cleaning and defrosting sessions; the unloading, date-checking, marking up, displaying and storage of goods as well as the updating of the website, banking and admin tasks, visiting and liaising with potential suppliers and producers to research new lines and equipment; the planning and running of special events, the checking and implementing of legal requirements and on-going training of customer facing assistants. Staff from Braishfield Pantry have spent time encouraging and sharing tips with the new Broughton Community Shop team as their plans and preparations progressed for opening this summer. We wish the enterprise every success.

Part of what makes our village special is that people care and people get involved. This year, particular thanks must go to all the perhaps 'unseen' volunteers such as our DIY cupboard display maker and the dedicated garden team helpers who are improving the hall and shop patio wall and bank area by digging, weeding, planting and by organising and watering the pots, planters and delightful hanging baskets. We're already looking forward to a repeat of last year's superb colourful show from all those spring bulbs.

How lucky we are too to have such bonus activities as the weekly 'Storytime' that's run for the families joining in with Rugby Tots on Thursday mornings. There are visits too from groups including the Timsbury Pre-School and Nursery that Sharon, our shop supervisor arranges so that even our youngest customers feel important.

You, our fantastic 'behind the counter staff' continue to work in close partnership with Sharon to create a friendly atmosphere that our loyal clients say is special while ensuring that customers needs' are met as efficiently as possible. You make a real difference to our guests when there's a need for some chat, cheer and understanding at lonely or challenging times. Empathy and companionship are important elements of our community venture.

The 'Beast from the East' cold weather days this year really showed how the Pantry contributes to the quality of village life. Thank you to all the volunteers and suppliers who really went the extra mile to keep our little shop open ... it was great to see such good-hearted community spirit in action as neighbours looked out for each other and helped deliver supplies locally. Many local residents noted that they were grateful that they didn't have to travel further afield.

Well done and thank you to everyone who has stepped up to open the Pantry for an extra session each week by volunteering to cover on Wednesday afternoons since before Christmas last year. Also, we appreciate the welcome, support and gentle encouragement that our 'old hands' always extend to our DofE and college students and new volunteers. Local ten and eleven-year-old primary school assistants joined us for the first time during 2018's summer term to learn new skills. Their smiles and engaging enthusiasm made Tuesday after-noon very popular times to pop through the Pantry this summer!

This joint initiative with the local school is a wonderful reflection of how Braishfield Pantry is net-working ever more closely with diverse groups, societies and clubs both from within the village and from further afield as part of its all-important 'Community' brief.

As we look ahead, we want to attract more volunteers to join our team ready to take the shop forward in years to come. If you know of someone who might be interested in helping out in any way, please do encourage them to drop in to have a chat to find out about the fun involved in running such a key village asset and the difference that volunteering can make.

A first-hand account of volunteering at the Pantry:

"I have been a volunteer at the Pantry since it first opened. It has been lovely to see its transformation to a real community hub. I have met some lovely people and I enjoy seeing different members of the community using the Pantry ... people coming for coffee and cake and meeting friends, mums coming after school with their children for a little treat and maybe something for tea! It's been a godsend for the older folk as they can do their shop here.

We often have a chat and a giggle with our customers, it's great to hear what's going on in their lives. We get lots of compliments from our visitors which makes us feel good.

As a volunteer, you not only get to meet lots of lovely people, you also get to work alongside them, working as a team. I really enjoy my shifts at the Pantry and recommend it to anyone who has a bit of free time ... you won't regret it."

Review of Community Involvement and Events.

The Pantry holds a range of extra community/social events through the year and we commend everyone who has contributed to planning, preparing, hosting and supporting occasions that have included:

Welcoming families and friends from the village school to the Pantry for the 2017 autumn Parents' Forum that was arranged by Lou Rhodes, the school's new Head Teacher

Holding special openings and extended hours that are held to support for example, the annual Romsey Road Runners' Beer Race that takes place around Braishfield in June and the July Braishfield Village Horticultural show afternoon. Please note that next month, we'll be supporting the Village Resilience Information Evening that will be held in the hall Community Room by staying open until 8pm on Wednesday 7th November 2018

Our late-night shopping and Wine & Gin Tastings

are popular, convivial early evening sessions that are relaxed times to enjoy browsing and finding out about new products. We show-case the Pantry's suppliers, Berry Brothers & Corner 53 Gin and find your feed-back really valuable in helping us to take informed decisions about future stock choices. These are good times to try new lines such as the delicious treats we found last autumn from 'Choose Chocolate' and to place orders for upcoming occasions ... remember, there's only 77 sleeps till Christmas ...

Our Royal Wedding Tea Party that was a special

celebration in May 2018. This featured hand-crafted bunting created by the village school children; music, a quiz and a chance to enjoy a fabulous sit-down vintage style tea created by Sharon and her hard-working catering and service team that included gentlemen in smart black-tie attire acting as attentive waiters who kindly gave up their Sunday to ensure we could relax in style

The annual Volunteers' Evening which

is our opportunity to say a huge, 'Thank you' to everyone who has contributed so much to the shop and cafe during the year. It's usually held in early December and is a good time to catch up and meet fellow volunteers and new friends who have joined the team.

Collecting for Local Charities

Thanks go to all who, since the launch of the Pantry, have supported worthy local causes by contributing small change and giving generous donations to our charities: 'Romsey Young Carers', 'Heartstart' and now, 'Hampshire and Isle of Wight Air Ambulance'. Our thanks go to Tim Ballantyne, Roy Bayntun and Wendy and Ian Jeffery for organising the collection boxes for us over the last four years.

In summary, there's been much to celebrate and remember with pride in the life of Braishfield Pantry over the past months. Once again, the Pantry Committee thanks everyone who has been involved in any way for being part of our successful story.

Stock and Supplier Overview

The Pantry continues to evolve and as part of that is a continual investigation of both the value to customers and profitability of current stock, as well as research into new products and local suppliers.

Pantry committee members have attended supplier events organised through Hampshire Fare, as well as taking trips to neighbouring community shops, all with the aim of ensuring the Pantry keeps a fresh stock with a full range of new local produce as well as maintaining the range of everyday essentials at competitive prices.

Our new gin supplier – Corner Fifty-Three came about through a Produce Fayre at the Ageas Bowl which the Pantry was invited to through Hampshire Fayre of which the Pantry is a member. Also, as a result of that event the Pantry found out about further products one of our current suppliers has – namely Little Bee biscuits – and her gorgeous cheesy bees and oat crackers. A trip to Woodgreen store bought about our sourcing of Utta Nutta, our local peanut butter supplier.

Other new stock comes about through chance meetings and as a result of committee members helping neighbouring shops. Our Cheese Souffles from Broughton which have proved a firm favourite with just about everyone, came about through an email from the Tally Ho pub which produces them, having heard of us through our dealings with the Broughton village shop project.

Another volunteer's visit to the Tally Ho bought about the introduction of the 'Bobs bites' dog treats which, at the time of writing, the Pantry is trialling.

We're also very lucky to have some green fingered village residents who've donated fruit and vegetables from their gardens to increase the range of stock we have on offer at various times during the year.

Supermarket deals on branded goods are also used to source stock for the Pantry – to give customers both a good deal and an enticing and ever-changing range.

So there really is no single way in which new stock is sourced as the above has evidenced. It's a constant 'keeping an eye and an ear open' for potential new suppliers to tempt more customers to the Pantry as well as offer our regulars the best range as the best price we can.

But we have also had to end relationships with suppliers when we find they aren't working for our business. One such case is Honesty Artisans Breads. When our regular and much-loved bread supplier, Oven Door, stopped trading suddenly we had to act quickly and find an alternative supplier. Much work was done and Honesty Artisan Bread was chosen as the best substitute. Unfortunately, there were issues from the beginning – Honesty don't produce half loaves, they don't use preservative and as such unless sold on the day of delivery it was often unsellable the following day. This would lead to increased wastage and ultimately a financial loss to the Pantry. When Honesty announced a rise in their prices in September the Pantry decided that it was time to end the relationship. An interim measure is already in place by way of standard loaves from our milk supplier.

New Suppliers in the last year

Product	Supplier	Location
Cooked Hams	Wessex Country Gammon	Dorset
Handmade Chocolate	Choose Chocolate	Chandlers Ford
Gin	Corner Fifty-Three	South Downs
Cheese souffles	Red Fox Fine Foods	Broughton
Peanut butter	Utta Nutta	Downton, Wiltshire
Dog treats*	Bobs bites	Broughton

*at the time of writing the treats are being trialled.

The Future

So, in conclusion you have seen, I hope, that we have just completed a period of change over the last year, and, for the beginning of this year a very good start as we build for a sustainable future.

To this end its clear the shop, as any business cannot stand still...

As such our priorities for the future beyond maintaining stability include a focus on expanding footfall via;

- Constant review of our Product range
- Events such as wine tasting
- Marketing such as our ever-improving Website
- Community Promotions and engagement, such as the school, BVN, and the Village Hall
- Engaging with Walking and Cycling Groups
- Review of opening hours
- Our Till system
- Expanding our volunteer and lead volunteer network

In conclusion I hope you will agree our report and vision remains very much in line with the Pantry`s stated purpose - namely;

- To provide a service to the community
- A place for people to meet, and
- A source of funds to support the village hall

Thank you.

We remain open to ideas from the Community as this is your shop.