

METFIELD STORES Co-operative cic

REGISTERED COMPANY NUMBER 5668382

ANNUAL REPORT 2012-13



Left: first phase of a face lift, our new Ecoswinger sign replaces Jan's A board painted by Mike Austin. Exterior repainting and a new wall sign to follow. Right: more signs, we need help to open and close and with other duties/roles if we are to continue trading as Metfield Stores ...!

From the Chair

We are pleased to announce that 2012–2013 has been another successful trading year for Metfield Stores. It has also been a year in which there have been a number of changes in personnel and we are pleased to welcome a number of new volunteers to the store, without whom it would not be possible for us to continue trading. Their time, dedication and energy are all highly praised and we know that all in the village and beyond value the work they undertake on our behalf. That is not to say that we do not need further volunteers – they are always welcome and would enable us to ease the contribution a number of volunteers make in terms of their time and commitment to the store. It is a very rewarding role – if you can offer even a few hours a

week please contact one of us next time you are in the store.

You will recall that at our EGM held in November 2012 it was agreed that we would reward our volunteers with vouchers that could be used to purchase items in the store. This decision was taken on the basis that a substantial trading profit was achieved and it was felt important to find a suitable means of thanking our loyal volunteers. What is remarkable is that a significant number of volunteers chose to forego this offer, asking that their share of the profits be re-invested in the store. We thank them for their generosity. Some of this additional funding is to be used towards a face lift for the store, with new signage and an advertisement board. Both not only give the store a more professional appearance but will

assist in encouraging passing customers to visit us.

Despite the on-going economic situation we are pleased to report an operating profit of £4,093.00. Whilst this may not appear to be a huge figure, we must remember that the store operates primarily to provide a service to the village and neighbourhood. From our operating profit we are still required to pay for services such as electricity, rates and accountancy costs, as you will see from the enclosed accounts. The profit for 2012-2013 was also one on which taxation was required to be paid as all previously carried forward losses were repaid, which has further eaten into our operating profit. Nevertheless, I believe this reflects favourably on the loyalty of our customers.

We hope you will have noticed that our basic items – the everyday needs of tea, sugar, bread and flour – are all competitively priced and from time to time we monitor the prices of our giant competitors to ensure they do not under-price us. Our continuing and valuable links with local suppliers means that we continue to deliver excellent service and quality and we are fully aware of the journey our food has made.

As a very committed member of the Board it was with regret that Robert Viera decided to step down from his role this April. Robert has done this for personal reasons and I know his calm and thoughtful manner was much appreciated. I am sure I speak for all associated with the store in thanking him for his contribution.

I should like to thank everyone for their continued support, both as volunteers and customers, and hope that we can continue to work together in order to build upon our present success.

Stephen Mulligan

From our Company Secretary

Over the year 2012-13, we have attracted several new ordinary shareholders and, at April 2013, the shares total 59 ordinary shares and 23,909 equity shares with 207 shareholders in total. Only ordinary shareholders have voting rights at company meetings but we all hope that as many shareholders as possible will attend the forthcoming AGM in Metfield Village Hall at 7pm on Monday 24th June 2013. Refreshments will be available from 6.30. Members of the public are also invited to attend the AGM and show their support for Metfield Stores.

During the year, there have been a number of changes to the Board of Directors. At the end of April 2013, the Directors are –

Stephen Mulligan – Acting Chair
(joined the Board on 5 March 2013)
Bridget Morley
Jan Rusted
Eddie Buckle

RESIGNATIONS
Flick Price
(Resigned 19 March 2013)
Robert Vieira
(Resigned 16 April 2013)

As the Board ideally should have at least 5 Directors (and preferably 7), we urgently need nominations for Directors to join the Board. If you are an ordinary shareholder with an interest in keeping the shop open, please consider supporting this valuable village resource by becoming a Director. Any member of the Board will be happy to chat to you about this and to answer any questions you might have.

Barbara Bailey

Refurbishments

The kitchen has at last been repainted to comply with EH standards as agreed with MVK&PC in 2011! The upkeep of the kitchen to this standard is normally the responsibility of the tenant but in this case Metfield Stores board wanted to help the MVK&PC on to a good start.

When the weather improves we hope to repair and repaint the exterior woodwork of the shopfront etc. Also, we have asked our landlords, HIP, to repair the front guttering, which has been leaking and caused serious discolouration of the awning. We hope to be able to renovate the awning rather than having to replace it.

We have asked HIP to deal with a leaking overflow pipe by the staff entrance door and also to supply and refit insect screens in the kitchen which they removed and disposed of while replacing the kitchen window.

We still need to repaint the interior, improve our window display boards, smarten up our lending library area and reorganise the office. Any offers of help with the planning and accomplishment of these tasks would be much appreciated!

Finance

As you can see our net profit is reduced this year. But we are in profit – £5,615 and will be liable for Corporation Tax of £1,522. We have not had to pay tax for the last two years because of our losses of over £14,000 in the tax year 2009-10. Now that we have cleared that 'credit' backlog we are back in the real world!

Last Year's profit turned out to be not as handsome as first appeared, and we based the volunteer reward scheme on that profit. If we add the £2,315 paid out so far to the profit figure of £5,615, this year we have cleared just £63 less than the revised profit figure for last year.

Of the 29 regular volunteers who were eligible to participate in this scheme, 13



Star attraction – *The Metfield Village Kitchen & Pie Company Ltd continues to make us something of a "Destination Store" with the yummy cakes magically whisked out of our tiny kitchen by Kerry. What a professional, and so pleasant to have around! The pies and sausage rolls made and baked in the Fir Tree Farm kitchen by Lorraine and Garry have a growing fanbase, so much so that sometimes sausage rolls are almost gone by 9am!*

Urgent note to management: more display area needed to capitalise on these wonderful popular products from a truly local supplier!

chose to accept either vouchers or cash in recognition of our gratitude for their invaluable contributions towards our ongoing success. To those who chose not to, we express our heartfelt thanks in lieu. Of the £6,000 set aside for the scheme, a total of £3,227 was claimed. For those of you who expressed concern about any unclaimed rewards, we assure you that the balance of £2,773 remains in MS Savings account until good use is found, such as purchase of new signs or other improvements to shop and operations. It is unlikely we will declare sufficient profit to repeat this scheme in the near future.

This year we had to replace our 25 year old Till! Volunteers are performing very well on the new till – should we invest in an Epos system, which could simplify stock management? We ask any of you with direct experience of Epos to come forward and advise us please.

Business Plan – our lease with HIP is due for renewal on 31 July 2014 and it is time to examine our options. To sell or not to sell – with the imminent retirement of Jan and coming retirement of Bridget, we need volunteers to commit more time and take on management tasks, otherwise selling the store while it is still viable is our only real option for its future.

At our EGM in December we asked for your approval in investigating a sale, We have not been able to pursue this and have nothing to report as yet.

Stock

We now have just one **Metfield Organic Bakery** delivery each week – on Fridays. This bread is delivered by Country Fresh, who are a vegetable and fine food supplier to restaurants and caterers. They have their own farm and we have been ordering great quality banana shallots, Florence fennel, plum tomatoes on the vine, and potatoes. Unfortunately Country Fresh cannot guarantee delivery before 10am, so we are looking to find an alternative organic bakery which can provide a more reliable delivery. It will be a shame to cut ties with Metfield bakery, which was started behind the shop by Peter Hibberd in 1984 and has become such a regional success. We may continue to order vegetables from Country Fresh. **The Olde Barn Bakery** (Flixton) delivers daily except on Sundays. Sales are unpredictable and so it is hard not to accumulate a freezer-full. Because of this, all frozen Flixton bread is marked down to half price. We clear out ten week old frozen bread and make it available for breadcrumbs, bread pudding, or chick-

AVERAGE DAILY TAKINGS 30 April 2006- 31 March 2013

YEAR 1	June 2006 – £426 Best month – July – £478 average over year – £396
YEAR 2	June 2007 – £390 Best month – August – £470 average over year – £369
YEAR 3	June 2008 – £379 Best month – August – £429 average over year – £359
YEAR 4	June 2009 – £410 Best month – August – £460 average over year – £360
YEAR 5	June 2010 – £367 Best month – July – £475 average over year – £359
YEAR 6	June 2011 – £431 Best month – Aug – £473 average over year – £411
YEAR 7	June 2012 – £398 Best month – Aug – £427 average over year – £395

ens, completely free of charge. Look for notices in the shop.

Meat The ever popular **Metfield Pig Herd** sausages and chippolatas, pork and apple burgers, loin steaks and a joint or two are always available from our meat freezer. Most other cuts are available to order. Peter assures us that his products contain no horse meat.

We remind you that we also stock locally produced meat from **K W Clarke** of Bramfield: frozen chicken thighs, saddles

Trading and Profit and Loss Account for the Year Ended 31 March 2013

	31.3.13		31.3.12	
	£	£	£	£
Turnover				
Sales		134,892		141,165
Cost of sales				
Opening stock	12,796		9,389	
Stock Purchases	107,144		118,522	
Wasted Goods	1,109		-	
Volunteer cash and vouchers	2,315		-	
	123,364		127,911	
Closing stock	(11,482)		(12,796)	
		111,882		115,115
GROSS PROFIT		23,010		26,050
Other income				
Sundry income inc Village Kit	1,693		1,955	
Grants/donations etc	397		902	
Flat electricity contribution	375		-	
Deposit account interest	13		-	
		2,478		2,857
		25,488		28,907
Expenditure				
Rent	8,910		8,461	
Rates and water	380		260	
Light and heat	2,073		1,924	
Repairs to property	22			
Telephone	420		420	
Advertising	152		180	
Licences and insurance	592		391	
Repairs and renewals	148		4,070	
Household and cleaning	-		163	
Sundry expenses	2		51	
Accountancy	3,000		1,941	
Consumed goods	387		812	
Legal fees	29		29	
The Guild write off	223		-	
		17,222		18,702
		8,266		10,205
Finance costs				
Bank charges	-		316	
Credit card	1,197		1,092	
		1,197		1,408
		7,069		8,797
Depreciation				
Short Leasehold	143	-		
Improvements to property	-	-	143	
Plant and machinery	537		537	
Fixtures and fittings	774		774	
		1,454		1,454
		5,615		7,343
Profit on disposal of fixed assets				
Plant and machinery	-		650	
NET PROFIT		5,615		7,993

may not be final

of wild rabbit, game pie mix, partridge, and pheasant. Fresh meat includes neck of lamb, shin of beef, lamb or calves liver, chicken breast fillets, lamb chops and minced steak. These arrive on Thursday mornings with the bacon and ham etc. fresh meat is frozen if unsold by Sunday.

The stock team, continues to keep on top of our very wide range: *Smart biscuits from Springvale* – Jane Williams; *Suma (organic and non-organic groceries) and Tastes of Anglia (local producers)* – Miranda Mitchley; *Local juices and beers, direct from producers: Ice cream and lollies, Hulleys* – Bridget Morley; *Aldi and Lidl* – Bridget and Eddie Buckle; *Bird and Petfood, Stamps and Honey* – Flick Price. *General groceries, cleaning products, cigarettes, sweets, soft drinks, wine etc. etc – all from Booker, our main wholesaler with whom we spend about £40,000 a year* – Jan Rusted assisted by Lynda Austin (*Pricing*), Chris Harvey (*sweets*), Miranda (*online ordering*) and Bridget (*wine*). If you have a particular interest in stock, please contact one of the team with your suggestions and/or please offer to join the team.

The Stockroom

The additional shelving unit planned to replace some of the remaining wall mounted shelves, which have a limited weight -bearing capacity has not yet materialised but will arrive soon. We would like to have all stock on shelving rather than the floor, for hygiene and safety reasons.

Volunteers (HR)

This year two of our stalwarts, Vie Day and Margaret Puddy celebrated their 90th birthdays! Congratulations and all good wishes to you both, and thank you for your continuing work and dedication.

As usual, we gained some volunteers



And its goodbye from him ... That well-loved duo, Wednesday Boys, is no longer! Sadly for us, Tony and Pat Brown are moving to Halesworth. Thanks Tony for the fun and friendship you have brought to the shop, you will be greatly missed, and good luck in your new home. Would any of you like to partner Malcolm on Wednesdays – he is one of the few who do a four hour shift, as well as lots of emergency cover, thanks Malcolm!

and lost a few during the year. Robert Steven, Gail Chilcott, Ann Mulligan, Margaret Preston, Ken Hessey, Gerry Sleight, Sue Olver and Miranda Barran have all joined us. Welcome everyone, and we hope the association will be a long and happy one. Peter Twiss has been taking a much more active role in the shop again, helping with opening and emergency shift cover as well as keeping our lights burning bright.

Wandia Brinton left her Saturday morning slot last summer, moving to Pulham, but we hear that she and Jonathan are moving back to Metfield, Hurray! Lets hope we can tempt her back!

At the end of this month Jan Rusted is marking her 70th birthday by retiring from the frontline! Thank you Jan for your invaluable contribution to the shop over the years, we hope you will continue your association as a 'normal volunteer' i.e. one who can work just a few hours

a week, freely decide to go away on holiday and not lie awake fretting about shop business at times. You may remember that Jan told us of her plans to retire on her 70th birthday this year at the last AGM. Now we desperately need people who are willing to take on the responsibilities which Jan has carried over the years – opening and closing 4 times a week, supervising the Booker order and other general organisational duties. Jan would like to remain on the board.

Bridget Morley is also suffering with shop fatigue and plans to retire from the frontline on her 69th birthday in March next year. These vacancies will provide opportunities for new blood to become more involved and hopefully revitalise the MS operation. PLEASE come forward otherwise the shop may have to close without these two central figures.

If ever a volunteer feels they are not being fairly treated, or has some idea that they think will be useful to the shop please mention it to Miranda Mitchley or Bridget Morley.

Compliance

This year we have again been awarded a Five Star Certificate for our Hygiene standards, this is the highest level. We take this opportunity to congratulate all volunteers for their help in achieving this – well done you all!

For those who don't have a Hygiene Certificate – you can do this online and we will reimburse any expense incurred. A reminder to those who have – the certificate lasts for five years and can be renewed online. It is useful to do this as a reminder of the basics – storing chilled food, keeping a clean environment, the correct ambient temperature for various foods and much more. Our large electrical equipment is serviced regularly and small equipment PAT tested annually. We try to keep the shop a safe workplace.



*The joys of volunteering: Number 1
Doing the Booker a reprise from AR 2012!*



*The joys of volunteering: Number 2
Doing the dusting It's Monday morning and
time to dust the 'Childrens' sweets area.
Thank heavens some of our volunteers still
have working knees etc., good work Brenda!*



*The joys of volunteering: Number 3
Customer relations Saturday morning and
Metfield Stores prides itself on personal serv-
ice – another happy customer, thanks Tessa!*

PR

Metfield Store and Apple Day - Sunday,
14th October 2012

“Tree Year – Plant a (apple) tree for Jubilee Year”

Once again, on behalf of the village, the Store hosted the Apple Day celebrations; volunteers helping to set up stalls and handling sales of a variety of apples, juices and other apple-related products in addition to the normal Sunday sales! Many of the apple varieties were available for tasting – on a ‘try before you buy basis’! Apple variety identification was again offered by Eddie Krutysza, who also brought along some ‘ready to plant’ trees as well as offering advice as to their planting.

No poets this year. Instead, in keeping with this year’s theme, guided ‘Tree tours’ of recently-planted local orchards were available, covering subjects such as ‘what varieties’, ‘why’ and ‘where’ best to plant. Two tours had been arranged, one by foot and the other for cyclists.

Both tours started with an accompanied tour of the Metfield allotments orchard, Eddie Krutysza taking us through the ‘why, which varieties and where’ (this orchard is planted at the lower part of a slope). He also pointed out that one or two of the older allotments had already been planted with a tree in anticipation of the orchard planting and commented on their results so far.

The cyclists went on to the St James’ allotments, for an accompanied tour, where a similar orchard had also been planted, whilst the walkers returned to the Stores, giving them another chance to take advantage of the Stores offerings!

The remaining walkers then departed to Hatton’s Farm, again accompanied by Eddie, who compared the established trees passed along the way to the young plantings in the Community orchard. The cyclists joined them for a visit to the



More stars, this time it's Eddie the Apple and Vie the Venerable, just enjoying Apple Day.

nearby Wakelyns, looking at methods of growing crops and trees in partnership. Finally, the walkers were offered the opportunity of visiting a recently planted private orchard a short distance away. Again, the planting was interesting as it takes advantage of a gentle slope.

Comments on the event were generally very positive and most were very appreciative of the ‘Mini Tours’ approach, which allowed them to take part, but not having to commit to the whole day.

Many thanks to the people involved in arranging and taking part in the programme. In particular, very special thanks must go to the Store’s Volunteers, as well as Eddie, who did so much in both setting up the tasting and identification ‘stalls’ as well as coping with providing refreshments, other apple-related sales and the normal Sunday sales!

The following will link to a photographic record of much of the main tours, with some additional commentary:

http://www.metfield.org.uk/html/MS_apple-day2012.html