

METFIELD STORES Co-operative cic

REGISTERED COMPANY NUMBER 5668382

ANNUAL REPORT 2018-19

Metfield Stores has enjoyed another successful year in which we remain viable and continue to provide a valued social and commercial service to the village.

This success can be attributed to the energy and commercial acumen of Sue, our much-appreciated manager and to the enthusiasm and commitment of a willing band of volunteers who give their time so selflessly to this important cause.

We are also blessed with a hard-working and wise Board who meet monthly to ensure that the shop remains on target to fulfil its commercial and social objectives as a co-operative community store. We are also indebted to our very efficient secretary, Sarah Mossop, who produces concise and accurate minutes and keeps our paperwork in order.

We work alongside our landlords, Harleston Information Plus, to ensure that the shop is well maintained and meets all the health and safety requirements of a public and commercial service and in this we are most grateful to the vigilance and guidance of Chris Osborne.

As ever, the shop is supported by those who shop there and those who join the band of volunteers that keep it viable. We are always looking for new blood to help sustain this essential social hub of the village. Whilst we have acquired some new volunteers there is always a need to find new energy and expertise to assist with working in the shop and working as Board members.

P. K. Smith *Chairman*

Hello to you all. Over the past year we have increased our co-operative shareholders by just one giving a total of 82 each holding a £1 voting share. Our equity shareholding remained constant at 23,909 and in total we have 229 co-operative and equity shareholders. Only co-operative shareholders can vote at the AGM but the meeting is open to all. We would particularly like to welcome any non shareholders to the meeting this year to be held on Monday 24th June, at the Metfield village hall.

You are welcome from 6.30pm when light refreshments will be available. Please do come along and support this valuable community resource.

Sarah Mossop *Company Secretary*

Another successful year working alongside you wonderful volunteers, without you there would be no Metfield Stores. We're all very happy to welcome back Kerry's cakes. We have a very exciting new supplier, Goodies Farm Shop with some delicious cakes, sausage rolls, barbecue ribs and frozen ready meals,

I think the shop is a credit to our lovely village. Earlier this year we once again won a 5 star Health and Hygiene rating, this time with a footnote on how clean the shop is, so thank you all and let's keep up the good work, onwards and upwards!

Sue Mead *Manager*

Stock

Sue continues to work hard at sourcing our varied stock and makes shopping trips on several days each week, we thank Mike for supporting her on these.

If you have specific stock requests please contact Sue or a member of staff. We can place bulk orders for you at a reduced markup of 20% – drinks for a special occasion, sugar for jam making, seville oranges for marmalade etc. etc.

Volunteers

This year saw the very sudden death of Martin Wolfe. We are sad and extend our warmest wishes to his sons David and Toby, and their families.

Martin and his lovely wife Ann were, along with Caroline Biggins and a few others the “founding fathers’ of Metfield Stores. It all started with Ann’s Save Our Shop campaign in 2005. Martin (somehow finding the time in his extremely busy life!) chaired many meetings and set up the company, acting as Company Secretary, working with Alan Strevens who became our first director.

Ann worked tirelessly to recruit helpers and help plan the project and became the first ‘rota queen’, a role taken over by Miranda when the progress of Ann’s Parkinson’s disease made it impossible for her to continue. Ann’s rotas were beautifully calligraphed, she was very accomplished in the art, and as an ex-teacher, very well organised with an excellent eye for all the small details.

Ann and Martin also introduced us to Suma, the co-operative wholesaler who still supply us with high quality and very reasonably priced wholefoods.

As time went on Martin was able to leave the ‘front line’ and hand over to a board of directors formed from original ‘steering group’ members.

Ann and Martin, with their huge interest

and enthusiasm for environmental and community issues were the inspiration we needed to get this wonderful project we call Metfield Stores off the ground. We thank you Ann and Martin for all your hard work and dedication to our community without your input Metfield Stores would surely have closed down.

We are sad for the death of Margaret Puddy, another pillar of our community. Margaret was a volunteer in the shop from the early days and for many recent years worked along with Maurice White and Vi Harper to cover the 1-4pm Saturday afternoon shift. M & M continued on this shift until the autumn of 2017, when they were foiled by health issues. What a smart, friendly and efficient team, often supplying tea and cakes to groups of cyclists.

The Saturday afternoon shift had always been a problem to cover until they took it on. Over this long period of duty Margaret, Vi and Maurice successfully resisted various board attempts to close the shop on Saturday afternoons. In 2012, M & M eventually and reluctantly agreed to a compromise, a shorter shift of 12-2pm. We honour your memory Margaret and extend our heartiest thanks to Maurice for his extremely loyal and selfless contributions to MS over so many years.

We have been fortunate to gain new volunteers this year: Alan Cooper and Andrew Cooper who moved to Mendham last year. Alan was recruited on his very first visit to MS and has now trained as an opener. Amanda Barker and Sharon Peart have joined our team and we appreciate their skills and experience.

Please join our staff; the experience builds confidence and is a great way to meet people. Till and shop procedures training is provided. We would like to be able to promote a few of our experienced volunteers to become openers or closers and spread the load which currently falls

on a very few (mostly rather old!) hands. Few tasks at the shop require it, but if you do need a Food Hygiene Certificate, we can recommend an online course and will reimburse you.

Bridget Morley

Health and Safety report

We continue to monitor refrigeration and air temperature and routinely check smoke alarms. We have bought a new chest freezer which has proved much more reliable than the upright freezer it replaced. From January 2019 we have again been awarded a 5 star rating for our food hygiene, thanks in no small measure to Sue Mead and our volunteers. In July 2018 we had a fire safety lecture which was well attended and we will repeat the course in 2 years. It included practical demonstrations and individual use of safety equipment.

Our landlords (Harleston Information Plus) have employed a specialist asbestos remover to remove the asbestos roofing from the storeroom. This was completed on 15 & 16 April, with removal of chrysotile asbestos sheets intact, and removal of glass wool insulation. The roof void was vacuumed and new glass wool put in. The roof was sealed with roofing felt and covered with corrugated steel. The specialist builder reported no other asbestos than that removed.

Chris Osborne

Finance

This was our thirteenth year and once again we are proud to still be trading successfully. Last year we pointed out how consistent our turnover has been and this remains true, in spite of increasingly aggressive trading practices by the big supermarkets.

The figures in the summary table overleaf are extracted from our unaudited Annual Accounts for 2018/19 prepared for us by Peter Hatchman.

Last and this year's profit figures have been boosted by 2 instalments of an out-of-

AVERAGE DAILY TAKINGS

30 April 2006 – 31 March 2019

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 – August – £473
	average over year – £411
YEAR 7	June 2012 – £398
	Best month – August – £427
	average over year – £395
YEAR 8	June 2013 – £434
	Best month – July – £484
	average over year – £420
YEAR 9	June 2014 – £429
	Best month – August – £481
	average over year – £415
YEAR 10	June 2015 – £456.85
	Best month – August – £467
	average over year – £414
YEAR 11	June 2016 – £444.05
	Best month – August – £501
	average over year – £407
YEAR 12	June 2017 – £411
	Best month – August – £467
	average over year – £410
YEAR 13	June 2018 – £400.64
	Best month – August – £456
	average over year – £407

court settlement of £5,000 from Archant, our local newspaper supplier. Hearty thanks and congratulations are due to Sue, Bridget, Paul, Peter Hatchman and Nick Kingsley for successfully completing this task. Since Sue found this invoicing problem, she has established a meticulous returns checking system and we can already see the benefits reflected in our current trading profits.

PROFIT & LOSS ACCOUNT	2019 (<i>draft acc.</i>)	2018 (<i>final acc.</i>)
Sales	137,985	138,941
Cost of sales	101,017	107,880
Gross profit	36,968	31,061
Administrative expenses	32,432	32,357
Other operating income	692	540
Profit before tax	5,228	(554)

Thanks to the Sue's skills, dedication and hard work we have achieved a trading profit before tax of £2,728.00 this year.

There have been big increases in food prices this year and we expect this trend to worsen. We will continue to try not to pass all of these on to you. Many customers are still delighted to find that some goods are still cheaper at MS than at local chains. During the year our % profit on sales increased from 22.36% to 26.79%. Well done Sue!

Always remember that the best way to support Metfield Stores is to shop there.

Bridget Morley

Refurbishments

If you are a keen DIYer and/or have related professional skills and would like to help us or have any suggestions for refurbishments, please do contact Sue or a board member.

In conclusion As always, our priority is to continue to provide this unique service to our community, so please encourage your friends, neighbours and relations to shop here and/or become a volunteer.

At Metfield Stores you can chat, catch up on local news, find out about local events, borrow a book or photocopy a document. It is a social hub which we hope brightens the daily lives of customers.

YOUR CURRENT BOARD OF DIRECTORS

Paul Smith	Chair
Wendy Abbott	Bookkeeper
Gill Kingsley	Stock/Operations
Nick Kingsley	Legal Advisor
Bridget Morley	Finance/Stock
Chris Osborne	Health and Safety
Jan Rusted	Stock/Operations

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run by the community for the community

THE STREET, METFIELD, HARLESTON, NORFOLK IP20 0LB

www.metfieldsuffolk.com telephone **01379 586204**

OPENING HOURS

Monday–Friday, 8.00am–5pm

Saturday, 8.30am–2pm

Sunday, 10am–12.30pm

Bank Holidays, 10am–12noon

**You need us
and we need you...**

To become a volunteer, just contact the shop and leave your name and address and other contact details.

Slots are usually 2hrs long during opening hours.