# Ermington Store and More Limited

# Annual Members' Meeting 29 September 2026

# Chairman's Report

## 1. Introduction

I took on the Chairmanship of the Ermington Store and More Management Committee in November last year having been elected to the Committee at the 2025 Annual Members' Meeting. I took on the role recognising that there were a number of challenges and am grateful for the help I have received from colleagues on the Committee. I will in this report provide a view on what we have achieved and where we are heading.

## 2. Finance

This is the key issue. I know from attendance at previous annual meetings and in looking at the financial data produced that in 2024/25 the trading loss amounted to around £6000. As indicated in the independent review set out in the financial statements this deficit was reduced to £1352 in 2025/26. The Business Plan for the period 2026/27 agreed by the Committee calls for a turnover target of £140.000 compared to a turnover of around £120,000 in 2025/26. Taking all costs into account this produces an estimated net result of almost £6000 profit.

So how do we reach that target?

The Business Plan makes a number of suggestions for the shop which you will see on page 1 of the Plan. We cannot of course compete with Tesco. However, I have done a small calculation to show that a small increase in spend from customers could have a significant impact on our financial viability. Using bread and semi-skimmed milk as an example I have calculated the actual cost of purchasing from our store versus purchasing the same products from Tesco. A 800g Malted Bread Loaf costs £2.60 in our shop and 2 Litres of semi-skimmed milk is priced at £2.40, total £5. The nearest equivalent Tesco brand of bread costs £1.55 and 2 litres of semi skimmed Tesco milk is priced at £1.65, total £3.20. The real cost of shopping with us for these products is therefore only £1.80. If we could persuade customers or potential customers to allocate a £5 portion of their weekly supermarket shop to our shop or spend £5 more in our shop than they currently do the figures almost speak for themselves. It is not difficult to calculate the financial outcome of action on this basis by our 196 shareholders. The calculations will obviously vary depending on the products purchased.

The Cafe offers good potential with a higher margin. The challenge is to identify what customers want and take full account of the staffing implications. Section 2 of the Business Plan sets out the details.

Section 3 of the Business Plan deals with The Hub which is currently underutilised at an average of 8 hours per week. Increase of usage to 16 hours would achieve a budget goal of £10,000.

The Financial Statements for the period 2025/26 are dealt with on the AMM Agenda.

We have had to make a significant change to our EposNow System. We were, at short notice, faced with a large increase in our monthly payments from £25 to £114. We therefore decided to purchase a new system at a cost of £481 from Loyverse with a monthly service fee of £20.This provides significant savings within six months against the cost of the new equipment and an ongoing saving of £5 per month.

The mammoth task of transferring data from the old system to the new one was undertaken by a small group under the supervision of Rose Smith one of our Committee members. This resulted in a clean database and more efficient Epos system. Very many thanks to all involved.

## 3. Governance Issues

The Committee has spent a considerable amount of time this year looking at governance issues. It is vital that our business is run in compliance with our legal obligations and our financial management procedures are firmly in place. It is also important that all involved in the business are clear about their roles. The Secretary's Report covers these issues.

## 4. Volunteers

We are very fortunate to have around 24 volunteers who are vital to our business and its viability. They work on a rota system to assist the shop Manager and her Deputy. Holiday cover means that we rely on a small number of volunteers who are able to step in to cover, assisted by members of the Committee. We have also been very pleased to use a small number of young people to help at weekends.

## 5. Staff

Sarah Stevenson is our Manager assisted by Clare Hodson. Sarah is always looking at new business opportunities and constantly reviews the competitiveness of existing suppliers.

## 6. Surveys

We are grateful to Henry Scutt for preparing a survey of potential and actual customers to investigate ways of increasing business in all three areas of the business. The survey has helpfully informed our thinking in looking at ways to move the business forward.

## 7. The Committee

Several of our Committee members are stepping down this year. Some have been involved in the business for years and undertaken specific tasks. We owe them a great deal of thanks and are pleased that some will carry on supporting us as volunteers.

## 8. Can you help?

Are you able to give up your time to assist us in taking the business forward? We will need new members of the Committee and are always on the lookout for volunteers. Do you have skills or experience that we can use? If so we look forward to hearing from you.

We look forward to meeting you at the AMM

John Kerslake
Chairman
Ermington Store and More Ltd.