

**Woodgreen Community Shop Association**  
**Chairman's Report for the 19th AGM 26th August 2026**

**Welcome:** Welcome everyone to the 19th AGM for Woodgreen Community Shop, another year gone by and we still feel secure in our position as a thriving and supported community shop.

**Shop Operations:** What have we done this year?

Just before Christmas we held another of our popular shop tasting events, offering the Real Cure Charcuterie products, various chutneys and of course some of our popular red wines. More recently we had our very successful sausage and beer tasting morning – thank you to Carole and Jackie for their help with that.

To support customers, we chose to try reducing prices on a range of general basic items and launched our Community Savers program, selling with at least 20% discount. We measured the results and sales were not particularly affected – the only item which had significantly increased sales was chocolate! This has been paused for now.

A new initiative we set up last year to support local organisations and clubs was to offer a sale or return option on the purchase of alcohol for their events. Often it can be difficult to calculate and estimate accurately how much you may need. So we will take back unopened product for a full credit. Additionally we offer a straight 10% discount on all product purchased for an event. Examples are the Hortsoc, village hall, church, cricket club.

We have recently changed our Sunday opening hours to 10 till 1pm (extended to 3pm just for the summer). This seems a more practical time for the majority of our customers and has been well received.

Our team continue to run a pretty tight ship with managing the stock levels and keeping our wastage to a very low level. When we sell such a high proportion of fresh produce this is a tricky metric to achieve. Much of it is due to good supplier negotiation by Katy and working with suppliers who recognise our value as a retailer. This was further enhanced this year when we moved to a new supplier for the fresh fruit and vegetables; we can source a more varied range and it is generally of a much higher quality than we had previously. The other added benefit is that this supplier tries where

possible to buy from local growers which supports our aim to reduce food miles. We are too small to buy from direct local growers but the relationship with this supplier meets our aims and reduce wastage. We do now have a new supplier for fresh bread ( as well as BH24), Kate's Bakery in Rockbourne deliver to us twice a week and this bread is proving to be popular too.

Katy continues to look for new local suppliers as well as developing our business with the existing supply base.

**Post Office** This last 12 months I personally have spent a lot of time working with the Plunkett Foundation to raise the profile of Community Shops with Post Office facilities. As many here will be aware we use virtually all our profit on supporting the Post Office operations here in Woodgreen. And that is conscious decision taken by the Committee in order to provide the service for the Community. In a normal commercial world this would probably not happen – hence why so many Post Offices shut down e.g. close to home Downton.

Following discussion with Plunkett, as they prepared to lobby the Post Office, they asked to use Woodgreen as an example of a successful community shop who were propping up the Post Office at significant financial cost. Our data was presented to the CEO and whilst it did not produce any immediate magic results it was powerful example of the point they were making to the Post Office.

There have recently been some improvements in remuneration for some of the services we provide, however to counter this, other payments are now based on individual branches meeting stringent operational parameters. So we can now earn around £120-30 per month by keeping our stamp stock below a certain level, our cash holding also to a minimum and being 100% accurate with our weekly and monthly reporting. All of which places more actual work on the branch team!

Our average monthly income has now risen above the £2k level this year. So to keep the Post Office fully open every day please to remember to use us as much as possible.

**Team** I consider myself to have been very fortunate to work with such a lovely group of local people – both our paid staff and all the kind people who volunteer for us. This year our long serving original early morning

baker Derek finally hung up his apron and retired; I'm pleased to say he and his wife still regularly visit us. We also said goodbye to Charlotte, our Saturday girl as she goes off to university – we wish her every success.

We have welcomed two new team members this year, Wendy, our book keeper and Carly who is customer facing at the weekends.

We've gained a lovely group of new volunteers, so a warm welcome to Jacqui, Simon, Julia, Susan, Jim and Graham. They've all picked things up incredibly quickly and have already made life much easier on the rota. We're very grateful to have them on board

Thank you to everyone who helps us keep the shop open – including all those in the background, you are all valued very much.

**Our Achievements** I think our major success this year was to enhance support the future security and financial viability of the shop and install the solar panel/battery system. Our initial research indicated it would be the right move and the payback period was estimated as viable, however with the tremendous work done by Guy on major grants full funding was secured. Currently monthly payment is £730, reduced from around £1000.

Using this and the success of our drive to reduce food wastage we were encouraged by Plunkett to enter the Rural Business Awards, a national competition. And I am very proud that we were chosen as finalists. Our solar panel story also appeared in the Plunkett Impact Review document as an example of a successful and thriving Community Shop, continuing to look for ways to reduce our environmental impact and be more sustainable for future generations.

We continue to ensure that we benefit from 100% small business rate relief from NFDC which saves us £4.4k per year - very beneficial.

Looking at the Plunkett criteria for a community shop, we continue to meet all the critical aspects including supporting local suppliers, providing local employment, opportunities to volunteer and make new friends – as well as being a focal point for the community and its organisations. We all know we can use the shop as a drop-off or pick-up point, sell tickets, collect items for donations or get messages out to our customers.

**The Future** As we clock up 20 years, and more specifically 15 years in the new building it is an opportune time to be looking a strategy for the future.

Recently the Committee met to pool ideas for further investigation which were wide ranging, from reviewing how our current space is used, expanding the car park, developing the café, to operating a click & collect service. However none of this type of major change can happen without the full backing from the members and the Committee will need to undertake thorough research and communication with everyone to get feedback on which ideas would have the support of the Community.

Most of you will be aware that both David and I are stepping back this year as Committee members. David has given 14 years' service to the Committee and we thank him for his long standing and valuable contribution to the shop. So it's time for the new Committee to take forward the ideas we began discussing back in June.

Welcome questions and any ideas for the future at the and.