

OPERATIONS TEAM REPORT – AGM 07/06/2022

	INDIVIDUAL ITEMS SOLD
Before we were identifying items on sum up 01/05/21-1/11/21	2,200 total items estimate (1,135 transactions)
1/11/21 - 30/04/22	
Cake Portions	1,500
Toast	38
Croissants	25
Cold drinks	89
Ice cream	30
Mother's Day scones	8
Soup	178
Quiche	8
Yo yo	8
Coffee	1,755
Tea	383
Babyccino	13
Hot Chocolate	130
Mocha	24

SUM UP Report – numbers analysis

2,699 transactions this year compared to 546 the year before. 92 of these transactions were related to the amazing Shanty head event in November 2021 and 80 transactions related to donations to the Ukraine fundraiser.

Transactions before November were not recorded against specific items but likely to have been around 2,200 sold items

Since November we have used sum up to record the actual items sold and there have been an amazing 4,189 items sold up to the end of April. This has included an incredible 1,755 coffees and 383 teas, 178 portions of soup, 130 hot chocolates and 1,500 cake portions.

In May 2021 we recorded 157 transactions (est 400 items) through sum up and have ended the financial year with the totals for April - 352 café transactions (1,130 items sold). We also ran an amazing fundraiser for the DEC and people of Ukraine.

Since January our averages per shift per week have increased significantly as more and more people become aware of our location and quality.

With the support of our wonderful team of volunteers and cake/soup/quiche bakers, we have successfully increased our opening days to 5 days a week and extended our Saturday hours. We have to extend our thanks to the families of our volunteers/cake bakers who very kindly lend us their loved one's time and energy.

We have also started once a month 'Wilfrid's Wednesdays' sessions for Droxford residents, supported by the NW team and this includes a freebie every month, as well as our Parents café 'Little Beans' which provides a comfortable, safe environment for parents with young babies or children. Huge thanks to Neighbourhood watch who managed to obtain some funding for new play mats for this community venture. Thanks also to Jeff Hooper for supporting Wilfrid's Wednesdays by providing the funding for the freebie cards.

We have also increased our menu in line with extended Saturday service and successfully offered lunchtime soup over the winter months. We now offer quiche and salad on Saturday lunchtimes as well as toast, crumpets and teacakes during opening hours.

Our cake bakers/chefs continue to provide us with amazing bakes and always step up when the cry goes out for more cakes. We have reinstated the thank you card scheme for all bakers and for volunteers who do not take a drink on shift and we also now have ingredients readily available for the bakers to help themselves too when they require products for their baking.

The operations team have this year, with support from the village and our volunteers run two successful fundraisers, Macmillan and DEC for Ukraine and led a partnership with the FODC and the PCC to present the Shanty head fundraiser in November

We have been proud this year to support young people working towards their Duke of Edinburgh Awards.

We have thoroughly enjoying working with Jess, Elliot and Emma, proactive young people, and wish them full success in their endeavours for the Duke of Edinburgh Award and in their future adventures.

We are always looking for new volunteers and actively encourage our existing volunteers to undertake additional training and learn new skills.

We have welcomed Stephen Reynolds onto our ops team this year and are confident that Wilfrid's can go from strength to strength whatever the building throws at us – leaky pipes for example.

Once again, all of us on the ops team, Margaret, Ali, Stephen and myself would like to say an absolutely huge thank you to all of our volunteers, bakers, chefs, parents/families and customers as we really couldn't do it without you. You step up when we need you and we really are 100% proud of you and everything you provide – it is a privilege to work with you all.

Also, a big thanks to the rest of the DCH CIC board who go along with everything that the ops team dream up and give us support and encouragement and lastly a thank you to all of our own families who, believe me, put up with a lot!

Thanks.

OPS – Sarah, Margaret, Ali and Stephen.