



27th April 2020

CILCAIN COMMUNITY SHOP NEWSLETTER TO MEMBERS



MESSAGE FROM THE MANAGEMENT COMMITTEE

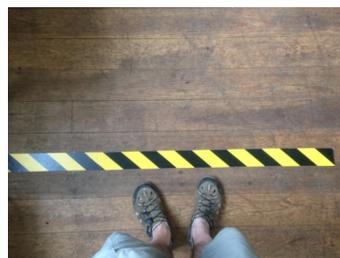
On 7th April 2020 the Welsh Government's amended Coronavirus Regulations, which were previously advisory, became law and the need for employees to maintain a 2-metre distance from each other and other people in the workplace, is now part of official regulations. Whilst we, as an employer, have been taking all reasonable measures prior to this we have had to revise our working practices, and shop/hall layouts, as we have a duty to comply with the regulations.

If you have not been able to visit the shop over the last few weeks you may be unaware of the changes that have been made to the layout. Some produce and refrigeration appliances being moved into the Main Hall (with Village Hall Management Committee approval), and 2-metre spacing between individuals or family groups marked out on the floor. Alcohol, household goods and a small amount of groceries have been left in the shop and this has created a more open floor area enabling us to achieve the required social distancing rule between persons in the premises.

Entrance to the shop is now via the Main Hall emergency exit doors with most of the shop products displayed on tables, enabling customers to select what they want before moving on to the display freezer and fridges. A volunteer manages the queue to maintain spacing and allows one person/family group at a time into the shop to pay for their basket of goods (possibly picking up some wine or beer at the same time). The customer exits the building through the Village Hall main entrance doors.



Here you can see the produce on display in the Main Hall and the queuing system.



One of the "2-metre" lines – This person wished to remain anonymous.



Cilcain Community Shop is very grateful for support from the community of Cilcain and these organisations



CILCAIN COMMUNITY SHOP



A delivery service has been set up to supply those who are self-isolating to continue getting goods from the shop (with no delivery charge). This service has been so successful that we have had to change the shop opening hours to allow orders to be processed and our delivery volunteers to get them out to the customers. Orders can be placed between 8am and 10am every day. Phone the shop - 01352 741354.

The shop is now open to customers between 10am to 1pm although “pre-paid” newspapers can be collected from 8am in the Main Hall. Many of our newspaper and magazine customers have moved to paying in advance as this enables collection of newspapers from 8am prior to the shop being open.



One or two of you may remember, or have heard about, rationing after the Second World War and one customer was delighted to find that we were able to give him much more than was ever possible with the ration book.....



This is the shop layout now. The till has been moved to the far right hand end of the counter and fridges, freezers and bread trestle moved into the main hall and only one customer at a time is allowed in the shop. All of these measures enable us to observe the 2-metre rule.



Orders being processed in the kitchen and one of our wonderful (younger) delivery volunteers eagerly awaiting the hand-over and get on his bike to deliver the order.

Orders can be invoiced and paid for online as long as the customer has an email address. It's simple, easy to do and secure.

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CILCAIN COMMUNITY SHOP

The shop turnover has increased considerably and the range of goods on sale has increased to support those doing the majority of their weekly shopping in our shop. Milk sales, cold meats, fruit and veg sales are doing particularly well but all this comes with additional challenges. We purchased a new fridge in December 2019 to cope with the increasing milk sales and just recently we have purchased a new freezer to give us some extra storage space for frozen goods.

Our two staff, Sam and Di, are now working full time to handle the vastly increased range and quantities of products we sell - I'm sure you will all agree that they are doing a magnificent job.

One of the questions asked at the 2019 Annual Members' Meeting was "What is the future of newspaper sales given the growth of online news readership" and it's interesting to note that since mid-March our newspaper and magazine sales have actually increased, which is the opposite to what is happening in other areas. Thank you to our existing and new customers.



The above photo of Sam & Di was taken in 2019.



Cilcain Village Shop in 1977 Notice the distance between the staff.

Some more good news...

In March, the Chancellor announced "The Coronavirus Small Business Grant Fund" which is a £10,000 grant to all businesses eligible for small business rates relief (SBRR) as a one-off grant to help small business owners meet their operating costs. We were eligible and received the grant this month.

Please be assured that this grant will be used for its intended purpose.

The English version of our website has been rebuilt making it easier to keep up to date. Have a look for yourself <https://cilcaincommunityshop.co.uk/> and the new Welsh version is in progress. Many thanks to Rachel Jones from Brynford and to those who have helped with the translations.

Have a look at our Facebook Page <https://www.facebook.com/cilcaincommunityshop/>

As ever, thank you to all those that have helped keep the shop running and to our new delivery volunteers. Thanks to Sam, Di, Milly and Dave for keeping the shop well stocked with essential items and to the members of the Village Hall Management Committee for having faith in the decisions that we have had to take in order to continue to provide a beneficial service to our customers.

Thank you to all of our customers for your patience and cooperation in maintaining a safe environment and to all of our Members, many of whom are volunteers and/or customers, for your support.

Cilcain Community Shop Management Committee - Jonathan Wells (Chairperson), Milly Riley (Vice-Chairperson), Sarah Parr (Treasurer), Simon Redford, Lucie Skates, David Facer, Duncan Hayes, Philip Higgins (Secretary).

secretary@cilcaincommunityshop.co.uk