



CILCAIN COMMUNITY SHOP NEWSLETTER TO MEMBERS 29th March 2020



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

MESSAGE FROM THE MANAGEMENT COMMITTEE

Dear Member,

Firstly, apologies for not sending this message to you earlier but our minds have been occupied with putting in place coronavirus precautionary measures. We have closed our café function and reduced the shop opening hours to allow us to focus our efforts on maintaining a reasonable level of service with a reduced number of volunteers. The Post Office have suspended their Monday & Wednesday service at the shop.

The ways in which we are operating have been refined several times already in the last two weeks, and we will continue to refine them in the light of guidance and practical experience. Changes adopted so far have included securing of additional supplies of stock, reduction of opening times in recognition of reduced availability of volunteers and the need for a separate time for restocking shelves, introduction of a phone order and delivery service for those confined, reduction of volunteer numbers behind the counter, and a one way system through the Hall, only allowing one customer in the shop at a time.

In the light of experience, increasing demand for phone orders/deliveries, and the challenges of maintaining 2 metre separation we have just made another refinement. With effect from Monday 30th March we are dedicating the first two hours, 8am to 10am, to phone orders and assembly of those orders. The shop will be open to customers from 10am to 1pm. We don't expect this change to be the last, and will continue to refine as necessary, particularly if the balance of orders and visits to the shop changes. At the moment we are fulfilling around 30 orders to customers and the number is increasing.

The goodwill shown by the staff, volunteers, customers and members of the community has been immense as we have had to adapt the ways in which we work. We are particularly grateful to the Village Hall Management Committee for their support in enabling us to use parts of the Hall normally used for other purposes.

Our staff, Sam and Di, are working flat out, particularly in securing supplies and organising volunteers. So far, our normal providers of products such as bread, milk and meats have coped with the hugely increased orders we have placed with them. We have also stepped up orders of additional items such as fruit and vegetables.

Feedback from customers has been overwhelmingly positive. Yes, some aspects are less convenient, but the purpose seems to be well understood. We are incurring some additional costs currently, but we feel that it is better to have slightly more expensive goods delivered rather than scour stores for economy with associated risks.

The Management Team (Committee Members, Manager and Assistant Manager) are continually monitoring the situation and we will provide updates as necessary. We take this opportunity to thank all our volunteers for their help and commitment to provide a beneficial service to the community and to our customers for continuing to shop with us.

We are fully committed to keeping our staff, volunteers, customers and all our management committee members safe. We are in regular contact with every member of our team, updating our contingency plans as and when necessary to safeguard their wellbeing whilst carrying out their day to day tasks. We are taking great care not to put any of our team at any unnecessary risk.

March 31st 2020 is the end of our second financial year and preparations for our Annual Members' Meeting will proceed as normal. We will not be able to make any plans for the actual AMM meeting but we do have options that should enable all members to vote.

The current situation has presented many challenges for the Management Team and you can be assured that, whatever happens, our focus will be on ensuring that Cilcain Community Shop will still be here to serve you in the future.

We appreciate everyone's help in these difficult times.

Regards,

Philip Higgins

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Secretary to the Society

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